



## Software Support Issue

**Error Details:** After installing Don't Panic – Photo Edition Version 4.0.6 an error will occur when you try to activate the software via the Phone or Internet Connection on another PC methods. When you enter all the required details and click Activate a runtime error 438 will occur and the software will shutdown.

**Versions Affected:** 4.0.6

**Error Description:** The above issue is caused by a small type in the coding of the software.

**Resolution:** To resolve this problem go to <http://www.imagerecall.com/updates>. Then select Photo Edition as the product version and your place of purchase. Then click Submit and you will be taken to the available updates page. Download and install version 4.0.7 or above as this contains the required fix to the software.

**NOTE:** You will not have to re-activate the software when you install an update.