

ViewPoint: TAPI configuration freezing during install (field reported issue)

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NOTE: Vertical has not experienced this issue first hand and due to 3rd party software being involved, some of those versions may not cause the issue. This information is being provided as-is.

Issue:

During ViewPoint setup on a client PC, a custom install was selected where the 'Vertical Wave TAPI Service Provider' was included.

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As part of the install, you're prompted to configure this component via a Wizard; however the install gets stuck and you cannot proceed beyond the point shown below.

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Cause:

The reported cause of the issue was that Malwarebytes was also present on the PC and in some way caused a conflict.

Resolution:

As reported to Vertical, removing Malwarebytes from the PC and attempting to install / configure the 'Vertical Wave TAPI Service Provider' again was successful