

Immersive Virtual Training Environment for CNC/Robotics Version 5.x Installation and Upgrade

New Installations

Run the latest installation package with Administrator privileges.

Upgrade from version 5.x

Run the latest installation package with Administrator privileges.

Upgrade from version 4.x

- (1) Use the Control Panel to uninstall all Immersive applications (CNC and Robotics).
- (2) Run the latest installation package(s) with Administrator privileges.

Troubleshooting

After completing the upgrade, the application hangs or the wrong version is reported.

Use the Registry Editor to search the “HKEY_USERS” key. The key contains application information for each user account on the machine. Locate and remove all “HKEY_USERS/[account]/Software/IMMERSIVE” keys (see highlighted example).

Important: This step should be performed with caution, and should only be attempted by someone with extensive computer knowledge and experience.

Yellow “Alert” images appear on the launch page.

Although any browser may be used to view online learning material, most Immersive/LearnCNC applications require the use of Internet Explorer 6+ and/or Adobe Flash Player 10+. When using other browsers, alert icons will appear where the application launch buttons should be.

In Internet Explorer, when logging in or launching the CNC Virtual application for the first time, an Information Bar (like the one below) may appear at the top of the browser. Click on the bar and select ‘Run’ or ‘OK’. The yellow alert icons will appear on the launch page in the browser if the licensing add-on is not allowed to run.

