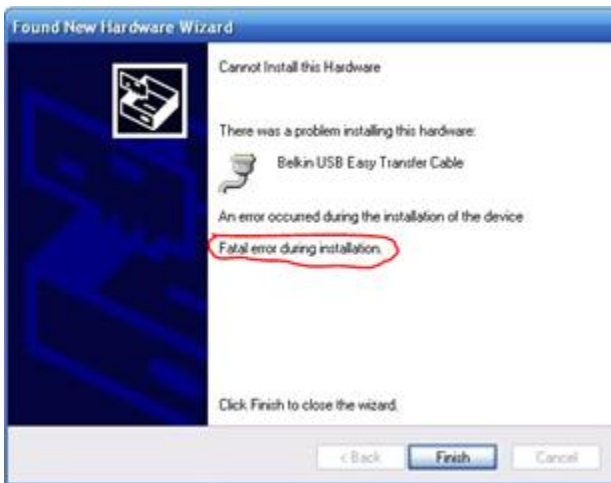


---

**From:** Hunter, Paris (ext)  
**Sent:** Monday, April 15, 2013 1:52 PM  
**To:** Babbar, Raj  
**Cc:** Eberhart, Robert; Brickwood II, Art; Hall, Robert (ext); Bull, William; H US New View Care; Recchia, Norine  
**Subject:** Updated Solution to the Dell Transfer Cable Issue (TESTED 7+ times so far)  
**Attachments:** DellFix.zip

I have attached the .bat file in a zip format. Unzip this, and run it on the XP computer and restart the PC. The error the .bat file fixes is this one:



What happens is that this error takes at least 3 minutes to show up. This window ends up behind all of the other windows the user has open (Like Easy Transfer, etc) so they aren't aware that this is happening. The .bat file is the automated registry fix of the previous instructions I presented to you in the previous email. I have recently confirmed this .bat works remotely through Communicator (using these 2 users: Moshe Heimfeld and Sandra Massironi).

Just drop the file into Communicator, take control of the users' desktop, extract it and run the .bat file on their machine. They will have to restart their XP machine for the changes to take effect.

This is what the user should see after they reset their computer and plug the cable in (after waiting a few seconds):



Thank you,  
Paris Hunter

Siemens Healthcare IT  
H US New View Care  
Win7/Office2010 Data Migration & Technical Assistance Coordination  
mailto: \_\_\_\_\_  
Hours of Operation: 8:00pm – 5:00pm, Mon-Fri

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**From:** Babbar, Raj  
**Sent:** Monday, April 08, 2013 7:00 PM  
**To:** Hunter, Paris (ext)  
**Cc:** Eberhart, Robert; Brickwood II, Art; Hall, Robert (ext); Bull, William; H US New View Care  
**Subject:** Re: A Solution to the Dell Transfer Cable Issue (TESTED 3 times so far)

Very good Paris, lets have a look at it when you're doing the Brooklyn user tomorrow.

with best regards  
Raj Babbar

Healthcare Sector IT (H IT G PMO)  
Siemens Medical Solutions USA, Inc.  
[51 Valley Stream Parkway](#)  
[Malvern, PA 19355, USA](#)  
Mail Code: E52  
Phone: \_\_\_\_\_  
mailto: \_\_\_\_\_

On Apr 8, 2013, at 4:33 PM, "Hunter, Paris (ext)" <> wrote: \_\_\_\_\_

Here is what I have done for 3 separate Dell laptops. Maybe Art can test it on a couple of Dell models (a D630 and a 6410 would be nice) he has laying around and then someone can package it into a batch file for end users to use.

Here are the 3 machines I tested it on so far with smashing results.

Janice Kwasizur – E6400 - 04/05/2013

Roy Craig – E6400 - 04/08/2013

Gene Davidov – E6400 - 04/08/2013

I am going to test this strategy on a remote user in Brooklyn by remoting into their machines tomorrow and making the changes as well. I will be doing this on each Dell machine I get as the week goes on. Each machine I looked at (so far) had the same error and was fixed by the same thing.

## **INSTRUCTIONS**

Microsoft's installation program for drivers for the Windows easy transfer cable fails when it can't find a particular value in the Windows XP registry. We don't know what causes the registry to get in this state, but here's how you'll know you're encountering this issue.

1) If your cable installation fails on XP, open `c:\windows\setupact.log` in Notepad.

2) Scroll to the end of the file:

3) Here's what you'll see if your installation is blocked by this problem (dates and times will differ):

```
WdfCoInstaller: [05/16/2012 17:29.45.970] ReadComponents: WdfSection for Driver Service TRANSFERCABLE_WINXP_X86 using KMDf lib version Major 0x1, minor 0x5
```

```
WdfCoInstaller: [05/16/2012 17:29.46.001] ArpEntryPresent:  
RegOpenKeyEx(HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Wdf01005)
```

```
WdfCoInstaller: [05/16/2012 17:29.46.032] ArpEntryPresent wasn't found so we will assume the package was removed: error(2) The system cannot find the file specified.
```

```
WdfCoInstaller: [05/16/2012 17:29.46.157] VerifyMSRoot: exit: error(0) The operation completed successfully.
```

```
WdfCoInstaller: [05/16/2012 17:29.54.314] Update process returned error code :error(1603) Fatal error during installation.  
. Possible causes are running free version of coinstaller on checked version of OS or vice versa. Look at the Kmdf documentation as to what steps need to be followed to install the correct version of the coinstaller
```

If you encounter this problem, here's how to fix it.

1) Open your Registry Editor on the XP machine. If you haven't done this before, the easiest way is to

--Open the Start menu

--Choose Run...

--Type `regedit` and Enter.

2) Once the Registry Editor is open, can you expand the following branch:

```
HKEY_LOCAL_MACHINE  
>SOFTWARE  
>>Microsoft  
>>>Windows  
>>>>CurrentVersion  
>>>>>Uninstall
```

3) Within the Uninstall folder, is there a subfolder called `Wdf01005` (you'll have to scroll to find it in alphanumeric order in the W's)?

4) If there is no `Wdf01005` folder, please add one by

--Scrolling back to the Uninstall folder.  
--Right clicking on Uninstall.  
--Choosing New > Key and naming it Wdf01005.

5) Once you have a Wdf01005 folder  
--Left click it to select it.  
--Right click it.  
--Choose New > DWORD Value. In the right side pane, this will show up with a as New Value #1.  
--Right click New Value # 1  
--Choose Edit Value.  
--In the window that appears, change the Value data from 0 to 1.

6) Close the registry editor and reboot.

The system should read the cable as soon as it is plugged in after the reboot.

## **INSTRUCTIONS END**

I will continue to test this solution but other people can help. It would be nice to have someone make a batch file which we can drop down to the users (unzip, click it, have it restart their computer automatically) and then their cable should work. This would reduce at least 30% of the emails we receive regarding data transfer.

Thank you,  
Paris Hunter

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