

TITLE: Installation Errors with OMEGA 3.0

Category: OMEGA

Document Number: 3575

Supplied by: Gerber Service

Last Modified: October 30, 2009

Summary: Installation errors installing Omega 3.0

ISSUE: Unable to install OMEGA 3.0 due to the items listed in ISSUES

1. The OMEGA 3.0 installation DVD isn't being read
2. 'Incorrect Command Line Parameter' error
3. The upgrade password is incorrect

CAUSE:

1. A)The system doesn't have a DVD player
B) The DVD is damaged
C) The DVD player is damaged
2. The system doesn't meet the minimum system requirements of Windows XP service pack 2 or higher in order to load 3.0
[NOTE: To verify the Windows version, go to CONTROL PANEL | SYSTEM The software version will be listed under the GENERAL tab]
3. A) The software is being installed using the wrong security key / dongle
B) There are no Os in the password, use a zero instead. There are no Is, use a one.

SOLUTION:

1. A) Install an external DVD drive or install across the network from a system that does have a DVD player
B) Try another DVD
C) Try another DVD player or install across the network from a system with a working DVD player
2. Install the latest Windows XP service pack from the Microsoft website
3. A) Install the upgrade using the correct OMEGA security key / dongle