

Technical Note - TN1024w

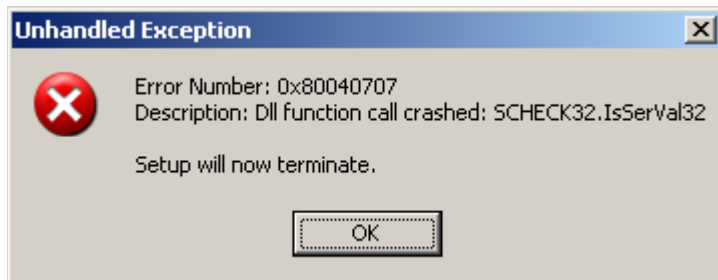
Dll function call crashed: SCHECK32.IsSerVal32

Scope

This technical note applies to all V3.0, V3.1.3 and V4.0 Music Ace products (Music Ace, Music Ace 2, Music Ace Starter, Music Ace Deluxe and Music Ace Maestro) running on Windows systems.

Overview

During installation of a Music Ace product, just after entering the registration number, you may encounter an error similar to that shown below. This error is the result of attempting to install a v3.0 or later Music Ace product using a v2.0 or earlier registration number.



Procedure

Locate the v3.0 or later registration number for your product and repeat the installation with the proper registration number.

If you have lost your registration number and you have a consumer (boxed) version you can obtain a replacement registration number from our Web site at:

<http://www.harmonicvision.com/techsupport/replaceReg/regno.htm>

If you have lost your registration number and you have an Educator (3-ring binder) version please call 800-474-0903 x2926 for assistance.