

Dear Valued Customer:

During the installation of the AristoCAT software, a file is created that indicates that the AristoCAT software is installed correctly. This file also helps ensure that updates are installed in the correct order and helps with other administrative tasks. This is a file that has existed for well over five years.

Recently some anti-virus and/or anti-spyware software has deleted this file causing the AristoCAT software to indicate that the software is not properly installed. This is obviously a major problem. Our support lines are currently overwhelmed and so we are sending out this e-mail with instructions for a fix. THIS FILE IS NOT A VIRUS.

Your first choice to solve this problem is to:

1. This file, "win32xac.dll" may be in your quarantine folder. Tell your anti-virus or anti-spyware software to un-quarantine this file. This should allow the AristoCAT software to work again.
2. Tell your anti-virus or anti-spyware software to allow the file "win32xac.dll". This will prevent your anti-virus software from quarantining the file again.

Note: We don't know what anti-virus or anti-spyware software is causing this nor do we know how to tell the software to un-quarantine or allow this file. You will have to contact the manufacturer of the software or have a technician or tech-savvy friend look at your computer to do this.

If the above does not work, then we have come up with a temporary fix. Click on the link below and it will run a program that should recreate the critical file and you should get a Success message. If your computer has Windows Vista, Windows 7 (and perhaps Windows XP Service Pack 3) you will have to turn off User Account Control before clicking on the link. To turn off User Account Control do the following steps:

1. Left-click on the Start button
2. Left-click on the Control Panel menu item
3. Double left-click the User Accounts icon
4. You should see "Turn User Account Control on or off". Left-click on this link.
5. Now turn off User Account Control. On Vista you do this by unchecking the box "Use User Account Control (UAC) to help protect your computer". Note that on Windows 7 you may see a slider. Move the slider to the bottom or Never position.
6. You will have to restart your computer before the change will take affect. Then click on the link below.

Link:

<http://www.aristocat.com/executables/recreate.exe>

We recognize that this is a temporary fix and we are working on a better solution and we will let you know when it is ready. The permanent solution will take several months as we will have to design another way of making the installation process as foolproof as possible, change all of the programs and then send out the CDs. Note that this fix will only be available for the current version (and future) of AristoCAT (September 2009). For older versions of the AristoCAT software, you will have to make adjustments to your anti-virus or anti-spyware software.

Important Note: If you are unable to allow this file (win32xac.dll), the next time you restart or turn on your computer, your anti-virus or anti-spyware software might start again and again delete this file. To keep this from happening again, do the following:

1. Turn off all anti-virus or anti-spyware software
2. Keep a copy of this e-mail or download and save the recreate.exe program.
3. You can also find this e-mail in PDF format on the Support page on the website: <http://www.aristocat.com/support.htm>

If you would like more information on this topic click the following link:
<http://blog.nirsoft.net/2009/05/17/antivirus-companies-cause-a-big-headache-to-small-developers/>

Or google “anti-virus false positive”.

If you have any questions or if this fix does not work, please e-mail us at support@aristocat.com.

Sincerely,
The AristoCAT Support Team