

PC Tools for Windows

Version 2

Read Me

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Welcome

Please read this document carefully; it contains important information about PC Tools for Windows Version 2. For easiest reading, enlarge this window by clicking the Maximize button, or print this document for future reference.

PC Tools for Windows is a Window-based suite of utilities and does not include the DOS versions of PC Tools applications, except those required by the Emergency Disk application.

IMPORTANT NOTICE: PCTW places several dynamic linked library files (DLL's) into the Windows directory during installation. The files are removed automatically after a successful installation. If, however, for any reason the install process fails or is stopped, delete the following files from the Windows directory before running the Install program again:

CPAVDLG.DLL
CPAVSCAN.DLL
WNCPS2.DLL
WNFSV2.DLL.

System Requirement Notes

- **Files on Installation Disks.** All files that have the underscore character as the last character of the extension are compressed files (using PKZIP 2.x compatible compression method). You can expand these files by typing this at the command line:

```
PKUNZIP filename.ex_ [destination directory]
```

- **DES Encryption.** The DES encryption wndes2.dll is not included with PC Tools for Windows. The encryption will be posted on the Central Point Bulletin Board System (BBS). Refer to the back cover of your PC Tools for Windows manual for information on contacting Central Point's BBS.
- **Enhancing Performance.** If you have more than 4 MB of memory on your system, you can significantly improve the performance of PC Tools for Windows by setting aside 1 MB of Windows disk cache. If you have 4 MB or less, use 256 - 512K as your disk cache. For example, if you are using SMARTDrive and have 4 MB of memory on your system, you could specify a disk cache between 256K and 512K and add this line to your AUTOEXEC.BAT file:

```
SMARTDRV.EXE 1024 384
```

- **Standard Operating Systems and Networks.** PC Tools for Windows is designed for optimal use with Microsoft Windows Version 3.1 enhanced mode under MS DOS, and for networking on Novell NetWare Version 2.x or 3.x systems. Microsoft does not support Novell's network shell program EMSNETX in enhanced mode, and this can result in

system lockups and errors. PC Tools for Windows enhances many low-level and high-performance features of these systems. If you use other products that are not fully compatible with MS DOS, or run Windows in standard mode, you may encounter reduced performance or functional errors. If you use a network other than Novell NetWare Version 2.x or 3.x, some PC Tools for Windows features are not available.

- **Bindery Information with NetWare 4.0.** The bindery information will not be available in File Manager, System Consultant, or Backup under NetWare 4.0 unless the Bindery emulation is installed.
- **Video Drivers.** Some older versions of video drivers can result in a variety of problems in any Windows application. These problems can include application errors, General Protection Faults, and video display corruption. In most cases, you can correct these problems by using the most current version of video drivers available. To change video drivers, use the Windows Setup program to replace the display driver with one of the Windows default drivers. For information on newer versions of your video driver, contact the manufacturer.

Older versions of the following drivers are known to cause problems occasionally:

ATI 68800 Processor Video Drivers, including:
ATI Graphics Ultra Pro EISA, ISA, and Local Bus (Mach 32 or Crystal Fonts)
ATI Ultra
ATI VGA Wonder
Acer Local Bus Graphics Accelerator
Gateway 68800 Local Bus
CornerStone Dual Page 120 for ISA or MCA Driver, Version 2.04B
Diamond SpeedStar, SpeedStar 24X, Stealth VRAM Drivers
Number Nine GXE
Orchid F1280 Fahrenheit Drivers
Pro Audio Studio Video (3/23/93)
TVGA 8900C
Video Seven WinVGA Drivers
WinSpeed Display Drivers

Compatibility Notes

NOTE The compatibility issues documented in this section are either inherent in the design of the product specified, in the underlying technology, or require a modification by the product's manufacturer. If you encounter a problem using a product other than those listed, try to isolate the cause of the problem before calling Central Point technical support. One by one, remove any applications or drivers not supplied with Microsoft Windows and try using PC Tools for Windows again. We appreciate any information you can supply that might help us solve your problem and alert other users to potential compatibility issues.

- **Windows for Workgroups Version 3.11.** DiskFix, Optimizer, and the Undelete command in File Manager will not operate with the 32-bit file access setting enabled. In addition, the delete protection method Sentry will not operate with 32-bit file access enabled.
- **After Dark or the Star Trek Edition.** Versions of these screen savers earlier than Versions 2.0c can cause icon color and drawing problems, application errors, and General Protection (GP) faults in any Windows application. If you experience any of these problems, use one of the screen savers provided with Windows or PC Tools for

Windows. Contact Berkeley Systems, Inc. Technical Support for information on newer versions of their screen savers that remedy these problems. In addition, avoid moving the hidden window of After Dark in Desktop Manager.

- **Bitfax for Windows Version 2.05.** To install Bitfax for Windows Version 2.05, ensure Program Manager is running.
- **Compton's Interactive Encyclopedia.** There are incompatibilities with older versions of Compton's install program and Desktop. The SETUP.EXE program for Compton's Interactive Encyclopedia Version 1.01 might fail, as well as other Compton products such as Pill Box. You can manually run the programs that SETUP.EXE calls by typing this at the command line:

SETUPCD.EXE and SETUPVFW.EXE.

Compton's Encyclopedia window does not resize properly and occasionally might cause a GP fault when used with Desktop. Versions 1.01 VW and later have resolved this problem. To get a software correction, call Compton's technical support at (619) 929-2626.

- **Da Vinci E-mail Version 1.70b or earlier.** Desktop keyboard shortcuts do not work while this electronic mail software is active. If you experience this problem, exit from Da Vinci E-mail, then use the Desktop keyboard shortcuts as necessary. For information on newer versions of Da Vinci E-mail, contact Da Vinci Systems Customer Service.
- **Disk-Compression Software.** The manufacturers of most disk-compression software recommend against running any third-party disk utilities on their compressed disk drives. Do not use Optimizer or DiskFix when a manufacturer recommends against use of third-party utilities. If you are uncertain about the manufacturer's recommendation, contact their Technical Support group for specific recommendations or back up the entire physical drive before attempting to use Optimizer or DiskFix.
- **Facelift for Windows Version 2.** To install Facelift for Windows Version 2, ensure that Program Manager is your shell.
- **IconHeartl.** This product can cause system instabilities if run without Program Manager. If you want to use Desktop as your shell, make sure you include Program manager (PROGMAN.EXE) in your Startup folder to load prior to IconHeartl.
- **Intermission Version 3.** The import feature in this version of Intermission is not compatible with PC Tools for Windows Screen Savers. For information on newer versions of Intermission, contact ICOM Simulations Customer Support.
- **Lotus Server Notes.** If you are using Lotus Server Notes, the Lotus Server Notes application opens each time you switch between Desktops. Enable Tag Along for your Lotus Server Notes to correct this problem.
- **LANtastic Networks.** Local drives shared on a LANtastic network cannot be scanned by Central Point Anti-Virus, optimized using Optimizer, or analyzed using DiskFix. To perform these functions on a shared LANtastic drive, edit the LANtastic STARTNET.BAT file, removing the SERVER command. Then, restart (reboot) your computer and use Central Point Anti-Virus, Optimizer, or DiskFix as needed. When you have finished scanning, optimizing, or analyzing the drive, edit the LANtastic STARTNET.BAT file again,

replacing the SERVER command. Then restart (reboot) your computer.

- **Logitech ANSEL Version 1.1.** To install Logitech ANSEL Version 1.1, ensure that Program Manager is running.
- **Logitech Mouse Drivers.** Use of Logitech Mouse drivers prior to Version 6.2 can cause your system to lock if you attempt to run Windows in 386-enhanced mode while using PC Tools for Windows options for delete protection. To avoid this problem, upgrade to driver Version 6.2 or later. For information on the latest driver versions, contact Logitech, Inc. Customer Support. Also, using older versions of the Logitech mouse drivers along with VSafe and Data Monitor might result in your system being unable to start (boot). See the following paragraph for more information about memory-resident program conflicts.
- **Version 9 Microsoft Mouse Drivers.** There are incompatibilities with the advanced features of this mouse driver. The Zoom box window might become visible when you switch between Desktops. The mouse may jump erratically when the Snap-To feature is enabled.
- **Media Vision.** March 1993 drivers of this product can General Protection faults when exiting from Windows. If you experience a problem, contact Media Vision Technical Support for information on newer versions of their drivers.
- **Memory-Resident Programs.** Some memory-resident programs might conflict with each other causing your system not to start (boot). If you experience problems, remove all memory-resident programs from your AUTOEXEC.BAT and CONFIG.SYS files one at a time until you locate the source of conflict. For more information on troubleshooting, see your DOS documentation.
- **Micro Cookbook 4.0.** If you intend to use Micro Cookbook Version 4 with Desktop, run CB40.EXE instead of COOKBOOK.EXE.
- **MS-DOS 6 Multiple Configurations.** If you are using the multiple configuration features of MS-DOS Version 6, you should examine your AUTOEXEC.BAT and CONFIG.SYS files to make sure that the changes PC Tools for Windows has made to these files will be available for all configurations. For information about configuring this feature, refer to your MS-DOS Version 6 documentation.
- **Printer Software Accelerator Drivers.** Printing from within System Consultant is not compatible with some printer accelerator drivers. If you experience problems, use a non-accelerated driver to print from System Consultant. For information on newer drivers, contact the manufacturer.
- **Quattro Pro for Windows.** Additions to the System Control menu are not supported by Quattro Pro. Therefore, the Launch List and Tag Along functions do not appear in Quattro Pro's System Control menu. For information on newer versions, contact Borland International, Inc. Technical Support.
- **Quicken Version 1 for Windows.** When PC Tools Desktop is used as the Windows shell, Quicken Version 1 does not install completely. Intuit is aware of this problem. To install Quicken Version 1, use the Windows Program Manager as the shell, then change back to Desktop as the shell, and add the Quicken program group manually. This problem does not occur with Quicken Version 2. For information on getting Quicken Version 2 or newer versions, contact Intuit Technical Support.

- **TrueType Fonts.** Some TrueType fonts can cause display problems or application errors in any Windows application. If you experience problems, switch to a different TrueType font. For information on newer font versions that might fix these problems, contact the font manufacturer's Technical Support group.
- **WindowMaker.** This application is not compatible with PC Tools for Windows and frequently causes the system to hang. If this happens, disable WindowMaker and add the applications you want to access easily to the Quick Launch folder in PC Tools Desktop. Quick Launch is a powerful, easy-to-use alternative to WindowMaker.
- **WinFax Pro 3.** When performing an Optical Character Recognition (OCR) scan on an incoming FAX, using either the Windows Program Manager or PC Tools Desktop, you might see the message, "Trying to find text on the page." The cursor then changes to an hourglass, the system locks, and pressing Ctrl-Alt-Del displays a DOS prompt. Central Point has also received reports of this problem from users who were not performing an OCR scan. For information on newer versions of WinFax Pro that might fix this problem, contact Delrina Technology Inc. Technical Support.
- **Wired for Sound Pro.** This product can cause system instabilities if run without Program Manager. If you want to use Desktop as your shell, make sure you include Program Manager (PROGMAN.EXE) in your Startup folder to load prior to Wired For Sound. If you experience problems, disable Wired for Sound. For information on newer versions of Wired for Sound that may fix this problem, contact ArtistoSoft Technical Support.

Documentation Notes

- **Updates to Central Point Anti-Virus.** A free virus update for Central Point Anti-Virus is not included with your PC Tools for Windows purchase. As new viruses are discovered, signatures that allow Central Point Anti-Virus to detect them are posted on the Central Point Software Bulletin Board System (BBS) (503) 690-6650 8,n,1. Send in your registration card to ensure that you receive notification when new versions of Central Point Anti-Virus are available.

Build Emergency Disk

- **DR DOS 6 and SuperStor.** If you use this operating system/disk-compression combination and drives are being swapped, type this command-line option when using Build Emergency Disk:

```
WNEDSK.EXE/BOOT_DEV=C
```

This option tells the Build Emergency Disk application where to locate the SSTORDRV.SYS driver and system files.

- **Ensuring that Files are Added to the Emergency Disk.** Always specify system drivers by their full path in your AUTOEXEC.BAT file. If you use a CD command to change directories and then specify the driver on a separate line, the Build Emergency Disk program does not add the driver to your emergency disk. For example, if your AUTOEXEC.BAT file specifies a driver like this:

```
CD \MOUSE
MOUSE.COM
```

then the MOUSE.COM driver is not included on your emergency disk unless the MOUSE

directory is specified in the current PATH statement. To ensure that the driver is included on your emergency disk, edit the AUTOEXEC.BAT file to specify the full path of the driver like this:

```
C:\MOUSE\MOUSE.COM
```

- **Adding New Drivers.** To add new drivers to Emergency Disk, add the following line to the [EmergencyDisk.Drivers] section of your WNUSE.INI file (You might need to create this section):

```
DRIVER.EXT=descriptive text
```

Example:

DRIVER.EXT=User-configurable entry that adds new drivers to the user's emergency disk when the emergency disk is created. Entries in this section expand Emergency Disk's internal table of drivers. If the emergency disk encounters one of the files from this section in a user's AUTOEXEC.BAT or CONFIG.SYS file, it recognizes the file, adds it to the Settings dialog box, and copies it to the emergency disk.

- **Help Files.** Help for the DOS utilities contained on the emergency disk is only available if there is enough space on the disk for the files.
- **High Memory Loaders Other than RAMBoost, EMM386, QEMM, or 386Max.** If you are using a high memory loader other than these, Build Emergency Disk might not find or copy your drivers and System Consultant might not report the upper memory blocks (UMBs) in its DOS Memory Map topic. If this happens, copy the necessary disk-compression or partition drivers manually to the emergency disk.
- **Using SCSI Controllers with Build Emergency Disk.** See "Using SCSI Controllers with DiskFix" in the DiskFix section of this document for important information.

Central Point Anti-Virus

- **VSafe and Windows Startup Files.** If VSafe is active and detects that any Windows startup files (such as KRNL386.EXE) have changed, it beeps and displays a dialog box when the system is "in between" DOS and Windows. Because the system is loading Windows, you cannot respond to the dialog box and you might not be able to see it. To correct the problem, delete the SMARTCHK.CPS file from the \WINDOWS and \WINDOWS\SYSTEM directories, then start Windows and use Central Point Anti-Virus to scan the drive and recreate the SMARTCHK.CPS file.
- **LANtastic Version 5 Server.** Due to a limitation with LANtastic and LAN Server, you cannot scan local drives if you are running Anti-Virus on the server. If this happens, map the local drives as net drives and scan them from the server.
- **Windows for Workgroups Version 3.11 and 32-bit File Access.** You cannot run Anti-Stealth if you are using Windows for Workgroups Version 3.11 and have 32-bit file access enabled in the control panel.
- **Banyan Vines Network.** If you are using VSAFE and VWATCH with Banyan Vines drivers, VSAFE and VWATCH must be loaded after Banyan vines drivers.

- **File Formats Scanned.** In addition to the file formats documented in the manual, Central Point Anti-Virus scans files compressed with the PKLITE and LZEXE file-compression utilities.

Central Point Backup

- **Passwords and Previous Versions of Backup.** If you use backup sets with password protection from previous versions of Backup for DOS (Versions 7 - 8), you might need to use the /V8PASS command-line option, as follows:

C:\CPS\WNBACKUP.EXE /V8PASS

If you attempt to use a password-protected backup set from a previous version of Central Point Backup for DOS without this option, the password might not be accepted, even if you entered it correctly. Due to the changes in the way Central Point Backup for Windows stores backup set passwords, it is not compatible with previous versions of Central Point Backup for Windows or DOS.

If a password is used, you might not be able to restore previous versions of Backup because the password might not be recognized. Even if no password is used, previous versions prompt for a password when trying to restore the backup set. If using Central Point Backup for Windows Version 7.x, enter eight spaces for the password. If using Central Point Backup for DOS Version 7.x or 8.0x, press ENTER at the password

- **Adaptec 1542C Adapter Cards.** If you change the default configuration options for Adaptec 1542C adapter cards, Backup might have problems accessing your SCSI tape drive. If so, run the Adaptec setup application to reset the card to the factory default settings. (For more information on using Adaptec SCSI cards with Backup, see the ADAPTEC.TXT file in \CPS\DATA and the section on configuring SCSI tape drives in the PC Tools for Windows manual.)

- **Windows for Workgroups Installation.** If the PC Tools for Windows CPBVXD.386 and VOPTD.386 files are installed on a remote Windows for Workgroups volume, the volume's drive letter does not appear when you start Windows. This is because the drive letter is not valid until you log in and Windows for Workgroups cannot load the files. If you experience this problem, move these files to your local drive and edit the [386Enh] section of the SYSTEM.INI file to reflect the new location.

- **QEMM Memory Manager 386.** If you experience system problems using QEMM with Backup, add this line to your command line:

DMA=xxx where xxx>64

- **Avoiding Interruptions during Scheduled Backups.** To prevent Backup from interrupting a scheduled backup to display miscompare warnings ("Media Verification Warning"), edit the WNUSER.INI file (in the \CPS\DATA directory) by changing the

SCHEDWARN= line in the [wnbackup] section to SCHEDWARN=0. (This setting suppresses the error message dialog box during scheduled backups.)

Backup cannot back up open files, and it displays a warning message if it encounters them during a backup. There are two ways to avoid this interruption:

- Choose the Program Options command, select the Advanced tab, and then choose "Skip without Warning."
- If you find that several files are always open, you can exclude them from your backups by adding their names to the file filter list as excluded files.

To prevent Backup from prompting to erase or overwrite the backup media, choose Program Options from the Options menu and turn off "Warn Before Overwriting Backup Media."

- **Using Backup while Screen Savers Are Running.** Some screen savers, including those provided by PC Tools for Windows and Berkeley System's After Dark, can cause Backup to fail during a backup or restore. To avoid conflicts during Backup operations, disable the screen saver.
- **Backing up to Compressed Disks.** Disable Backup's data compression feature if you plan to back up to media compressed by Stacker, DoubleSpace, or similar software. Compressing the data twice does not save space and might cause Backup to overestimate the space provided by the target media.
- **Disappearing Floppy Disk Icons.** If Backup uses DMA when accessing a floppy drive or tape drive, it temporarily disables the A and B drives on your system and removes the drive icons from the desktop. Several minutes after the backup or restore concludes, the drives become accessible again and return to the desktop .
- **Drive Mapping Problems.** Backup's drive mapping feature is designed for use with Novell NetWare. Backup might not correctly display drive mappings created by other networks.
- **Confidence Test Problems.** A leading cause of confidence test failures is the use of low-density floppy disks on drives that support higher density disks. To perform a valid confidence test, Backup requires that you use the highest density floppy disk supported by the drive.

If you experience serious hardware errors during a test, check your configuration to see if SMARTDrive is loaded into high memory. If it is, move SMARTDrive into conventional memory and repeat the confidence test.

Tape controllers such as the Colorado TC-15 or Mountain Mach II can have their

IRQs

set to values that cause system lockups under Windows. If you experience system lockups during confidence tests, make sure the controller's IRQ is not 2 or 9, values which are reserved for Windows.

- **Irwin Controller Settings in CP Restore.** Central Point Restore, a DOS restore utility, provides incorrect default settings for Irwin controllers. The correct default settings are 370-6-2.
- **Mach II Data Transfer Rates.** Backup does not support the 1 MB data rates featured on newer 16-bit Mach II controllers. Backup uses a maximum transfer rate of 500 K with these controllers.
- **Compatibility with Colorado Jumbo 4.x Backups.** Backups made by Colorado's Jumbo 4.x software might not be readable by Central Point Backup. If you need to interchange tapes between backup programs, use Version 3.x of the Jumbo program.
- **Support of NetWare 4.x.** CPBackup is not a total network backup solution. This version of CPBackup does not support NetWare 4.x. It can be used to backup Netware Bindery and Trustee information although there is some network information which may not be fully restored. For further details, please refer to document # 30037 available from our FaxBackservice. Document 30037.TXT can also be downloaded from any of our online services. Refer to the back cover of your PC Tools for Windows manual for information on contacting our various online services.

Desktop

- **Error when Exiting from Desktop.** If you are using Pro Audio Studio Video drivers dated 3/23/93, and Desktop is your shell, you might see an error when you exit from Windows.
- **Icon Cache.** You can increase the size of the icon cache to speed Desktop's performance. Edit the WNUSER.INI file (in the \CPS\DATA directory) to add the following lines:

```
[Desktop.IconCache]
NumberOfElements=xxx
```

Where xxx is the maximum number of icons allowed in icon cache. If xxx is zero (0), the icon cache is disabled. Icon cache sizes are:

```
minimum.....64
default.....256
maximum.....4096
```

- **Installing Applications on Read-Only Desktops.** Applications cannot be installed on desktops that are assigned read-only access or that have the create items or folder rights turned off. If you install an application on a desktop with these attributes, you might receive a message saying the installation failed, although not all applications will warn you of the problem.

- **Colorado Memory System Backup.** To install Colorado Memory System Backup, ensure Progman is running as the shell.
- **Borland C++ 4.0.** To install Borland C++ 4.0, ensure Progman is running as the shell.
- **Win CIM 1.1.** The toolbar in Win CIM 1.1 will not operate properly unless you disable the desktop menu from the Options->Advanced Settings dialog box.
- **Origin FX.** Origin FX screen saver is not compatible with Desktop. You may experience problems running this screen saver with Desktop.
- **Desktop Title Bar.** One section only of the Desktop Title Bar can provide the desktop name pull-down menu.
- **Object Linking and Embedding (OLE).** To use OLE between any two applications, the applications must be active on the same desktop.
- **"One of the office files (*.ofc, *.hep) is damaged" Message.** This message indicates that the Desktop database is corrupt. This can occur if an application fails with a General Protection fault and forces Windows to quit.
- **Opening an Office from a Floppy Disk.** You cannot open an office from a floppy disk. To use an office stored on a floppy disk, copy the files to a hard disk or network drive and open it from there.
- **Desktop Properties Changes.** The Properties of a **closed** Desktop cannot be changed. If you attempt to change the Properties of a closed Desktop, the Properties dialog box will appear, however. After choosing OK, the changes will be discarded.
- **Folder Items.** The placement of items in a folder might be invisible if the items are dropped below the folder menu. Choose Straighten Up or Arrange Icons from the Folder menu to rearrange the items correctly in a folder.
- **Using After Dark with Desktop Screen Saver Hot Spot.** The desktop screen saver hot and cold spot might conflict with the After Dark runner. If you encounter a problem, disable the desktop screen saver hot spot in the Options->Advanced Settings dialog.
- **Communications Software.** If you encounter communications software difficulties running Communications-based applications under Desktop, you might try to improve communications performance by:
 - Increasing the value of COMBoostTime=milliseconds (default=2) in your system.ini file in the [386Enh] section.
 - Adding COMxProtocol=XOFF (where x is the number of your communications port, 1-4) to your system.ini file in the [386Enh] section. NOTE This setting may prevent binary transfers.
 - Setting COMxBuffer=### (where x is the number of your communications port, 1-4, and ### is the number of characters to buffer, default=128) in your system.ini file in the [386Enh] section.
 - Increasing the value of the DOS background portion of the WinTimeSlice=win,dos

(default=100, 50) setting in your system.ini file in the [386Enh] section.

DiskFix

- **AMI BIOS Version 05/05/91.** This BIOS version prevents DiskFix from restoring the CMOS. For information on later BIOS versions from AMI, contact your computer manufacturer's Technical Support group.
- **Compaticard Controllers.** DiskFix does not support analysis of 2.88 MB drives when this controller is used.
- **Using SCSI Controllers with DiskFix.** Some SCSI Bus Mastering hard disk controllers do not work properly with some popular memory managers such as QEMM, 386MAX, and Windows Version 3.1. If you experience problems, Microsoft recommends using their SMARTDRV disk cache with the double buffering option enabled. To enable this option, add the following line to your CONFIG.SYS file:

```
DEVICE=C:\WINDOWS\SMARTDRV /DOUBLE_BUFFER
```

In most cases, this fixes the problem. However, Central Point has found a few cases where SCSI hard disk controllers cause data loss even when SMARTDRV is used with double buffering. For example, the UltraStor 14F Bus Mastering Controller appears to work properly with all programs, except those that access the hard disk directly, using DPML services to simulate BIOS Int 13 reads and writes. DiskFix and Build Emergency Disk both access the hard disk in this manner. Under these conditions, DiskFix reports damaged partition information and Build Emergency Disk displays a message saying it cannot save partition table information.

You can correct this problem with the UltraStor 14F so that programs, such as DiskFix and Build Emergency Disk, work correctly by adding information to the CONFIG.SYS and SYSTEM.INI files as follows:

Add the following line to the CONFIG.SYS file:

```
DEVICE=USPI14.SYS
```

(USPI14.SYS is a device driver supplied by UltraStor to replace the ROM BIOS of their controller.)

Add the following line to the [386Enh] section of the SYSTEM.INI file:

```
VIRTUALHDIRQ=OFF
```

If you are using an older Bus Mastering SCSI controller, you might experience similar problems. Contact the controller's manufacturer for information on newer versions or for other suggestions for correcting the problem.

- **Using ScriptTools with DiskFix.** Do not run DiskFix when ScriptTools is running. When ScriptTools is running, it prevents DiskFix from stopping other active processes. As a result, DiskFix might falsely report errors and its performance can be significantly slower.

File Manager

- **CD ROM Drives and the Media Change Flag.** Some CD ROM drives do not support the media change flag. If File Manager does not refresh the tree or file list when you change a CD ROM disk and press F5, edit the WIN.INI file to add the following line to the [cps] section:

Compatibility=1

- **Encrypting and Decrypting Files.** The file encryption and decryption methods used by PC Tools for Windows are different from those used by PC Secure for DOS. If you previously used PC Secure to encrypt files, use PC Secure again to decrypt them. Then use PC Tools for Windows to encrypt the files for future use.
- **File Accessories - Running Minimized.** Setting the Window Position property to Minimized has no effect on file accessories located in the File Management folder on the PC Tools desktop. File accessories can only be minimized after they have been opened.
- **Printing Incompatibilities.** Some applications cannot display a print dialog box when minimized. Such applications will not print correctly when you use the Print command in PC Tools for Windows File Manager or the Print File accessory. The symptoms might appear as either a General Protection fault or a blinking icon, with no resulting printed output. If you experience this problem, edit the WNUSER.INI file and add your application to the [FileDialogs.Compatibility] section as follows:

APPNAME=1

Where APPNAME is the application's executable file name. Do not enter the file name's extension. For example, the executable file for Microsoft Excel is EXCEL.EXE. To add this application to the list, the entry would be EXCEL=1.

***NOTE** Entries for Microsoft Excel and PowerPoint are included in the [FileDialogs.Compatibility] section by default.*

- **Windows File Manager and Auto-Refresh.** The Windows File Manager (WINFILE.EXE) does not refresh the directory or file listings automatically when used with PC Tools for Windows. Press F5 to refresh the listings manually.

Undelete

- **Tracking Deleted Files on Compressed Stacker, SuperStor, or DoubleSpace Volumes.** Tracker+ might not track deleted files reliably on volumes compressed with these programs. Use the Sentry method for compressed drives.

File Viewer

- **WinWord 6.0 and Excel 5.0.** At the time of this release, WinWord 6.0 and Excel 5.0 viewers were unavailable. These viewers will be made available at a later date. Please check with our BBS or CompuServe for availability. Refer to the back cover of your PC Tools for Windows manual for information on accessing our BBS or CompuServe.
- **CorelDRAW! Files.** File Viewer displays only the embedded bitmap, or thumbnail, in a CorelDRAW! file. If the file does not contain a thumbnail, File Viewer displays a box with a diagonal line through it.

- **Microsoft Excel Chart Files.** File Viewer displays Excel chart files in the underlying spreadsheet format, not as charts. Excel interprets this spreadsheet data to display it as a chart and it might appear in a different order than it appears in the actual spreadsheet.
- **Encapsulated PostScript Files.** File Viewer displays the screen representation of EPS files, if present. This can be either TIFF or a Windows metafile. If there is no screen representation (TIFF or metafile), only the PostScript text is displayed.
- **Copying Vector Formats to the Clipboard.** File Viewer converts the selection to a bitmap, which is copied to the clipboard.
- **Raster and Vector Keyboard Selection.** File Viewer does not presently support raster and vector keyboard selection.
- **Painting Artifacts Possible.** During selection, it is possible to observe paint artifacts when highlighting text files with File Viewer.
- **Save As for Raster File.** When performing a Save As from a raster file, the progress indicator occasionally counts down from 100 to 0, rather than counting from 0 to 100, as it should.
- **Selection Tool in Full Window Mode.** It is not possible to use the selection tool while in full window mode. To use the selection tool, return to normal mode by pressing Esc or double-clicking the mouse, and then perform your desired selection.
- **Clipboard Copy.** When performing a copy to the Clipboard from text, spreadsheet, or database files, the status bar counts from 0% to 100% twice (corresponding to the placement of two formats on the Clipboard: plain text and rich text).
- **Viewing Multi-Page Spreadsheets.** Some spreadsheets (for example, Quattro Pro for Windows and Lotus 1-2-3) allow you to create multi-page (3-dimensional) spreadsheets. File Viewer can only view the first page of a multi-page spreadsheet.
- **Quattro Pro 5.0.** File Viewer cannot view Quattro Pro 5.0 for Windows files.

Install

- **Version 1 to Version 2 Conversion.** When installing PC Tools for Windows Version 2 over Version 1, SmartFind and Undelete are not updated if you retain a Version 1 office with Version 1 SmartFind and Undelete applications.

Note In Version 2, these applications are part of File Manager.
- **Installing Version 2 with Version 1.** Please note that if you install Version 2 and keep Version 1, any icon, toolbar or menu command that references Version 1 items will have to be manually updated to Version 2.
- **Central Point Launcher.** If you used the Central Point Launcher program prior to installing PC Tools for Windows, edit the WIN.INI file and remove WNLAUNCH.EXE from the load= line in the [windows] section. The Quick Launch folder in Desktop replaces Central Point Launcher.
- **Previous Versions of Central Point Scheduler.** If you have an older version of Central Point Scheduler, replace it with the PC Tools for Windows Scheduler. Make sure the

load= line in the WIN.INI file specifies the correct path to the WNSD.EXE file. For example:

```
load=C:\CPS\WNSD.EXE
```

- **Removable Media.** Do not install PC Tools for Windows on removable media, such as Bernoulli cartridges, and then remove the cartridge from the drive. Install copies drivers to the \CPS\SYSTEM directory on the installation drive and adds entries to the SYSTEM.INI file for these drivers, specifying the drive and path. When Windows cannot find the drivers where expected, it displays an error message and might terminate.
- **Uninstall on a Network Server.** Do not uninstall PC Tools for Windows on a network server where client users must access server resources during an uninstall. Uninstalling is an exclusive process, and your system is in a transitional state until after the required reboot. By design, you cannot cancel the uninstall process after selecting applications to uninstall and clicking OK. Once the uninstall process is started, attempts to halt the process can jeopardize system integrity.
- **VSafe and Network Installation.** If you plan to run Install with the /N parameter to install PC Tools for Windows on a remote network drive where VSafe is also running remotely, first disable VSafe on the remote machine. If VSafe is active on the remote machine, it will detect the disk activity and suspend the installation process. Use Central Point Anti-Virus for NetWare to provide transparent virus protection on your NetWare Version 3.11 file server. Central Point Anti-Virus for NetWare protects your file server, without requiring users to run VSafe.
- **Deleting items from Program Manager Groups and Desktop.** Whenever an item is deleted from Program Manager Group and the Desktops, for example uninstalling a single utility, the item is not deleted.
- **Installing with Virus Protection.** If you install with virus protection active, you might receive false warnings.
- **AUTOEXEC.BAT files after Uninstall.** After you uninstall, you might have old versions of AUTOEXEC.BAT file on your system.
- **Shared Viewer Executables.** After installation, shared viewer executables are installed even if you haven't specified any viewers.
- **CPS Entry in WIN.INI File.** You might see a cps entry in your WIN.INI file. Please ignore these entries.
- **Custom Installation with Shared Executables.** Install will fail if you perform a custom installation with shared executables, and there is no disk space for the private data directory.
- **Sharing Windows on the Network.** If you are sharing Windows executable files and you install the SCSI backup option, you need to manually copy VASPID.386 and WINASPI.DLL to the \WINDOWS\SYSTEM directory. Write access to this directory is blocked if you do not have adequate directory rights and you will receive an error message if the files are not already in the directory.
- **Failures in Install.** If the install program terminates for any reason *before* it begins to

copy files:

1. Exit Windows.
2. Delete ~pctw.dir from your \WINDOWS directory (this is a temporary subdirectory created by Install).
3. Restart Windows and run Install again.
4. If the problem persists, disable any Anti_Virus TSRs.
5. Reboot your system and delete the temporary subdirectory ~pctw.dir.
6. Run Install (after installation, re-enable the Anti-Virus TSRs).

Manual

- **Error with Backup Command Line Option.** Page 362 of the PC Tools for Windows manual has an error in the command line option example to select a 1.44MB drive. The correct example is /DRIVE=A:1440.

Optimizer

- **Optimizer Might Not Optimize 100%.** Optimizer does not move files that are hidden or open during optimization. Since Windows and PC Tools for Windows both keep files open at all times, the percentage of fragmentation after running Optimizer might be higher than zero. In addition, Optimizer does not move or sort directories containing open files during the optimization process.
- **Screen Savers.** If a screen saver is activated during an optimization process, it might write to a file on the hard disk to swap the active process. When this occurs, the optimization process stops because of the disk access. When you use Optimizer in Continuous Mode and it is interrupted by a screen saver's disk access, it restarts the optimization process automatically. For this reason, use Continuous Mode.
- **Optimizer File Support.** The Optimization process supports a maximum of 32,767 files.
- **QEMM 7.x.** If you using QEMM 7.x with disk buffering turned off, you may experience problems using Optimizer with DoubleSpace volumes.

Screen Capture

- **Active DOS Windows.** Screen captures cannot take place if an open or minimized DOS window is active.

ScriptTools

- **ScriptTools Version 1 DLLs and Window Classes.** If you are using scripts written using ScriptTools Version 1 that refer to Central Point DLLs or window classes, you will have to update the scripts to include Version 2 class names. For example, Folder Window is now defined as WNOM_CPS2_FolderControl1 instead of WNOM_CPS_FolderControl1. Many DLLs include a version, such as WNCPS1.DLL and must be modified in the same fashion. These modifications should prevent "library doesn't exist" or "window doesn't exist" errors.
- **Beep Command.** On some systems, the ScriptTools Beep command might result in a clicking sound played on the system speaker instead of a tone. This is generally caused when another application accesses the speaker and does not release the channel. To correct the problem, exit from Windows, restart (reboot) your computer, and start

Windows again.

- **Create Recording Session Facility.** The create recording session facility has two known limitations:
 1. Create Recording Session records the entire window name as a single Attach string. This command cannot distinguish the fixed from the variable portion of the string. To generalize an Attach reference, you must edit the generated script and delete the variable portion of the Attach string. For example, an original Attach statement might be:

```
Attach "WINFILE_File Manager - [C:\ABEL\DOCS\*.DOC]1",1
```

To generalize the reference so the script will work correctly when you view another drive or directory in the File Manager, change the string to:

```
Attach "WINFILE_File Manager",0
```
 2. Learn does not record actions performed on the number format combo box on Microsoft Excel toolbars. To record number format actions with the Learn facility, choose Number from the Format menu on the menu bar.
- **Recording Movement of Desktop Items.** If you record a script that moves a desktop item, such as a folder icon or the icon of an application that is not running, you must edit the resulting script. See "Recording a Series of Actions" in the ScriptTools online help for instructions. If you do not edit the script, it will not move the item as you expected.

System Consultant

- **Default descriptions for .INI files in WNSCDEF.RSL.** You can view additional Windows initialization files (.INI) in System Consultant's Windows menu. To view additional .INI files, add the following entry to your WNUSER.INI file:

```
[SystemConsultant.IniFiles]
filename.ini=filename.ini
```

For example:

```
[SystemConsultant.IniFiles]
cpav.ini=wncsdef.rsl
```

This entry allows you to view the Central Point Anti-Virus .INI file. The WNSCDEF.RSL file contains default descriptions for .INI files.

- **EMSNETX NetWare Driver.** System Consultant does not display valid network information when using this driver. Use the NETX or XMSNETX driver instead.
- **File Tree Structures in .INI File Viewing.** The file tree structure in System Consultant's .INI file viewing topics is not updated correctly if sections that contain virtual entries are collapsed when the "Show Virtual Entries" option is enabled. You can avoid problems by clicking on the "Expand All" button before enabling virtual entries. If you do have problems, press F5 to refresh the screen.
- **32-bit Disk Access.** If you follow a recommendation to turn 32-bit disk access on and

you are then unable to run Windows, change 32BitDiskAccess=on to 32BitDiskAccess=off in your system.ini file under the [386Enh] section.

- **Control Panel Item Replacement.** If you replace a control panel item by installing a new product (for example, a Logitech mouse driver), the .INI-Consultant may be unable to use these new control panel items to edit settings in your Windows system files.

Tutorials

- **Viewing Tutorials at Higher Resolutions.** PC Tools for Windows Tutorials are designed to be viewed on a standard VGA monitor at 640 x 480 resolution and 16 colors. Viewing at higher resolutions, or greater color depth, might occasionally cause items to be distorted or unreadable. If this occurs, consider switching to the generic 16-color VGA video drivers included with Windows. (See your Windows documentation for information about switching video drivers.)
- **Flash and Color Palette-Switching.** When you access Tutorials, you might notice a brief flash, or the items on your desktop might appear momentarily with incorrect colors. This is particularly noticeable when using video modes that display more than 16 colors. The colors should be restored once you exit the tutorials. While not detrimental to the system, you might consider switching to the generic 16-color VGA video drivers included with Windows to help alleviate this behavior.
- **ATI Video Cards.** If you are using an ATI Graphics Ultra or Graphics Ultra Pro Video card with ATI's Mach32 driver series, some screens might appear distorted if the DeviceBitmaps=On is set in the [MACH] section of WIN.INI. Set this option to DeviceBitmaps=OFF.
- **Video drivers.** Some video drivers do not support the full range of functionality necessary to run the Tutorials. In particular, the driver must support the GetPixel and FloodFill functions. If your video driver does not support these functions, in most cases a dialog box will appear explaining which functions are not supported, and the Tutorial will not run. Contact the manufacturer of your video card or driver and ask if the latest drivers support these functions.

Some of the video drivers known not to support these functions are:

- Diamond Stealth VRAM drivers
- Microsoft 8514a SVGA drivers
- Microsoft S3 drivers
- Orchid Fahrenheit 1280 drivers

If the latest drivers do not provide an adequate solution, consider switching to the generic 16-color VGA video drivers included with Windows.

Removing PC Tools for Windows Manually

Install has an Uninstall feature that lets you remove PC Tools for Windows automatically. You can also remove PC Tools for Windows manually by following these steps.

1. Choose Run from File menu in either Desktop or File Manager, type SYSEDIT, and choose OK.

This program lets you edit the AUTOEXEC.BAT, CONFIG.SYS, WIN.INI, and SYSTEM.INI files.

2. Select the AUTOEXEC.BAT file and delete the lines listed below.

NOTE for Previous Central Point Software Users If you own PC Tools for DOS (Version 7 - 8) or Central Point Anti-Virus, you might already have installed VSafe, VWatch, VDefend, Mirror, or Data Monitor. If so, delete the lines associated with these products only if the line specifies the PC Tools for Windows directory (normally C:\CPS). This will leave your configuration options for earlier versions of Central Point products intact.

```
C:\CPS\MIRROR C:
C:\CPS\DATAMON /SENTRY+ (or /TRACKER+)
C:\CPS\VSAFE (or VWATCH)
```

In addition, delete the \CPS directory from the PATH= line.

3. Select the WIN.INI file and make the changes listed below.

In the [windows] section, delete the following from the Load= line:

```
C:\CPS\WNSD.EXE
```

To use a previous version of Scheduler (PC Tools Version 7 - 8), replace the line shown above with C:\PCTOOLS\WNSCHEDL.EXE.

```
C:\CPS\WNTSRMAN.EXE
```

To use a previous version of TSR Manager (PC Tools Version 7 - 8), replace the line shown above with C:\PCTOOLS\WNTSRMAN.EXE.

In the [Extensions] section, delete the following lines:

```
set=c:\cps\wnbackup.exe ^.set
run=c:\cps\wnrt.exe ^.run
sct=c:\cps\wnam.exe ^.sct
ofc=c:\cps\wndt.exe ^.ofc
evt=c:\cps\wnsd.exe ^.evt
icl=c:\cps\wnie.exe ^.icl
ico=c:\cps\wnie.exe ^.ico
```

If you use a previous version of CP Backup for Windows (Version 7 - 7.2), change the set= line to

```
set=c:\pctools\wnbackup.exe ^.set.
```

In the [embedding] section, delete the line that begins:

```
ScriptTools=
```

Delete the entire [CPS] section.

4. In the SYSTEM.INI file, make the changes listed below.

In the [boot] section, change the shell= line to the following:

```
shell=progman.exe
```

In the [386Enh] section (if there is one), delete any of the following lines that might be present:

```
device=c:\cps\system\cpbvx.d.386  
device=c:\cps\system\voptd.386
```

Remove the semi-colon (;) and comment preceding any device drivers. Install might have replaced one or more of your device drivers. When Install does this, it places a semi-colon and a comment in front of the original device= line so that the driver is not loaded and you are aware that PC Tools for Windows made the alteration. Deleting the semi-colon and comment allows the driver to be loaded again when you restart Windows.

5. Exit from SYSEDIT, saving the changes made to your AUTOEXEC.BAT, WIN.INI, and SYSTEM.INI files.
6. Choose Run from the File menu, type REGEDIT, and choose OK. This opens the Registration Information Editor application. PC Tools for Windows installs ScriptTools and ScriptRunner in the Windows registration database because they support Object Linking and Embedding (OLE).

Select Central Point ScriptTools and choose Delete File Type from the Edit menu. Select Central Point ScriptRunner and choose Delete File Type from the Edit menu.

Choose Exit from the File menu to exit from REGEDIT.

7. Open the Control Panel folder, double-click the Desktop icon, and choose a non-CPS screen saver and wallpaper.
8. Exit from Windows and reboot (restart) your computer, then start Windows and delete the PC Tools for Windows and PC Tools - WinShield groups from the Program Manager.
9. Open the Windows File Manager and make the following changes:

Delete the PC Tools for Windows directory (normally C:\CPS).

Delete the following files from the Windows directory (normally C:\WINDOWS):

```
CP* . SCR  
WNSSAV2 . DLL  
WNSSAV . HLP  
CPSWALL . BMP
```

If you do not have a SCSI device or do not use the ASPI device interface, delete the following files from the Windows system directory (normally C:\WINDOWS\SYSTEM):

```
WINASPI . DLL
```

VASPID.386

If you do not use the Delete Sentry feature of PC Tools for DOS (Version 7 - 8), turn on the option to view hidden files/directories and delete the hidden \SENTRY directory on each drive protected by Delete Sentry.

If you do not use PC Tools for DOS (Version 7.1 - 8) or Central Point Anti-Virus, delete the CHKLIST.CPS or SMARTCHK.CPS file from each directory on the disk.

10. Exit from Windows and reboot (restart) your computer.