Technical Note

TITLE: **Infinia Desktop ships with resource conflict (COM2 vs. Sierra modem); Download patch disk INF918.EXE from Toshiba BBS**

DATE: 09/27/96

PRODUCT FIELDS: 7130 / Infinia
                                  Failure

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INFORMATION:

Problem:

Some Infinia desktops shipped with a resource conflict between the Sierra
modem and COM2. CompUSA sales people were told to fix this problem before delivering
systems to customers, but some CompUSA stores didn't receive the promised instructions
and patch disk.

Solution 1:

Have the CompUSA sales/tech download INF918.EXE (originally FIX913.EXE) from the PC
Support BBS. INF918.EXE is a self-extracting diskette image. Run INF918 A: to create the patch
diskette. The README. (TXT or COM) file on the diskette has instructions for use.

Solution 2:

End users can use Win95's Device Manager to remove COM2 from the "Ports"
section then restart Windows 95. The former COM2 port just shows up as a "Communications
Port" with no resources.

The patch diskette also fixes the timesrv problem which prevents SCANDISK and other utils
from running without hanging the system.

Keywords:

COM2 modem patch infinia desktop inf918.exe