

## CGW5355 Online Update program, problems with installation on PC

Due to a recent security update of the Microsoft Windows10 operating system, you may now experience problems installing the CGW5355 Online Update program.

The problems may be experienced on computers installed with, or updated to, Windows10 versions higher than version 1803.

When attempting to install the program on a computer with the above mentioned Windows versions, you will get the following message:



Our software developers are working on a solution and we will be sending out new information, regarding installation of the Online Update program, on the above mentioned Windows versions, as soon as possible.

Until we are able to provide an updated version of the Online Update program, we kindly ask you to not update the Windows operating system, on the computers you are currently using for online updating of your CGW5355 Service terminals, as well as postpone any planned updating or replacing of older computers, already installed with Windows10 version 1803 or lower, in order to preserve the possibility to install the CGW5355 Online Update program.

We thank you for your understanding and will return with updated information shortly.