AutoStar 6 Frequently Asked Questions:

Q: Do you support all versions of Windows 7 (x64 etc.)
A: Yes, in fact, the main test PC used Windows 7 64 Bit. Windows XP is also still supported. It has also been tested on the consumer preview of Windows 8.
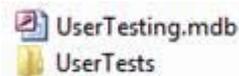
Q: How to Upgrade?
A: If you're using a version of AutoStar less than one year old, you can download and use AutoStar 6 free of charge using your existing serial number.
Otherwise, upgrades can be purchased for a small fee.

A: Should I backup anything?
Q: We only recommend backing up the User Test Database before installing. It isn't required, and old User Test Databases are compatible.
However, if you rely on the User Test Database in your daily workflow, consider making a copy of the following file and directory before installation:

UserTesting.mdb
UserTests

These files are usually found in the following directory:
C:\Program Files\Schaffner Electrotest GmbH\AutoStar

Note, both the UserTesting.mdb and the UserTests directory are necessary to copy files from one computer to another.

Q: Can I move to a new computer?
A: Yes, just copy the UserTesting.mdb and the /UserTests directory and its contents to the new computer. See above.

Q: I can't find a standard that I am looking for.
A: Our policy is designed to keep the lines of communication open between users and our engineers. That is: If you find a standard that is missing or a mistake in the implementation of the standard, and provide the technical information needed to program it, we will program it and you will get an update – no questions asked.

Q: Is all hardware and firmware supported?
A: Yes, if you are coming from AutoStar 5, then you don't have to update anything.

Q: Do you support the NSG 5000 still?
A: Yes, but we are no longer aggressively maintaining the standards database for the ten-year-old NSG 5000 modules except in rare cases such as select international standards.

Q: What bugs were fixed?
A:
- Errors -300 and -100 should be fixed (even more aggressive correction in the final release)
- About a thousand things related to Windows 7 compatibility

Q: To whom to I report bugs?
A: To me or our Technical Market Support Manager (orlando.holenstein@teseq.com)

Q: Do I have to use a virtual machine?
A: No

Q: Do I have to install the National Instruments driver.
A: Yes, installing AutoStar hasn't changed at all. Everything you used to do, you should keep doing: driver, reboot, everything.

Q: Do I still have to have Admin access?
A: Yes, same as always. We need to write a lot of files to …/Program Files/ and Admin access is needed for that since Windows Vista.

Q: Are my User Test saved?
A: Yes. But you should make a backup before installation, see above.

Q: Should I restart before and after the installation like before?
A: Yes, restarting before is always recommended, but restarting after the installation is required.

Q: Will I have to pay for an upgrade?
A: AutoStar upgrades are free for one year. After that, there is a modest upgrade price.