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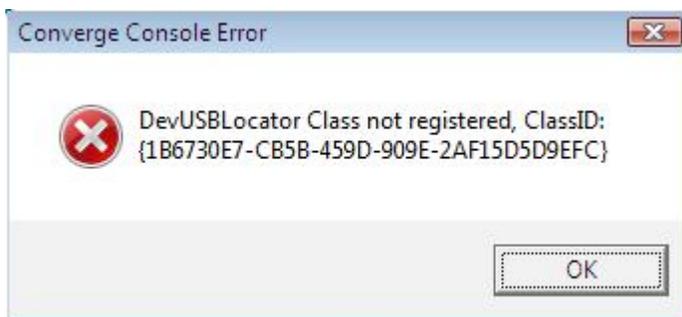
CONVERGE CONSOLE ERROR WHEN LAUNCHING CONSOLE ON WINDOWS VISTA 32 BIT OS

Introduction

There is an issue with Converge Console 2.0.30 activating correctly on computers running Windows Vista 32 bit Operating System. This document explains how to activate Converge Console so it will run correctly and the resolve this error.

Error Description

Converge Console 2.0.30 installs a new program to the Converge Pro Family, Converge Manager. Converge Manager allows switching between different versions of Converge Console and Controller Builder. Along with Converge Manager the Installer also installs two versions of Converge Console, 1.1.7 and 2.0.30, and two versions of Controller Builder, 1.3.4 and 2.0.30. When Converge Console is installed on a Windows Vista 32 Bit Operating System, neither version of Converge Console is properly activated. When Converge Console is launched for the first time, an error occurs (see Figure 1) due to improper activation during install.



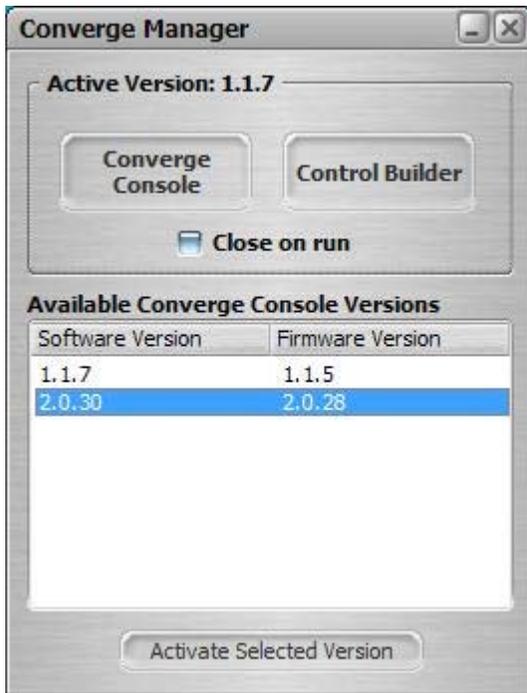
(Figure 1)

Error Correction

To correct this error, click **OK** to clear the error. Next, launch Converge Manager. Converge Manager can be launched from the Desktop shortcut or through the following steps:

1. **Start**
2. **All Programs**
3. **ClearOne Communications**
4. **Converge Console**
5. **Converge Manager**

As Converge Manager launches, a Windows Vista warning message is displayed: "A program needs your permission to continue." Select the **Continue** button. After Converge Manager launches, select Software Version 2.0.30 and press the **Activate Selected Version** button at the bottom of the window (see Figure 2).

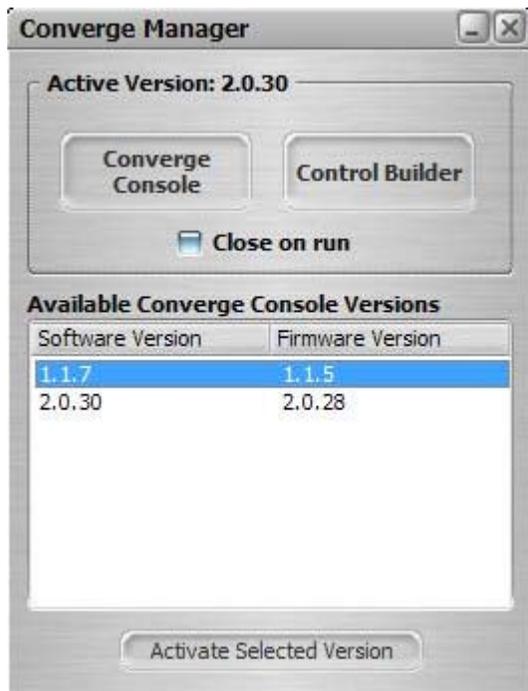


(Figure 2)

After pressing the Activate Selected Version button, Converge Manager will properly activate Converge Console 2.0.30. When the activation process is complete, a confirmation message stating "Software Version: 2.0.30 activated successfully" is displayed. Click **OK** to clear this message.

Converge Console 2.0.30 is now activated. Next, Converge Console 1.1.7 needs to be activated.

To active Console 1.1.7, select Software version 1.1.7 and press the **Activate Selected Version** button (see Figure 3).



(Figure 3)

Converge Manager will now activate Converge Console 1.1.7. When the activation process is complete a Confirmation message stating "Software Version: 1.1.7 activated successfully" is displayed. Click **OK** to clear this message.

With the proper activation for the two different Converge Console versions, the initial error as seen in Figure 1 is cleared. Use Converge Manager to activate and switch between the desired versions of Converge Console.