HYPACK® Versions and Windows OS Compatibility, Soft License Info, and HYPACK® 2022 Installation Error Help

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Windows 11 - Many customers are updating their PCs to the Windows 11 operating system (OS) and wondering what HYPACK® version they should be using. Just an FYI - Our programmers are only updating the latest HYPACK® version (HYPACK® 2022 as of this article). This means we cannot update older HYPACK® versions to run on a newer Windows OS. We can only make changes to the latest HYPACK® version to address any Windows updates that affect performance and usability. Therefore, the latest version of HYPACK® may work on an earlier Windows OS, but we cannot guarantee their compatibility.

The table below lists notable Windows OSs, their compatible HYPACK® versions, and end dates of Windows Security Support for each OS.

	Windows XP SP3	Windows 7	Windows 10*	Windows 11
HYPACK® Version	HYPACK® 2013a - HYPACK® 2014	HYPACK® 2015 - HYPACK® 2022	HYPACK® 2015 - HYPACK® 2022	HYPACK® 2022
Windows Security Support End Date	April 8, 2014	Jan 14, 2020	Supported	Supported

*The Windows 10 Anniversary Update removed the file ext-ms-win-gdi-desktopl1-1-0.dll, which is necessary to run HYPACK® 2015 and 2016. This issue was fixed for HYPACK® 2017, but if you are using Windows 10 with HYPACK® 2015 or 2016 and receive the following error "ext-ms-win-gdi-desktopl1-1-0.dll is missing", reach out to HYPACK Support (help@hypack.com).

Soft Licenses - A growing number of customers are interested in the HYPACK® Soft License. This is great as we always recommend upgrading to the latest version of software. The soft license option was introduced in the HYPACK® 2021 Q1 version (aka, HYPACK® 2021 March Update), which means it is not available in earlier HYPACK® versions. Therefore, if you were considering moving to a soft license but still love and want to use your HYPACK® 2018 version, you will need to keep your physical HYPACK® key.

For more information on how our soft license works, see our HYPACK® Soft License Tutorial.

Government & Our Soft License - While running recent HYPACK® versions on government or IT computers, we had a couple of instances where our soft license option resulted in locked down PCs. We believe this issue is resolved as long as the computer's McAfee

software has received updates from September 1st, 2022 or later. Affected HYPACK® versions were HYPACK® 2021 (Q1, Q2, and Q3 versions) and HYPACK® 2022 (initial release, Q1, and Q2 versions). If you are having issues with these HYPACK® versions, please update McAfee. If this does not resolve your issues, please reach out to us.

Error Installing HYPACK® 2022 - While installing HYPACK® 2022, you may come across an error similar to the one shown below. First, make sure your computer is connected to the Internet. For situations where this error still appears after connecting to the Internet, we have had to manually force the digital signature. Please reach out if you are seeing this error and we can walk you through this manual procedure.