

Hotfix for Perceptive Not Recognizing Application Window

(Admin Permissions Needed)

(CLOSE PERCEPTIVE CONTENT BEFORE ANY CHANGES)

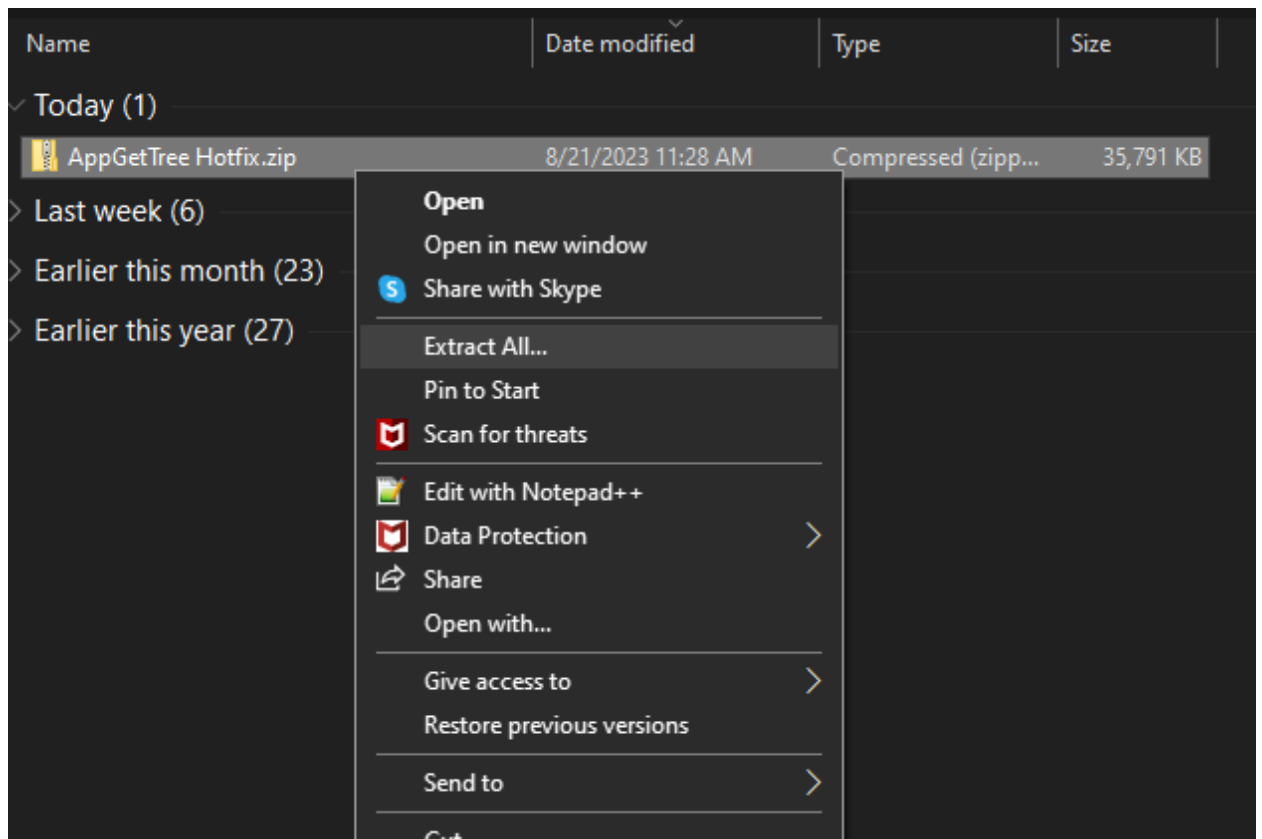
1. Click the link to be redirected to Hylands ShareBase.

<https://app.sharebase.com/#/folder/1681706/share/3-G--toP6ylYWI6kx2jeHrGMCChOJU>

2. Select the “EP4 (7.7)” folder and download it.



3. After downloading the folder, extract it.



4. Once the folder is extracted, open another file explorer to go to the “recipient” location.

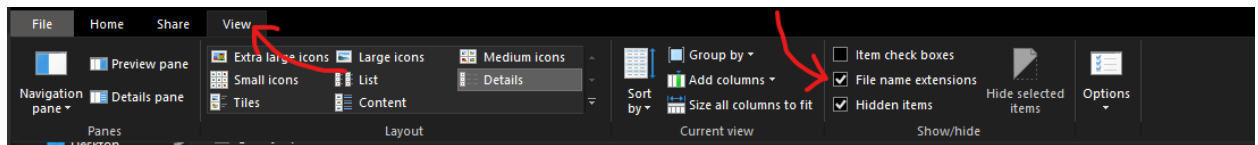
“C:\Program Files (x86)\ImageNow\bin”

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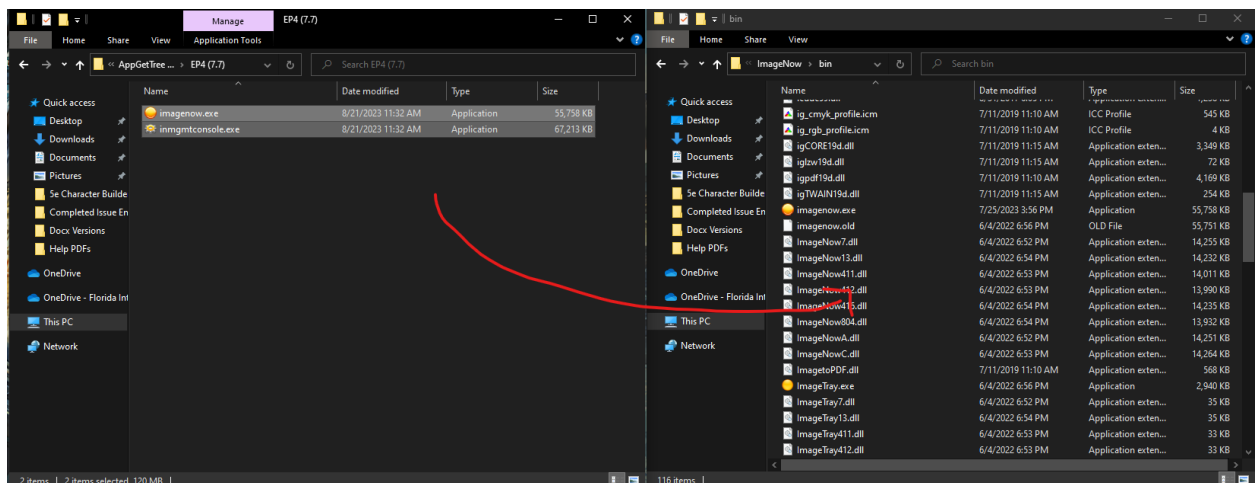
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- Once you are there, rename the files in that location. Change “imagenow.exe” to “imagenow.old” and “inmgtconsole.exe” to “inmgtconsole.old” if the user has it.

(NOTE: YOU MAY NEED TO ACTIVATE FILE NAME EXTENSIONS TO SHOW)



- After changing the names of the files, it is safe to move the files that were downloaded to the “recipient”



- The zipped folder you downloaded and the folder you grabbed the new files from can be deleted now.

