

**Emerson Automation Solutions**  
Rosemount  
10241 West Little York, Suite 200  
Houston, TX 77040  
USA  
T +1 713-396-8880  
F +1 713-466-8175  
GC.CSC@Emerson.com

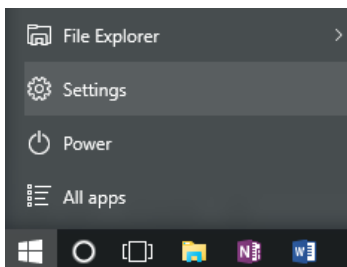
January 3, 2018

## PRODUCT NOTICE: MON2020 Installation for Windows 10

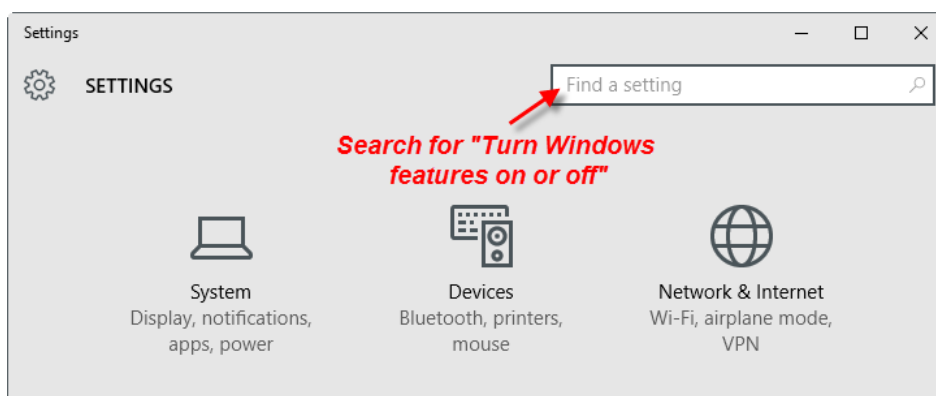
With the latest release of Windows 10, the Windows .NET 2.0 Framework that is required by MON2020 is not installed by default. If this is not installed, the installation of MON2020 will fail.

Do the following to check for the installation of the required features:

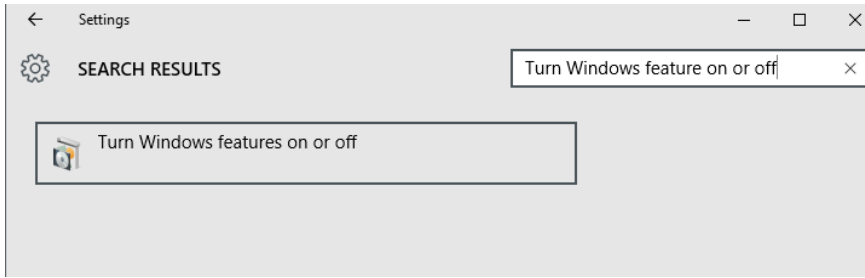
1. Open the Settings menu item from the Start Menu.



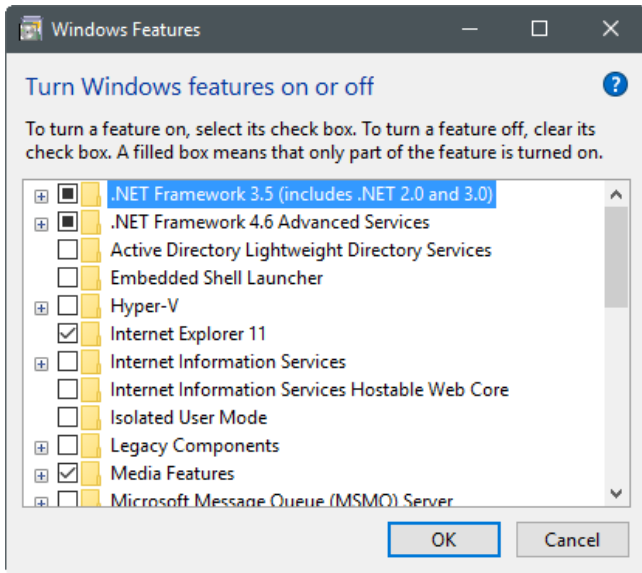
2. In the Settings window, Search for **“Turn Windows feature on or off”**.



3. Click on the “Turn Windows features on or off” box.



4. Windows will then ask if you wish to allow this app to make changes to your computer, select Yes.
5. Confirm that the “.NET Framework 3.5 (includes .NET 2.0 and 3.0)” selection is checked. If it is not, check the box and click OK to install the .NET Framework files.



*Note: Corporate IT departments may disable the selection/deselection of these options, or inhibit the connection to the Windows Update functionality from Microsoft which will not allow the installation of the .NET Framework. If the installation of the .NET Framework 3.5 fails, contact your IT department to request this Windows Feature to be installed.*

Once the .NET 3.5 Framework is installed, the MON2020 installation can be performed successfully.

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