USING PASS-ROP WITH WINDOWS 7

If a company contacts you with issues similar to that described below, they are likely having compatibility issues with PASS-ROP and WINDOWS 7.

> The PASS-ROP software installs okay and the software program opens.
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> Select "utilities" and then "install application". Highlight the application file and click "ok". The following message appears: "Error attempting to open application file".
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> After clicking "ok" to get out of this message, the initial application file is still highlighted. When clicking on "ok" a second time, the following message appears: "No application file was selected."
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> After clicking "ok" to get out of this message, the initial application file is still highlighted. When clicking "ok" again, the "No application file was selected" message appears again. If this process of clicking "ok" and leaving the initial application file highlighted is repeated, the same error message continues to display.
>
> However, if the initial application file is un-highlighted at this point, and then is highlighted again and "ok" is clicked, nothing happens. No error message or acknowledgement is received.

The solution is to direct them to run the Compatibility Wizard. Here is the web site and the instructions:

http://windows.microsoft.com/en-US/windows-vista/Make-older-programs-run-in-this-version-of-Windows

Run the Program Compatibility Wizard

1. Open the Program Compatibility Wizard by clicking the **Start** button , clicking **Control Panel**, clicking **Programs**, and then clicking **Use an older program with this version of Windows**.

2. Follow the instructions in the wizard.