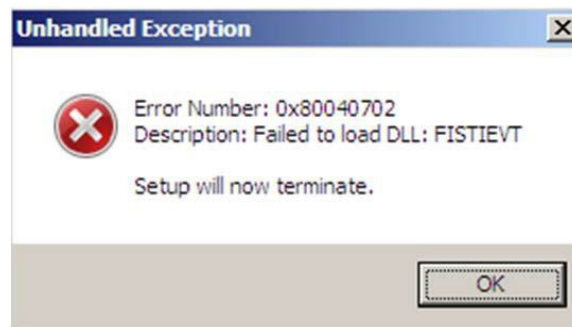


About Desktop Experience and how to recover the installation error

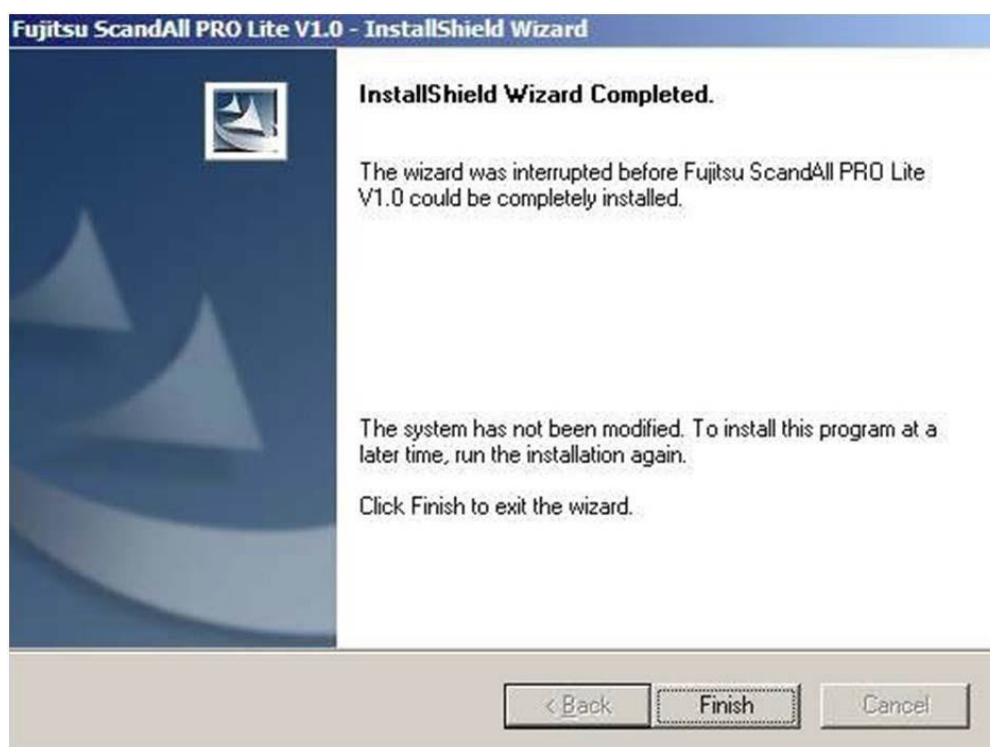
Windows Server® 2008 here refers to both Windows Server® 2008 and Windows Server® 2008 R2. Windows Server® 2012 here refers to both Windows Server® 2012 and Windows Server® 2012 R2. ScandAll PRO Lite cannot be installed in Windows Server® 2008 / Windows Server® 2012 if the Desktop Experience is not being enabled. Make sure that install the Desktop Experience and it is being enabled before installing ScandAll PRO Lite.

1. Error when the Desktop Experience is disabled

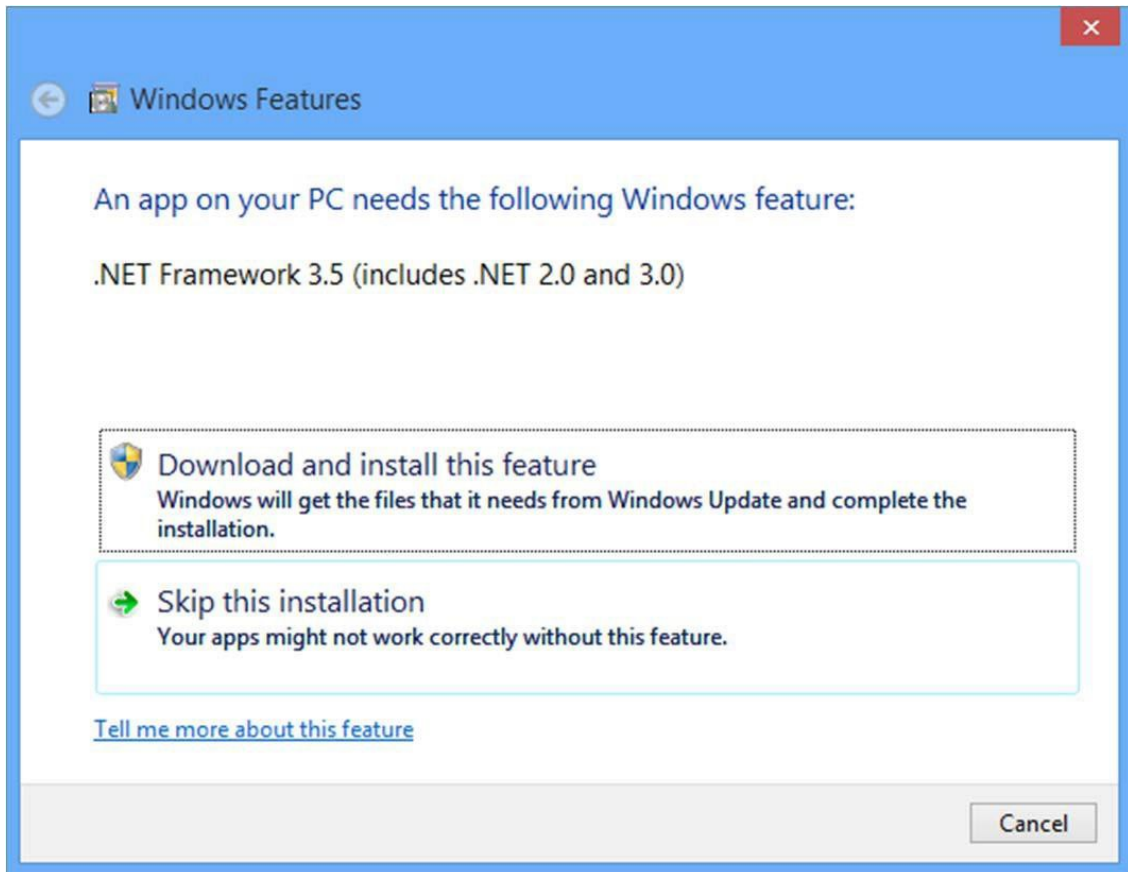
If executing the installation for ScandAll PRO Lite V1.0 while the Desktop Experience is disabled under Windows Server® 2008 / Windows Server® 2012, the dialog below is displayed in the middle of the installation.



If [OK] button is clicked, the below dialog is displayed and the installation cannot be completed.



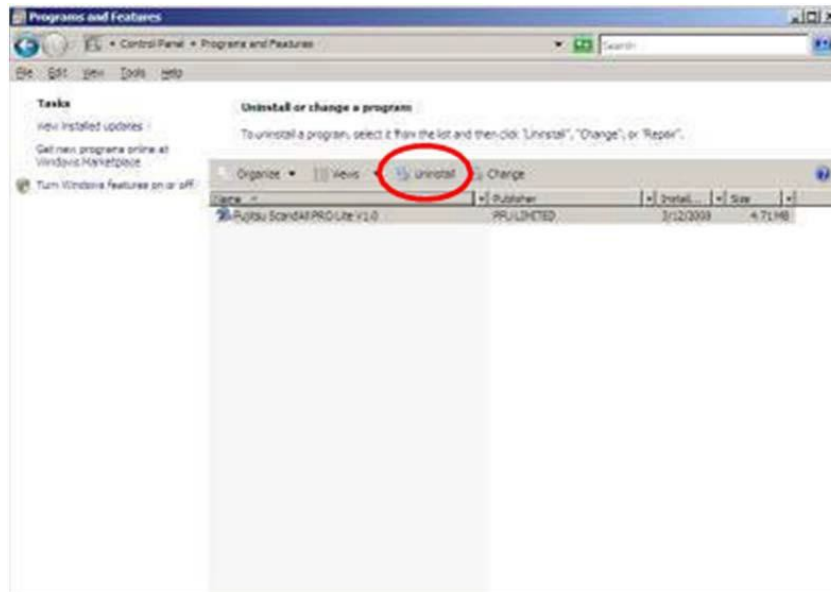
In case of Windows Server® 2012, the following dialog is displayed. Press the “Cancel” button if this dialog is displayed.



2. How to recover from the error

If executing the installation for ScandAll PRO Lite V1.0 while the Desktop Experience is disabled, the installation is not completed as the error occurs mentioned in 1. In this case, follow the instruction below to complete the installation.

1) Uninstall ScandAll PRO Lite from [Add or Remove Programs] or [Programs and Features] on the Control Panel



2) When the following message is displayed, click on [Yes].



3) Install the Desktop Experience and make sure it is being enabled.

4) Reinstall ScandAll PRO Lite V1.0.

Note : Make sure that the installation destination is same as where the error occurred.

5) Install the latest ScandAll PRO Lite V1.0 Update Pack.