

# XEScan Solutions FAQs

This page covers commonly asked questions and clarifies other points regarding XEScan Solutions.

## **Problems updating feature key**

In version 2.00-8 of the Synergix Diagnostics Application, when running under windows 98, any feature key upgrade will report a failure even if the feature upgrade was successful. A missing DLL is reported and a fatal error causes the program to exit. This problem is only under Windows 98 and can be fixed by downloading Diagnostics Application Service Pack SP1 from this site.