

## Failure to Install

Posted by James McRae - 07 Jul 2014 20:27

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My Order Number is: 3BUXAYT-BCG25A. I have been sent (by E-Mail) a License Serial number, also. I'm having problems with using this software. When I installed the download version and installed it, whenever I tried to open it a window would pop up saying that this was a "Trial Version" and the trial period had expired. Now that I have received (by land mail) and installed this software by CD, a different window pops up and says "VCS Core Dispatcher has stopped working; a problem has caused the program to stop working properly;. What's going on?

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## Re: Failure to Install

Posted by Gabriella V - 09 Jul 2014 08:22

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Hi James,

You can also download the installer for full version at [Your licenses](#) page.

However, it is recommended to clean uninstall the trial version first, to avoid conflicts between the versions.

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