



Merit LILIN Application Note

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Dept: Technical Support, Taipei

Subject: This document describes a known issue that causes the LILIN Navigator software to not load if Lucid Virtu is installed on the same PC.

Software:

1. LILIN Navigator: V2.0.0.36 or above.
2. Lucide Virtu: V1.2.114, Intel GPU accelerator
(<https://downloadcenter.intel.com/download/19993/Lucid-Virtu->)

The issue:

LILIN have discovered that if Lucid Virtu software is installed on the same PC as the Navigator this could cause the loading of LILIN Navigator software to fail.

How to resolve it

Please uninstall Lucid Virtu.

Restart LILIN NAV Software.

Contact

Contact kenkuo@meritlilin.com.tw if you have further questions.