

The following is a summary of the our investigation of reported issues.

The technical reason(s) for the reported issue and our resolutions are indicated.

Windows OS Crash after installation of WebSys 2.4

WebSys 2.4 was installed on 3 computers with the following OS's:

Windows 2000 Service Pack 2

Windows XP Service Pack 2.

Windows server 2003 Service Pack 1.

After the installation, the systems were operated. The reported crash was not observer and could not be reproduced.

To make the testing similar to the reported environment, WebSys 2.4 was uninstalled, the previous version of WebSys was installed and then WebSys 2.4 was installed.

After the installation, the systems were operated. The reported crash was not observer and could not be reproduced.

Note: The installation package installs copies of MFC 7.x under "Windows\System32" directory. These MFC files are:

MFC71d.dll

MSVcp71D.dll

MSVcr71D.dll

MSVcrt.dll

The script algorithm for installing or no installing these components is:

Install if the corresponding file does not exist.

Install if the corresponding file version is older or equivalent.

Do not install if the corresponding file version is newer.

We have observed that after installation of some of these components Windows Auto-updater replacing them with another version, without regards to dates or version.

To circumvent any problem, we have changed the installation script to install the above components in the application directory.

The updated instillation package includes these changes.

Failure to retrieve uploaded files.

This behavior was reproduced at our lab. The cause of the failure was traced to incorrect installation and registration of a DLL: compression.dll. This DLL is responsible for decompressing, and decrypting (and the reverse) of the downloaded files.

Changes in the installation package are made to resolve this issue.