

## ENGINEERING NOTE

RELEASE DATE: 04/03/2011

SUBJECT: SmartCom for Dual or Multi-core Processors - Patch

The SmartCom for Dual or Multi-core Processors - Patch is a file that forces Windows to allocate SmartCom and all of the associated sub programs to run on a single processor.

SmartCom 5.6.5Q must already be installed on your computer before applying these changes. This patch does not make SmartCom compatible with Windows 7 or Vista operating systems. The patch may help to improve issues that have been reported on some computers.

This patch can be downloaded directly from the Tools and Software section on the Greenspan Downloads page ([http://www.cleanairsystems.com/downloads/water\\_quality](http://www.cleanairsystems.com/downloads/water_quality)). To successfully download and apply the patch, use the following steps:

1. Go to [http://www.cleanairsystems.com/downloads/water\\_quality](http://www.cleanairsystems.com/downloads/water_quality)
2. Click on the link SmartCom for Dual/Multi-core Processors (patch)  
[http://www.cleanairsystems.com/\\_data/page/11833/SmartCom.zip](http://www.cleanairsystems.com/_data/page/11833/SmartCom.zip)
3. When prompted, save the file on your computer.
4. Open the saved file and extract the Smartcom.exe file to:  
**C:\Program Files\Smartcom for windows**  
This step will overwrite the existing Smartcom.exe file in this directory and update the program to function on dual or multi-core processor computers.
5. If you have any problems or questions, please contact our Service Department on + 61 (0)7 46601888.