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SERVICE BULLETIN 250003

VIGIL CLIENT 13.0 – SETTINGS FORM CRASH – FIX

Document #	250003-1
Date	April 1st, 2025
Product Affected	3xLOGIC VIGIL Client 13.00.0000
Purpose	This bulletin is intended to inform VIGIL users that 3xLOGIC has identified an issue in VIGIL Client 13.0 where attempting to open the VIGIL Client settings form will crash the application under certain system OS configurations (Windows 10, Version 1607).
*Importance	Medium

1 VIGIL CLIENT 13.0 – SETTINGS FORM CRASH – FIX

3xLOGIC has identified an issue in VIGIL Client 13.00.0000 where attempting to open the VIGIL Client settings form will crash the application under certain system OS configuration (Windows 10, Version 1607) with the exception pictured below.
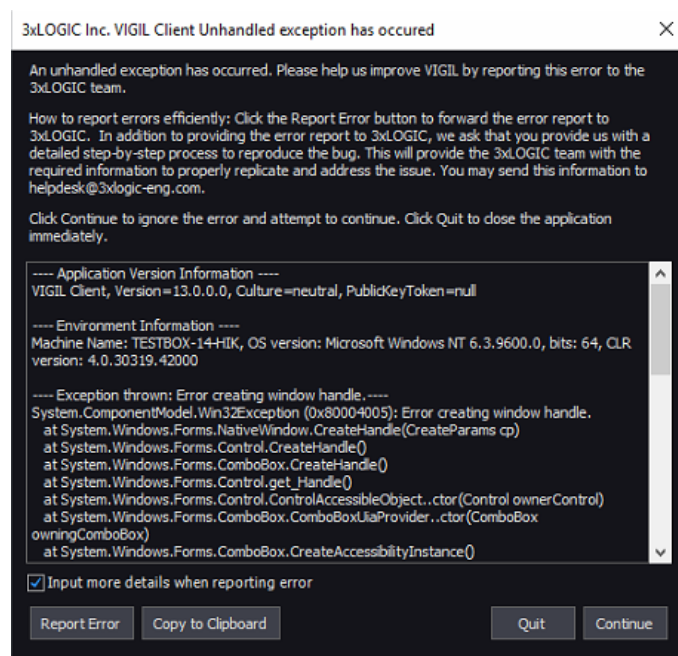

Figure 1 : VIGIL Client 13.0 Settings Form Exception

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2 SOLUTION - VGL PATCH

3xLOGIC has engineered a fix for this issue in the form of a patch `(VIGILUpdate-Net48Updatev13_00_0015A.vgl)`:

1. Download the patch [here](#).

2. Run the patch file on the system experiencing the issue.

3. Follow the installation wizard instructions to complete the patch installation.

4. Once the patch has installed successfully, restart the system.

VIGIL Client settings should now deploy without issue.

3 CONTACT INFORMATION

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

Online: www.3xlogic.com

*Importance	Description
Low	VIGIL Server System will function properly - Affects non-critical system features only.
Medium	Recommended Upgrade - Will not cause loss of video records, may affect usability of the System.
High	Mandatory Upgrade - Will affect the recording functionality of the VIGIL Server System and may cause loss of video records.