

SUPPORT FOR

FloTHERM XT

TECHNOTE MG591161, 27 Aug 2015



FloTHERM XT installation issue: Screen flashes up and disappears after launch.

SYMPTOMS	TECHNOTE ID
Impossible to launch FloTHERM XT.	MG591161
Impossible to open FloTHERM XT.	TECHNOTE TYPE
Double click on desktop icon of FloTHERM XT: Splash screen and "FTstart.exe" process is launched and then splash screen disappears (FTstart.exe process is stopped). FloTHERM XT does not open.	Defect
When opening FloTHERM XT, screen flashes up and disappears after launch.	UPDATED
FloTHERM XT 2.2 install error. Screen flashes up and then closes.	27 Aug 2015
CAUSES	PRODUCTS
A recent Microsoft update KB 3072630(https://technet.microsoft.com/en-us/library/security/MS15-074) which was released on 15 July 2015 and makes changes to the Windows Installer causes FloTHERM XT to crash on launch.	<ul style="list-style-type: none">FloTHERM XT
	ENVIRONMENT
	FloTHERM V2

Solution

To solve the issue, there is a workaround using the following steps:

1. Check in "Control Panel > Programs and Features > View installed updates":
 1. Look for "Security Update For Microsoft Windows (KB3072630)" program. If this program is installed prior to the installation of FloTHERM XT V2, then the software will not install correctly. In that case, see step 2. to avoid any installation issues.
2. If the "Security Update For Microsoft Windows (KB3072630)" is in the list:
 1. Uninstall FloTHERM XT, by launching installer file and selecting Remove. Alternatively, from the Control Panel, select FloTHERM XT and right click "Uninstall"
 2. Go to "Control Panel > Programs and Features > View installed updates": select "Security Update For Microsoft Windows (KB3072630)" and remove it.
 3. Reboot the PC.
 4. Install FloTHERM XT. When launching the installer, select Complete installation. FloTHERM will open normally.

It's possible to re-install this "Security Update For Microsoft Windows (KB3072630)" program after FloTHERM XT V2.2 has been installed.
