

# *Service Bulletin*

To: All EFJohnson Customers, Dealers, and EFJohnson Associates

Subject: PC Configure™ Windows 2000 Installation

Recently a customer reported an installation error with newly released PC Configure version 2.4.6 on a Windows 2000 computer. This bulletin addresses the error and provides the user with the recommended method to handle this issue.

The following error was reported during the install of PC Configure version 2.4.6.



This error is a result of a conflict with the Windows 2000 installer. Research showed several other vendors have had similar problems with Windows 2000 and thus, Microsoft has provided a solution.

In order to correct the problem, users must upgrade their Windows Installer to 3.1 v2. The support page for this installer is:

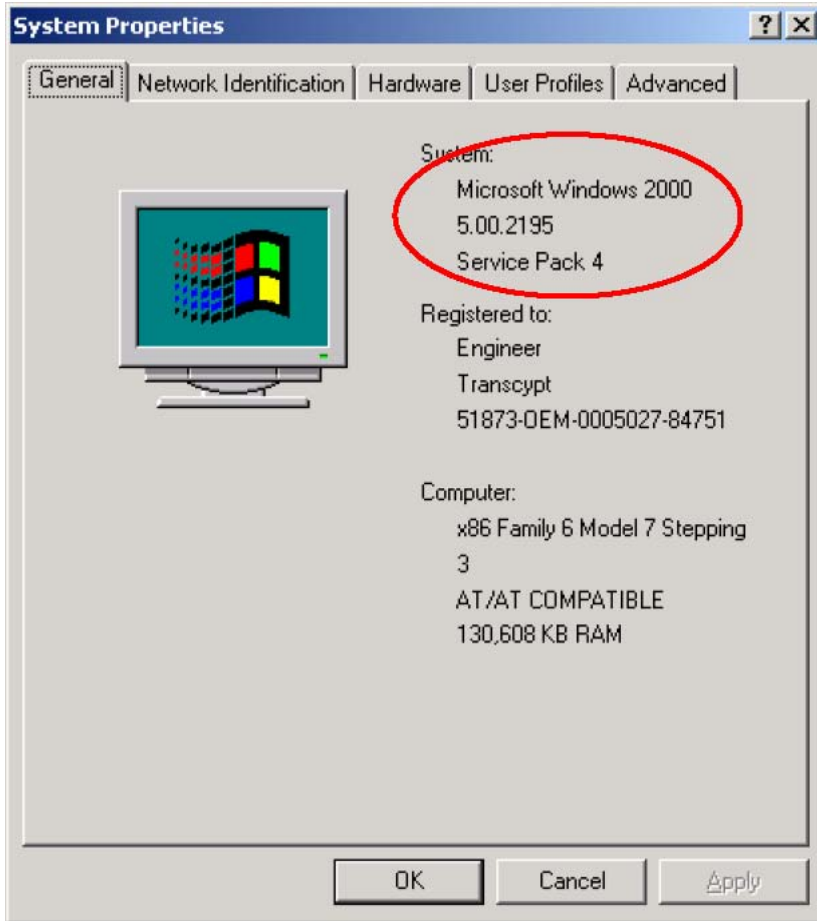
<http://www.microsoft.com/downloads/details.aspx?familyid=889482fc5f564a38b838de776fd4138c&displaylang=en>

For Questions regarding this Service Bulletin, please contact EFJohnson at 1-800-328-3911 press 3

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The upgrade will only work if Windows 2000 Service Packs 3 or 4 have been installed. To see what Service Pack is installed, right click on My Computer and select Properties.



If Service Packs 3 or 4 are not installed, then the customer needs to go to Microsoft's website and upgrade. Most people should already have done this.

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By default, Windows 2000 comes with Windows Installer 2.x. If customers wish to see what version they currently have installed, go to Start and select Run. Type **cmd** and press OK to bring up a command prompt. Now type **msiexec /?** at the command prompt. A window will pop up showing the windows installer version. This can be used to verify the installer version both before and after upgrade. This step is not required but is provided for diagnostic assistance.

If the customer has Service Pack 3 or 4 installed, the final step is to upgrade Windows Installer. The upgrade can be found at:

<http://download.microsoft.com/download/1/4/7/147ded26931c4daf9095-ec7baf996f46/WindowsInstallerKB893803v2x86.exe>

The customer can also navigate to the download through the Windows Installer main page in the URL previously given. Once the installer has been upgraded, then PC Configure should install successfully.

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