



Recommended configuration for running WinCan8 on Windows Vista and Windows7

The following operating systems are recommended for WinCan v8 installations on a vehicle or on an office PC:

Windows Vista Business Windows Vista Ultimate Windows 7 Professional Windows 7 Ultimate ONLY 32 BIT VERSIONS

The following operation systems are **NOT** recommended for WinCan8 installations:

Windows Vista Home Windows Vista Home Premium Windows 7 Home Basic Windows 7 Home Premium
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If you plan a new WinCan v8 installation on a PC with Windows Vista or Windows7 and if you are not sure which operating system may be suitable for that purpose, please contact CD LAB AG by support@wincan.com.

Further recommendations:

If you purchase new hardware and Vista Home, Vista Home Premium, Windows7 Home Basic or Windows 7 Home Premium have already been preinstalled on your PC/Laptop, please try to get a Upgrade Key to upgrade on a recommended operating system version.

CD LAB AG does neither install nor upgrade an operating system; nor does CD LAB AG sell any computer hardware and operating system software.

CD LAB AG only installs WinCan v8 on the operating systems described above.

Details to hardware/software configuration are described in our corresponding documentation that can also be sent to you on request.

For WinCan v8 installations done by CD LAB AG please contact us in advance to fix the exact date and time.

For WinCan v8 installations done by third persons we strictly recommend to get this work done by certified computer specialists. Please get the recommendations from the support department of CD LAB AG **before** any installation of WinCan v8 done by third persons.

Hints and Recommendations

Hints for WinCan v8 installation on a PC with Vista or Windows7

- Activate the system administrator account "administrator" and define a password.
- Every WinCan v8 installation must be run with this "administrator" account.
- Every hardware installation necessary for WinCan8 must be run with the "administrator" account.
- Install every OS Update patch as well as OS Service Packs.
- Deactivate UAC (User Account Control).
- Deactivate the data execution protection (DEP) by selecting the menu "start -> run" and typing the following line:

bcdedit.exe /set {current} nx AlwaysOff

Activation of the data execution protection (DEP):

bcdedit.exe /set {current} nx AlwaysOn

Hints to problems when recording and displaying videos

Make always sure that you use the latest hardware drivers as well as the latest software version given by the hardware producers. The following components can have an influence on the recording/displaying behaviour of WinCan v8 Videos:

- Graphics card and corresponding drivers
- Video encoding card and corresponding drivers
- Preliminary installed software (NERO BURNING ROM, Pinnacle products, video software, DVD software, burning software as well as any kind of software installing additional video codecs).

Recommendations:

If video problems in WinCan v8 on a PC with Vista or Windows7 occur, uninstall the above mentioned software and test again.

Known problems due to CODEC packs:

CDLAB AG products:

Using a VITEC encoding card or a MobileCap124 device didn't cause any video displaying problems, if no software products as mentioned before have been installed.

Commercial MPEG products (PCTV, Haupage and others).

These products install so called Codec packs for video/audio and therefore may cause problems when recording or displaying video files using the wrong Decoder/Encoder.

Recommendation:

If video problems in WinCan v8 on a PC with Vista or Windows7 occur, uninstall the above mentioned software or download the latest corresponding updates from the website of the producer and test again. A completely new installation of the codec packs may help too.

Indication:

Codec Packs are steadily developed. A codec pack used by the system may suddenly show certain incompatibilities with different hardware and software components.

Please contact your hardware/software reseller, if the MPEG-options (MPEG 1,2,4) used by WinCan v8 are fully supported.