

February 2024: Install guidelines and help for issues

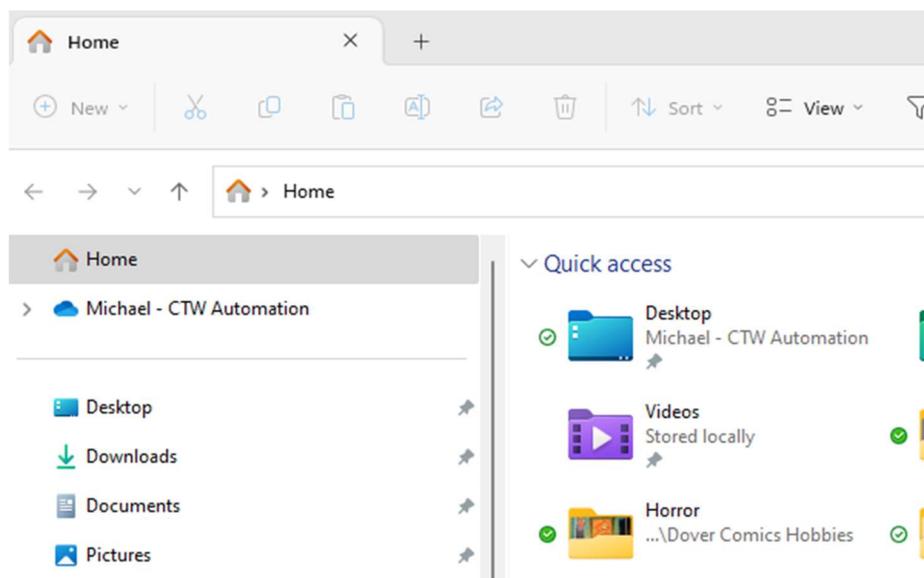
We currently have (2) issues when installing CTW Probe and they happen for various reasons.

First: If you receive this error after running the Check for Updates, we have a solution. The problem is caused by Microsoft certificates, and it was not found until too late. We are sorry for this but sometimes it happens.



**Image: Error caused by Check for Updates**

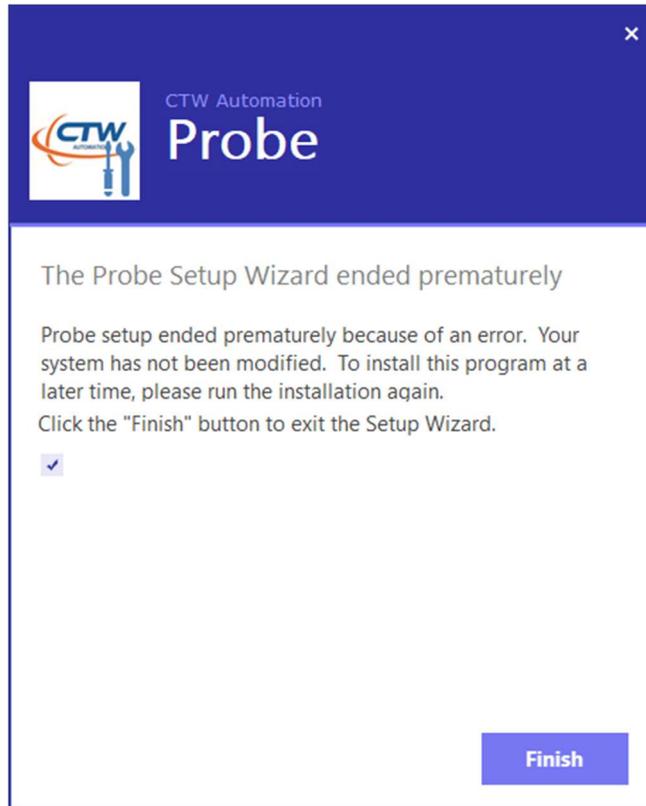
1. Running the check for updates failed, however, it did place a copy of the Probe software into your Download folder on your computer. You will need to find that location.
2. Typically, going to your File Manager folder is the easiest way.



**Screenshot of folders – Downloads folder**

3. In the Downloads folder you will find the Probe software exe: "CTW Automation Probe 24.2.14.1015 Setup.exe"
4. Simply double click on this file to start the install and proceed as normal.
5. You can also find the software on our website: [Software - CTW Automation](https://ctwautomation.com/support/software-shock-dyno/)  
\* (<https://ctwautomation.com/support/software-shock-dyno/>)

Second: If you receive an error like this:



**Probe Error – Did not install**

1. Try to run a repair on the currently installed version.
2. The best method is to find the original software.exe and simply execute that. If you cannot find it, you can download it from our website.

**\*\*\* During the Install, DO NOT let it update. The idea is it needs to repair, NOT update. \*\*\***



**Image: Probe Modify – Repair – Remove screen**

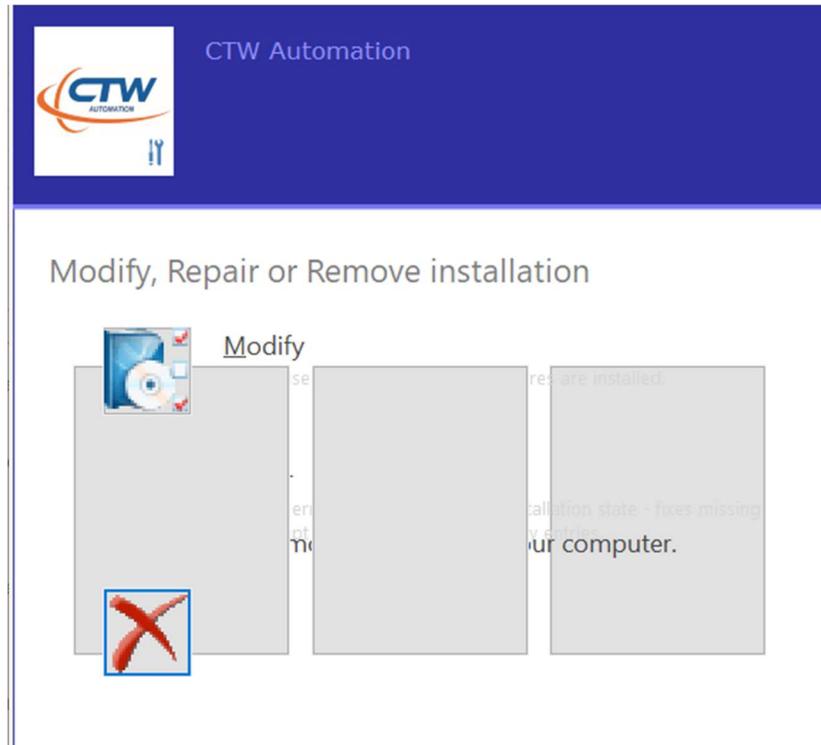
A last resort method, very old versions: The method is below but because the installer is bad, the screen that comes up is bad. You might be able to hover the mouse to find the “repair”.

1. Go to Settings / System / Apps and then scroll down to find the CTW Probe version.
2. Click on the three dots to use the Modify.



**From Computer – Settings / System – Apps**

3. You might get this screen which is not normal, but might function:



4. From here select “Repair”. This should correct the issue and allow you to proceed to install the new version.