

Technical Bulletin: # TB-00067-00-061012**Product Affected: Intellex running software version 3.2 and 2.6****Description: Gray screen occurs when exiting Intellex software****Date of Issuance: 25 October 2006**

Purpose

This technical bulletin # TB-00067-00-061012 describes a recent issue discovered in Intellex running software version 3.2 and 2.6. When exiting the Intellex software, a gray screen appears. Windows desktop icons do not display. The mouse is operational.

Current Solution

This problem may occur if certain keys in the Windows registry are corrupted after installing Intellex software upgrades or patches. The current solution is to use partitioning software to recreate a primary partition and run the Intellex recovery disks to restore factory settings.

1. Download partitioning software.
 - For Maxtor software, visit www.maxtor.com. Click on the **Software Downloads** link (left-hand side of the screen). On the Software Downloads screen, select the **All Downloads** tab. From the list, select **MaxBlast 4** (creates a bootable installation diskette) or **MaxBlast 4 Bootable CD .ISO Image File** (creates a bootable CD).
 - For Western Digital Software, visit <http://www.westerndigital.com>. From the **Support** tab at the top of the screen, select **Downloads > Download Library**. On the Downloads screen, select **Data Lifeguard Tools 11.2 for DOS** (creates a bootable installation diskette).
2. Using either Maxtor or Western Digital software, create a 15 GB primary partition.

WARNING: This procedure will result in the permanent loss of video stored on the secondary partition.
3. Set the BIOS for the CDROM as the 1st boot.
4. Insert the Intellex 3.2 / 2.6 recovery disks in the CDROM drive and reboot the Intellex.

5. Follow the instructions on the screen to complete the Intellex recovery process. Once the Norton ghost process is completed, you will be prompted for the Intellex software key. The original Intellex software key is located on the label inside the front door of the Intellex.
6. The Intellex recovery disk default live video standard is NTSC ([National Television Standards Committee](#)). For PAL ([Phase Alternating Line](#)) live video standard, execute **PAL.reg** from C:\Windows\Intellex\Registry folder.

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the owner/author of this document as listed below.

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