

Regarding the License Activation Issue on SDS®-ONE APEX4 After Updating to Windows 11 Version 24H2

1. Target products

Products running Windows 11 on SDS®-ONE APEX4.

(Including SDS-ONE® APEX4 upgraded from Windows 10 to Windows 11 using our upgrade kit)

***We cannot guarantee that this issue will be fixed for Windows 11 that has been upgraded from Windows 10 to Windows 11 without using an upgrade kit.**

2. Issue Details

After updating to Windows 11 version 24H2, the Windows 11 “license activation” status is no longer “active”.

If you continue to use the SDS®-ONE APEX4 in this state, the following symptoms may occur and **you may not be able to use the SDS®-ONE APEX4 in the future.**

- A warning message prompting Windows license activation will appear on the desktop screen.
- It may become impossible to update to the latest version of Windows, including security updates.
- In the worst case, Windows may fail to operate, making SDS-ONE® APEX4 unusable.

3. Issue Resolution Method

Please take the following steps to address the problem.

STEP1: Download File for Issue Resolution

Download the file for this issue resolution from the URL below and save it to any location on the affected SDS-ONE® APEX4.

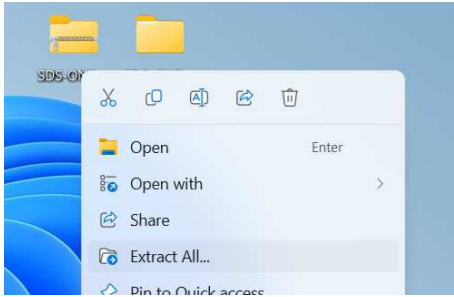
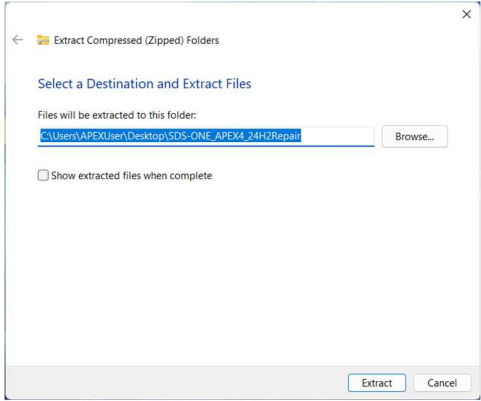
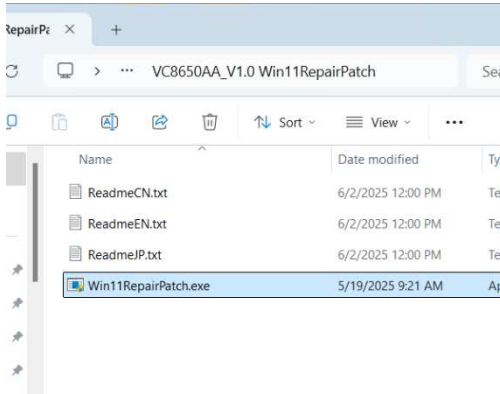
https://www.shimaseiki.com/sds-one_apex_series_docs/SDS-ONE_APEX4_24H2Repair.zip

STEP2: Unzip and Verify the Issue Resolution File

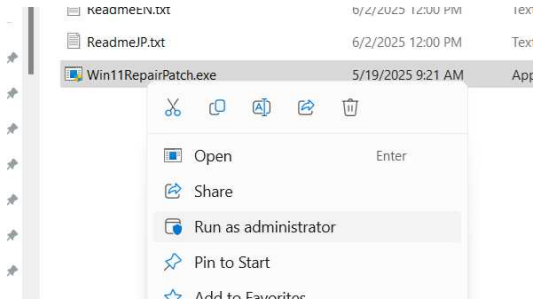
Extract the ZIP file saved in STEP 1.

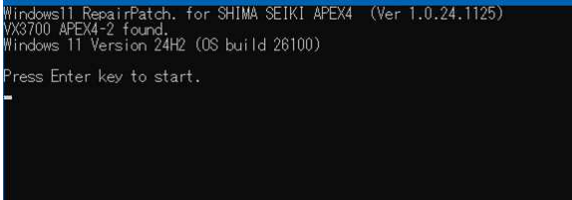
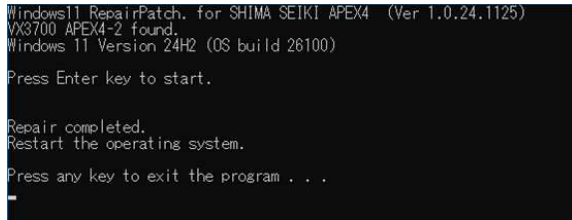
Use the built-in Windows functionality or a compression tool of your choice to extract the contents of the ZIP file.

***In Windows 11, you can extract a ZIP file using the following steps:**

<p>1. Right-click the icon of the downloaded ZIP file and select "Extract All".</p>	
<p>2. When the "Select a Destination and Extract Files" window appears, click the "Extract" button to extract the data.</p>	
<p>3. Confirm that the following files are located in the VC8650AA_V1.0 Win11RepairPatch folder where the files were extracted.</p> <p style="text-align: center;">Win11RepairPatch.exe</p> <p>(The file extension may not be displayed, but as long as the file names match, there is no problem.)</p>	

STEP3: Running the Fix Application

<p>1. Run the application file extracted in STEP 2 (Win11RepairPatch.exe) as an administrator.</p> <p>(In Windows, right-click on the application file icon and select "Run as administrator" from the context menu to launch the application.)</p>	
---	--

<p>2. When the screen on the right appears, press the Enter key to proceed with the correction.</p>	
<p>3. When the "Repair completed" message is displayed, the repair is finished. Press any key to close the window, then restart Windows.</p>	

End of Procedure