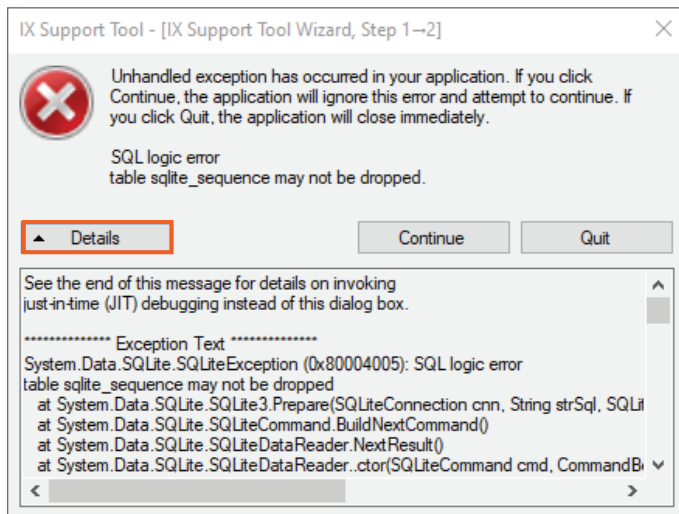


SQLite Error When Importing System Configuration Into IX Support Tool

Problem

IX Support Tool fails to import a system configuration file from another PC. A pop up window shows an error message with multiple lines of "System.Data.SQLite" messages in the Details section.



Cause

This usually means that the setting file was generated by **IXG Support Tool** instead of **IX Support Tool**. System configurations from **IX Support Tool** can be imported into the **IXG Support Tool**, but IXG system configurations are not compatible with **IX Support Tool**.

Solution

Use **IXG Support Tool** instead. This can be downloaded from the IXG page on Aiphone's website.

<https://www.aiphone.com/products/ixg-series>