



## UV Measurement and Process Control Instruments

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EIT2.0 has been made aware of a compatibility issue regarding ARM-based processors on Windows computers and our UV Analysis software, PowerView III.

PowerView III is based on LabVIEW software, which is incompatible with ARM-based processors. Due to this incompatibility, installing PowerView III onto a computer with an ARM-based processor will cause a fatal error, causing the computer to crash and require a Factory Reset. Any data on the computer will be lost.

**If your Windows computer has an ARM-based processor, DO NOT download PowerView III.** EIT2.0 recommends using a different computer to run PowerView III.

To determine your Windows computer's processor type, open Settings > System > About > System Type. If your Windows PC has any other type of processor, PowerView III is safe to download and will work as intended.

ARM-based processors are mostly available in Windows 11 PCs, and some Windows 10 PCs. The most common Windows ARM-based processor is the Snapdragon X, which EIT2.0 has verified encounters this error.

EIT 2.0 is monitoring the situation and will update UV PowerView III when LabView provides a solution. If you have any questions, please contact [uv@eit20.com](mailto:uv@eit20.com).