



TECHNICAL BULLETIN.

Date: 12/03/01

Subject: Intellex 2.2 Monitor Pack Not Enabled

Technical Bulletin NoTB_120301

Problem:

Some Intellex 2.2 model number: **D6xxxCxxx-22-x** shipped prior to 11/30/01 without the proper software options licensed. These units shipped with Monitor Pack and/or Export Pack not enabled.

Verification:

Please verify the following settings:

- Select: **Utility**
- Select: **About Intellex**
- Select: **System**
- Select: **Upgrade**

The following options should be selected:

DV16000 Monitor Pack Export Pack

Solution:

If these options are not selected please note the following information:

MAC Address Software Serial Number

A new Software Key needs to be generated. Contact Technical Support at **1-800-507-6268 option 2** and request a new key. Please be prepared to supply us with the MAC Address and Software License Number.

Enter the new Software Key

- Select: **Create File**
- Select: **OK**

Entering the new key resolves the problem. You can repeat the verification steps if you wish to confirm problem resolution.

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