



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-250
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Total No. of Pages: 2
Subject: **3G A920 / A925 / A1000 – Desktop Suite**
Model Affected: 3G Paragon A920 / A925's and A1000
Level of Repair: 1

Problem

Service is aware of an issue, identified by the Desktop Suite Development Team. When user tries to install Desktop Suite or Simplify from the A1000 CD into a Windows 98 or Windows ME machine using the Macromedia Flash frontend, the PC responds with an error stating "Invalid argument: /b" and fails to install Desktop Suite or Simplify. This occurs because the script to run the Desktop Suite and Simplify installer is a "start /b" command. However, Windows 98 and Windows ME do not support the /b argument which is supposed to hide the display of the MS-DOS command window.

Solution

Short Term Solution:

To install Desktop Suite:

- a) Double click on My Computer on the PC desktop
- b) Go to CD drive
- c) Double click on the Content directory
- d) Double click on the Software directory
- e) Double click on the Desktop Suite directory
- f) Double click on setup.exe

To install Simplify:

- a) Double click on My Computer on the PC desktop
- b) Go to CD drive
- c) Double click on the Content directory
- d) Double click on the Software directory
- e) Double click on the Simplify directory
- f) Double click on the Simplify_XXX.exe file where XXX is the desired language (e.g. Chi for Chinese, Dan for Danish)



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Long Term Solution:

Fix will be in Kit: CFVN2765B part number 8288763W01. This is version 1.0.0.720 of Desktop Suite 11/18 (Note: there was a version built of 1.0.0.720, Kit: CFVN2765B, part number 8288729W01 that did not have the fix)

You can verify version by going to \Content\Software\DesktopSuite\release_notes.txt on the CD.

You can verify the newer scripts are on the 1.0.0.720 version by checking the file date \fscommand\CDUPLVL.bat. If it's 11/18 or newer the fix is included.

Call Center Action;

If user tries to install Desktop Suite or Simplify from A1000 CD into a Window 98 or Window ME machine using the Macromedia Flash frontend and the PC responds with an error message stating "Invalid argument: /b" , walk customer through the short term solutions listed above for installing.

Service Action

Customer Returns:

N/A

Service Inventory:

No action required

Service Entry Code

Please ensure that repairs of this type are logged on the Service database as follows:

Global M-Claims Codes:

Customer Complaint Codes: N/A

Problem Found Code: N/A

REF Designator Code: N/A

Repair Code: N/A

Asia Codes:

Fault Code: N/A

Repair Code: N/A