

APx500 .NET Compatibility Guide

In the late summer and fall of 2022, Microsoft published updates to Windows which are incompatible with versions 4.5-7.1 of the APx500 software. The installation of .Net v4.8.1 or newer from Microsoft, or the installation of Windows 11 22H2 (which includes .Net v4.8.1) prevents these versions of APx500 from running.

Manifestation

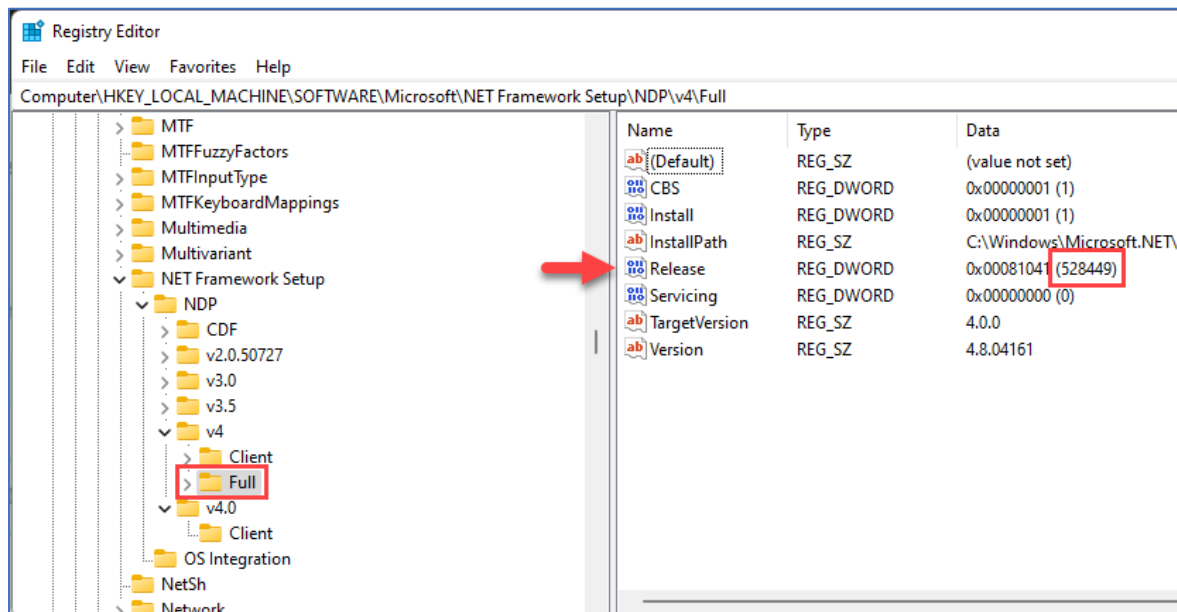
The APx500 software freezes on the startup splash screen and displays the message "Searching for hardware...". This occurs with or without an analyzer connected.



Checking your .NET version

To check whether .NET 4.8.1 or newer is installed on the PC, follow the steps below.

1. In the Windows start menu, search for "regedit"
2. Run the Registry Editor.
3. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Full
4. Check the value of the Release tag that is highlighted in the image below. A value of 533320 or greater indicates you have .NET 4.8.1.



Solutions

There are two ways to work around the incompatibility introduced by .NET 4.8.1.

Uninstall the updates

The first solution is to uninstall or revert the offending Windows update and prevent updates from reoccurring by taking the PC offline or by other measures (please consult your IT department if necessary).

Users running Windows 10 will need to uninstall KB5011048 using the following steps.

1. Use the Start->Run feature, type "Control Panel" and press ENTER to run it
2. Go to Programs -> Programs and Features -> Installed Updates
3. Find the KB5011048 item in the list and select it
4. Right click and select Uninstall
5. When the uninstall is complete, reboot the PC

Users running Windows 11 will need to revert the 22H2 update. If it is not possible to revert, or to install a previous version of Windows 11, then updating your APx500 software version may be necessary.

Update to the latest APx500 software

The second solution is to update your APx500 software to version 8.0 or newer, which is compatible with the latest Windows updates, including .NET 4.8.1 and Windows 11 22H2. This is the recommended solution if keeping your PC up to date is desired or required.

If your analyzer is already licensed for version 8.0 or newer, you can simply download the latest software from our website, install it and run it. If you receive an error about the software not being licensed, you will need to procure a new software license. We have both perpetual and subscription-based licensing available. Please [contact your local sales rep](#) for a quote.