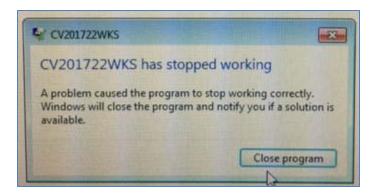
ChildView® Error Message – CV201722WKS has stopped working

If you are using the Windows® 7 operating system, you may see the following error when opening ChildView® after installing the latest Windows® update:



This error has been caused by the Wndows® 7 operating system and may be fixed by following the steps outlined below.

- 1. On your desktop, click the button to show the Start Menu.
- 2. Click **Computer** to open Computer folder. A folder similar to Image 1.2 (on the right) will open. This view may vary somewhat depending on how your folders are organized or named. Make sure you click on your "Local Disk (C)" to show the ChildView folder on the right hand side of the window.

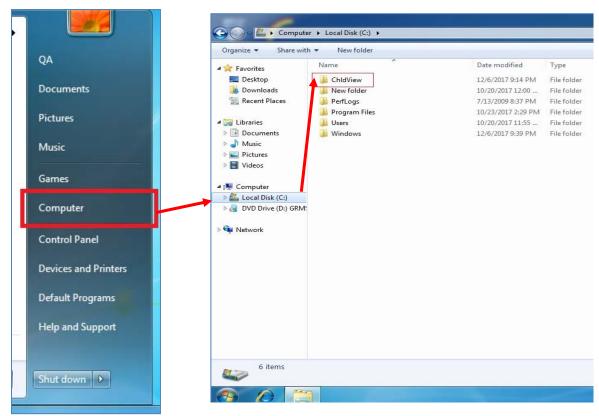


Image 1.1 Image 1.2

ChildView® Error Message – CV201722WKS has stopped working

3. Open the ChildView folder and your screen should look similar to Image 1.3.

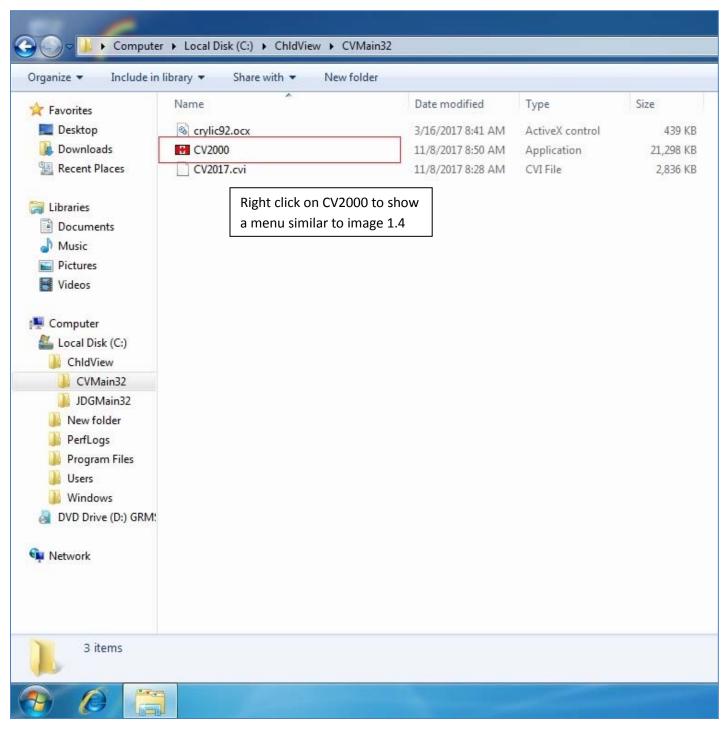


Image 1.3

Then <u>right</u> click on to show a menu similar to Image 1.4.

ChildView® Error Message - CV201722WKS has stopped working

4. After right clicking on the CV2000 icon, click on Properties.

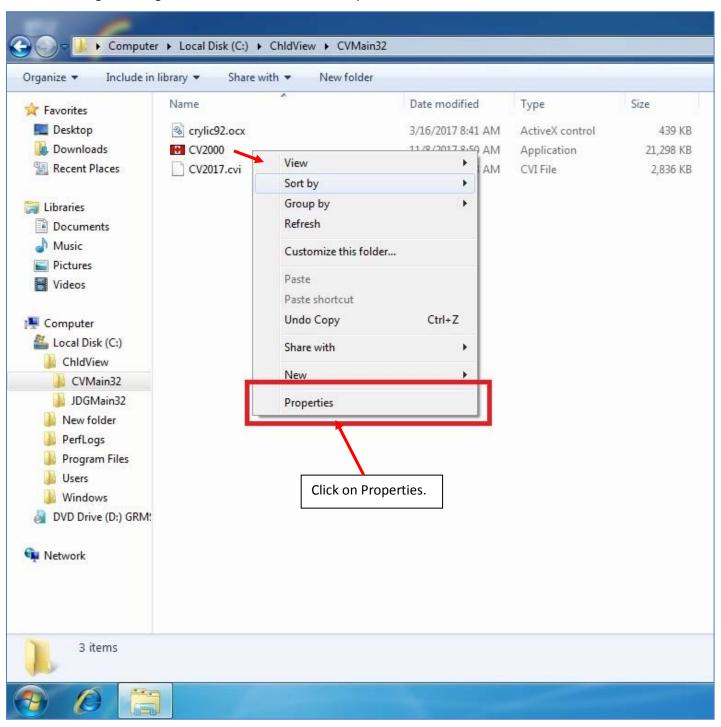


Image 1.4

ChildView® Error Message - CV201722WKS has stopped working

5. On the "CV2000 Properties" window, click on the **Compatibility** tab.

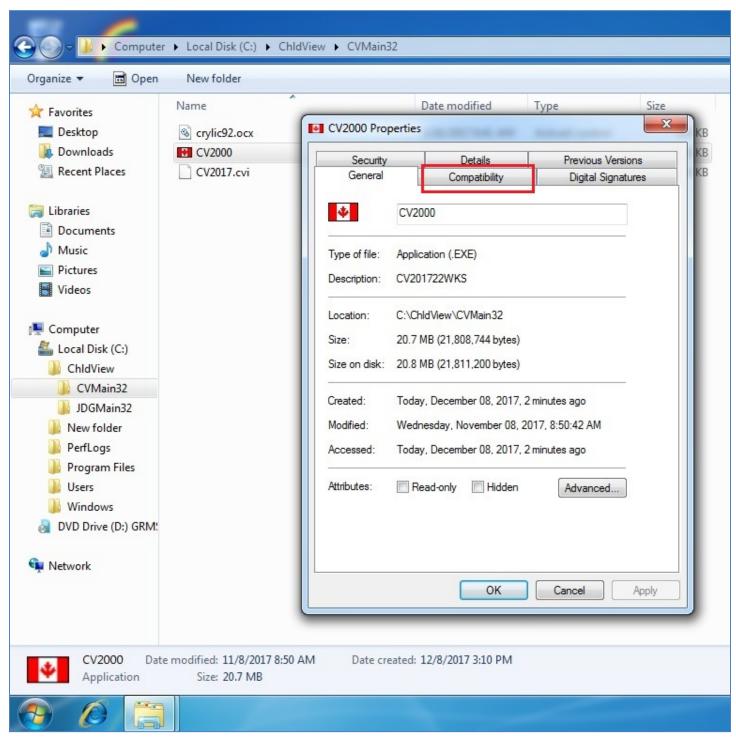


Image 1.5 – CV2000 Properties

This will to show a window similar to Image 1.6.

ChildView® Error Message – CV201722WKS has stopped working

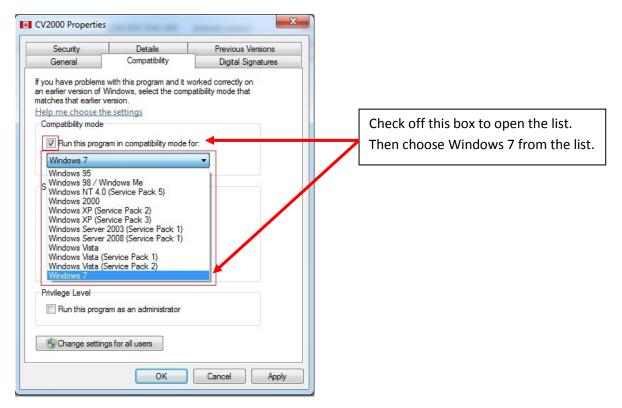


Image 1.6 - Compatibility Tab

Check off the "Run this program in compatibility mode for:" to enable the list and Select "Windows 7".

6. After selecting Windows 7, click "OK." Your screen should be similar to Image 1.7.

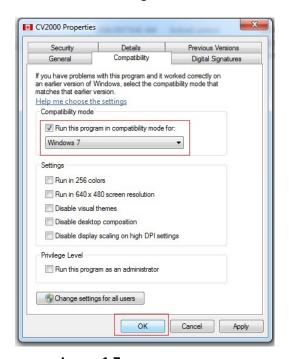


Image 1.7

Click "OK" to apply the setting and close the window.