

# Notes for iW Document Manager Gateway V4.1 SP1

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Thank you for choosing iW Document Manager Gateway.

When applying Service Pack 1 to your iW Document Manager Gateway, installation may abort depending on your environment.

This document explains when this phenomenon occurs and how to address it.

## ■ **Environment**

This phenomenon occurs in the following environment:

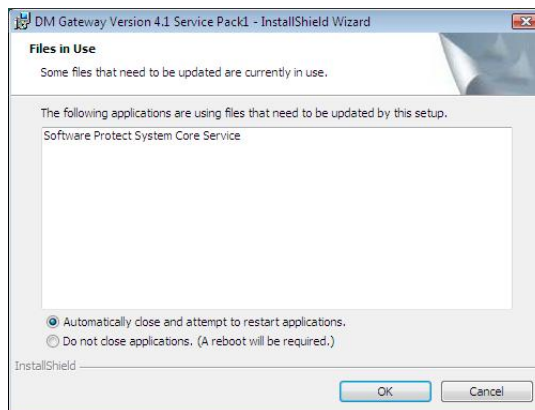
- OS: All editions of Microsoft® Windows Vista™
- Products: Both of the following two products are installed on the same computer:
  - iW Document Manager V4.1 without Service Pack
  - iW Document Manager Gateway V4.1 without Service Pack

Note that this phenomenon does not occur when both of iW Document Manager and iW Document Manager Gateway included in iW360 V2.0 are installed.

## ■ **Phenomenon**

The following phenomenon occurs:

- 1** Run the installer of iW Document Manager Gateway V4.1 Service Pack 1.
- 2** The following message dialog box opens during installation and installation aborts.



## ■ *Remedy*

### **1** Click [OK] on the message dialog box.

Service Pack resumes installation and will be installed correctly.



#### **IMPORTANT**

Clicking [Cancel] will abort installation of Service Pack.