

This application note describes two known issues and work-arounds for LinkTenn32 and Synergy Manager for Windows Vista and Windows 7 Professional, 32-Bit operating systems

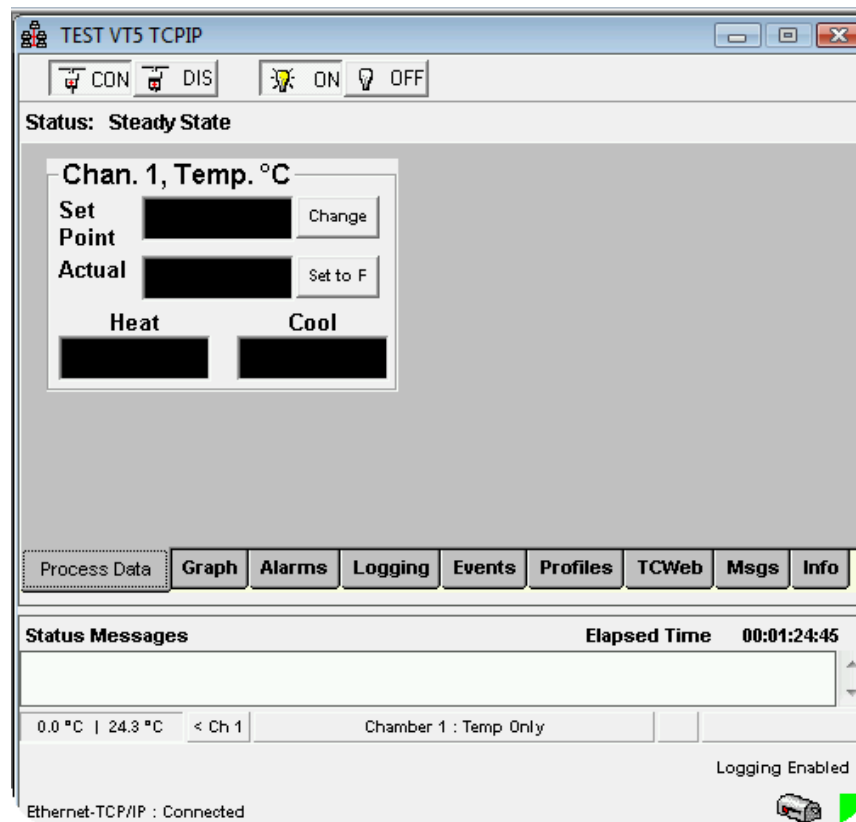
This note applies to LinkTenn32\_V1\_31\_01\_Setup and SynergyMan\_Setup\_2\_13\_01

There is a known display issue and an Installation issue.

Caution: Don't plug the LinkTenn32 or Synergy Manager USB Dongle Key into the computer until the software is installed and you've successfully run it in "Monitor Only" mode.

#### Display Issue

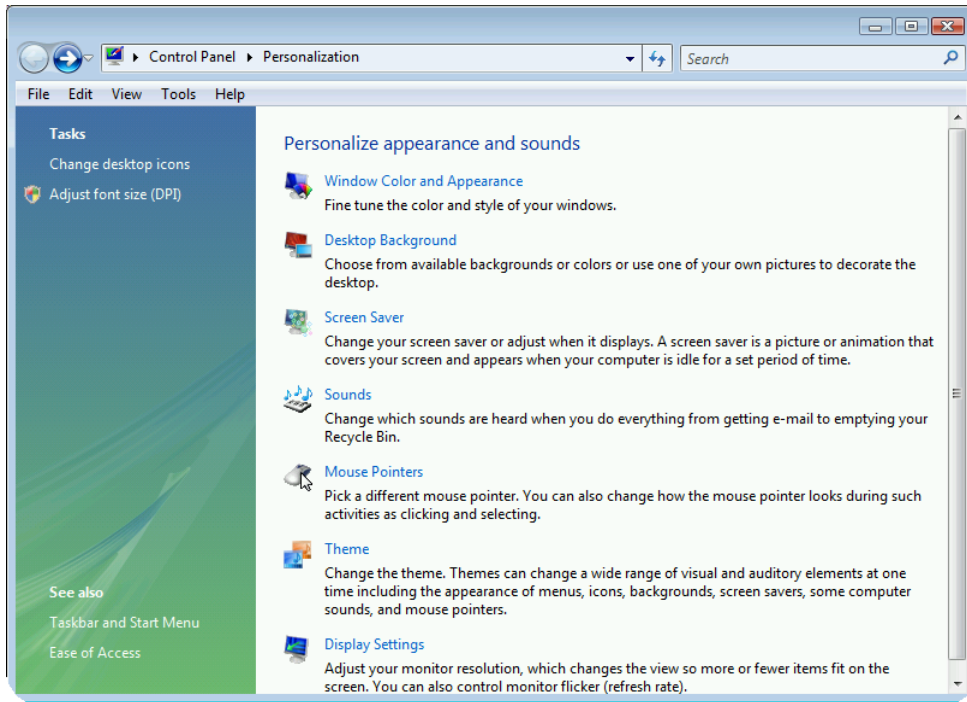
After installing LinkTenn32 on a Vista Business (32 bit) or Windows 7 Professional (32-bit) your chamber windows look something like this:



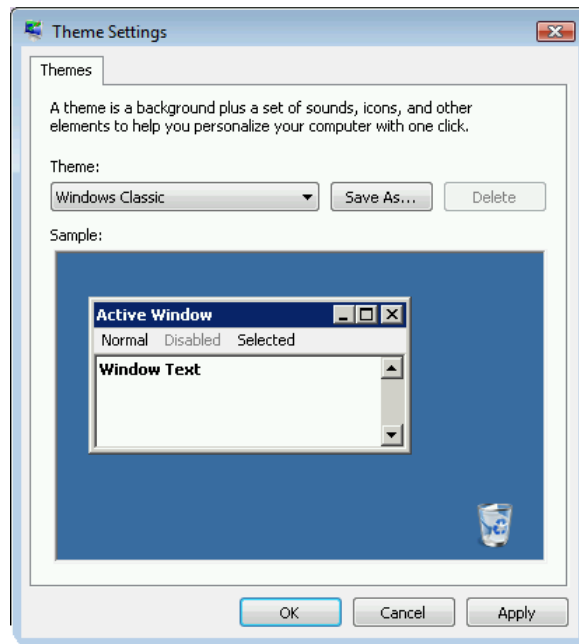
#### Workaround

1. Change your desktop colors and themes to "windows classic" by right clicking on your desktop then select personalize.

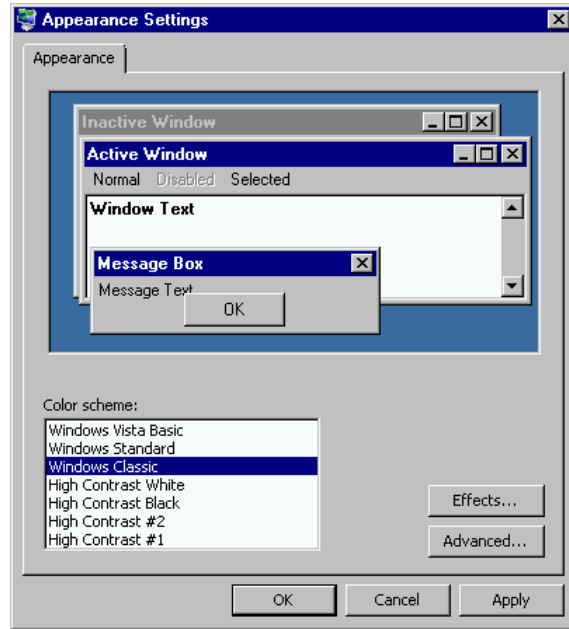
you should see something like this:



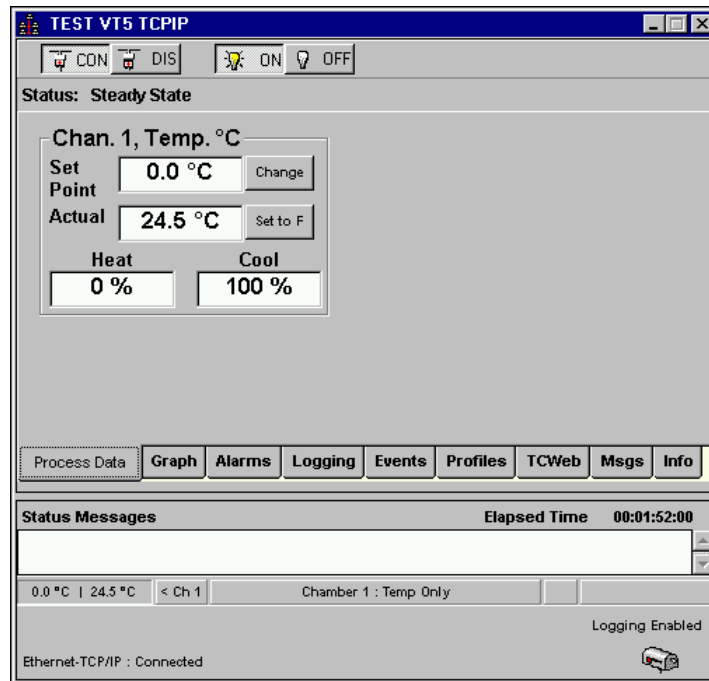
2. Select 'Themes', then select "Windows Classic" as shown below.



3. Click 'Apply', then "OK" or just "OK" to accept change.
4. Then from 'Personalize dialog select "Windows Color and Appearance" and then Select 'Windows Classic" as shown below.



5. Click 'Apply', then "OK" or just "OK" to accept change. LinkTenn32 Screen should look similar to the window shown below;



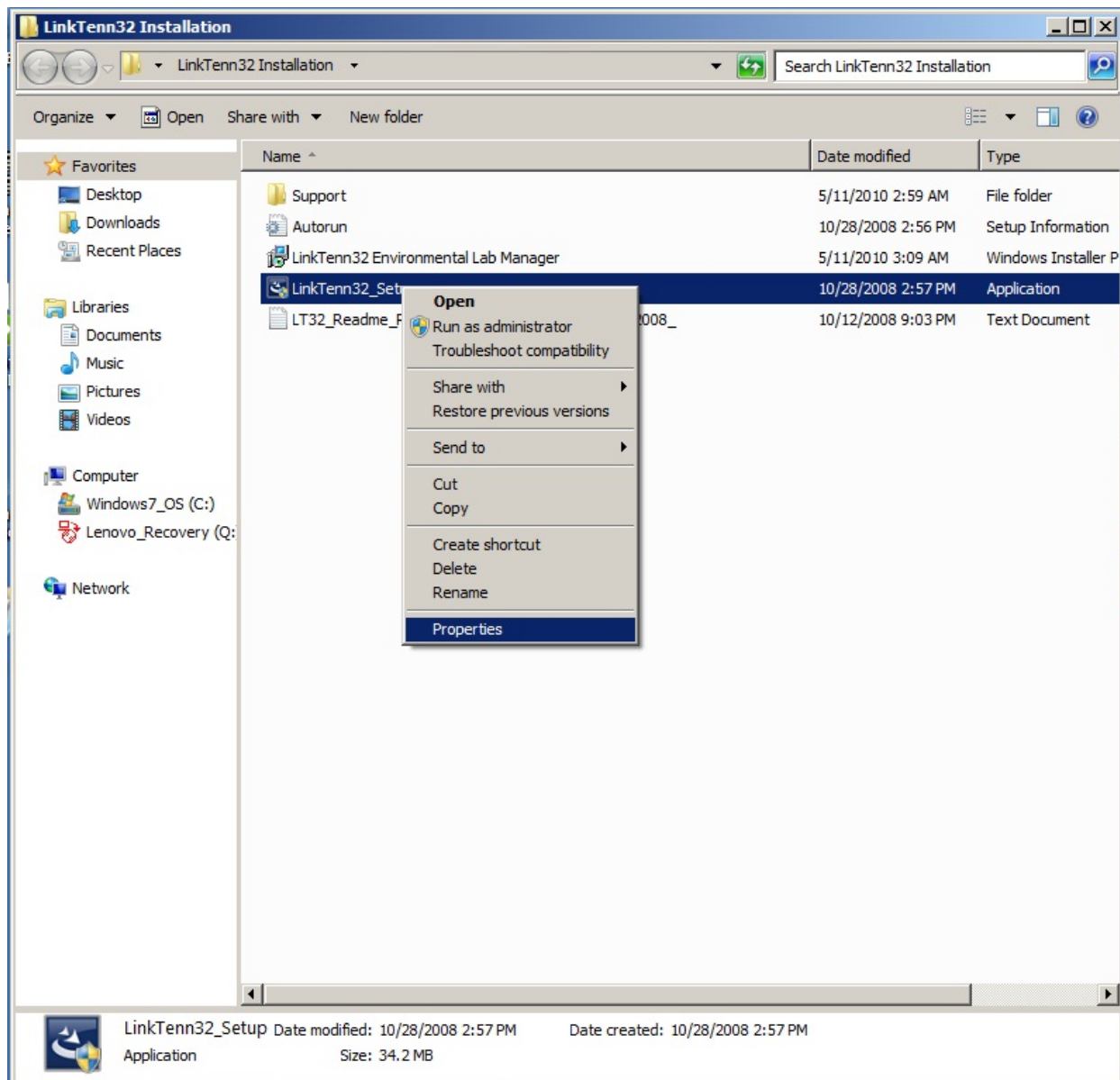
### Installation Issue

After installing LinkTenn32 or Synergy Manager on a Vista Business (32 bit) or Windows 7 Professional (32-bit) equipped computer the Program isn't list in Program list or your LinkTenn32 directory is not created in your C:\Program Files directory.

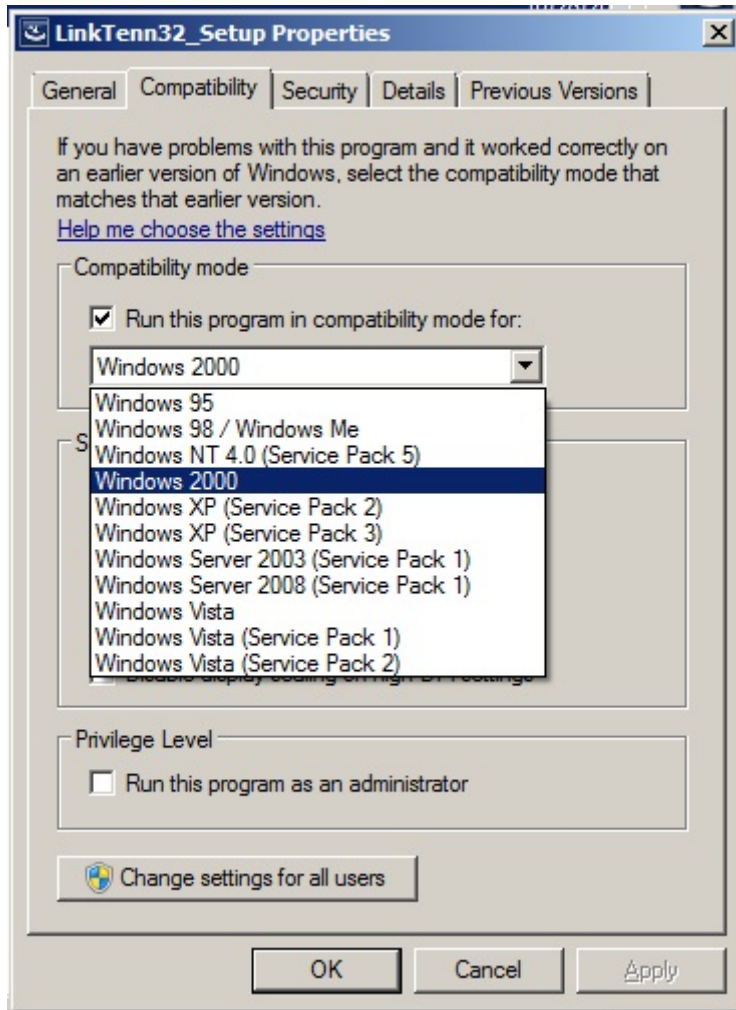
### Workaround

Run the setup application in Windows 2000 compatibility mode as shown below.

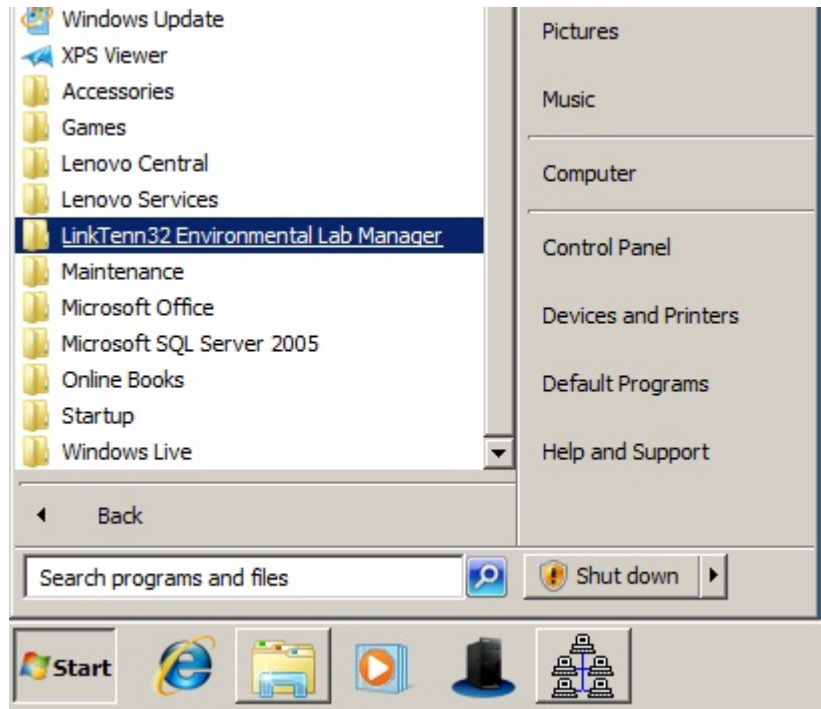
1. Extract the installation program to your desktop.
2. Browse to the Installation directory created on your desktop in the previous step; click the LinkTenn32\_Setup program with your right-mouse and select the Properties from the drop-down menu as shown below.



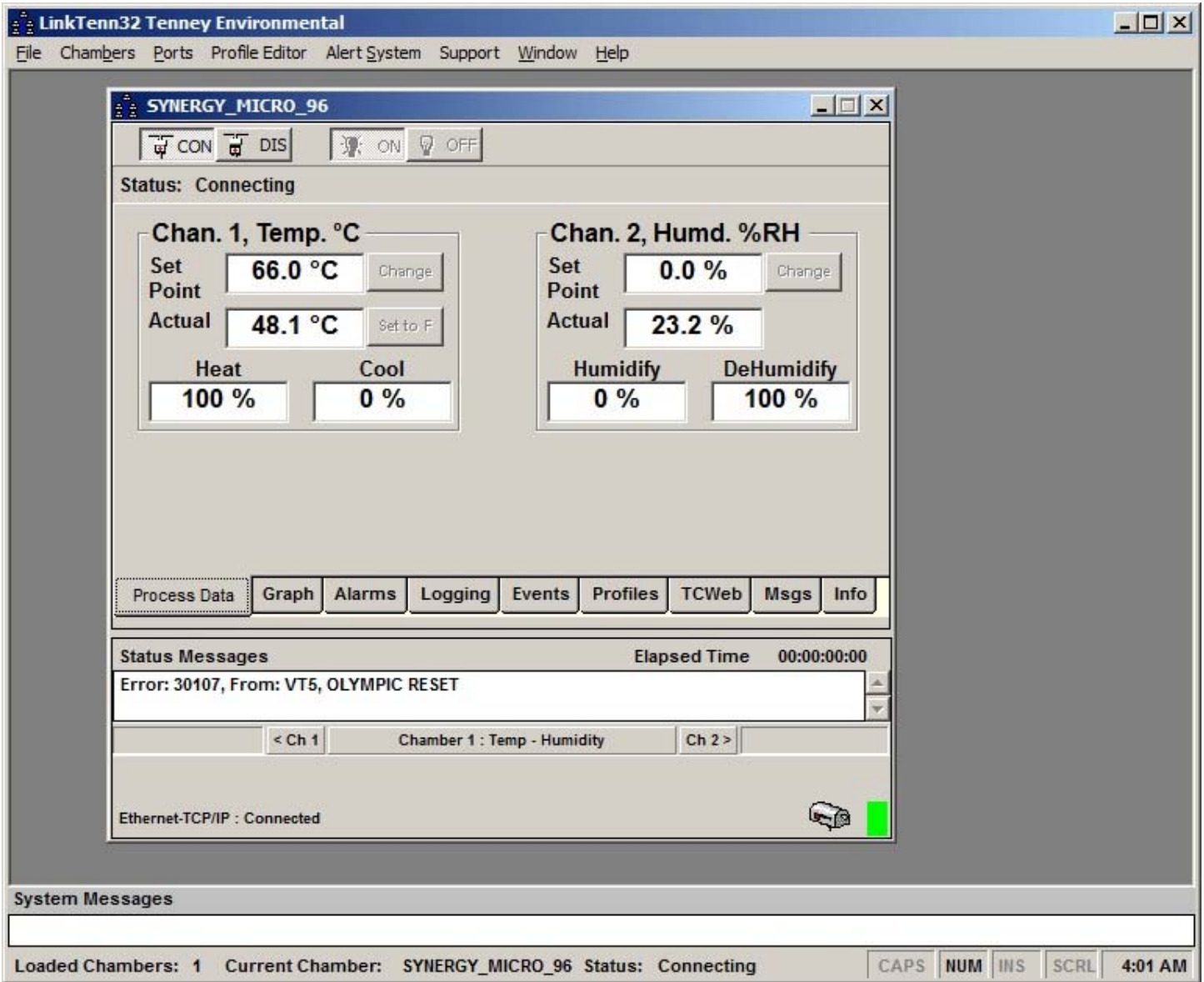
3. Click the Compatibility tab in the LinkTenn32\_Setup Properties window.
4. Check the “Run this program in compatibility mode for: “ check box and select Windows 2000 from the compatibility mode drop down menu as shown below. Then Click OK to close the window.



5. Double click the LinkTenn32\_Setup file to install the software.
6. After successful installation click the Windows Start button and LinkTenn32 should appear in the list of programs as shown below.



- 7. Click the program in the list to start it.



**About Tidal Engineering**

Headquartered in Randolph, NJ, Tidal Engineering Corporation has been designing and building award-winning embedded hardware and software for test and measurement and data acquisition applications since 1992. The company further provides product development services together with engineering support, and is recognized for technical expertise in such areas as Embedded IEEE 488, and turnkey SCADA (Supervisory Control and Data Acquisition) systems. Tidal's products are available exclusively through ADI American Distributors Inc., an ISO-9002 certified distributor of electronic and electromechanical components and assemblies.

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