



## CUSTOMER SERVICE BULLETIN

**CSB No.:** 2016-03 August 15, 2016  
**Title:** QL3/FS I  
**Affected Products:** QUIKLOOK FS Version 2015.208 & 2015.210

### Issue Description:

When entering the QUIKLOOK FS acquisition screen, or while plugging a digital encoder into channel 15 or 16, you receive a message stating:

*"You have plugged an Encoder into a system that does not support Encoders"*

This may happen after a test when returning to the acquisition screen even though it was recognized the first time.

### Reconciliation:

In order for QUIKLOOK FS to recognize digital encoders connected to channels 15 and 16, certain software drivers need to be loaded into memory. These drivers are contained in files which are installed by the QUIKLOOK FS software when the software is originally installed. Because of the location where the driver files were installed, QUIKLOOK FS does not always find them.

A new QUIKLOOK FS software installer has been created which places these driver files in the correct location. The new QUIKLOOK FS software installer is now available upon request.

To verify that the correct installer has been used, check for the driver file "QDMSvr.dll" in the C:\QUIKLOOK directory. This file should not exist in that location but should be present in the C:\Windows\System32 directory.

### Customer Action Required:

If the location of the driver file has been verified, and QUIKLOOK FS is working correctly, then no action is needed. If the encoder channels are not recognized then you need to uninstall QUIKLOOK FS and reinstall using the new QUIKLOOK FS software installer.