For **The Record**

Windows 8, 8.1, and 10 Update

FTR PLAYER 5.6.2
Installation on Windows 8, 8.1, and 10

Due to changes in the Microsoft Windows architecture, FTR Player will not function as it has on previous Windows versions. The following instructions can be used to install the .NET 3.5 framework which is required for the Player to function.

It should be noted that running FTR Player on Windows 10 is NOT supported, the following procedure may help to get it working.

If you require further assistance or if you are experiencing other issues, please contact FTR Support at 1-800-877-8059 or support@fortherecord.com.
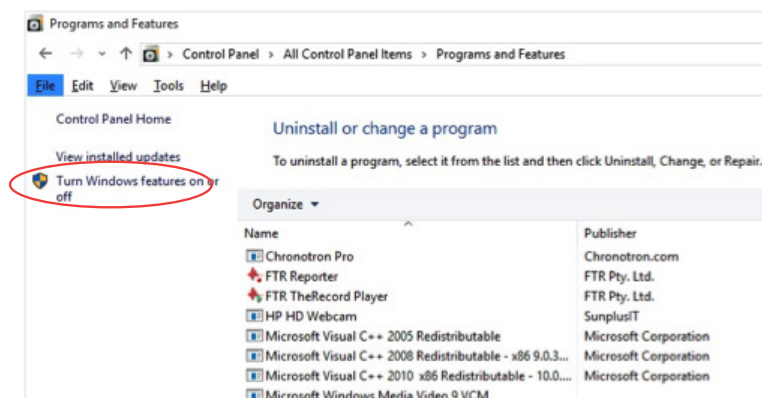
.NET Framework 3.5
Installation on Windows 8, 8.1, and 10

The .NET Framework is an integral part of many applications running on Windows and provides common functionality for those applications to run. For developers, the .NET Framework provides a consistent programming model for building applications. If you are using the Windows operating system, the .NET Framework may already be installed on your computer. Specifically, the .NET Framework 4.5 is included with Windows 8 and the .NET Framework 4.5.1 is included with Windows 8.1.

The .NET Framework 3.5, however, is not automatically installed with Windows 8, Windows 8.1 or Windows 10, and must be separately enabled to run applications that depend on it.
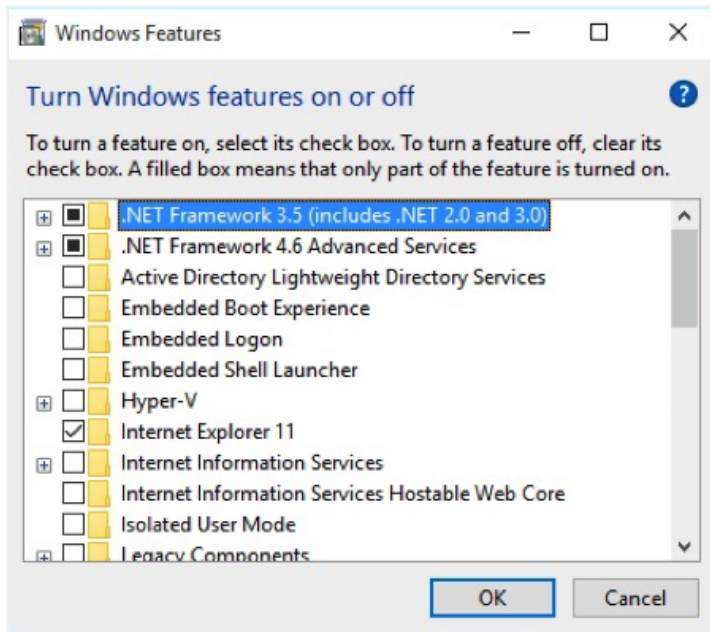
ENABLE THE .NET FRAMEWORK 3.5 IN CONTROL PANEL

You can enable the .NET Framework 3.5 yourself through Control Panel. This option requires an Internet connection.

1. Press the Windows key on your keyboard, type Windows Features, and press Enter. This brings up the Turn Windows features on or off dialog box.

Alternately, open Control Panel, click on the Programs items, and then click on "Turn Windows features on or off" under Programs and Features.

2. Select the **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** check box, press OK, and reboot your computer if prompted.

You do not need to select the child items for Windows Communication Foundation (WCF) HTTP activation unless you are a developer who requires WCF script and handler mapping functionality.

SOLUTIONS TO COMMON ISSUES

If FTR Player was installed before upgrading you may need to uninstall and reinstall it. This may present itself in a few ways:

The Player launched but an error appears when clicking Open button:
"An error has occurred launching the open dialog."
If restarting TheRecord Player does not fix the problem, then please uninstall and reinstall TheRecord Player.

Also, if you try to drag and drop a TRM file on Player you may get the following error:
"Could not load the recording for playback."
In this case please uninstall and reinstall TheRecord Player.