Acer Projector Gateway

Introduction

The Acer Projector Gateway (APG) is a smart, integrated system that enhances presentations via your Acer projector. The APG provides versatile source connectivity, the latest eProjection Management tools, support for video playback via the built-in decoder and more.

APG features:

- High-performance wireless projection via a built-in access point featuring a lossless CODEC and an RJ-45 port for wired connections.
- Plays any audio content through the projector's built-in speakers for added effect.
- Visitors can easily launch Acer eProjection Management automatically by inserting the Acer Plug-and-Show token (featuring the windows autorun function) into the source's USB port, or by installing the software via your Internet browser. A driver disk is not required.
- Presents a user-friendly graphic interface for simple setup and operation.
- Allows presenters to connect to the Internet or corporate Intranet to retrieve interactive content during presentations.
- Supports up to four presentations at the same time under split-screen projection mode.
- Supports remote control functions for projector operation.
- Makes wireless or wired connections via 802.11b/g or an Ethernet 10/100based network.
- Advanced Internet connection management.
- Wireless network security (WEP, WPA-PSK, WPA2-PSK).

Guide to components

This table discusses the hardware features of the APG:



lcon	Component	Description
	LAN port	Connects to an Ethernet 10/100-based network.
OUT AUDIO	AUDIO OUT jack	Connects to audio line-out devices.
O RESET	RESET button	Restart the APG.
O POWER	POWER indicator	Indicates the APG's power status.
0	WLAN antenna connector	Connects to a wireless LAN antenna.



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Note: The APG provides advanced projector functions when you enter supervisor mode. Set a supervisor password and enable full control of system settings with the convenience of remote control.



Important: Acer recommends setting up the projector name (SSID) and supervisor password when using the projector for the first time.

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System Requirements

• Acer eProjection Management software installed or Acer PnS token ready.

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Note: Acer PnS token is the optional accessory.

- Computer CPU Intel Pentium III-800 MHz (or greater).
- Computer memory 256 MB of RAM required, 512 MB or more recommended.
- Hard disk 10 MB of available hard disk space.
- Display: Super VGA supporting 800 x 600, 16-bit high color or higherresolution display recommended (PC and display).
- Ethernet adapter (10/100 Mb/s) for an Ethernet connection.
- A supported WLAN adapter for a WLAN connection (any NDIS-compliant 802.11b or 802.11g Wi-Fi device).
- Video application Upgrading to Windows Media Player (WMP) v.10 or above is recommended.

OS support

- Windows Microsoft Windows 2000 with service pack 4 or later.
- Windows XP Home or Professional Service pack 2 32-bit (recommended).
- Windows Vista 32-bit.
- Windows Vista SP1.

Browser support

• Windows: Microsoft Internet Explorer 6.0 or 7.0 (recommended), Firefox 1.5 or 2.0.

Connect to the projector

Before you begin projecting, you will need to do the following things:

Turn on and connect to the network

Press the **Power button** on the bundled remote control or the device to turn on your Acer projector and enable the WLAN. Connecting the projector to the LAN for a wired connection is also recommended.



Check the information on the splash screen

Take note of the important information on the splash screen. The splash screen consists of the following items: **Projector ID**, **Acer logo**, **network information** and **instructions**.



To initialize the projector, do the following:

^{1.} Enable your WLAN or LAN, and connect to the Acer Projector Gateway.

^{2.} Open your browser, or enter the IP address (refer to the above server IP Address.)

^{3.} Click on "Download", and execute the installation program.

^{4.} Make sure your personal firewall doesn't block the "Acer eProjection Management" application

^{5.} Execute the application icon on the desk and enter the Projector ID to start projection.

Note : Or you can choose to execute application directly by plugging USB PnS(Plug & Show) Token into USB port.

Projector ID (displayed only when available)

The 4-digit number will not be displayed on the top left of the splash screen until this option is enabled by the supervisor in the **Configure** tab under Acer eProjection Management. The four digits are given randomly for projector identification. For more information, please see Projector ID on page 16.

Projector Name (SSID)

The Projector Name and initial Service Set ID (SSID) can be added by the supervisor on the Configure tab of Acer eProjection Management. For more information, please see Network settings on page 17.

Server IP

The Server IP indicates the IP address your projector uses to connect to a wired or wireless network. It will be 192.168.100.10 for general wireless and wired connections. The Server IP will be assigned by the wired network with DHCP enabled. For more information, please see Network settings on page 17.

Security : (None, WEP, WPA-PSK, WPA2-PSK)

Wired Equivalent Privacy or Wireless Encryption Protocol (WEP) is a scheme to secure wireless networks. It is part of the IEEE 802.11 wireless networking standard. WPA-PSK (Wi-Fi Protected Access - pre-shared key) and WPA2-PSK are other individual encryption methods with higher level security. The option is enabled by the supervisor in the **Configure** tab under Acer eProjection Management. For more information, please see Security settings on page 18.

Follow the instructions on the splash screen to connect and project

1 Check **Projector ID**, **Projector Name (SSID)**, **Server IP** and **Security option** on the splash screen. Ask your supervisor to set safer key when Security is enabled.



Projector Name (SSID) : AcerProjectorGateway Server IP : 192.168.100.10 Security : None 2 Enable your WLAN and select the access point labeled AcerProjectorGateway or AcerProjectorGatewayXXXX to connect wirelessly. Connect the projector to your LAN for a wired connection.



3 Open the Internet browser (see note). Click on Download Acer eProjection Management on the welcome page, and then click Run to launch the Welcome to the Acer Projector Gateway Setup Wizard. The installation will proceed automatically. Make sure the installation is complete.



Note: If you do not see the welcome page or cannot connect to the wired network, please enter the **Server IP** address (the second item listed under the Acer logo on the splash screen) into your browser's address bar.

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Note: Ensure that you have administrator-level permission on your computer so that you can install the software.



Note: If you receive any security warnings, click **OK** to proceed with the installation procedure.



Note: The Acer eProjection Management shortcut will be created in desktop when the installation is complete.





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Note: You can also insert the bundled Acer PnS token featuring the windows autorun function into the USB port of your system. It is useful for visitors.



4 Acer eProjection Management will execute automatically and the window shown below will pop up to search for your Acer projector.



Note: Make sure your personal firewall does not block the Acer eProjection Management application.

5 When the search is complete, a login dialog box will pop up to ask you to enter the User name and Projector ID (if needed) to log in to your acer Projector.



6 The UI will look as it does below when your source successfully connects and begins projecting in 1024 x 768 mode.





Note: For the best projection performance, Acer recommends adjusting your resolution to 1024 x 768.

Acer eProjection Management

Acer eProjection Management helps users connect to, and control Acer projectors with the integrated APG. By allowing the transmission of highquality audio and video signals, the APG gives users flexibility and convenience, allowing them to use an Acer projector in almost any room or setting.

Acer eProjection Management includes the following features:

For first time installation

The utility can be downloaded directly from the projector using a wireless or wired network connection.

The software will be set up on any PC in just a few minutes, without disks.

Security

Acer eProjection Management supports PIN code security, protecting the Acer projector from unauthorized access and use.

Wireless communications between the Acer projector and PC are protected using unique, image-based encryption to prevent eavesdropping or modification of the video signal.

Simple GUI for one-click projection

The easy-to-use GUI enables one-click usability in finding and connecting to the wireless projector, changing display settings, and controlling the projector.

It also supports up to four simultaneous presentations.

Onscreen remote

An onscreen remote utility gives any user the ability to control functions of the projector without the owner worrying about the loss of or damage to the projector's remote handset or worn-out batteries.

Compact and full user interface

The compact user interface (UI) provides a solid look and feel and allows you to change the projection resolution (a), project to split-screen or full-screen (b), stop projecting (c) and video playing (d)*. You can click the down arrow to reveal the full UI from the compact UI (e).



The Main tab of the full UI displays Projector ID, Projector IP and User name information (a), and gives you the option to select a different projector (b). You may also create a PnS token by clicking Install (c) or login to the supervisor functions (d).





Note: The installation of the PnS token is only available (c) when the PnS token is inserted in your system. The default supervisor password is 123456. **Note:** "*" Only for P5260i, P7270i series. To change the projection resolution, click on the resolution below the projector icon to reveal a list of choices.

	Display Settings Monitor	
1024x768 pixels	L Generic PnP Monitor on ATI Radeon X1270	Identify Monitors
	Extent the desktop onto this monitor Resolution: Low ID24 by 768 pixels How do I get the best display?	Colors: Highest (32 bit) Advanced Settings Cancel Apply

To project from multiple sources, click a number to display by split screen in corresponding location. Or press the center icon to display by full screen as usual.



English

You can also select video clips to display from the compact window by clicking the arrow on the left of the screen.



Click the Folder icon icon icon select a video clip, the Play icon icon icon and play the clip and Stop icon icon icon icon to stop the playback.



Note: The formats supported are as follows: MPEG1/MPEG2/ MPEG4/WMV9/AVI, DivX 3.11, 4x, 5x, XviD/ASF/VOB (without encryption). Connect via the LAN for better performance if playing video. The full rate will be 24 - 30 fps depending on the video format.

Conference*

Click the **Conference** tab demonstration to allow multiple users to connect to the projector.



Note: "*" Only for P5260i, P7270i series.

Initiate conference

Clicking on **Initiate Conference** gives you control over who is projecting at any time, and prevents the current presenter from being disconnected inadvertently.



Once a conference has been initiated, all the persons connected to the projector are displayed in a list. The active user is indicated by a check mark next to the

user icon 😹 and a triangular icon ស . Inactive users are indicated by a square icon. To activate a user, click on the **play this user** icon next to the user's name.

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Click"Pi or click"	roject" button in the foll Stop" to stop someon	owing list to authorize s projecting.	someone	to proje	ect,	
		l	End	l Confei	rence	
۵	Username 1			1 2 3 4		
8	Username 2			1 2 3 4		
8	Username 3	ļ		1 2 3 4		
8	Username 4			1 2 3 4		
8	Username 5	ļ		1 2 3 4		
8	Username 6			1 2 3 4		•
👚 Main	Conference	Y Configure	Console		ac	er

Click **End Conference End Conference** to end the conference.

Configure

To access the **Configure** and **Console** tabs, you will need to be logged in using the Supervisor password. To log in, click **Supervisor Login** and enter the supervisor password into the dialog box that opens. The default supervisor password is 123456.



The Configure tab allows you to change a variety of settings.

Projector ID

You can check **Enter the projector ID to start projecting** to ensure that only people in the room are able to access the projector. You can also select who can connect to the Internet via the projector's WLAN router - either all the meeting attendees, or only the person currently projecting.

🗯 Projec	tor ID
🗖 Ent	er the projector ID to start projecting.
Us dis pre pro	ers should enter the projector ID before projecting. The ID is played on the startup screen and can be only seen by those sent, thus deterring people outside the room from using the jector.
🖸 Intern	et connection
win C Allo win win	Itess connections are not allowed to connect to the world wide web. w projection for either wireless or Ethernet connection. During the itess projection, the display performance may be impacted if other itess connections is accessing the Internet simultaneously. Apply
Network	k settings
🛃 Securit	y settings
	isor password setup
🛃 Superv	
 ✓ Superv ✓ Firmwa 	rre upgrade
➡ Superv ➡ Firmwa	re upgrade

Note: The APG needs to reboot to apply changes made in **Configure** mode. Please connect to the projector again if you want to continue to use it.

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Network settings

Click **Network settings** to adjust other network settings.

Network s These are the	ettings settings	or the a	ccess po	int :			
"Projector nan	ne (SSID)	" AcerF	rojectorG	ateway			
Wireless Cha	nnel: Au	to 💌					
Obtain an I	P addres:	s autom	atically				
C Use the fol	lowing IP	addres	s:				
Device IP				DHCP Se	rver		
IP Address	192 .16	3.100	. 10	🖲 AUTO	C OFF		
Netmask:	255 . 25	5.255	. 0	Start IP:	192 .168	.100 .	11
Gateway:	192 .16	8.100	. 10	End IP:	192 .168	.100 .	254
DNS:	192 .16	8.100	. 10	Gateway:	192 .168	.100 .	10
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Security s	ettinas						
Superviso	rpasswo	rd setu	D				
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If you're projecting sensitive information, you may want to set up a WEP or WPA-PSK key by clicking **Security settings**.

General settings	E General settings
Network settings	Network settings
Security settings	Security settings
P Encryption Key	P Encryption Key
C Disabled @ WEP C WPA-PSK C WPA2-PSK	C Disabled C WEP @ WPA-PSK C WPA2-PSK
The encryption key should be entered as 5 or 13 ascii characters or 10 or 26 hexadecimal characters.	The encryption key should be entered as 8 to 63 ascii characters.
Key:	Key:
Confirm Key: Apply	Confirm Key:
Supervisor password setup	Supervisor password setup
Firmware upgrade	Firmware upgrade

The WEP key can support from 64- up to 128-bit encryption for wireless connections. This feature can be set and enabled by the supervisor. You must key in 5 or 13 ASCII characters, or 10 or 26 hexadecimal characters. The WPA-PSK/WPA2-PSK encryption key should be entered as 8 to 63 ASCII characters. This feature can be set and enabled by the supervisor.

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Note: ASCII (American Standard Code for Information Interchange) is a code for representing characters as "0-9, a-z, A-Z, !, @, #, \$, %, &, *, -, _, +,=, /, ?"are allowed. Hexadecimal digits consist of the numbers 0-9 and the letters A-F/a-f.



Note: Update additional hotfix from Microsoft for WPA2-PSK if Windows XP OS.

Note: Increase computing loading if enable WPA-PSK/WPA2-PSK function, please consider this and get acceptable projection performance.

Supervisor password setup

Change the supervisor password by clicking **Supervisor password setup**. The default supervisor password is 123456.

npowering Techno	ogy - Acer eProjection Management	-
🛃 General sett	ngs	
🛃 Network set	ings	
🛃 Security set	ngs	
Projection s	ttings	
🛃 Supervisor p	assword setup	
Change the p New passwo Confirm pas	assword for accessing the configuration settin d: word:	igs. Apply
🛃 Firmware up	jrade	

Firmware upgrade

Ensure the projector is connected to the LAN and the Internet, and click on **Firmware upgrade** if Firmware upgrade and then click the **Upgrade...** button Upgrade... . The projector will access the Internet to automatically download and install any available upgrades.

	- Acer eProjection Management
	➡ General settings
	Network settings
	Security settings
	Supervisor password setup
	Firmware upgrade
	You can upgrade the firmeare by clicking the "Upgrade" button bellow.
	Please ensure the projector is connected to an Ethernet network before upgrading.
	Upgrade
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ieneral s letwork security se Supervisor irmware u grading fin	Main Conference Configure Console Console ttings password setup pgrade mware, please wait.

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Console*

The **Console** tab for the onscreen remote gives you access to a variety of control features to adjust the projected image.

From this tab, you can adjust brightness, contrast and aspect ratio, as well as keystone adjustment to ensure a distortion-free image. You can also turn off the projector from this tab.

Image: Network Image: S-Video Image	Connected to Ace	r Projector 99	Play	Hide
VGA1 VGA2 DVI HDMI Projection Settings Display Mode: Bright Brightness: 50 Contrast: 50 Aspect Ratio: • Auto 16:9 4:3	Net work	S-Video	Video	Component
Display Mode: Bright V Brightness: 50 Contrast: 50 Aspect Ratio: • Auto 16:9 4:3	VGA1	VGA2	DVI	НОМІ
Aspect Ratio: Auto 16:9 4:3 	Display Mode: Bri Brightness: Contrast:	ght	• 50 • 50	
	Aspect Ratio: 💿	Auto 🔿 16:9 🔾	4:3	Menu k



Note: "*" Only for P5260i, P7270i series.

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About

The ${\bf A}$ (about) tab displays important information about Acer eProjection Management.



MobiShow Projection*

MobiShow allows content projection from a WiFi-enabled smart phone or PDA running Windows Mobile 5 and higher. Any type of screen content or a PowerPoint slideshow (requires conversion with the included utility) can be projected.

MobiShow Installation

Obtain the Mobishow installation (CAB) file from the installation CD.

- Click Install MobiShow to download the software installer (in CAB format) to your mobile device.
- Open your device's Explorer and locate the CAB file.
- Double-click the CAB file to start installation.
- Follow the onscreen instructions to finish installation.

Connect to a wireless projector

Enable WiFi on your mobile device and connect to the wireless projector in the same way as you would from a PC (see page 5). Refer to the IP address shown on the projected screen and the SSID displayed onscreen (default SSID is AcerProjectorGateway).



Using MobiShow

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- Open **Programs** on your device and find the **MobiShow** application.
- Tap the **MobiShow** icon to launch the client software.
- The MobiShow client will automatically search for wireless projectors.
- If more than one projector is found, the following list is displayed for you to select the one to use.

NobiShow	₩ 4 € 2:34 0 k
IP Address	Device Name
192.168.168.55	CouchTube
192.168.168.118	CouchTube
192.168.168.93	WPG-110
192.168.168.86	wePresent-test
192.168.168.125	WPS-VideoPro
192.168.168.114	wePresent-820
192.168.168.110	wivia-Goody
•	
Exit Menu	-

• When a wireless projector is found, it will automatically login and the following main menu is shown.



Select which feature to use. To project the screen of your phone, tap the **Screen** icon. To do a PC-less presentation using Presentation-to-Go (PtG), tap **PtG**. To play a video or MP3 from your device, tap **Media**.



Project the device's screen

MobiShow will project anything displayed on your screen. You may launch another application (such as PowerPoint Viewer) or open any file (such as a Word document or JPG image) and it will be projected to the projector. Control the projection using the following commands:

lcon	ltem	Description
	Stop	Tap to stop projection.
	Pause	Tap to pause the projection; tap again to resume projection.
Q	Zoom	Tap to zoom the projected screen to extend the longest side of your image to fill the screen.
	Play	Tap to restart projection if it is stopped.
ok / Back	OK/Back	Tap to return to main menu.

Wireless PtG

Obtain the PtG converter from the installation CD and install it on your PC; this will enable you to convert PowerPoint files to PtG format.

When you select **PtG**, the MobiShow client will automatically open Explorer for you to select a PtG file. Select the file to open for your presentation. When the file is open, the PtG slides will be projected while you will be shown controls on your device screen. The slides are projected fullscreen with all the effects of the

original PowerPoint slides preserved.



lcon	ltem	Description
< >	Prev/ Next	Tap to go to the previous or next item on the slide.
4)	PgUp/ PgDn	Tap to go to previous or next slide.
	Stop	Tap to stop projecting the file. The icon will become Play if the file is not being played. Tap Play again to play the file if it is stopped.
	Home	Tap to go to the first slide.
	Jump	Tap and MobiShow client will show thumbnails of every slide in the PtG file. You can select any page to go to.
	Open	Tap to select another PtG file.

Media

When you select the Media function, MobiShow will automatically open Explorer for you to select a media file. Select a file (videos in mpeg or wmv9 format, or MP3 music files) to play. When the file is open, the media will be

projected and controls shown on your device's screen..



lcon	ltem	Description		
	FR/FF	Tap to seek backward or forward.		
* >	Vol-/ Vol+	Tap to adjust playback volume.		
	Stop	Tap to stop playing the file. The icon will become Play if the file is not playing. Tap Play again to play the file if it is stopped.		
	Mute	Tap to mute the audio. Tap Mute again to restore the volume.		
	Open	Tap to select another media file.		

When you are in the main menu, tap **OK** or **Back** to close the application.

To use the Presentation-to-Go feature, you need to install the PtG Converter to your PC from the CD. Put the CD into your CD-ROM and follow the onscreen instructions to install the PtG Converter.

Open **Programs > PtG Utility > PtG Converter** from the Start menu. The following control panel is displayed on your desktop.



Click **Convert** to select a PowerPoint file and start conversion. PtG Converter will open the PowerPoint file and convert it to PtG format. You can see the conversion process on your desktop.

Click **Preview** to expand or collapse the preview pane. Click **Play** to play back the selected PtG file or click **Open** to select a different PtG file.

Frequently asked questions

• How do I configure the device network?

Auto-Configuration Network Setup: The default setting of APG is DHCP client. When the APG is connected to a LAN that already has a DHCP server present, the APG takes an IP address assigned to it by the server. When the APG is connected to a LAN that does not have a DHCP server, the APG becomes the DHCP server in the network.

Why doesn't my device obtain an IP address automatically?

The device will ask for an IP address from your enterprise DHCP server while booting up, however, sometimes it might fail to obtain an IP address in complex network environments. The system will obtain the IP address again once there is another DHCP server detected or you can configure your device IP address via Network Setup at Web Admin.

How do I reset the APG to the factory setting?

Press the reset button and press the power button for 20 seconds to reset to factory settings.

• What do I do if I'm not redirected to the APG's web page automatically?

1. Make sure you have connected to the APG sucessfully.

2. Make sure your IP address is configured as **Obtain an IP address automatically** or you have entered the proper IP address.

3. Turn off the proxy settings of your Internet browser.

4. Open your browser again.

• What do I do if I can't enter the APG web page?

1. Make sure you have connected to the APG sucessfully.

2. Make sure your IP address is configured as to **Obtain an IP address automatically** or you have entered the proper IP address.

3. Turn off the proxy settings of your Internet browser.

4. Open your browser again and you will be redirected to the APG's web page automatically, or you can enter the device IP manually.

What can I do if I can't download the APG application?

1. Make sure you have connected to the APG sucessfully.

2. Make sure your IP address is configured as **Obtain an IP address automatically** or you have entered the proper IP address.

3. Turn off the proxy settings of your Internet browser.

4. Open your browser again and you will be redirected to the APG's web automatically, or you can enter the device IP manually.

5. Download.

Should I install the application again when upgrading firmware?

Yes. Download the application again and install it again.

What should I check for if I can't find the APG?

Is the PC connected to the APG properly?

Are there any personal firewalls enabled?

Due to your network or firewall settings, the client application may not be able to connect to the projector server. Please check related settings to allow this application to be able to communicate with the server!

To enable wireless projection, your personal firewall needs to allow the APG

application to pass through.

Due to your firewall setting, the client application may not be able to establish a connection for video streaming. Please check firewall settings to allow this application to be able to communicate with the server. (Inbound TCP 1041)

To play streaming video, your personal firewall needs to allow the device to connect to your PC via the Inbound TCP 1041 port.

APG connection	System	Projector	Internet	Remark
WLAN	WLAN	V	Х	By 192.168.100.10
WLAN	WLAN+Wired	V	V	By 192.168.100.10 Please execute application first if you need to go on Internet
WLAN+Wired	WLAN	V	V	By LAN DHCP address
				Please enter the IP address on welcome screen
WLAN+Wired	WLAN+Wired	V	V	By LAN DHCP address
				Please enter the IP address on welcome screen
Wired	Wired	V	V	By LAN DHCP address
				Please enter the IP address on welcome screen
Wired	Other access point	V	V	By LAN DHCP address
				Please enter the IP address on welcome screen

• What are the possible connection combinations?

 How do I register the APG on the firewall exceptions list for Windows XP SP2?

1. Click Start > Control Panel.

Click Security Center > Windows Firewall when the Control Panel window opens.
 Click the Exceptions tab and then Add Program... when the Windows Firewall window opens.

4. Click **Acer Projector Gateway** to allow connection with external devices under **Programs** when the **Add a Program** window opens.

What is the Gatekeeper?

The Gatekeeper is designed for ensuring enterprise network security for the APG. All Block can block quest users from wireless access to the office LAN.

All Allow allows guest users to access the wireless office LAN.

Internet Only allows Guest Users to use the Internet wirelessly, while restricting access to the Intranet.

Can I use wireless and wired connections simultaneously?

If you have a wired Internet connection connected to the APG, it will obtain an IP address automatically and allow wireless nectivity simultaneously.

You have to configure the Gatekeeper setting to All Pass or Internet Only.

Why is the wireless transfer rate slow?

The transfer rate may be slower in some operating environments (depending on

factors such as the location, distance or radio signals).

• Does the APG support audio projection while presenting?

No, APG can only project your PC's screen without audio.

• What should I do if the display isn't smooth?

Try using 1024 x 768 resolution.

• Why is my presentation sluggish while presenting with the projector?

If your PC screen resolution is higher than the device resolution, streching screen data will consume your CPU's computing power which might cause your PC to seem a little sluggish.

• Which video formats are supported?

MPEG1/MPEG2/MPEG4/WMV9/AVI, DivX 3.11, 4x, 5x, XviD/ASF/VOB (without encryption)

• Video is not smooth.

The wireless transfer rate may be too slow or the video resolution may be too high. Typically, the APG can support QCIF, CIF, 480P, 576P, 720P and 1080i resolution with full speed under optimum wireless environments.

• Cannot play this file. This file may be damaged.

This error message appears when the file cannot be played due to possible data corruption.

As to security setting, Why WPA2 doesn't work even input right password ?

Check your operation system. Vista OS default cover WPA2, but XP doesn't support WPA2. Two ways to solve this condition: one is to refer to below URL from Microsoft. You can solve this condition by installing this extra hotfix.

http://support.microsoft.com/kb/893357/en-us/

The other is to upgrade upto XP SP3(Service pack 3).