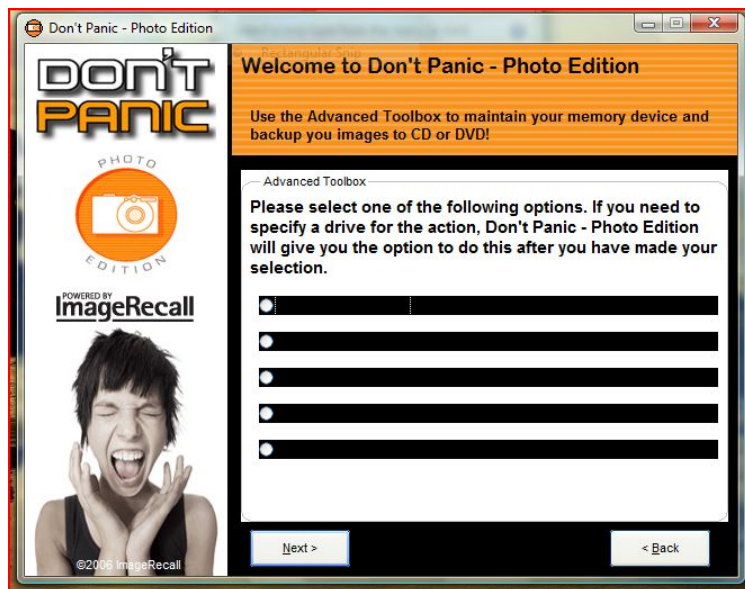




Software Support Issue

Error Details:

When entering the Advanced Tools screen on Vista the background is displayed in black and the frames around the options are also black as in the diagram below:



You will also get the following error message if you try to Secure Erase or Restore a Backup to your memory device:



Versions Affected: 4.0.1, 4.0.2, 4.0.3, 4.0.4, 4.0.5, 4.0.6 & 4.0.7

Error Description: The reason for the black colouration is because the font fore colour for the Title Bar Text is set to black on Vista whereas it is white on Windows 2000 and XP.

The reason for the secure ease and restore errors is because Vista handles opening devices differently to Windows 2000 and XP and therefore it will fail everytime.

Resolution: To resolve this problem use the “Check for updates” option from the Don’t Panic – Photo Edition main menu and download and install version 4.0.8 or above as this contains the required fixes.

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