



## InfoWorkSpace Technical Bulletin



TB#: TB02-006

InfoWorkSpace Technical Services (800) 760-3205

TB Title:

**InfoWorkSpace 2.5 -> 2.5.1 Upgrade does not recognize that PlaceWare has already been upgraded.**

Platform:

**All Windows**

Change Request(s):

**6235**

Category(s)

**Upgrades and Patches**

Version:

InfoWorkSpace 2.5.1 Release

### Synopsis:

The 2.5.1 Installer fails to recognize that the PlaceWare upgrade patch has already been installed if PlaceWare is not installed on the C drive.

### Solution:

If you are aware of this issue, you can avoid the error by completing the following steps:

Before running SP1:

1. From a DOS window, cd to the placeware\bin directory
2. type `pwdumplog > C:\IWS251.PWlog.tmp`
3. make C:\IWS251.PWlog.tmp read only.

The file will automatically be deleted during the installation.

If you have already started running SP1 and discover this error:

Continue with the installation of the service pack.

When it is completed, re-register the placeware service by:

1. Opening a Command Prompt window
2. cd to the placeware server directory
3. type `bin\placeware -install -start`
4. (or, leave off “-start” if you just want to register the service without also starting it).