exacqVision Installation Fails Because Existing exacqVision Client Instance Remains Open

All instances of exacqVision Client must be closed before successfully upgrading a client installation. The installer normally detects these instances and prompts the user to close them before proceeding.

If an exacqVision Client installation is configured to receive VideoPush information from another client, the exacqVision installer will not detect the open client instance. This occurs because the client's title bar contains additional information that causes the installer not to recognize it.

The 64-bit version of the exacqVision Client installer can also fail to detect and close existing client instances.

As a workaround, ensure that all exacqVision Client instances are closed before installing an upgrade.