Customer Support Bulletin

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DCS 5 Upgrades and Image Pro Analyzer 7.1

foster+freeman UK
info@fosterfreeman.com
+44 (0)1386 768 050

foster+freeman USA
usoffice@fosterfreeman.com
888 445 5048

foster+freeman EU
de.sales@fosterfreeman.com
+49 (0)211 158 422 57

foster+freeman NL
nl.sales@fosterfreeman.com
+31 (0)6 1114 3858

DCS 5 Upgrades and Image Pro Analyzer 7.1

Dear Valued Customer

A new release of DCS 5 software V5.1.426 was issued on May 7th May and the Download zip file contained a document entitled 'How to upgrade to Image Pro Analyzer 7.1 with DCS 5.1.422'. The document implied that you need to upgrade your Image Pro Analyzer software to 7.1 to enable correct operation with Windows 11.

All new DCS systems are shipping with Image Pro 7.1 but does require a different license so if you are **upgrading** your DCS 5 software to run on Windows 11, **DO NOT** update Image Pro to 7.1 as you will be required to purchase a new license.

- If running Image Pro 7.0, which will be the case for most customers, this will be fine to continue with.
- If you are currently running Image Pro 6.3 on a DCS 5 system, it is likely your dongle will already support 7.0 but please see visual check below and contact Customer Support to cross check before proceeding.
- If you have upgraded your DCS 5 system from an old DCS 4 system in the past, please contact Customer Support as you will not have license support for Image Pro 7.0 or 7.1 and be required to purchase a new license.

As a visual check, if your DCS dongle looks similar to the image to the right where the important element is the **15N70000**-xxxxx number, it will run Image Pro 7.0 but not 7.1.

If you have already upgraded to Image Pro 7.1 and is now asking for a new license, please submit a Support Request for assistance.

We apologise for any inconvenience caused by the misleading information within the release notification.

Customer Support Team

Submit New Support Request

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