



IMPORTANT UPDATES YOU SHOULD KNOW!

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TeamViewer Update:

TeamViewer has discontinued the use of older versions as of September 15, 2021. The only version supported is version 15. The version supplied in HYPACK must be updated if you want our customer support to continue to log into your computer.

If you updated to HYPACK 2021 Q2 and now Q3: You are all set and no further action is required.

If you are still running older version of HYPACK: As much as we would like you all to be on the latest version, we completely understand users are still using older versions. If this is the case for you, you must download the updated Remote Assistance version so we can continue to support you. You can go to our website to find the update available or click the following link to download it. [NEW Remote Assistance.exe](#)

You can replace the Remote Assistance Version in your C:\HYPACK 20xx\Support folder. This will allow you to continue to use the Help - Remote Assistance option built into the HYPACK Shell.

New Soft License (available starting in HYPACK 2021 Q1):

The New Soft License feature is really nice! However, there are a few notes on this feature I want to make all aware of.

Note 1: I can't stress enough: It is best to activate and deactivate with the computer ONLINE! Even if you can connect for just the activation and deactivation part it will be so much easier for you. If you have no choice and do it offline, you must continue through the entire deactivation process or you will be calling tech support the next time you attempt to activate the license.

Note 2: We have had some slight disagreements with it on certain computers (such as Government and companies with strong IT restrictions). Not all computers have been experiencing the same issue which makes it hard to diagnose the issue. We have a set of files to roll the customer back to the initial HYPACK 2021 License Manager. This does remove the Soft License option but allows the user to keep all the latest driver and program updates available in the Q1, Q2 and now Q3 release. If you have downloaded and installed HYPACK 2021 Q1, Q2, Q3 and having issues opening HYPACK please reach out the Tech Support team to help resolve this issue.

Some quick checks you can do yourself:

1. After downloading the Q1, Q2 or Q3 updates. Did you unblock the .zip file? If no, please do this and then try to install the files again.
2. If you have unblocked the .zip file and still having issues, please check the Hypack64.exe (found in your C:\HYPACK 2021\x64 folder) to see if this file is unblocked.
3. If all files are unblocked and still having an issue opening HYPACK, it is most likely we will need to revert back to the original HYPACK 2021 License Manager files. You can click the following link to download these files. [HYPACK 2021 No Soft License temp fix](#)

If you continue to have issues please reach out to Technical Support immediately so we can get you up and running.

New Tech Support Ticketing System (Coming soon):

****Coming soon**** We will be shifting to a new Ticketing System. We will try to make this transition as smooth as possible. Some of you might have already received some replies in the new system while we were testing it. We will send out a blast e-mail with information about the new systems once it is fully online. As always, please continue to send e-mails to help@hypack.com or call Tech Support at 860-635-1500.