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#####  #####  #####  Microsoft
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#####  #####  #####  Windows NT and Advanced Server
#####  #####  #####
#####  #####  #####  Frequently Asked Questions
#####  #####  #####
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This document provides answers to frequently asked questions about Windows NT. (Last update: 4/19/93.)

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## **1. GENERAL INFORMATION**

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### **1.1. Obtaining the Windows NT Beta Release**

Question:

How can I get the beta version of Windows NT?

Answer:

There are two programs: The WIN32 SDK for Windows NT and the Windows NT Beta program.

- WIN32 SDK for Windows NT:

The WIN32 SDK for Windows NT is offered for software developers who need to either develop applications for the Windows NT operating system or to port existing applications to 32-bit.

The WIN32 SDK for Windows NT provides you with access to the broader capabilities of the Win32 API with features such as preemptive multitasking, multi-threading, 32-bit flat memory model, and security. By purchasing the WIN32 SDK you will receive preliminary and final versions of the Windows NT operating system and SDK tools in addition to preliminary versions of a C/C++ compiler. For complete system requirements please download the WIN32 SDK data sheet (SDKDAT.DOC or SDKDAT.RTF in Library 1 of the MSWIN32 forum) and the hardware compatibility list (1092HW.TXT in Library 1 of the WINNT forum).

The cost of the WIN32 SDK with printed documentation is \$399. A CD-only version containing the documentation in PostScript format is also available for \$69. To order from within the U.S, please call Microsoft Developer Services at (800) 227-4679. In Canada, call (800) 563-9048. In all other countries, contact your local Microsoft representative.

- Windows NT Beta Program

Distribution of Microsoft Windows NT, March Beta is currently only available to a limited number of sites. However, we will increase the number of beta sites over the coming months. If you wish to register your interest in the program, you may choose to do one of the following:

- Send a letter to:

Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052  
Attention: Microsoft Windows NT Beta Program 4/1

- Send a facsimile to (206) 936-7329 to the attention of "Microsoft Windows NT Beta Program, 4/1". Please send only typed or printed submissions.

In either case you should include:

Name:  
Company Name:  
Title:  
Address (no p.o. boxes):  
Phone/Fax#:  
Hardware configuration:  
Any other related information:

Note: This does not automatically ensure your enrollment in the Beta program; however we will seriously consider all inquiries.

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## 1.2. Obtaining Windows NT Advanced Server

Question:

How do I get on the beta program for Windows NT Advanced Server?

Answer:

Distribution of Microsoft Windows NT for Advanced Server, March Beta, is currently available to a limited number of beta sites. However, we will increase the number of beta sites over the coming months. If you wish to register your interest in the program, you may choose to do one of the following:

- Send a letter to:

Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052  
Attention: Microsoft Windows NT Advanced Server Beta Program 4/1

- Send a facsimile to (206) 936-7329 to the attention of "Microsoft Windows NT Advanced Server Beta Program, 4/1". Please send only typed or printed submissions.

In either case you should include:

Name:  
Company Name:  
Title:  
Address (no P.O. boxes):  
Phone/Fax#:  
Hardware configuration:  
Any other related information:

Note: This does not automatically ensure your enrollment in the Beta program, however we will seriously consider all inquiries. Only sites with the Windows NT beta (SDK or End User) will be considered for the Windows NT SQL or Windows NT Advanced Server beta programs.

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### **1.3. Obtaining Manuals for the WIN32 SDK Update**

Question:

I didn't get any manuals or release notes in my WIN32 SDK update for March. How do I get them?

Answer:

Documentation for the WIN32 SDK is included on the CD-ROM in the \DOC\ENDUSER directory. Please check the README.TXT in the \DOC directory for a complete listing of Programming References and other documentation that is included with your CD-ROM.

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### **1.4. Windows NT Support via an Internet Address**

Question:

Is there an Internet address that I can submit questions to?

Answer:

No - at least not with full Microsoft support.

The only official location for support from Microsoft is on CompuServe in the WINNT and MSWIN32 forums. However, there are several other places where you can get some peer support, (including some MS personnel in their own time). These include the ntdev@alfalfa.com mailing list (send mail to ntdev-request@alfalfa.com to join) and the comp.os.ms-windows.programmer.win32 newsgroup on UseNet. Please remember that these are not official venues for support, and, as a result, support is not guaranteed; the level of support you receive may vary.

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### **1.5. Development Issues Belong in the MSWIN32 Forum**

Question:

Where should I ask questions about the WIN32 SDK? Can I ask them in the WINNT Forum?

Answer:

WIN32 SDK programming questions are answered in the MSWIN32 Forum.

WINNT is dedicated for end-user issues about Windows NT (for example, installing the Windows NT operating system itself), while MSWIN32 is dedicated to developer issues about Windows NT ( installing the Development Tools portion of the WIN32 SDK for Windows NT, API questions, etc.).

The more closely you follow this policy the easier and faster it will be for all forum members to get the information and help they need. Thanks!

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## 1.6. Obtaining SQL for Windows NT

Question:

How can I get the beta version of Windows NT SQL?

Distribution of Microsoft Windows NT SQL, March Beta is currently available to a limited number of sites. If you wish to register your interest in the program, you may choose to do one of the following:

- Send a letter to

Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052  
Attention: SQL Server for Windows NT Beta Coordinator 4/1

- Send a facsimile to (206) 936-7329 to the attention of  
"SQL Server for Windows NT Beta Coordinator 4/1". Please  
send only typed or printed submissions.

In either case you should include:

Name:  
Company Name:  
Title:  
Address (no p.o. boxes):  
Phone/Fax#:  
Hardware configuration:  
Any other related information:

Note: Only sites with the WIN32 SDK or the Windows NT Beta Product will be considered for the Windows NT SQL or Windows NT beta programs.

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## 1.7. Obtaining the Windows NT Preliminary DDK

Question:

How can I get the Windows NT Preliminary DDK?

Answer:

The Preliminary DDK is available now. The cost is as follows:

DDK CD-ROM only	\$69
DDK CD-ROM with hard-copy documentation	\$399

This pricing includes updates and the final version of the DDK. The documentation will be included on the CD in both Postscript and Write format, and all the device driver functions will be documented in Winhelp.

To order from within the U.S, please call Microsoft Developer Services at (800) 227-4679. In Canada, call (800) 563-9048. In all other countries, contact your local Microsoft representative.

International customers should contact their local MS office for ordering, pricing and availability information.

Note: Anyone who purchases the hard-copy documentation for the DDK will receive the new book "Inside Windows NT" from MS Press. This book will not be on the CD.

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## **1.8. Making a Suggestion to be Added to Windows NT**

Question:

I would really like to see a feature added to Windows NT. How do I go about making this suggestion? Is there a procedure in place to make such suggestions?

Answer :

Microsoft is always interested in hearing your commentary and suggestions. You can file a report for suggestions by using the SUGGST.TXT from Library 3 on Compuserve. Once this file is uploaded, it will be passed to the Windows NT development team so they can evaluate the suggestion.

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## **1.9. Security Certification Specifications**

Question :

How can I obtain the security certification specifications ?

Answer :

For information on operating system security certification specifications, contact the following source:

National Computer Security Conference (NCSC) at (202) 783-3238

The following documents are available:

- The Orange Book (Trusted Computer System Evaluation Criteria). This document explains standalone operating system security ratings and requirements.
- Red Book (Trusted Network Interpretation). This document extends to security ratings in networks.

NCSC has many other informative publications. Costs are minimal (approximately \$3.00 U.S.).



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## **2. INSTALLATION AND SETUP**

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### **2.1. Installing Windows NT Over Previous Installation**

Question:

Can I install the March Release of Windows NT Beta over my previous (October) version of Windows NT?

Answer:

Please refer to the Release Notes for complete installation details before installing the March release.

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### **2.2. Selections in Flexboot keep returning to the Flexboot Menu**

Question:

Whenever I choose MS-DOS from the Flexboot menu, it keeps returning me to the Flexboot menu. Why?

Answer:

This can happen when installing Windows NT over a previously existing Windows NT installation without using the MS-DOS SYS command to activate the partition. When Windows NT installs, it reads the drive boot sector to create the BOOTSECT.DOS file. It then uses BOOTSECT.DOS when you select the previous operating system choice from the Flexboot menu to restore the original partition information.

If you install Windows NT over another copy of Windows NT, BOOTSECT.DOS may contain a copy of the Windows NT partition information and not the MS-DOS partition information. Each time you select the previous operating system, the Windows NT partition information is loaded and executed.

There are two ways to fix this:

- If you have a previous copy of BOOTSECT.DOS, replace the current version with the previous version.
  - If not, you need to recreate the boot sector for MS-DOS by booting from an MS-DOS diskette and running SYS C: from that disk. Doing this removes the Flexboot feature from your system. To re-enable Flexboot, you will need to reinstall Windows NT, or use the MKSECT.ZIP utility which is available in Library 1 of the WINNT forum.
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### **2.3. Windows NT Boots but Looks in Wrong Boot Directory**

Question:

Windows NT looks in the wrong boot directory. Why?

Answer:

This can be caused by a few different things:

- Make sure BOOT.INI refers to the correct Windows NT directory.
- The IBM MOST utility for OS/2 2.0 is installed on the hard drive.

Windows NT uses logical partitioning. When an unknown partition type (MOST for example) sits between the base partition and the Windows NT partition, it can set the logical partitions off by one. MOST is not supported with Windows NT.

Install Windows NT on a machine that does not have the MOST utility installed.

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## 2.4. Converting the system partition to NTFS on MIPS R4000

Question:

Can I convert my MIPS system partition to NTFS?

Answer:

No. The ARC specification requires that the system partition be FAT. This is done so that HAL.DLL and OSLOADER.EXE will be accessible regardless of the media type. If you want to use NTFS on a MIPS machine, create a small system partition (1M or larger) to hold HAL.DLL and OSLOADER.exe. The rest of the disk can be formatted as an NTFS partition. The installer correctly puts HAL.DLL and OSLOADER on the system partition.

Warning: Do not use CONVERT.EXE on the system partition. It will convert it to NTFS and the system will no longer boot. If this happens, your only option is to run ARCINST.EXE from the installation CD-ROM and reformat the system partition as FAT.

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## 2.5. Windows NT Needs 600K Free

Question:

When I start up Windows NT, it gives the following error:

Windows NT has found only xxxxK of low memory, 600K of low memory is required to run Windows NT. You may need to upgrade your computer or run a configuration program provided by the manufacturer.

Answer:

In order to start Windows NT there must be at least 600K of low memory. You may have to perform some configuration changes to rearrange the hardware memory mapping so that 600K of low memory is available.

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## 2.6. PS/2 Hangs when Searching for SCSI Adapter

Question:

While installing the March beta release of Windows NT on my IBM PS/2, it hangs after searching for third party SCSI adapters. What should I do?

Answer:

Check to see if your IBM SCSI adapter has a 1991 BIOS chip. At this time, it is not possible to install the March Beta release of Windows NT on a machine that has this chip set. You need to use either another supported SCSI adapter or an IBM adapter with a BIOS date other than 1991.

You may check the date of your SCSI BIOS by examining the card and looking at the end of the adapter closest to the front of the machine. You should be able to see a chip with a paper sticker containing the SCSI BIOS date.

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## 2.7. What is the \$WIN\_NT\$.~LS Directory

Question:

After I attempted to install, Windows NT left a directory named "\$WIN\_NT\$.~LS" on my hard disk. What is it? Is it alright to delete it?

Answer:

This is a temporary directory created by the WINNT.EXE installation program. The WINNT.EXE program copies all the setup files it needs to your hard disk, then reboots into Windows NT and runs setup from your hard drive.

This directory is normally deleted after a successful installation of Windows NT. If Setup should fail for some reason, this directory is left on your hard drive. You can safely delete this directory.

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## 2.8. Setup Fails When Switching from Text to Graphics

See the entry titled, Fatal Kernel Error 006E or 0071 During Setup, in the Common Error Messages section.

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## 2.9. Emergency Repair Disk on Unsupported CD-ROM

Question:

Can I use the Emergency Repair disk if I install Windows NT from an unsupported CD-ROM configuration or over the network?

Answer:

Unfortunately, this is not possible currently. The repair disk will not function correctly in this case, because Windows NT has no way to access the original installation media from Setup.

You can create an Emergency Repair disk by installing from either CD or floppy. If you install from floppy (or from a Setup share created by floppy), you need the original Setup floppies to use the Emergency Repair disk. If you install from CD (or from a Setup share created by CD), you need the original setup CD to use the Emergency Repair disk.

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## **2.10. MIPS Installation not working**

Question:

Why doesn't Windows NT work on my MIPS machine?

Answer:

The March release of Windows NT requires an upgrade to your MIPS machine to run successfully. If your hardware manufacturer has not contacted you already, please contact them. In addition to the upgrade, your MIPS CPU must have R4000 revision 2.0 or greater.

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### **3. HARDWARE INFORMATION**

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#### **3.1. System Requirements for Windows NT**

Question:

What are the minimum hardware requirements to run Windows NT?

Answer:

The March Release of Windows NT has the following hardware requirements:

An x86-based microprocessor (386/25 or higher) with 12 MB or more of RAM for this release, or an ARC-compatible RISC-based computer with 16 MB of RAM such as the MIPS R4000 or R4400.

A hard disk with approximately 70 MB of free disk space for Windows NT (80 MB on an ARC computer), 20 MB of which will be used for the virtual memory paging file.

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#### **3.2. Hardware Compatibility List (HWFEED.TXT)**

Question:

How do I know if my hardware is supported and what do I have to do to get it supported?

Answer:

Microsoft provides a list, 0393HW.TXT, of tested hardware that is known to work with Windows NT. It has been posted on CompuServe in Library 1 of the WINNT forum. For your convenience the hardware list is also available in Word for Windows format and called 0393HW.DOC. The Hardware listed in this file has been tested on the March release of Windows NT and is fully supported.

Any absence from this list does not imply that the hardware will not work with Windows NT, only that it is untested and not supported at this time.

The form, HWFEED.TXT, is provided as a means for you to request support for your hardware. It is also in Library one of the WINNT forum. You can mail it via CompuServe mail to the Internet address listed in the form. Information from these surveys is compiled by the development team to help clarify where support is needed most.

Also, since many drivers are being written by third party companies, contact your vendor to indicate that you need a driver for their hardware to run under Windows NT. This will help expedite the process external to Microsoft as well.

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#### **3.3. Full Screen MS-DOS Support on MIPS Machines**

Question:

How do I get full screen MS-DOS support on my MIPS Machine?

Answer:

Full screen support will not be provided under Windows NT on MIPS systems.

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### 3.4. Device Driver Requests

Question:

Is there a driver available for my hardware yet?

Answer:

Microsoft posts all new, fixed and updated drivers in Library 2 of the WINNT forum on CompuServe. Microsoft is making every attempt to keep this library updated with drivers as they become available. If you have hardware that is not currently supported, or does not have a driver posted in WINNT, Library 2; please make a device driver request by filling out the HWFEED.TXT form and mailing it to Microsoft at WINNTHW@MICROSOFT.COM (INTERNET:WINNTHW@MICROSOFT.COM, if sending mail from CompuServe).

Please note: Because of current support demands, this is a one way alias; Microsoft will not respond directly to you to confirm that your request has been received.

The hardware compatibility list, 0393HW.TXT, and HWFEED.TXT files can be found in Library 1 of the WINNT forum on CompuServe.

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### 3.5. DELL Computer Only Recognizes 16 MB of Memory

Question:

Why doesn't Windows NT recognize any memory above 16MB on my Dell machine?

Answer:

The ISA Dell 486D/50 25/50Mhz has a BIOS problem which prevents it from seeing greater than 16MB of RAM under Windows NT. If your machine demonstrates this problem, please contact Dell to obtain their A08 BIOS upgrade.

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### 3.6. Limits of Support for Removable Media

Question:

I see some removable media drives on the hardware compatibility list, but I'm having some problems. What are the limits of support for removable media?

Answer:

Under the March Release of Windows NT, Bernoulli drives and removable SCSI drives support a subset of the functionality that is provided for fixed media devices: Only a single partition can be created on a removable drive. Also, while removable

FAT volumes can be freely exchanged, removable NTFS volumes require that a system restart when you change the media. Microsoft is aware of the problems currently surrounding removable media and is working to improve the situation for future releases.

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### 3.7. Sharing Communication Port Interrupts

Question:

Can I share communication port interrupts?

Answer:

The March Release of Windows NT supports two communication ports sharing the same interrupt on non-MCA machines. However, only one port can be in use at a time. A communication port will not be created if another type of device is using the same interrupt.

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### 3.8. Changing Locally-Administered IBM Token Ring Card Addresses

Question:

Is there any way to change the locally-administered address on an IBM Token Ring card?

Answer:

There is a parameter, NetworkAddress, in the registry database in the IBM Tok section. This parameter sets the burned-in address of the Token ring card and it is called IBM TokMC01[Parameters] [NetworkAddress:REG\_SZ:400000000203

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### 3.9. DMA Speed on an Adaptec 154x SCSI Controller

Question:

Can I set the DMA speed on an Adaptec 154x SCSI controller?

Answer:

Currently the AHA154X.SYS driver has a hard-coded DMA transfer rate of 5.0 MB. Even if you change jumper settings, the driver still transfers data at this rate.

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### 3.10. AMI SCSI Controllers

Question:

What issues should I be aware of when installing the March Release of Windows NT with an American Megatrends SCSI

controller?

Answer:

The following information was provided by Clyde Washburn & Co. (American Megatrends Distributors):

- Installation in the Adaptec emulation mode may be accomplished by setting the controller 32-Bit Driver Mode to Disabled.
- New ROMs are now in Beta testing which will allow operation with 32-Bit Driver Mode Enabled as a Bustek Family controller. Expected availability is 1-2 weeks. Please \_email\_ to 70305,1211 if you wish to be notified when available-- do NOT leave Forum messages for that purpose. We will need to know exactly \_which\_model\_ controller you have: Series 15 (original AMI cached SCSI), Series 44 (later custom-chip version), Series 441 (Fast SCSI version of Series 44), or Series 48 (non-cached Fast SCSI). It is anticipated that you will be able to either purchase a ROM Update Kit, or download the necessary files -- the latter will require the ability to burn both 27C256 (256k) and 27C010 (1 Mb) EPROMs.

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### 3.11. Adaptec 154x SCSI Controller BIOS Versions

Question:

Are there any issues regarding Adaptec 154x SCSI controller BIOS versions?

Answer:

The 1988 version 3.08 Adaptec 154x BIOS has a problem with the Scatter/Gather feature. This problem is detected by the Adaptec driver and the feature is disabled. If you have this BIOS version a message is displayed informing you that the Scatter/Gather feature has been disabled. If you get this message, you can contact the Adaptec BBS (408-945-7727) and get the most recent version, 3.20, of the BIOS at no cost.

BIOS versions after 3.08 do not have this problem.

The latest 154x BIOS also supports drives that are larger than 1GB (even under MS-DOS). The March Release of Windows NT supports this option.

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### 3.12. SoundBlaster/AudioPro Problems

Question:

How can I get my SoundBlaster/AudioPro card working properly?

Answer:

You may need to install the Creative Labs driver supplied on the Windows NT Setup CD. However, there are some 486 systems and some chip sets that are not fully compatible with the SoundBlaster/AudioPro card. If the following solutions do not fix the problem, please fill out a bug report form including full computer configuration information so that Microsoft can fix this problem as soon as possible. The bug report template, BUGREP.TXT, is in Library 3 of the WINNT forum. Upload the completed report to Library 3 for development review.



- The Creative Labs Sound Blaster driver may not be installed yet. Use Control Panel and the Drivers application to install the Creative Labs Sound Blaster 1.X driver (provided on your Windows NT CD). After installation, configure the driver for the proper IRQ and address.
- There may be an IRQ conflict with another device. Either change the IRQ setting on the other device or on the sound card. The default settings for the sound card are DMA 1, IRQ 7 and port 220h (Note: LPT1 also uses IRQ 7). Try physically changing the SoundBlaster to IRQ 2 and then using the Control Panel to reconfigure the Creative Labs Sound Blaster 1.X driver to IRQ 2.
- If you can play .WAV files but not .MID files, then you need to install the AD-LIB MIDI driver. You can install this driver from the Drivers application in Control Panel.

### 3.13. Cannot Print to LPT1

Question:

I cannot print to the LPT1 port. If I type MODE LPT1: it claims the device is not found. What is happening?

Answer:

Typically LPT1: uses interrupt 7 which is also the default setting of the SoundBlaster sound card. You may be experiencing an IRQ conflict with this or another device. If you are unable to resolve the conflict you can disable one of the devices in the registry database.

Use REGEDIT to alter entries in the registry database. (Note: you may need to be logged on as Administrator to change some settings.)

Hardware configuration settings can be altered under this registry branch:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services

You can enable or disable the SoundBlaster by changing the Start value under the \Sndblst key to one of the following values: 0x4 to disable, 0x1 to enable.

To enable or disable the parallel port driver, you can use the same values for the Start value under the \Parallel key.

WARNING: RegEdit is a very powerful utility that facilitates directly changing the Registry Database. Using RegEdit incorrectly can cause serious problems, including hard disk corruption. It may be necessary to reinstall the software to correct any problems. Microsoft does not support changes made with RegEdit. Use this tool at your own risk.

### 3.14. Adding a CD-ROM After Installing Windows NT

Question:

What do I need to do to make Windows NT recognize my new CD-ROM?

Answer:

From the Services application in Control Panel, locate the Scsidrm and Cdaudio entries. Set the Startup value for Scsidrm to System so the service starts when the system boots. If your CD-ROM does not support SCSI-2 CD Audio, set Cdaudio Startup to System. Note: Some SCSI-1 CD-ROMs require the Cdaudio service as well.

To start these services without restarting Windows NT, highlight them one at a time and press the Start button.

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### **3.15. SCSI and ESDI Drives with More Than 1024 Cylinders**

Question:

Can I use SCSI drives and ESDI drives with more than 1024 cylinders?

Answer:

SCSI uses RBA (relative block address) addressing. Normally, you do not need to worry about a 1024 cylinder limit with a SCSI drive until it becomes very large (greater than 1GB). Some SCSI cards have a jumper for greater than 1GB support. Check your SCSI documentation to see if your SCSI controller has this feature.

ESDI uses CHS (cylinder, head, sector) addressing and has a 1024 cylinder limitation. Some controller cards get around this by implementing a translation scheme in the onboard controller BIOS. Windows NT (and other protected mode operating systems) must duplicate the code found in these BIOS chips in order to duplicate this behavior. Unfortunately, there are many ways of performing this translation, making it necessary to incorporate them all in the standard AT disk driver. Support for every ESDI translation scheme was not included in Windows NT.

Note: Some ESDI controllers implement this translation in hardware, making it totally transparent to the system and allowing the standard driver to work without change. Check your controller documentation to see which type of translation is provided by your hardware.

=====

### **3.16. SoundBlaster Pro Plays Mono Only**

Question:

My SoundBlaster PRO plays mono only. Why?

Answer:

Work is currently in progress on a Windows NT driver that supports SoundBlaster Pro in stereo. At this time there is no such driver available.

=====

### **3.17. ATI Ultra Drivers**

Question:

Why isn't there a video driver supplied with the March Release of Windows NT to support my ATI Ultra video adapter?

Answer:

When the March Release was sent to press, these drivers were not fully tested and so were not included. The drivers for the

ATI Ultra should be ready by the time the March release is widely available. Please check library 2 of the WINNT forum on CompuServe for the latest updates.

---

### 3.18. TSENG Labs ET4000 Does Not Sync

Question:

I installed the TSENG ET4000 drivers and now my video display is out of sync. What should I do?

Answer:

You need to load the interlaced driver. Boot MS-DOS and rename the ET4000.SYS driver in the \winnt\system\drivers subdirectory to ET4000.BAK. Obtain a copy of ET4K\_ALT.SYS from the Library 1 in the WINNT forum. Copy ET4K\_ALT.SYS to the \winnt\system\drivers subdirectory. Rename this file ET4000.SYS and restart your machine. Your monitor should then sync correctly.

---

### 3.19. Archive Python Tape Drive - No drive detected

Question:

Why do I get the following error?

Archive Python: No drive has been detected.  
Make sure a drive is attached and power is on.

Answer:

The Archive Python driver was not installed. From the Options menu of Windows NT Setup choose Add/Remove Tape Devices to install the proper driver.

---

### 3.20. NEC CD-ROM Slow Downs

Question:

When my NEC CD-ROM plays audio CDs Windows NT slows down dramatically. Why?

Answer:

It was recently discovered that NEC Intersect CD-ROM readers have switches that enable disconnects during accesses to the reader. This switch is off by default, disabling disconnects. Because of this, while your CD-ROM is being read, no other devices on that SCSI bus can be accessed. Since reads from a reader can take a significant amount of time, having this switch off can noticeably degrade system performance. This slow-down may occur even if you are not using the CD-ROM reader.

The switch is number 5 and should be set to ON. It can be found in a little box labeled SW1.

=====

### 3.21. Supported ATI Products

Question:

What ATI products do the Windows NT drivers support in the March Release?

Answer:

The following ATI products are supported:

- Graphics Ultra
- Graphics Vantage
- 8514 Ultra
- Graphics Ultra Pro(including Local Bus, EISA, MicroChannel)
- Graphics Ultra +

=====

### 3.22. ATI Driver Won't Display a Higher Resolution

Question:

Why can't I make my Windows NT March Release ATI drive display higher resolutions?

Answer:

The ATI driver uses the monitor resolutions that the adapter has been physically configured for on the card itself. This prevents the driver from setting the monitor to a resolution it may not support. Use the ATI INSTALL utility to configure the monitor settings for the desired resolutions. Note: The driver will not display a resolution that the adapter does not have enough memory for.

=====

### 3.23. Trouble-Shooting ATI Problems

Question:

I loaded the Windows NT ATI March Release driver and it does not function correctly. How do I track down the problem?

Answer:

If you have ROM BIOS shadowing enabled, disable it. Make sure you do not have a conflict between the memory base address or I/O port address assignment for the ATI card. Make sure you do not have any other peripheral devices set to the same settings. Look out for conflicts between your ATI card and a SCSI controller in the area of I/O port address assignment particularly. Use the event logger to determine when a conflict has occurred and what I/O addresses are in conflict.

=====

### 3.24. Display 16 and 32 Bit Color Modes in ATI Adapters

Question:

I have an ATI card that I want to display 16 bit or 32 bit color. It does not work. Is there something wrong with the driver?

Answer:

16 and 32 bit color modes are currently only available when the memory aperture is enabled. Check to make sure that the memory aperture is enabled. If you are using an ISA ATI card in an EISA PC (or any PC), be advised that the aperture can only be enabled if you have 12MB or less of system memory. (This is an ISA addressing restriction.) To display 16 bit or 32 bit color in an EISA PC, you need one of ATI's EISA card products. The same applies to MicroChannel (MCA) PCs. Contact ATI for information on how to obtain the correct card.

=====

### 3.25. UART Support

Question:

Does the March Release of Windows NT support 16550 UART chips?

Answer:

Windows NT will work with a 16550 UART chip; however, FIFO will not be enabled and performance will not be optimized.

=====

### 3.26. Logitech Mouse Drivers

Question:

Where can I get Windows NT drivers for my Logitech mouse?

Answer:

A Beta Logitech mouse driver for the March Release of Windows NT is currently available on the following electronic media:

Logitech BBS at 510-795-0408 / LMOUSENT.EXE  
Logitech forum on CompuServe (Go Logitech) / NT\_DRV.EXE

This is a beta driver; if you have any problems or comments please contact Logitech on CompuServe.

=====

### 3.27. Digiboard Drivers

Question:

Are there Digiboard drivers included in Windows NT?

Answer:

No. However, DigiBoard has just released beta drivers for many of their products. For more information, contact DigiBoard at:

Customer Service: (612) 943-9020

CompuServe: >INTERNET:winnbeta@dbsales.digibd.com  
Internet: winnbeta@dbsales.digibd.com

---

### **3.28. SCSI Selection Timeout (#11) Errors from Adaptec 1542 or 1740**

Question:

During Windows NT startup I see several SCSI selection timeout #11 errors generated from my Adaptec SCSI card. Are these errors a result of a problem with my installation?

Answer:

These messages are harmless. They occur when Windows NT is polling during load time. The errors are generated because of a timing problem.

=====

## **4. TECHNICAL INFORMATION**

=====

### **4.1. IBM MOST (OS/2 Boot Manager) and Boot Loader**

Question:

How do I make Windows NT coexist on my hard drive with OS/2 2.0?

Answer:

See your the Release Notes for the March Release of Windows NT, page 10.

=====

### **4.2. Couldn't Find NTLDR**

Question:

When I select Windows NT from Flexboot it comes up with the following error:

```
BOOT: Couldn't find NTLDR
Please insert another disk
```

Answer:

In order for Flexboot to start NTLDR must be in the root of the C Drive. If this file is missing you will get this error message. To fix this simply copy the NTLDR from the CD or the Floppies to the root of the C drive. If you are copying from the CD ROM, you will find NTLDR in the I386 directory and can copy it by going to the CD ROM Drive and entering:

```
copy \i386\ntldr c:\
```

Or, if you have a floppy installation set, you can find NTLDR as NTLDR.\$ on disk 2. To expand this file and copy it to the correct location, type the following:

```
expand ntldr.$ c:\ntldr.
```

=====

### **4.3. The System Uses Between 70 and 130 Threads**

Question:

My system is using a lot of threads. Is this normal?

Answer:

With this release of Windows NT, Performance Monitor shows that the system is running between 70 and 130 threads, even when no applications are active. The majority of these threads are system threads. The exact number observed will depend on the system options that are in effect. For example, about 16 additional threads will be used if the LanmanServer and LanmanWorkstation services are active.

=====

## 4.4. How the LibPath Environment Variable Works

Question:

Shouldn't the LIBPATH environment variable work the same as the PATH environment variable? PATH appends the user environment to the system environment, but LIBPATH does not.

Answer:

LIBPATH is not a typical environment variable and does not work as it would under OS/2. It is only used by the system to scan for device drivers during startup. Windows NT uses the PATH environment variable to locate DLLs just like Windows 3.x does.

=====

## 4.5. File Compression Programs and Drivers

Question:

Is Windows NT compatible with my hard disk compression driver?

Answer:

As indicated in the release notes, you cannot place Windows NT on a partition with Stacker, DoubleSpace (Microsoft MS-DOS 6.0) or any other compression or partitioning software. In general, Windows NT will not be able to access data on a disk that requires a driver in the CONFIG.SYS file for MS-DOS unless a similar driver has been installed for Windows NT.

=====

## 4.6. What to do with WOW Applications That Don't Work

Question:

My Win16 application is not working under Windows NT. What should I do?

Answer:

Try standard trouble-shooting steps such as the following:

- Remove unnecessary device drivers
- Remove unnecessary hardware
- Boot with clean AUTOEXEC.NT and CONFIG.NT files
- Use standard device drivers in Windows NT (Standard VGA, etc.)

If normal trouble-shooting procedures do not help, file a bug report using the BUGREP.TXT template from Library 3 (Problem Reports) of the WINNT forum and upload the completed form to back to the same library. The report will be passed on to Windows NT development so they can look into and attempt to correct the problem.

More detailed instructions for reporting bugs can be found elsewhere in this document and the sample form, SAMPLE.TXT, is available for your convenience.

Be sure to include all error messages, unusual behavior, and steps to reproduce all of the problems. The more information



you include, the easier it will be to reproduce and correct any problems in the operating system. Be sure to file a separate report for each problem that you encounter.

If your problem is a low-level (and non-Setup) problem, you can use the REPRREG.EXE program (also in Library 3) to create an ASCII dump of your registry. Generally you only want to include the HKEY\_LOCAL\_MACHINE part of the registry since the whole registry dump can exceed 700K. When in doubt, we recommend not including it since we can ask you for it if we need it. We are working on a better way to get this information and will have it implemented soon.

=====

## 4.7. Using fault tolerance mirroring in Windows NT

Question:

Why am I unable to choose the Establish Mirror or Stripe Set With Parity options under Disk Manager in the March Beta release of Windows NT?

Answer:

Only Windows NT Advanced Server supports the hard disk fault tolerance options of mirroring (which includes duplexing) and striping with parity.

=====

## 4.8. OS/2 Subsystem Takes Priority

Question:

Why is that whenever I run my bound application it runs under the OS/2 subsystem and not the MS-DOS subsystem?

Answer:

Bound applications are designed and built so that they can be run under either OS/2 or MS-DOS. The OS2 SubSystem is not available on MIPS, therefore, bound applications will run as MS-DOS applications on MIPS.

When a bound application is run under Windows NT on an 80x86 CPU, it automatically runs under the OS2 SubSystem if available.

The OS2 SubSystem is available by default on an 80x86. In order to force bound applications to run as an MS-DOS application, use the FORCEDOS command. It can be found in your %SystemRoot%\system32 directory.

=====

## 4.9. ANSI.SYS Support

Question:

Does Windows NT support the use of ANSI.SYS?

Answer:

Windows NT does support the use of ANSI.SYS for backward compatibility with MS-DOS-based applications which require it. However, when you start a Command Prompt, you are not running ANSI.SYS, so escape sequences do not function.

1. Add the following line to your CONFIG.NT file in your %SYSTEMROOT%\SYSTEM32 directory:

```
device=%systemroot%\system32\ansi.sys
```

2. Start a command prompt.
3. Run COMMAND.COM from MS-DOS 5.0. Note: This must be the version that comes with MS-DOS 5.0. If you just type COMMAND, the system starts another CMD.EXE from Windows NT. Check the version with the VER command. It should be "MS-DOS 5.00," not "Windows NT Version 3.10." Also, remember to include extra environment space if you are going to use the PROMPT variable.

You should now be able to send ANSI escape sequences. To test this, try the following example:

```
prompt $e[J
```

This should clear the screen.

Note: When you type EXIT at the command prompt, only COMMAND.COM is exited; you need to type EXIT a second time to close the Windows NT command prompt.

## 4.10. Extended and Expanded Memory for MS-DOS Applications

Question:

How do I give my MS-DOS applications extended or expanded memory?

Answer:

As with Windows 3.1, a program information file (PIF) can be created for applications which need resources beyond those supplied to MS-DOS applications by default. See Chapter 11 (Other Application Environments) in the March 1993 Windows NT System Guide for more information about using PIF files.

## 4.11. Converting File Systems without Reformatting

Question:

Can I convert my current file system to NTFS without reformatting the drive?

Answer:

Yes. The command-line utility, CONVERT.EXE, can be used to convert existing HPFS or FAT drives to the NTFS format. Note that no other conversions are supported at this time. It is only possible to convert FAT or HPFS to NTFS. To convert from NTFS back to FAT or HPFS, it is necessary to backup your drive, reformat it, and then restore the files back to it.

For example: To convert drive "D:" from FAT to NTFS format, type the following command:

```
convert d: /fs:ntfs
```

## 4.12. User Disk Quotas

Question:

Can I set a disk quota for user accounts?

Answer:

The implementation of disk quotas is a non-trivial problem and is being investigated as a feature for a future release of Windows NT. User disk quotas will not be available in the first release. Currently, you can use Performance Monitor to monitor quotas for an individual system and have it execute a particular action when the criteria is met. You cannot, however, monitor space on the disk on a per user basis.

=====

## 4.13. Removal of NTFS

Question:

How do I remove my NTFS partition from my C Drive?

Answer:

The CONVERT utility cannot change an NTFS-formatted drive to a drive formatted by another file system. It is necessary to reformat an NTFS drive in order to change the file system. If Windows NT is not installed on the NTFS partition you are trying to remove, use the FORMAT command from a Windows NT command prompt to change the file system, or use the Disk Administrator to remove the partition directly.

Windows NT does not permit you to format the drive that it is installed on. To reformat a drive containing Windows NT:

1. Start Windows NT Setup.
2. Choose Custom Installation.
3. If Setup suggests a path in which to install Windows NT, press N to select a new location.
4. When Setup asks you to select the partition where you would like to install Windows NT, choose the NTFS drive you want to reformat and press P to delete the partition.
5. Either continue from here using the setup program to recreate and format the partition or exit Setup and use the FDISK and FORMAT commands to complete the process.

=====

## 4.14. CHKDSK /F on an NTFS Drive

Question:

Why won't Windows NT let me run CHKDSK /F on NTFS formatted drives?

Answer:

There are two reasons for this:

1. If you see the message  
Cannot lock the current drive.

make another drive current. For example, if you are trying to run CHKDSK /F on the D drive, make C current by typing "C:" and ENTER before issuing the CHKDSK command.

2) If you see the message

Cannot lock the drive for single user.

it indicates that there are open files on the drive you are attempting to check. If Windows NT is not installed to the drive in question, simply be sure that all applications that might have files open on the drive are closed. If you have a page file on the drive, that too must be moved by using the Virtual Memory application in Control Panel. You should then be able to run CHKDSK with the /F option.

If Windows NT is installed to the NTFS drive for which you are trying to run CHKDSK /F, then it will not be possible to fix errors without restarting Windows NT.

When CHKDSK /F is unable to execute, it prompts the user with a message similar to the following:

Chkdsk cannot run because the volume is in use by another process. Would you like to schedule this volume to be checked the next time the system reboots? (Y/N)

If you choose Y, CHKDSK /F is executed the next time Windows NT is started.

---

## 4.15. MS-DOS Device Drivers in CONFIG.SYS

Question:

How do I load device drivers in CONFIG.SYS for my MS-DOS applications? Are there drivers that I will not be able to load?

Answer:

You can only use device drivers in CONFIG.SYS that touch parts of the system that are emulated by the Windows NT VDM (Virtual DOS Machine) code. This is why ANSI.SYS works (because the display is an emulated device) but ASPI drivers don't (since the hardware is not emulated.)

If you have some software that requires a device driver, it is likely that the vendors who produced it need to write a VDD (Virtual Device Driver) for that driver, and possibly a Windows NT Device Driver to support that VDD. The information required to write these drivers can be found in the Windows NT DDK.

---

## 4.16. Disabling POSIX and OS/2 Subsystems

Question:

How do I disable the POSIX and OS/2 subsystems so that my page file doesn't need space for them?

Answer:

In the March Release of Windows NT, you cannot disable these subsystems. The final release of Windows NT will automatically take care of this.

---

## 4.17. Replacing Boot Sector Without Reinstalling

Question:

How do I replace my Windows NT boot sector without reinstalling Windows NT?

Answer:

Obtain a copy of MKSECT.ZIP from Library 1 of the WINNT forum on CompuServe and follow the directions included in the file.

---

## 4.18. Expand by Default and Reconnect at Logon Checkboxes

Question:

Can I change the Expand by Default and Reconnect at Logon checkboxes from the registry database?

Answer:

To change these entries, use RegEdit and edit the following section:

HKEY\_CURRENT\_USER\Software\Microsoft\Windows NT\CurrentVersion\Network\  
PersistentConnections

Set the values for the following keys to 'no.'

ExpandLogonDomain:REG\_SZ:no  
SaveConnections:REG\_SZ:no

WARNING: RegEdit is a very powerful utility that facilitates directly changing the registry database. Using RegEdit incorrectly can cause serious problems, including hard disk corruption. It may be necessary to reinstall the software to correct any problems. Microsoft does not support changes made with RegEdit. Use this tool at your own risk.

---

## 4.19. DoubleSpace

Question:

Does the March Release of Windows NT support MS-DOS 6.0 DoubleSpace?

Answer:

The March Release of Windows NT supports the MS-DOS FAT file system and applications. It does not support

DoubleSpace, the integrated data compression technology available with MS-DOS 6.0. We are looking to make this technology available in a future release of Windows NT.

=====

## **4.20. Microsoft Visual C++**

Question:

Why do I get the following error when I run the Microsoft Visual C++ compiler Windows NT?

MMD.386 virtual device driver not loaded.

Answer:

Visual C++ requires a driver in the SYSTEM.INI file which is specific to Windows 3.1. You can not use the compiler in this fashion under Windows NT. Please refer to the MSLANG forum for more information.

=====

## **5. NETWORK INFORMATION**

=====

### **5.1. TCP/IP Support**

Question:

Does the March 1993 Beta Release of Windows NT have complete TCP/IP support?

Answer:

The March 1993 Beta Release of Windows NT contains full TCP/IP support. Machines running Windows NT with the TCP/IP protocol stack are able to communicate with LAN Manager 2.x servers and workstations. Windows NT also has an extensive set of TCP/IP utilities including Telnet, ftp, rcp, rsh, and others. Utilities not included with Windows NT will be provided by third party vendors.

=====

### **5.2. Replicator Service only allows me to Import files**

Question:

On Windows NT machines, the replicator service only allows me to import files or directories. To use export replication, do I need a Windows NT Advanced Server or LAN Manager for OS/2 server?

Answer:

Yes. You must have a Windows NT Advanced Server system to export with the file replicator. These additional rules apply to replication under Windows NT:

- Windows NT systems can import from a Windows NT Advanced Server exporter.
  - OS/2 LAN Manager systems can import from a Windows NT Advanced Server.
  - Windows NT Advanced Server systems can import from other Windows NT Advanced Server systems (or even the same machine).
  - OS/2 LAN Manager exporting to Windows NT is not supported.
- =====

### **5.3. Network Fails To Start**

Question:

After installing Windows NT, my network fails to come up. What is wrong?

Answer:

Please see page 45 of the Release Notes for the March 1993 Beta release of Windows NT. Also, check for the following:

- Interrupt conflicts
- Memory conflicts
- Duplicate machine names
- Correct network configuration and card settings

If you are having difficulties still, contact Microsoft Product Support Services in Section 3 of the WINNT forum on CompuServe as described in Microsoft Windows NT March 1993 Beta Program Support Notes.

---

## 5.4. Using Telnet in Windows NT

Question:

How can I use Telnet in Windows NT?

Answer:

Telnet was implemented as a Windows NT Service. You can start the Telnet service by typing TELNET at the command prompt. This starts the Telnet service and Terminal, the front-end for Telnet. The normal Telnet commands can be issued from Terminal. For more information on Telnet commands, refer to the online command reference or the Windows NT documentation.

---

## 5.5. LAN Manager and Windows NT Domains

Question:

Why do I get an error when I use my LAN Manager 2.x domain name in the Domain name field in Windows NT Setup?

Answer:

The Domain entry in Windows NT network setup refers to a Windows NT Advanced Server domain. In order to participate in a LAN Manager 2.x domain, you need to specify the LAN Manager 2.x domain name as the workgroup name. After you do this, you should be able to see LAN Manager 2.x servers from File Manager and from the command prompt by typing NET VIEW.

Note: Windows NT Advanced Server is a separate product which provides additional enterprise-wide, domain-based network management and advanced fault-tolerance features. LAN Manager 2.0 and WFW do not pass domain names on the network. This problem was addressed in LAN Manager 2.1 and thus LM 2.0 and LM 2.1 may behave differently when NET USE or NET LOGON commands are issued.

---

## 5.6. Windows NT Advanced Server Upgrade

Question:

Will there be a Windows NT Advanced Server upgrade that allows me to upgrade my Windows NT workstation?



Answer:

Such an upgrade package will not be made available at this time due to the importance of other priority features (such as LAN Manager 2.x and Windows 3.x upgradability). This will become a priority in future versions of Windows NT.

=====

## 5.7. Difference Between Workgroup and Domain

Question:

What is the difference between a Domain and a Workgroup in Windows NT?

Answer:

The primary differences between a Workgroup and a Domain are in the storage location of user accounts and which machine handles account validation. In a Workgroup, the account information is maintained and validated on each workstation locally. In a Domain, account information is maintained on a primary server (domain controller) or replicated across a group of servers; Account permissions are validated by the servers and are consistent across the entire Domain.

LAN Manager 2.x servers may also be members of a Windows NT Advanced Server domain.

=====

## 5.8. Network Drives Display Slowly in Open Dialog Box

Question:

Why does it take some time before all the network drives appear in the Open dialog box?

Answer:

As of the March release of Windows NT beta, the common dialog box, Open, is multi-threaded. When you use either the Open or Save options from a File menu, the dialog box is displayed and a thread is initiated to enumerate network drives. The dialog box can finish painting before the enumeration thread if there are many network connections in use.

=====

## 5.9. Network Directory Listing Enumeration

Question:

Do I have to wait until the entire directory is enumerated before I can access files or switch to other drives?

Answer:

No. As soon as you see the Open dialog box, you can switch to other drives and access files. If network drive letters or files do not appear immediately, you can still access them by typing them into the File Name field.

=====

## 5.10. Guest Account Can Delete Other User Profiles

Question:

Why can my Guest account delete other user profiles?

Answer:

This is a known problem with the March release of Windows NT beta. It will be fixed for the final release.

The Guest account can delete profiles belonging to other users. While this does not prevent other users from logging in, it does delete their preferences. In addition, it violates the default security privileges of a Guest account.

=====

## 5.11. RAS and TCP/IP

Question:

Does RAS for Windows NT or Windows NT Advanced Server support TCP/IP utilities such as Telnet?

Answer:

No. RAS for Windows NT does not support TCP/IP or the Sockets Library from a RAS client at this time. You cannot run any TCP/IP utilities that rely on this functionality over a RAS connection.

RAS does support NBF, IPC, RPC, Mail Slots (2nd class), Named Pipes, and MS LAN Manager (Winnet API set). Any applications which rely on this connectivity should work over a RAS connection.

The Windows NT RAS Server does provide gateway functionality for protocol converting. The following will work:

- RAS Client [Windows NT or RAS 1.x] dials into a Windows NT RAS Server using NBF.
- RAS Server gateway component receives the frame from the NBF stack.
- The RAS Server gateway sends the frame down whatever protocols are installed on the server [ie. TCP/IP] and then out on the LAN wire.
- Another LAN Server running TCP/IP could receive the frame and respond to the RAS client via the RAS Server.

In this way, RAS Clients can take advantage of the connectivity of TCP/IP over RAS.

=====

## 5.12. Can't Copy Directory Structure to LAN Manager Server

Question:

How can I copy a directory structure to a LAN Manager server using File Manager? When I try I get an error, "No access on target, ignore: C:\SUBDIR?"

Answer:

Microsoft is aware of this problem and currently correcting it. To work around this problem, use the XCOPY <path> /S

command from the command prompt.

=====

## **6. COMMON ERROR MESSAGES**

=====

### **6.1. Error 0000001E**

Question:

What should I do about error 0001E?

Answer:

This error is caused by an exception error that is not handled at any level. It generally refers to a file system problem. Run CHKDSK or another similar utility on the drive in question. If your hardware is on the hardware compatibility list, please submit a bug report.

=====

### **6.2. NTVDM Error**

Question:

When I run MS-DOS or Windows 3.1 applications, I receive the following error message. Why?

Insufficient memory or Disk Error in NTVDM

Answer:

Try the following:

- Increase the swap file size to at least 20MB.
  - Make sure the video card is on the hardware compatibility list (0393HW.DOC). If it is not, try using the standard VGA driver.
- =====

### **6.3. Error 0x00000069 or 0x00000067**

Question:

I get Error 0x00000069. What should I do?

Answer:

This is an initialization error that occurs when Windows NT tries to talk with the hard drive controller. It can be caused by many things. Try the following work arounds:

- Slow down the DMA transfer rate on the controller.
- Make sure both ends of the SCSI bus are terminated.
- Make sure there are no IRQ, or memory address conflicts.

- Make sure you are not using a faulty or unsupported driver.
- Make sure NTDETECT.COM is in the root of the boot drive partition. Missing Windows NT files can also cause Error 69.

---

## 6.4. Fatal System Error 0x0000000A

Question:

What do I do about:

Fatal system error 0x0000000A  
IRQL expected to be less than or equal

Answer:

This usually indicates that you have changed the interrupt settings on an adapter such that the setting now disagrees with the setting you specified during Setup. It is possible that you have installed a new card since you installed Windows NT or, that you have an interrupt conflict with some other piece of hardware in your system. In addition, try the following:

- Disable all CPU caching, BIOS shadowing and use non-turbo mode. If successful, re-enable these one at a time to determine which caused the problem.
- On EISA systems, incorrect configuration files (for ISA devices) can cause this error. If you are using generic configuration files for ISA devices, check their validity or remove them completely.

---

## 6.5. System Error F002

Question:

What is System Error F002?

Answer:

System Error F002 is usually generated when there is a faulty piece of hardware, like a bad memory chip. It can also be caused by a hardware incompatibility caused by one of the following:

- Memory parity errors
- Adapter asserting an I/O channel check on the bus, (VGA or network cards)
- Math coprocessor error

If any of these occur, run your computer manufacturer's system diagnostic utilities.

---

## 6.6. Setup Fails with SCSI Read Request Error

Question:

Why do I get the following error during Windows NT Setup:

SCSI read request failed Arc status 8 Srb status 0084

Answer:

AutoCheck is unable to resolve file system or FAT problems on the drive. Run a diagnostic utility such as CHKDSK on the file system and fix any problems you find. Afterwards, reinstall Windows NT.

=====

## 6.7. Error X00000022 - Generic Bugcheck

Question:

What should I do about this error: Error X00000022 - Generic Bugcheck.

Answer:

Microsoft is currently researching this error and will post new information as it becomes available.

=====

## 6.8. Fatal Kernel Error 006E or 0071 During Setup

Question:

Why do I receive the following error messages when switching between the text and graphic modes of Setup?

BOOT: I/O Error reading disk  
Please insert another disk

-or-

Fatal Kernel Error 0000006E  
Fatal Kernel Error 00000071

-or-

System freezes at the blue screen with no error message

Answer:

If you have a computer that has multiple CPU speeds or a TURBO button, make sure you are running the CPU at its lowest speed until the graphic portion of Setup starts. If you do receive one of these errors, please fill out a bug report form including full computer configuration information so that Microsoft can fix this problem as soon as possible. The bug report template, BUGREP.TXT, is in Library 3 of the WINNT forum. Upload the completed report to Library 3 for development review.

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## 6.9. LogErrorEntry Error (UniqueId=300)

Question:

What should I do about a LogErrorEntry error with UniqueId 300?

Answer:

If you receive the following error during the installation of the March Release of Windows NT on a machine with an Adaptec 1542b card, remove the BUSLOGIC.SYS file from the Setup disk and reinstall.

LogErrorEntry: logging SCSI error packet. ErrorCode=Internal  
adaptec error. PathId=0,TargetID=0,Lun=0,UniqueId=300.

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## 7. OTHER FILES ON COMPUSERVE

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These files can be found in the WINNT forum in the specified library:

### **Library 1 - General Information**

0393HW.DOC	Windows NT Supported Hardware list: March 1993
0393HW.TXT	Windows NT Supported Hardware list: March 1993
0393HW.ZIP	Windows NT Supported Hardware list: March 1993
BETA.TXT	Additional Information about the Windows NT Beta
BOOTNT.TXT	Boot NT from OS/2 Boot manager
CONFIG.SYS	Os/2 Subsystem Config.sys and custom device drive
DOSNT.OS2	How to Install DOS, NT and OS/2 2.0.
DSNTOS.TXT	Loading DOS NT & OS/2 on the same system
HWFEED.TXT	Form to use to send suggestions for H/W Support
MIPS.TXT	How to install Windows NT on a MIPS System
MKSECT.ZIP	Reinstall Flexboot with new DOS2NT.BAT
NT_NW.ZIP	Using Windows NT in NetWare Environment
NTCSR.V.WRI	Course in Programming Windows NT
NTFAQ.TXT	Common Q & A about Windows NT and installation
NTFAQ.ZIP	Common Q & A about Windows NT and installation
OS2API.ZIP	Os/2 1.x api's support by NT Os/2 subsystem
OS2APP.ZIP	Os/2 apps test under NT Os/2 subsystem (July '92)
SURVEY.TXT	Short Questionnaire about Windows NT Oct. Beta
TABLES.ZIP	Supplemental Tables to Os/2 Migration document.
W32CA2.ZIP	Text Catalog of 32 Bit Windows NT Applications
W32CAT.ZIP	WinWord Catalog of 32 Bit Windows NT Applications
W32SDK.TXT	Ordering information for the WIN32 SDK
WINNT.CAT	Directory Listing of files in the WINNT Forum

## Library 2 - Patches and Fixes

ATIB2.ZIP	ATI drivers for MS Windows NT beta-2
MIPBE2.ZIP	October beta version of WINBEZ demo for MIPS.
OS2SS.ZIP	Fix for OS/2 subsystem in October release
SMPCHK.ZIP	Kernel fix for SMP systems (DDK - CHECKED builds)
SMPFRE.ZIP	Kernel fix for SMP (free builds)
WINBE2.ZIP	October beta version of WINBEZ demo for x86.
WINBE3.TXT	Explanation of March '93 version of WINBEZ.
WNT001.ZIP	Workaround for "Boot I/O error" problem.
WNT002.ZIP	Fix: "Memory could not be read" token ring error
WNT003.TXT	Readme for HP Deskjet printing fix (WNT003.ZIP)
WNT003.ZIP	Fix for Problem Printing to HP DeskJet Printers
WNT004.TXT	Readme file for Disk 6 Setup fix (WNT004.ZIP)
WNT004.ZIP	Fix for "Insert Disk #6" error in floppy Setup
WNT005.TXT	Readme file for Cirrus NTVDM fix (WNT005.ZIP)
WNT005.ZIP	Fix for NTVDM error with Cirrus based video cards
WNT006.TXT	Readme for Windows group migration fix WNT006.ZIP
WNT006.ZIP	Fix for problem migrating Windows groups to WINNT
WNT007.TXT	README for WordPerfect 5.2 printing fix (WNT007)
WNT007.ZIP	Patch for WordPerfect 5.2 Printing Problem
WNT008.TXT	README for UltraStor 34F floppy access fix
WNT008.ZIP	Fix for LocalBus systems with UltraStor 34F SCSI

## Library 3 - Bug Reporting and Suggestion Files

BUGREP.TXT	Bug report form for Windows NT
REGX86.ZIP	Registry capture utility REPRTREG.EXE
SAMPLE.TXT	Sample Bug Report
SUGGST.TXT	Customer Suggestions and Ideas for Windows NT



#### Library 4 - Win32 PD/Shareware Files

ACLK_N.ZIP	Astronomy Clock for MS Windows NT
ADDAPP.ZIP	Add Applications to Program Manager
ALW_NT.ZIP	Astronomy Lab for NT
ANIMAK.ZIP	ANI Make V1.1: Create Animated Cursors
BOG_NT.ZIP	Boggle-Like Word Game for MS Windows NT
BOOTSE.ZIP	Boot Sector Save/Restore
CCD110.ZIP	cd d:\ont\want\this\stuff\no\more - or - c
DELPAR.ZIP	DellPart - Deletes partitions without Objections
DTP23.ZIP	Desktop+ Ver. 2.3
FEXTEN.ZIP	FExtend V1.0: File Manager extension
FRAC_N.ZIP	Fractal Viewer for MS Windows NT
HANG_N.ZIP	Hangman Game for MS Windows NT
KLOTNT.ZIP	Klotz for Windows NT (Oct '92 SDK Build)
KRMN07.ZIP	Kermit for Windows Version 0.75
LI_BTA.ZIP	LI v.90 NT postscript/text/hex beta viewer
LPR10.ZIP	UNIX TCP Remote Printing src+exe (uses WinSock)
MEDIT2.ZIP	M-Edit 2.1: Programmer's Editor
MELT.ZIP	Melt Screen Saver
MENTC.ZIP	Consol MicroEMACS 3.11 for March NT beta
MJB_NT.ZIP	MIDI JukeBox for MS Windows NT
NETWAR.TXT	WINMAG connects NT to Netware
NH311N.ZIP	NetHack 3.1.1 for Windows NT
NOTENT.ZIP	Notebook 1.F a WinNT text editor
NT_RCA.ZIP	Talking RPN Calculator for MS Windows NT
NT_TCL.ZIP	Talking Clock for MS Windows NT
NTBANN.ZIP	NTBANNER
NTDESK.ZIP	Desktop+ for March Release
NTFVIE.ZIP	File View for Windows NT, v 1.1a (March 93)
NTUTIL.ZIP	clySmic Drag 'n' Drop Utils for Oct '92 Win NT
PGMWP.ZIP	A text editor for Windows NT
PICK_O.ZIP	pickboot and mboot utilities
PZL8_N.ZIP	8-Tile Puzzle for Windows NT
SOSSNT.ZIP	SOSSNT NFS Server for NT
SPIC51.TXT	Spice32 / Nutmeg32 Description
SPIC51.ZIP	Spice32 / Nutmeg32 for Windows NT
SPIC52.ZIP	Spice32 / Nutmeg32 2 of 3
SPIC53.ZIP	Spice32 / Nutmeg32 for Windows NT 3 of 3
SPOOKS.ZIP	Spooks Screen Saver
SW_NT.ZIP	Clock/Stopwatch for MS Windows NT
THINGS.ZIP	Thieves and Kings for Windows NT
TMTN14.ZIP	Time and Money Tracker NT 1.4
TR32.ZIP	TrashMan for Windows NT
VIEW11.ZIP	NT/Win32 PostScript text viewer
WINDEV.ZIP	Powerful Editor/Workbench for Windows NT & 3.1
WINNER.ZIP	winner.zip
WINTAC.ZIP	Win Tach Benchmarks
WINWT.ZIP	Optional load of windows 3.x - same style as NT
WYWO32.ZIP	While You Were Out 3.2 for NT