Error "Processor not supported" or "does not support 64bit Windows" displayed when installing

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You will receive an error message at the point of installing DESlock+ if you have selected the wrong version for your operating system. If you are unsure of which bit operating system you are running, please see this knowledge base article: KB107 - Should I download a 32-bit or 64-bit version of DESlock+?

There are two different versions of DESlock+, a 32 bit and a 64 bit. The version which you install must correspond to the operating system you are using.

If you are trying to install the 32bit version of DESlock+ on your 64bit operating system the message "*Error: This installation does not support DESlock+ under 64bit Windows.*"



If however you are installing a 64bit version of DESlock+ on a 32bit operating system, you will see the message "*This installation package is not supported by this process type. Contact your product vendor.*"

