

**The "PJ has not been found" issue on "Network viewer & Capture" software.**

#Affected Models:

- LC-XB33N ●LC-XB33Ni
- LC-WB40N ●LC-XB42N

#Affected Units:

- LC-XB33N S/N : H7YA1001 to H8XA2350
- LC-XB33Ni S/N : H7YA1001 to H7YA1100
- LC-WB40N S/N : H7XA1001 to H89A2200
- LC-XB42N S/N : H83A1001 to H8XA1600

#Symptom:

There are two cases where the projector cannot be found by "Network viewer & capture" software.

- 1) The subnet mask is set to the value other than "255.0.0.0", "255.255.0.0" or "255.255.255.0"
- 2) If the projector and the PC are connected through a router, typing the IP address of the projector is required whenever "Network viewer & capture" software is used. If typing correct IP address is not done, the projector cannot be found automatically.

#Countermeasure:

Upgrade the software with the following.

- 1) With any subnet mask setting, the projector can be found.
- 2) Once the IP address of the projector is manually typed, no more typing is required even when the program is restarted.

1. LC-XB33N / LC-XB33Ni / LC-WB40N:

**Network viewer & Capture IV** : CD-ROM Ver.1.03

2. LC-XB42N:

**Network viewer & Capture V** : CD-ROM Ver.1.02

#Handling:

When this issue is reported, guide your customer to download and install the software above from [www.eiki.com](http://www.eiki.com).

#Units with improved software:

Units with the S/N below and later have been shipped with the improved software.

- LC-XB33N S/N : H\*\*A2351 and later
- LC-XB33Ni S/N : H\*\*A1101 and later
- LC-WB40N S/N : H8YA2201 and later
- LC-XB42N S/N : H8YA1601 and later