



# Engineering Product Advisory

<b>Subject:</b> No playback from viewer software <b>Product:</b> KOL7000/HP-CD-RW <b>Number:</b> 1400-0001-25-00 <b>Date:</b> 7/24/01
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**PRODUCT:** KOL7000 (ALL revisions prior to 0716 of Kol-7000)

**PROBLEM:** A recent upgrade to the software on the KOL-7000 series DVRs created a conflict between the CD/CDRW export "Viewer" program and most personal computers. The bug requires the playback computer to have DirectX version 7.0a installed. No other version is accepted. DirectX is a standard driver package from Microsoft and is now in version 8. The bug is expected to be repaired soon to allow newer revisions. Very few customers are exporting video directly from a KOL-7000, so this bug is not expected to create a large impact.

**SOLUTION:** This occurrence only affects KOL-7000 series DVRs that contain software Rev 2.0.8.0511, Viewer Version 2.0. QC has fully investigated the conflict, and an upgraded revision is available from tech support as a series of Floppy Disks or files that can be emailed. The new revision is 2.0.8.0716.