

## Field Notification – AMPMK-TeamViewer Patch

### Issue

On machines with PMK9.03 or earlier, TeamViewer users may encounter below message about TeamViewer requiring update before September 15, 2021.



A small AMPMK-TeamViewer Patch has been designed for customers, who do not want to re-image the SSD with PMK9.04 with version 15 of TeamViewer, to update their TeamViewer to version 15.

### Product

Product	Download Link
AMPMK-TeamViewerPatchV1.zip	<a href="https://motion.anca.com/Anca.Motion/media/Software-Downloads/AMPMK-TeamViewerPatchV1.zip">https://motion.anca.com/Anca.Motion/media/Software-Downloads/AMPMK-TeamViewerPatchV1.zip</a>

### Applications

Product	Part Number	Correct Image Version
PMK V9.01	963-0-01-0049	SW646-0-01-5000
PMK V9.02	963-0-02-0049	9.2.39239
PMK V9.03	963-0-03-0049	9.3.46557
PMK V9.03.1	963-1-03-0049	9.3.46557
PMK V9.03.2	963-2-03-0049	9.3.46557
PMK V9.04	963-0-04-0049	9.4.67198
Note: Please refer to Image Version Checking section for more details.		

### Actions

AMPMK-TeamViewer Patch is an alternative to updating the version of TeamViewer without upgrading the PMK version installed on machine.

## Appendix

### Image Version Checking

1. Open a command prompt  
Open Windows Explorer and type “C:\Windows\System32\cmd.exe”.

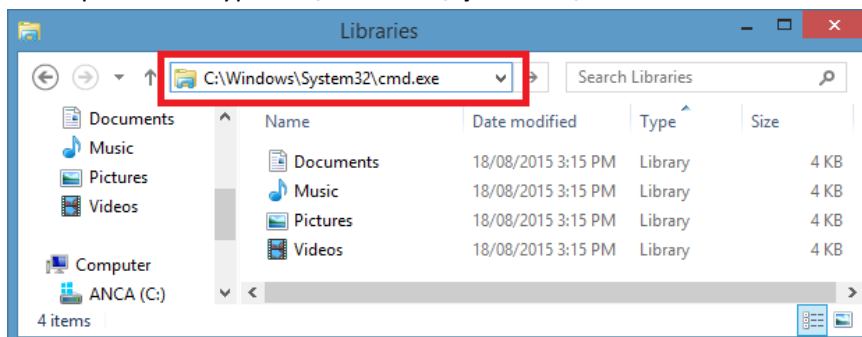


Figure 1 – Command Prompt

2. At the command line type  
“reg query HKLM\SOFTWARE\ANCAMotion /v EmbeddedImageVersion”

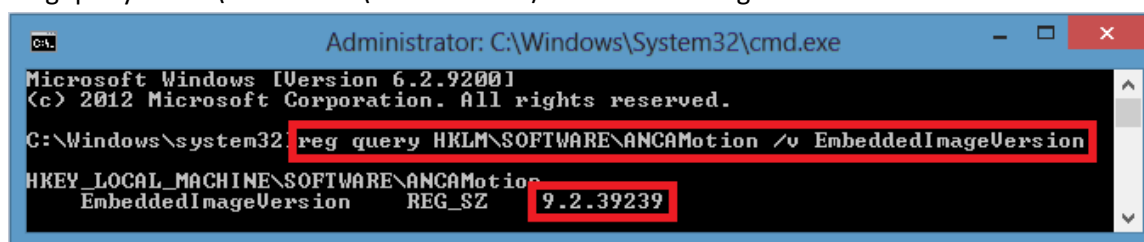


Figure 2 - Image Version Registry

### Setup to Install - AMPMK-TeamViewer Patch

1. First, right click the AMPMK-TeamViewerPatchV1.zip, select “7-Zip”, and then select “Extract Here”, as shown in Figure 3.

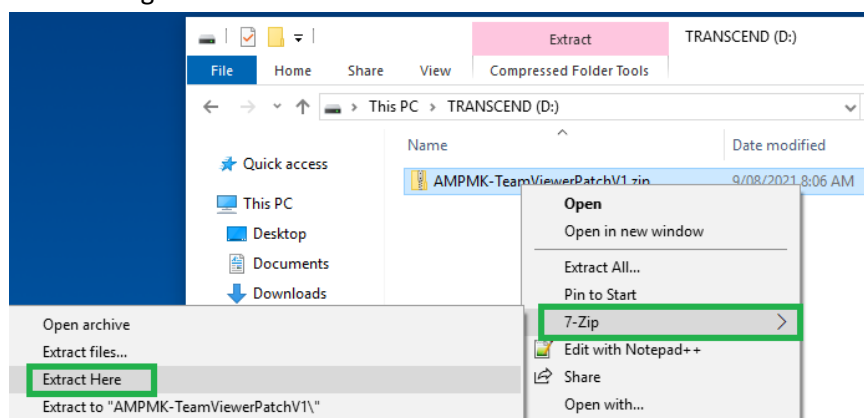


Figure 3 - Extract file

2. Extract “AMPMK-TeamViewerPatchV1.zip” to target CNC or storage device, as shown in Figure 4.

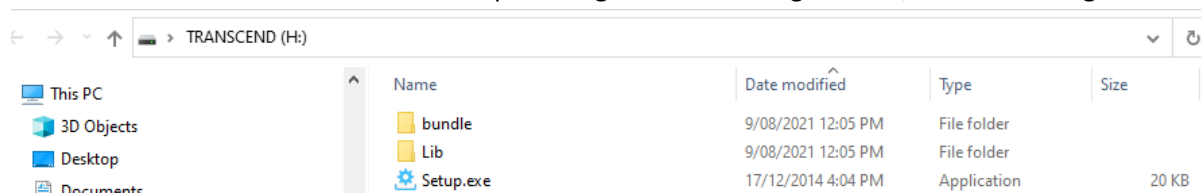


Figure 4 - Installation Files

3. Double click “Setup.exe” as shown in Figure 5. And then a “Setup Wizard” will be shown as in Figure 6.



Figure 5 - Setup



Figure 6 - Setup Wizard

4. And then a “Dialog Box” is displayed as shown in Figure 7, click “Install” button to start. After the installation process is finished another “Dialog Box” is displayed as shown in Figure 8. Please click “Close” button to complete installation.

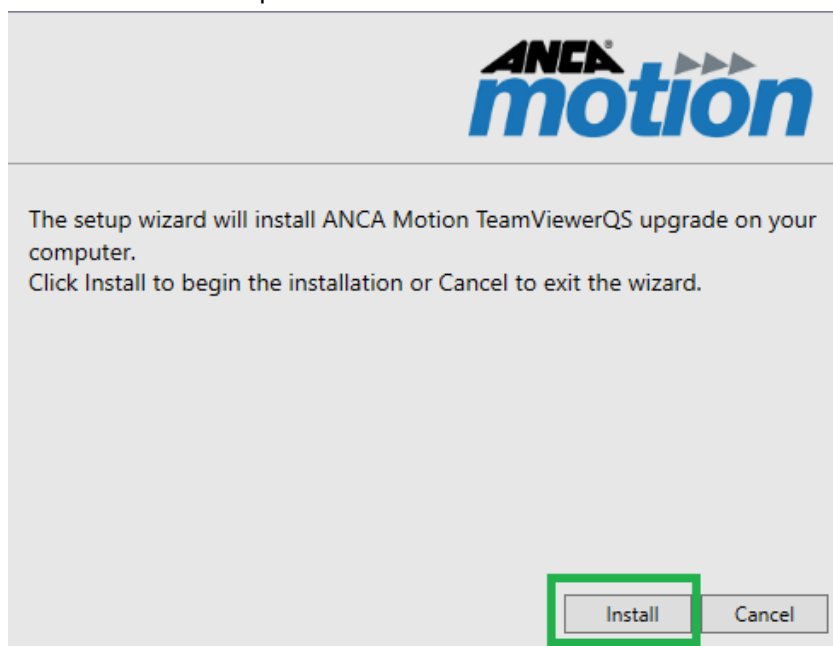


Figure 7 – Installation

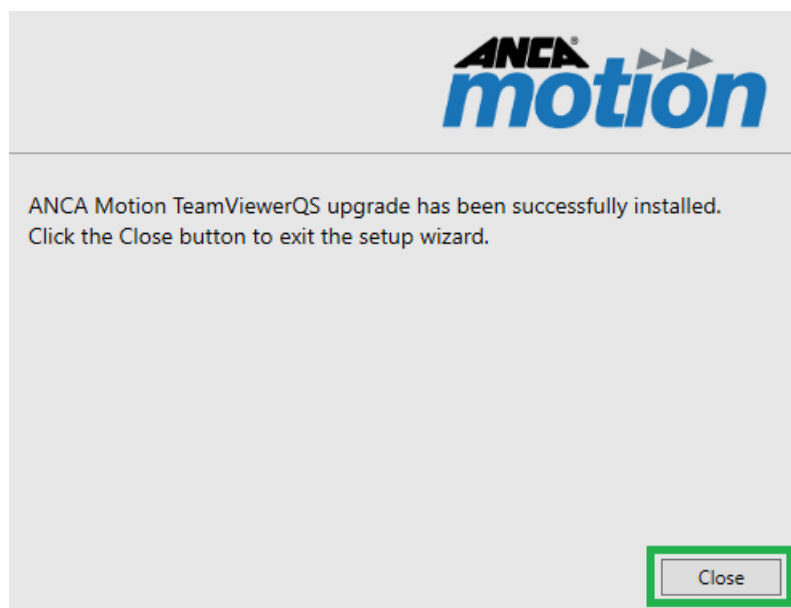


Figure 8 - Installation finish

## Product, Sales, and Service Enquiries

If you require additional assistance for installation, training, or other customer support issues, please contact the closest ANCA Motion Customer Service Office in your area for additional details.

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