



SmartShell on Windows 11 - Important Notice

To our SmartShell customers, please note, we have identified an issue when trying to install SmartShell on Windows 11.

Upgrading to Windows11 24H2 corrupts the database table index required by the Robotic Server, resulting in loss of connection to CamBot.

The problem will present itself in a number of ways:

- SmartShell will not connect to CamBot.
- Presets for CamBot fail to load properly.
- Robotics Server logs contain an error with the exception *Microsoft.Isam.Esent.Interop.EsentPrimaryIndexCorruptedException*
- The Listener State on the Robotics Server Host webUI will display *Failed!* for CamBot.

To correct a database corruption, the database will need to be defragmented using the following procedure:

1. Contact Tech Support for the *stopDB_Defrag_StartDB.bat* file
2. Save the .bat file onto the Robotics Server in the D:\Database folder.
3. Right-click the .bat file and Run as Administrator.
4. Follow the instruction provided by the command prompt.
5. If the .bat encounters any errors, they are logged into ServerBackup-FAILED.txt
6. If .bat fails, contact Tech Support.

For customers using pre-24H2, it is essential to incorporate this procedure into your Windows11 upgrade strategy and plan any upgrades accordingly.

If you require further assistance, please feel free to reach out to our [support team](#).