

## *Technical Service Bulletin*

*A bulletin about Dynamic Controls Product and Services*

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PCR(s):

### CONFIDENTIAL

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## Resolving inability to edit parameters using the LiNX Access PC tool, version 2021.2.0

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### Affected Products:

LiNX Access PC tool, version 2021.2.0.

### Overview:

A number of users have reported that they can no longer edit parameters in a connected system or saved configuration using the LiNX Access PC tool, version 2021.2.0.

This TSB provides a solution to this issue.

### Background:

In the previous release, version 2021.1.0, a new feature was introduced to remember the last 'View as' setting. This feature uses the Windows Registry to store a registry key value that we have since found becomes corrupted when the new LiNX Access PC tool release, version 2021.2.0, is installed.

The solution provided below deletes this registry key value so that when the LiNX Access PC tool is opened subsequently, a new registry key value is created based on the Stored Authorization, which resolves the issue.

### Solution:

The solution involves removing a registry key value from the Windows Registry. You can do this yourself, manually, by following the instructions provided in **Method 1**. Alternatively, you can use a script, which can be downloaded from our website, that automates the manual steps. If you wish to use this script, follow the instructions in **Method 2**.

### Method 1 - manual removal of the registry key value

1. Ensure the latest version of the LiNX Access PC tool (2021.2.0) is installed.
2. **Close** the LiNX Access PC tool if it is open.
3. **Open** the Windows **Registry Editor** (see note below).

#### NOTE

To open the **Registry Editor**, do one of the following:

1. Click on the Windows **Start** button and begin typing 'Registry Editor'. Click on **Registry Editor** when Windows displays it, or
2. Click on the Windows **Start** button and type 'Run'. Click on **Run** app. In the Run dialogue text box, type 'regedit' and **OK**.

4. From the left-hand pane in the Registry Editor, navigate to **Computer\HKEY\_CURRENT\_USER\SOFTWARE\Dynamic Controls\LiNX Access** – see figure 1.
5. **Right-click** on the **TempView** registry item in the right-hand pane and select **Delete** from the context menu, followed by **Yes** in the warning pop-up.

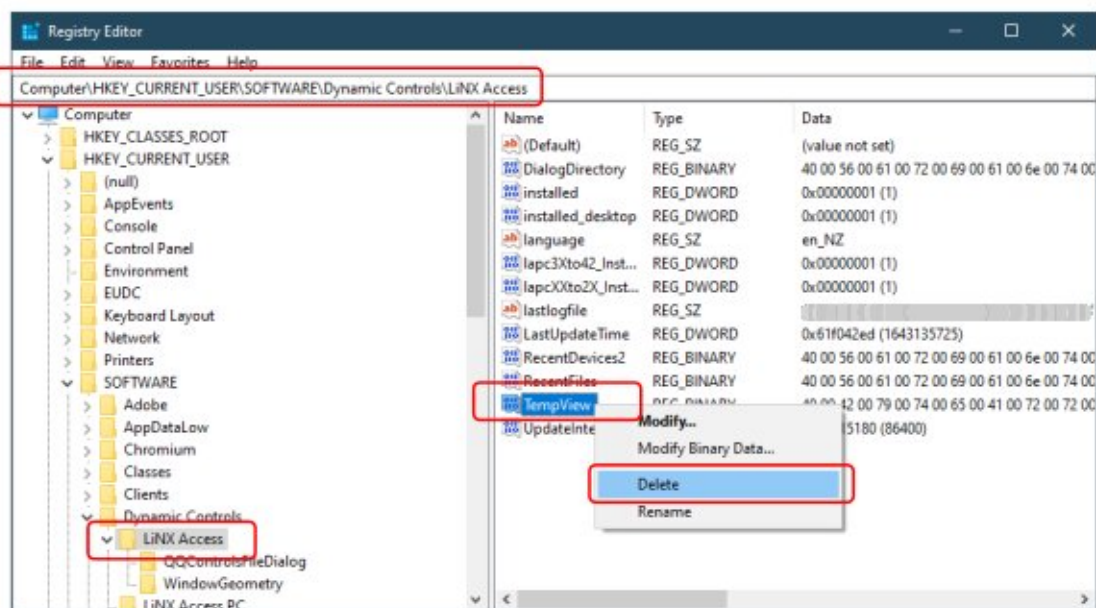


Figure 1 – Windows Registry Editor

6. **Close** the Registry Editor.
7. Open the LiNX Access PC tool and check the saved access level from the **Help | About** menu dialogue. It should be '*Distributor*' or '*Manufacturer*'.
8. Check the options under **View** menu displays '*Current Access Level: Distributor*' or '*Current Access Level: Manufacturer*'.

## Method 2 - automated removal of the registry key value

1. From a web browser, go to the **LiNX Resources Hub** page on the Dynamic website: <https://www.dynamiccontrols.com/resource-hub/linux-resources-hub>. Download and unzip the script file from the zipped file **delete\_tempview\_registry\_value.zip**.
2. Double click on the the *delete\_tempview\_registry\_value.reg* file that you unzipped in step 1.
3. Click **Yes** in the *User Account Control* popup.
4. Click **Yes** again in the *Registry Editor* popup.
5. Open the LiNX Access PC tool and check the saved access level from the **Help | About** menu dialogue. It should be '*Distributor*' or '*Manufacturer*'.
6. Check the options under **View** menu displays '*Current Access Level: Distributor*' or '*Current Access Level: Manufacturer*'.

## Disclaimer:

This Technical Service Bulletin is intended to be read in conjunction with instructions in the relevant installation manuals. All viewers and mobility providers are obliged to adopt recommendations in the installation manuals and are responsible for ensuring end-user safety needs are always met.

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