

## Hot Tips Report

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<b>ID</b>	0001	<b>Description</b>	TN 02.12 - Selecting "About Office Medic" loc
<b>Date</b>	2/8/2005 8:23:54 PM		
<b>Manager</b>	ADMIN	<b>Status</b>	Active

### Text

#### Using the "About Office Medic" Feature - TN02.12

The information in this Tech Note applies to:

- Users of Office Medic software
- Users of "Port Redirection Software"

#### **Problem:**

When using the Office Medic software on a PC that utilizes port redirection software the PC could lock when **Help | About Office Medic** is selected. Once the PC locks, the user must select **CTRL | ALT | DEL** and close the Office Medic program.

#### **Cause:**

The **About Office Medic** feature displays specific parameters about the PC card that is inserted. This information is often helpful to Technical Support when attempting to troubleshoot a problem. When accessed, the software attempts to locate the computer's ports, both COM and LPT. PCs with port redirection software will often redirect the Com ports to other devices. The redirection of these ports causes Office Medic to lock when selecting the **About Office Medic** feature.

#### **Solution:**

Do not use the **About Office Medic** feature on a PC utilizing port redirection software. If you want to access **About Office Medic** you should disable the port redirection software. Normal use of Office Medic is not affected.

### Attachments

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