

TO: WMI Authorized Dealers

FROM: White Mountain Imaging, Technical Support

DATE: 08.30.2012

SUBJECT: ERROR 60000 WHEN TRYING TO CHANGE MENU SETTINGS IN USER UTILITY

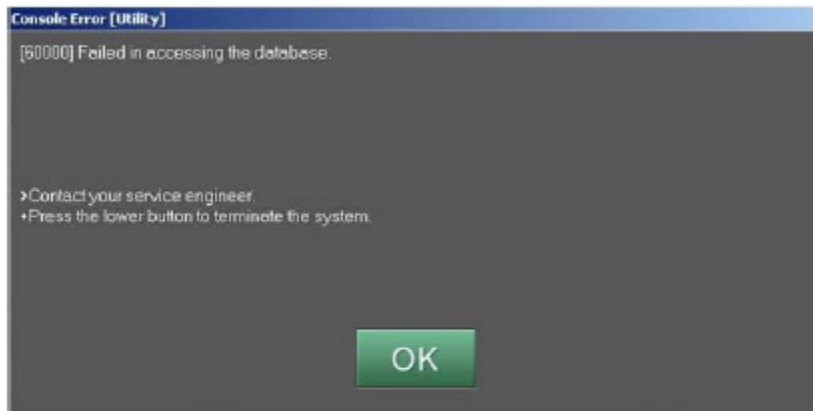
Product: Dell OptiPlex 790 with v8.3 System Restore

Symptom: ERROR 60000 WHEN TRYING TO CHANGE MENU SETTINGS IN USER UTILITY

Resolution:

SUBJECT: ERROR 60000 WHEN TRYING TO CHANGE MENU SETTINGS IN USER UTILITY

Intermittently when a Dell GX790 is restored using the official FMSU Restore image for all versions of the IIP, users are unable to make any customization changes to menu settings in User Utility. The attempt to make any changes will result in a 60000 error.



Restore images that are affected by this problem are:

NMF-790LESRB8-3

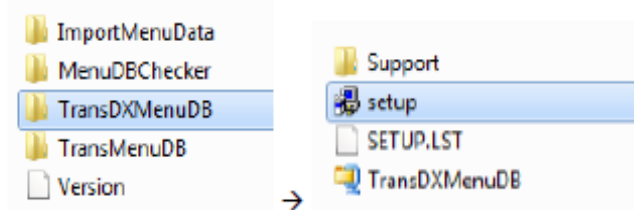
NMF-790LTSRB8-3

NMF-790PLSRB8-3

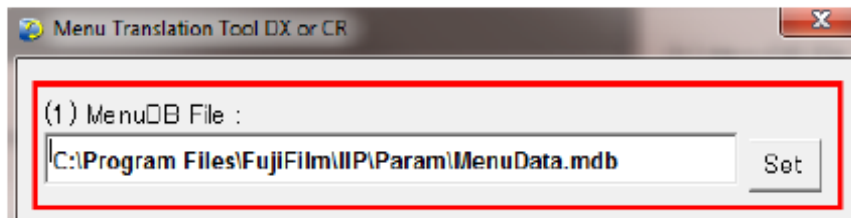
To resolve this issue, please use the Menu Database Conversion Tool, which is part of the Service Tool Software. To obtain the Service Tool Software, place an order for part number NMF-114Y5342901B08. This is the Service Tool Software for IIP V8.3.



1. Insert the Service Tool Software CD into the CD/DVD drive of the IIP, browse to the TransDXMenuDB directory and double-click the setup.exe executable file to install the Conversion Tool



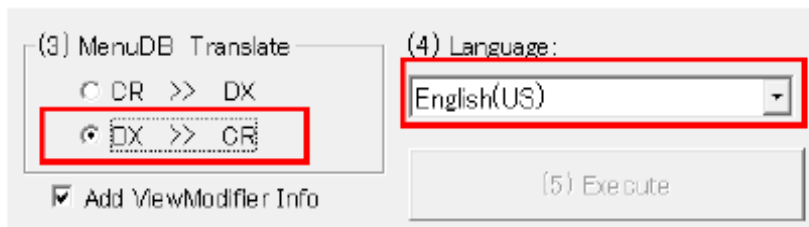
- a. When installing, if prompted to overwrite files, choose Yes. Click OK to complete the installation, and then remove the Service Tool Software CD from the drive
2. Launch the Conversion Tool by clicking Start > All Programs > Fuji Film > TransDXMenuDB
 3. Click [Set] next to the first line and browse to the MenuData.mdb file, which is located at C:\Program Files\FujiFilm\IIP\Param



4. Leave the option checked to "Store in the Same Folder"

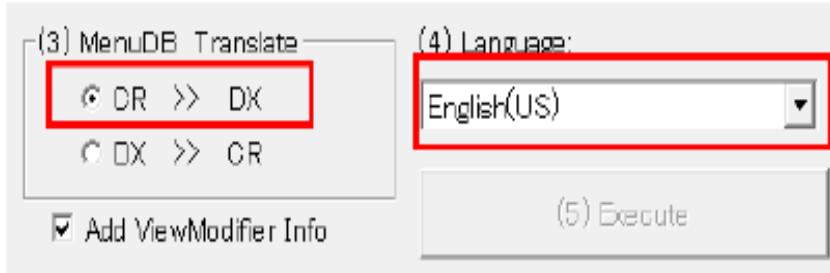


5. Select DX >> CR, and choose English(US) from the drop down menu



Service Bulletin

6. Click [Execute]. When prompted to overwrite the existing file, click [OK]. Click [OK] again at the success prompt
7. Repeat step 5, this time choosing CR >> DX



8. Click [Execute]. When prompted to overwrite the existing file, click [OK]. Click [OK] again at the success prompt
9. Click [Finish] to close the Conversion Tool
10. Launch User Utility and make any desired changes

