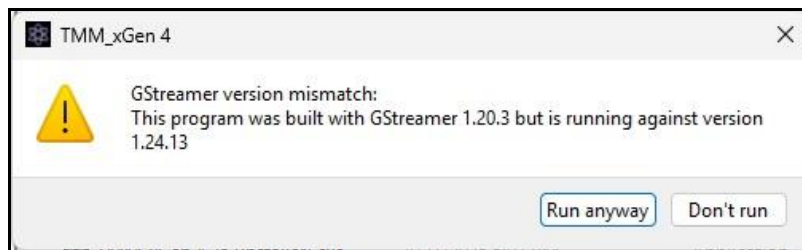


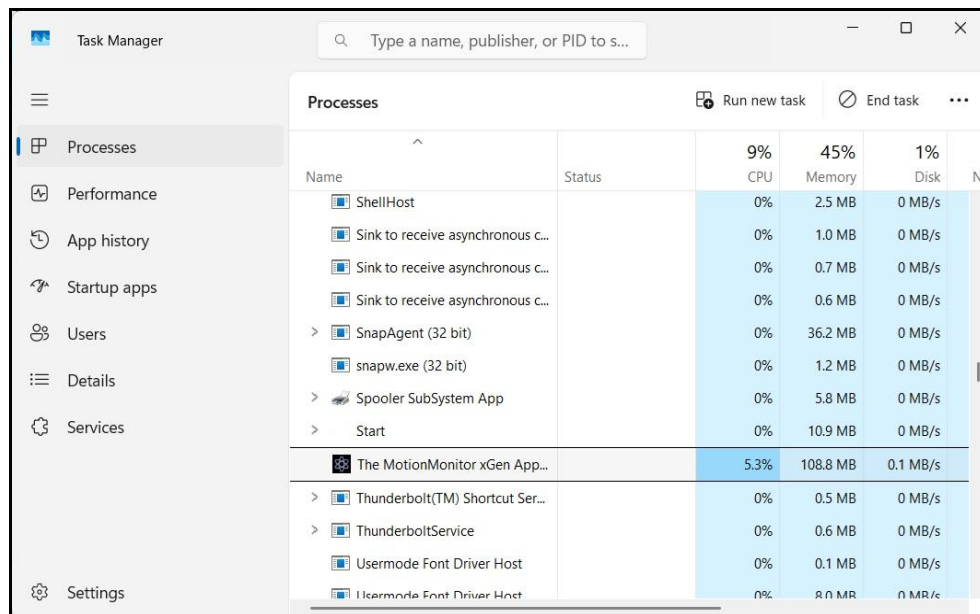
The MotionMonitor xGen FAQ: **Why am I encountering a warning when launching The MotionMonitor xGen software or why isn't my software opening when I attempt to run it?**

Warnings when attempting to launch **The MotionMonitor xGen** software or the application not opening are most commonly encountered after running a new installer. This can occur when there is an error or problem with downloading the installer file from the website, such as it took too long to download or was corrupted when being downloaded or transferred between computers, if the installer didn't run to completion, or if some files weren't installed appropriately.

For instance, you may encounter an error indicating that there is a version mismatch when attempting to launch the software:



Or you may never see the software open. In this situation, if you open the Windows Task Manager, you may see **The MotionMonitor xGen** Application running under the Background processes but using little to no computer resources.



Name	Status	CPU	Memory	Disk	Network
ShellHost		0%	2.5 MB	0 MB/s	
Sink to receive asynchronous c...		0%	1.0 MB	0 MB/s	
Sink to receive asynchronous c...		0%	0.7 MB	0 MB/s	
Sink to receive asynchronous c...		0%	0.6 MB	0 MB/s	
> SnapAgent (32 bit)		0%	36.2 MB	0 MB/s	
snap.exe (32 bit)		0%	1.2 MB	0 MB/s	
> Spooler SubSystem App		0%	5.8 MB	0 MB/s	
> Start		0%	10.9 MB	0 MB/s	
The MotionMonitor xGen App...		5.3%	108.8 MB	0.1 MB/s	
> Thunderbolt(TM) Shortcut Ser...		0%	0.5 MB	0 MB/s	
> ThunderboltService		0%	0.6 MB	0 MB/s	
Usermode Font Driver Host		0%	0.1 MB	0 MB/s	
Usermode Font Driver Host		0%	0.0 MB	0 MB/s	

To resolve these issues, try the following steps.

- 1) Try rerunning the installer and making sure that you don't exit out of the installation process before it is completed. You may also try running the installer as an Administrator. Restart the computer after completing the installation.
- 2) Try downloading the installer again. When downloading, make sure that you have a high-speed internet connection and try downloading through a different web browser. Sometimes various web browsers or antivirus packages can cause issues if they are scanning files during the download process. **Note:** *Errors encountered during the installation process can also often be resolved by performing this step.*
- 3) Go to Add/Remove Programs and Uninstall **The MotionMonitor xGen** software from the computer. Then, go to the installation folder and confirm that the C:\Program Files\Innsport\TMM_xGen directory has been deleted. If this directory still exists, delete it and all its contents. Then, rerun **The MotionMonitor xGen** installer.

Warnings associated with an expired or an expiring license indicate that the current support program license is expiring or has expired and that a new license file needs to be generated for this instance of software.

