

Email received from Larry at Fox Mill Woods (FMW)

I've recently had the opportunity to rebuild several of my home machines which in turn required a reinstall of TM7.

If you have not already run into this, I wanted to let you know that it seems hy-tek has changed the protocols their update servers use (effective February of this year), explained in this link:

<http://activesupport.force.com/hytekswimming/article?id=kA10V0000015Dat>

Now every time TM7 is started you get a "permanently moved" error message since TM7 automatically checks for an update every time it is started - there seems to be no way to set TM to not do this. This problem is apparently caused by TM being hard coded to check a url at www.hy-tekltd.com, which is no longer the site that is used.

So it seems if using TM7, you will be required to manually download and install the update for 7.0Gc as described in this link:

<http://activesupport.force.com/hytekswimming/article?id=kA1d000000098tZ>

What to do - I expect everyone will be getting the permanently moved error and the only work around I've found requires some technical knowledge. If you update the "hosts" file normally found in C:\Window\System32\drivers\etc (this can be done with notepad or wordpad started as Administrator (in Win10 anyway) and add the following entry:

74.120.126.49 www.hy-tekltd.com

Save and close the file - the permanently moved error will stop. This new IP address is the one for the update server. This change however still will not allow TM7 to automatically login to the update servers which is why you still need to do that manually.

Hope this is helpful, if you have another fix please let me know. I do not normally use MM, and so not know if the same error/s will happen there.

Larry (team rep, Fox Mill Woods)