

## SiSoft Sandra Help Contents

Welcome to SiSoft Sandra™, a Windows information and diagnostic utility.

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## Foreword

There are tens of million PC Compatibles world-wide, all due to the enormous popularity of the standard IBM PC. All these are supposed to be 100% compatible to the *real thing*. However, nowadays, as IBM is no longer sets the standard, there is no such thing as a true IBM compatible; this term might mean, today, the most popular specification, i.e. a certain processor, graphics card, sound card, printer, etc. which is widely used - therefore supported by most software. A true PC compatible might mean the one (if available) that the software companies use (e.g. Microsoft) - if it works on theirs it should work on yours, too.

Worse, there were (and still are) many types and versions of DOS, DOS emulators, quite a few versions of Windows and Windows emulators. Also, there are 100's of thousand of software utilities - each doing its own thing. As you can deduce, it is very hard to make a program work on all systems. Just take a look at DOS games for example, and the problems of supporting different sound cards, joysticks, mice, video cards, memory managers, caches, etc.

Now Windows! Windows has brought us the key to all this - your program is supposed to work on every machine if you stick to the operating system calls (API). (Other operating systems like Windows NT, OS/2, UNIX, Linux, etc. all do much the same thing or have done long before Windows; I will stick to Windows as Sandra is targeted at this operating system) In a way this is true, most programs now work on systems under Windows that they would not have under DOS.

As far as SiSoft Sandra is concerned, or other diagnostic programs, the situations has not become that much better... Yes, it is easier to detect the characteristics of the system components (if the respective drivers are installed) but not always - the drivers have bugs themselves and sometimes tell lies for whatever reason. There are still holes in Windows, in the way that you still have to do much of the detection yourself. Worse, Windows is far cleverer than DOS and you can't get away with the things that some DOS programs do. As you still need DOS for many things, it gets a bit complicating to juggle virtual & protected mode, ring 0 & ring 3, VxDs & callgates and all other things...

While Windows 95 was supposed to replace DOS entirely, that was not possible. As long as we will need to run DOS stuff, DOS is here to stay. Most games are still written for DOS than Windows DirectX, and many hardware utilities are DOS based. Long live DOS!


Also, while we play with 32-bits now, and all new programs appear in 32-bit *clothing* there will be considerable time until Windows will no longer run them (like Windows 3.1 dropping the support for real-mode Windows apps). So, as you see Sandra has to show you information on 16-bit as well as 32-bit systems. In fact, as Windows95 is more than 50% 16-bit (still) you may actually be better off with a 16-bit system information utility (like SAW, *The System Analyser for Windows*).


Anyway, we'll find out soon enough what the future holds in store...

Have fun with SiSoft Sandra and we hope it will be useful to you. We also hope that it will help you learn more about your computer and so make you more aware of what's going on as well as improving your productivity. In any case don't lose too much sleep over it...

## **Program Information**


The latest information about SiSoft Sandra, and the index of the documentation.


Click here  to open the document locally.

Click here  to open the document from the web. You need to go on-line in order to read it.

## **Who is Sandra?**


Find out what Sandra is and what it can do for you.


Click here  to open the document locally.

Click here  to open the document from the web. You need to go on-line in order to read it.

## **Program Requirements**


Find out what you need to have in order to run SiSoft Sandra at peak performance and how to get the most out of it.


Click here  to open the document locally.

Click here  to open the document from the web. You need to go on-line in order to read it.

## What's New


The latest information on Sandra and other utilities (*Read Me! Document*).


Click here  to open the document locally.

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## Questions & Answers

The answer to most questions, bugs listings & fixes, etc.

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## Introduction

**SiSoft Sandra** (The "**S**ystem **A**nalys**e**r, **D**iagnostic and **R**eporting **A**ssistant") is a Windows 32 information/diagnostic utility. It provides more information (including undocumented) than most commercial diagnostic software, usually included with a tools/utilities package.

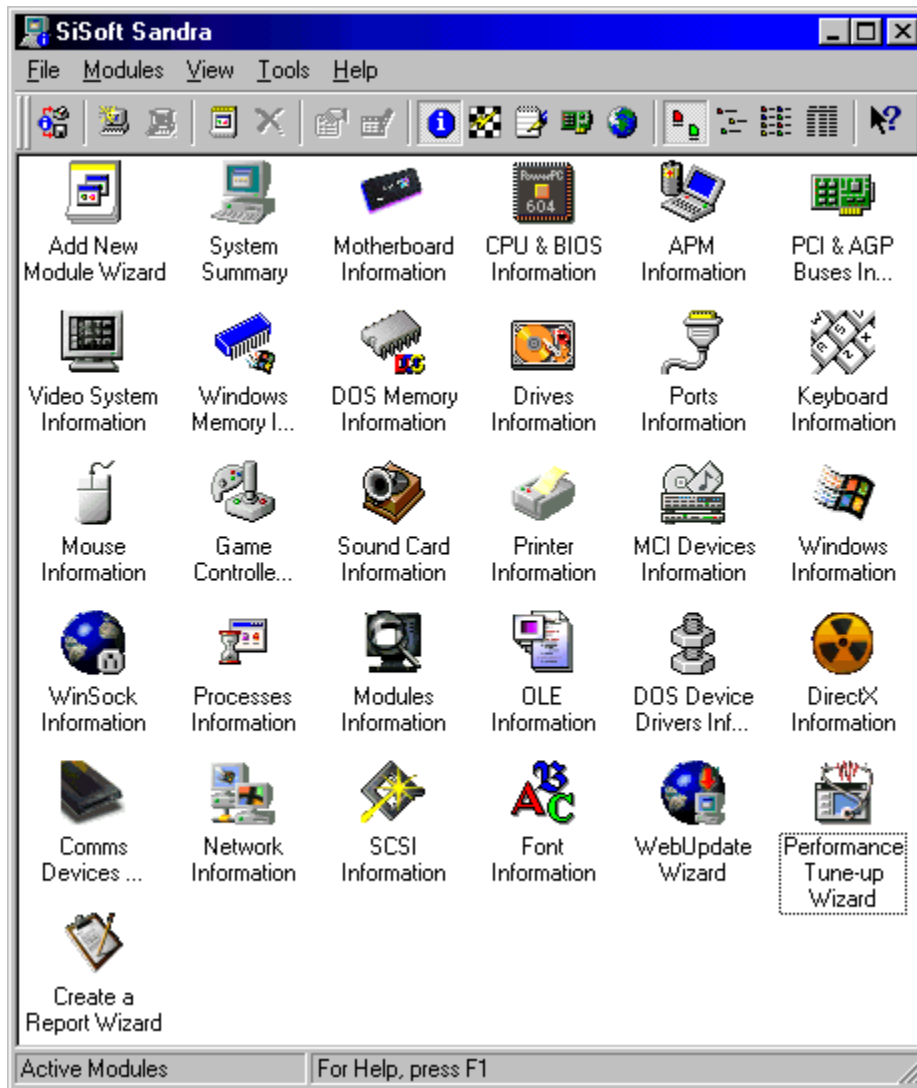
SiSoft Sandra was designed to run on Windows 32. It is a 32-bit native application which takes advantage of all the improvements made to the operating system - especially Windows 95 and 98. It should run on Windows NT on Intel x86 platforms with less features - although it is not designed for NT.

Incompatible modules will not appear in the listing or will shut-down automatically depending on system characteristics. Therefore, not all modules may be available on your system.

Click [here](#) for more information.

## The Sandra Program Interface

This picture is similar to what you should see when you run Sandra:



As you can see, SiSoft Sandra looks and behaves like any other Windows application - nothing different. If you don't recognise most of the elements featured you should read the Windows manual.

## Module List

The modules in SiSoft Sandra are divided into **4** classes:

- [Information Modules](#)
- [Benchmarking Modules](#)
- [Listing Modules](#)
- [Testing/Diagnostic Modules](#)

A special class is the Wizard class which interfaces with all the above classes:

- [Wizard Modules](#)

Wizards can generate reports. For more information, see

- [Report File Formats](#)

## Information Modules

- [System Summary](#)
- [Computer \(CPU/Bus/BIOS/Chipset\) Information](#)
- [Mainboard Information](#)
- [Video System Information](#)
- [Printers Information](#)
- [WinSock \(Internet\) Information](#)
- [Game Controllers Information](#)
- [Sound Devices \(Sound Card\) Information](#)
- [Mouse Information](#)
- [Keyboard Information](#)
- [MCI \(Multimedia\) Devices Information](#)
- [APM \(Advanced Power Management\) Information](#)
- [PCI & AGP Buses & Devices Information](#)
- [Windows & DOS OS Information](#)
- [DOS Memory Information](#)
- [Windows Memory Information](#)
- [Ports \(Serial/Parallel\) Information](#)
- [OLE Servers Information](#)
- [Modules Information](#)
- [Processes/Threads Information](#)
- [DOS Device Drivers Information](#)
- [Drives Information](#)
- [DirectX Information](#)
- [Communication Devices Information](#)
- [Network Information](#)
- [SCSI Information](#)
- [Font Information](#)
- [3D Video System Information](#)
- [Remote Access Service Connections](#)
- [CMOS Information](#)

## Benchmarking Modules

- [CPU Benchmark](#)• [CPU Multi-Media Benchmark](#)
- [Drives Benchmark](#)
- [CD-ROM Benchmark](#)
- [Memory Benchmark](#)
- [Network Benchmark](#)

## Listing Modules

- [Config.sys Listing](#)
- [AutoExec.bat Listing](#)
- [MsDos.sys Listing](#)
- [System.ini Listing](#)
- [Win.ini Listing](#)
- [Control.ini Listing](#)
- [Protocol.ini Listing](#)
- [Config.dos Listing](#)
- [Autoexec.dos Listing](#)
- [BootLog.txt Listing](#)
- [ScanDisk Log](#)
- [NetLog.txt Listing](#)
- [NDisLog.txt Listing](#)
- [Dump Hardware Settings](#)
- [Boot.ini Listing](#)
- [DrWatson Log](#)
- [AutoExec.nt Listing](#)
- [Config.nt Listing](#)
- [Environment List](#)

## Testing/Diagnostic Modules

- [CMOS Dump & Check](#)
- [Hardware Irq Settings](#)
- [Software Protected-Mode Irq Handlers](#)
- [Software Real-Mode Irq Handlers](#)
- [DMA Channel Settings](#)
- [I/O Ports Settings](#)
- [Memory Range Settings](#)
- [Plug & Play Enumerator](#)

## Wizard Modules

- [Add Module Wizard](#)
- [Create a Report Wizard](#)
- [Connect Wizard](#)
- [Performance Tune-up Wizard](#)
- [Web-Update Wizard](#)

Wizards can generate reports. For more information, see

- [Report File Formats](#)

## Command Line Options

SiSoft Sandra supports a variety of command line options:

- Create a Report in Batch Mode

Syntax: **sandra.exe /r <report script>**

Click here  to load a sample script.

You can click **F1** for each module to find out the respective command-line option, or try **Module Properties**.

- Load up and display a module

Syntax: **sandra.exe /m <module command-line option>**

You can use this for shortcuts and other things. The module will only load if it is compatible with the system's set-up.

Sandra does support other command line options. However they are for internal use only so they are undocumented. Please don't use them even if you figure them out. You have been warned...

## Copyright & License Information

**WARNING:** This is a very, very short extract of the full license & copyright document and is featured for information only. Please consult the [License Details](#) topic for full information.

**SiSoft Sandra™ is Copyrighted © Catalin-Adrian Silasi 1995-1999. ALL RIGHTS RESERVED.**

The "Software" means all the files and associated files that come with the original package which were created by the Author. All the other files are used under authorisation and are the propriety of their respective owners. The "Author" is the copyright holder of the Software.

The Software is protected by copyright laws and international treaties. The Author is the exclusive world-wide licensor of the Software, and the copyrights and other proprietary rights there in.

## Technical Support & Points of Contact

You can contact us at the addresses below:

**Mail Address:** SiSoftware  
PO Box 17273  
London  
SW5 0HB  
United Kingdom

**Primary Product E-Mail:** [Sandra@sisoftware.co.uk](mailto:Sandra@sisoftware.co.uk)  
[Support@sisoftware.co.uk](mailto:Support@sisoftware.co.uk)  
[Suggestions@sisoftware.co.uk](mailto:Suggestions@sisoftware.co.uk)

**Secondary Product E-Mail:** [Sandra@sisoftware.demon.co.uk](mailto:Sandra@sisoftware.demon.co.uk)  
[Support@sisoftware.demon.co.uk](mailto:Support@sisoftware.demon.co.uk)  
[Suggestions@sisoftware.demon.co.uk](mailto:Suggestions@sisoftware.demon.co.uk)

**Primary User E-Mail:** [PostMaster@sisoftware.co.uk](mailto:PostMaster@sisoftware.co.uk)  
[WebMaster@sisoftware.co.uk](mailto:WebMaster@sisoftware.co.uk)


**Secondary User E-Mail:** [PostMaster@sisoftware.demon.co.uk](mailto:PostMaster@sisoftware.demon.co.uk)  
[WebMaster@sisoftware.demon.co.uk](mailto:WebMaster@sisoftware.demon.co.uk)


**Primary Product Pages:** [Sandra http://www.sisoftware.co.uk/sandra](http://www.sisoftware.co.uk/sandra)  
[Samantha http://www.sisoftware.co.uk/sam](http://www.sisoftware.co.uk/sam)  
[SAW http://www.sisoftware.co.uk/saw](http://www.sisoftware.co.uk/saw)  
<http://www.sisoftware.co.uk/>

**Secondary Product Pages:** [Sandra http://www.sisoftware.demon.co.uk/sandra](http://www.sisoftware.demon.co.uk/sandra)  
[Samantha http://www.sisoftware.demon.co.uk/sam](http://www.sisoftware.demon.co.uk/sam)  
[SAW http://www.sisoftware.demon.co.uk/saw](http://www.sisoftware.demon.co.uk/saw)  
<http://www.sisoftware.demon.co.uk/>

### Very Important Notes:


- Please consult the [Read Me!](#) topic for up-to-date information.
- The subject of the e-mail message **should** begin with the program name, i.e. **Sandra** followed by the **type** (Standard, Professional or Enterprise) and **version** (see Help-About), e.g. **Sandra Standard Version 99.5.0.0 : Program Errors**. E-mail is sometimes re-routed via different accounts and it may get lost otherwise...
- We reply to almost all e-mail submissions and inquiries. If you do not receive a reply within a reasonable time, send your message again, giving a better return path (a surprising number of mailers do not insert a correct **From:** address!)
- Please **include a report** (Use the *Create a Report Wizard* to save one to disk or e-mail it) when you have a hardware problem! Otherwise we cannot help. Also, it will help us improve the program and fix any problems. **Very important!**
- Please write in **English**. Use the alternate addresses for support in other languages.


Click here  to open the document locally.

Click here  to open the document from the web. You need to go on-line in order to read it.

## **Hardware & Software Compatibility Document**


The list of hardware and software SiSoft Sandra has been tested with and works with no problems.


Click here  to open the document locally.

Click here  to open the web document. You need to go on-line in order to read it.

## **Read Me! Document**





This document contains the latest information about SiSoft Sandra, including bugs, features, options, compatibility and various other information which does not appear elsewhere. You are strongly advised to read it.

Click here  to open the document locally.



Click here  to open the web document. You need to go on-line in order to read it.

## License Information Document

### For **SiSoft Sandra Standard**:


- Click here  to open the **End-User Licence** document locally.
- Click here  to open the web **End-User Licence** document . You need to go on-line in order to read it.
- Click here  to open the **Distribution Licence** document locally.
- Click here  to open the web **Distribution Licence** document. You need to go on-line in order to read it.


### For **SiSoft Sandra Professional**:

- Click here  to open the **End-User Licence** document locally.
- Click here  to open the web **End-User Licence** document . You need to go on-line in order to read it.
- **You cannot distribute this version in ANY way.**

## Ordering Information Document


This document is the most important of them all. It tells you how to order the **Professional** version of **SiSoft Sandra** and all the other things that come with it:


Click here  to open the document locally.

Click here  to open the web document. You need to go on-line in order to read it.

## Sandra vs. SAW Comparison Document

This document was written to answer questions about the differences between **SiSoft SAW** (The **S**ystem **A**nalyst for **W**indows) and **SiSoft Sandra** (**S**ystem **A**nalyst, **D**iagnostics & **R**eporting **A**ssistant). If you never heard about SAW, then do not read it - you won't learn anything new.

Click here  to open the document locally.

Click here  to open the web document. You need to go on-line in order to read it.

## Add Module Wizard

This wizard allows you to add modules to your display list if they are not already present (deleted) or were not compatible with your system.

- To see all the available modules make sure the *Display Class* reads *All Modules*. To change the display class list select the **View** menu and then click **All Modules**.
- Select the modules you want to add by holding down **Shift** while clicking on the module.
- You can select individual modules by holding down **Control** while clicking on the module.
- Click **Finish** to add the modules.
- Click **Cancel** to abort the operation.

## System Summary

Shows a summary of all your system's characteristics and status. This is useful when you want to see at a glance the main features of the system. You can find detailed information elsewhere.

- Computer Type, Name
- CPU
- BIOS
- System Bus Types
- Memory Installed
- Monitor & Video Adapter(s) Installed
- Sound Card Installed
- Communication device(s) Installed
- Floppy Disks, Hard Disks, CD-ROM/DVD & other drives
- Ports (serial/parallel/USB)
- Input Devices - Keyboard, Mouse, Game controller(s)
- Windows & DOS
- Network(s) Support
- **Command Line Switch:** SummaryInfo
- **Requirements:** See elsewhere
- **OS Support:** Windows 95, 98, NT (partially)

## Explanations

See the following topics for explanations:

- [Computer \(CPU/Bus/BIOS/Chipset\) Information](#)
- [Mainboard Information](#)
- [Video System Information](#)
- [Printers Information](#)
- [Joystick Information](#)
- [Sound Devices \(Sound Card\) Information](#)
- [Mouse Information](#)
- [Keyboard Information](#)
- [PCI & AGP Buses & Devices Information](#)
- [Windows & DOS OS Information](#)
- [Windows Memory Information](#)
- [Ports \(Serial/Parallel\) Information](#)
- [Drives Information](#)
- [Communication Devices Information](#)
- [Network Information](#)
- [List of Acronyms](#)

## Tips

This module does not generate any tips.

## Mainboard Information

Shows detailed information about the following devices and general characteristics:

- System information
  - Chassis information
  - Mainboard information
  - Chipset information
  - Memory controller(s) & banks information
  - Memory modules information
  - Buses information
  - Expansion slots & ports information
  - System health & monitoring information
- **Command Line Switch:** MBInfo
  - **Requirements:** Modern BIOS (SMBIOS/DMI 2.0+)
  - **OS Support:** Windows 95, 98, NT (partially)

## Explanations

**Computer Class** - The type of PC you have.

**Mainboard Type** - Most mainboards support a single processor, while others support 2, 4 or more. A multi-processor operating system is needed to use them, e.g. Windows NT or Windows 2000. Windows 95/98 does run on a multi-processor system but will only use one processor.

**System Buses** - A bus is a set of wires (lines on boards, etc.) that allow devices to communicate. Generally this is done in parallel fashion to make the exchange of bytes faster. This field lists the buses present in your PC. There are many types of buses, see below.

**Fast Windows PC** - How does Windows itself rate your PC? Should always be yes, unless there is a shortage of available resources.

**Computer Information** - the manufacturer, model, and serial number (if available) of your computer system.

**Mainboard Information** - the manufacturer, model, type and serial number (if available) of the mainboard.

**Chassis Information** - the manufacturer, model, type, locking status, thermal status and serial number (if available) of the system chassis (case).

**Memory Controller Information** - the memory controller is the part of the chipset that manages the system memory. The cache controller interfaces between it and the CPU in order to speed-up the process.

**Error Detection Method** - the method the controller uses to detect errors. Usually parity is used (an extra bit is used to hold a 1-bit checksum for a 8-bit byte). Parity can only detect 1-bit errors, ECC can detect 2-bit errors.

**Error Correction Capability** - the method the controller uses to correct any detected errors automatically. Unfortunately most computer systems cannot do this - only servers have this capability which requires special (ECC) memory. ECC can correct 1-bit errors.

**Number of Memory Slots** - the number of memory slots on the board. You should try to have as many as possible so that you don't have to throw out your old memory modules when you upgrade.

**Maximum Installable Memory** - the maximum total size the system can use. This is very important for upgrading, while 100's of MB may seem a lot today, tomorrow it may be too little.

**Maximum Module Size** - the maximum size of modules accepted by the board. This limits the maximum installable memory.

**Supported Speeds** - the list of supported memory speeds. Do **not** install memory with other speeds or you may get errors which are hard to diagnose.

**Supported Memory Types** - the list of supported memory types. Do **not** install memory which is not supported by the mainboard. It will not work.

**Supported Voltages** - the list of supported voltages. Using lower voltage (say 3.3V instead of 5V) will damage the memory modules. Using higher voltages (say 5V instead of 3.3V) will not work either. So check before buying.

**System Chipset** - The ancillary chips on the mainboard that complete the PC. The name, type and version of the system chipset is shown.

**L2/L3 Cache** - Fast but small memory used by the chipset to hold recently accessed data and greatly speed up the PC. Some advanced processors like the Pentium Pro even integrate it into the processor itself increasing the speed further. Size varies between 64KB to 2MB, the more you have the better. Very important especially if you've installed a lot of system memory. Don't buy a computer without at least L2 cache. There are various types of cache, with 'pipeline-burst' being the fastest. If you have a choice also select *write-back* instead of *write-through*.

**Front-Side Bus Speed** - The speed in MHz that the FSB runs at. For 5th generation processors this varies between 50-66MHz with some advanced boards managing 75 or 83MHz. 6th generation processors run at 100-133MHz.

**CPU Speed Multiplier** - The multiplier used to reach the processor core speed.

**Memory Rows (Physical & Logical)** - Lists the memory installed, size and read/write speed in each logical banks on the mainboard. There are various RAM technologies, with RDRAM (Rambus DRAM) the fastest, SDRAM (Synchronous Dynamic RAM), BEDO (Burst EDO), EDO (Extended Data Out), FPM (Fast Page Mode) being the classic type. Your chipset must specifically support that type of ram so check before you buy.

**Memory Modules** - This information is displayed together with the settings for the logical/chipset memory settings. It identifies the critical parameters of new RIMM/DIMM/SIMMs which have a SPD (Serial Presence Detect) chip built-in. There are many conventions:

• **PC66/100 SDRAM Intel Specification - Version 1.0 to 1.2:**

PCx-abc-defm (e.g. **PC100-322-620R**) where:

**x** - Speed rating (MHz). Memory bus speed should be equal or lower than this.

**a** - CAS latency (cycles). Lower the better (faster), but more expensive.

**b** - RAS to CAS delay (tRCD cycles). Lower the better.

**c** - Row precharge (tRP cycles). Lower the better.

**d** - Read data access time (tAC ns). Lower the better.

**e** - SPD chip revision. 2 corresponds to SPD 1.2.

**f** - Design revision. 2 corresponds to Rev 1.2.

**m** - R for registered DIMMS. 256MB and bigger modules need to be registered.

• **PC66/100 SDRAM Extended Intel Specification - Version 1.2+:**

PCx-abc-ddeefm (e.g. **PC100-322-54120R**) where:

**x** - Speed rating (MHz). Memory bus speed should be equal or lower than this.

**a** - CAS latency (cycles). Lower the better (faster), but more expensive.

**b** - RAS to CAS delay (tRCD cycles). Lower the better.

**c** - Row precharge (tRP cycles). Lower the better.

**dd** - Read data access time (tAC ns). 54 corresponds to 5.4ns. Lower the better.

**ee** - SPD chip revision. 12 corresponds to SPD 1.2.

**f** - Design revision. The current is 2 corresponding to Rev 1.2.

**m** - R for registered DIMMS. 256MB and bigger modules need to be registered.

- **PC133 SDRAM IBM/VIA/Micron Specification - Version 2.0:**

PC133**m-abc-dde** (e.g. **PC133U-333-542**)

**m** - Module Type (R = Registered, U = Unbuffered, B = Buffered).

**a** - CAS latency (cycles). Lower the better (faster), but more expensive.

**b** - RAS to CAS delay (tRCD cycles). Lower the better.

**c** - Row precharge (tRP cycles). Lower the better.

**dd** - Read data access time (tAC ns). 54 corresponds to 5.4ns. Lower the better.

**e** - SPD chip revision. 2 corresponds to SPD 2.0.

- **RDRAM Rambus Specification - Version 1.0:**

xMB/a **b c** PCd (e.g. **256MB/16 ECC PC800**)

**x** - Module size in Mbytes on the module.

**a** - Number of RDRAM devices on the module.

**b** - Error correcting support (e.g. ECC)

**c** - Reserved.

**d** - Speed (Mega data transfers per second, Mt/s).

**System Monitor** - lists the monitored components and their current values if such a device is installed on the mainboard. This way if a monitored components fails or malfunctions the problem can be detected and corrected before damage is done.

**Temperatures** - typically mainboard & CPU(s) temperatures are monitored.

**Fan Speeds** - typically the CPU fan speed and other fans within the system are monitored. Smart fans (i.e. with tachometer) are required.

**Voltages** - all major voltages are monitored. A +/-10% variation is generally allowed.

**PCI Bus** - PCI (Peripheral Component Interconnect) is a local bus capable of self-arbitration. Current versions (2.XX) are 32-bit at 33MHz with 64-bit 66MHz and faster available. A new standard PCI-X running at 133MHz is on the horizon. It is the principal bus used in today's PCs.

**PC Bus Version** - The version of the PCI standard this implementation complies with.

**PCI Bus Speed** - The actual speed of the PCI Bus. The standard is 33MHz.

**PCI Multiplier** - The multiplier used to reach the speed with respect. the memory bus speed.

**ISA Bus** - ISA (Industry Standard Architecture) is the original bus used in the 1st PC. It started with 8-bits at 8MHz, moving to 16-bit at 8-9MHz with the 286 processor. Even today it is still present in PCs to cater for modems, sound cards, I/O boards, etc. PC99 specification calls for the ISA bus to be absent from systems.

**EISA Bus** - EISA (Enhanced ISA) is the successor of ISA, using 32-bit at 8MHz but with burst mode support and arbitration. It is compatible with ISA. However it has been superseded by PCI.

**MCA Bus** - MCA (Micro Channel Architecture) was supposed to be the successor to ISA as designed by IBM and used in the PS/2 range of PCs. 32-bit, with arbitration and burst mode like EISA but not compatible with ISA at all. However it did not catch on with other PC manufacturers and was superseded by PCI.

**VESA Bus** - VESA (Video Electronics Standards Association) was an extension to ISA using 32-bits and variable speed - same as the processor speed - closely coupled to the 486 architecture. While it was very fast, only 2-3 cards could be plugged-in at lower speeds. Superseded by PCI.

**AGP Bus** - AGP (Advanced Graphics Port) is an extension to PCI (though not slot compatible) allowing graphic adapters to use system memory, as well as being faster at 66MHz and above. Using 2x & 4x data rates, even more throughput is possible (133 & 266 data transfer rate respectively). With DIME, graphics cards can texture from AGP memory using textures much larger than would fit in local video memory.

**AGP Bus Version** - The version of the AGP standard this implementation complies with.

**AGP Bus Speed** - The actual speed of the AGP Bus, the standard is 66MHz.

**Data Transfer Rate** - The actual transfer rate the AGP video adapter and host are using. Modern systems use 2x or faster but both devices (video adapter and chipset) must support these modes.

**AGP Bus Enabled** - Whether an AGP adapter is connected to the AGP bus or not.

**AGP Side Band Enabled** - Whether the AGP video adapter and host are using side-banding. By overlapping commands and data side-banding can boost performance.

**USB Bus** - USB (Universal Serial Bus) is a peripheral bus designed to link slow & medium speed peripherals like keyboards, mice, scanners, modems, etc. thus eliminating the different types of sockets currently present.

**USB Bus Version** - The version of the USB standard this implementation complies with.

**USB Bus Speed** - The actual speed of the USB Bus, the standard is 24/48MHz.

**PCMCIA Bus** - PCMCIA (Card Bus) is a peripheral bus used to connect peripherals to notebooks. You can add all the usual peripherals. The newest version uses 32-bits and is as fast as PCI.

See [List of Acronyms](#) for more information.

## **Tips**

**Tip W2500** - Windows considers this PC to be rather slow. This is usually due to insufficient memory (less than 16MB) but a faster CPU would also help.

**Fix:** Upgrade the memory. Check the mainboard manual first to make sure which type and speed of memory is needed. As a rough guide, Windows 95 needs 32MB while Windows 98 and NT need 64MB or more.

**Tip T2501** - External or L2 cache greatly increases system performance. Without it you generally have a 15-30% slower PC especially in memory intensive applications.

**Fix:** Get some external cache. Check the mainboard manual first to make sure the type and size of cache supported. Also check whether the mainboard has a COAST socket where you can install this cache. Pipeline burst cache is preferred, go for 512KB or 1MB. If the cache is soldered on the mainboard you cannot change it.

**Tip T2502** - While the *asynchronous* cache was the original type of cache used on 386, 486 & 5x86 CPUs, new chipsets work best with *pipeline-burst* cache. If the chipset supports it you can get 5-15% improvement just by changing the cache.

**Fix:** Get some pipeline burst cache. Check the mainboard manual first to make sure this type is supported. Also check whether the mainboard has a COAST socket where you can install this cache. If the cache is soldered on the mainboard you cannot change it.

**Tip T2503** - If you have 32MB or more you should have 512KB cache installed for optimum performance. Also check whether the chipset can cache more than 32/64MB of memory. With some mainboards you need to increase the cache when you increase memory.

**Fix:** If the mainboard has a COAST socket and supports more than 256KB of cache then get 512KB or more cache - preferably *pipeline-burst*.

**Tip T2504** - If you have a lot of memory (64-128+) you may need as much as 1MB cache. Remember that some 486 systems had 8M RAM and 256KB cache, so 1MB is little if you have 128MB RAM or more.

**Fix:** If you have a 586 class mainboard with a COAST socket which supports more than 256KB of cache then get 512KB or more. If you have a Pentium II or Pentium Pro processor you will have to upgrade to a processor with more L2 cache.

**Warning W2505** - If the system does not support memory error detection, any memory malfunction will not be detected resulting in corrupt data or crashes. All systems should support error detection. However

most memory is non-parity these days.

**Fix:** Use parity (1-bit error detection) or ECC (2-bit error detection) memory. Make sure the chipset supports this kind memory. Some chipsets support ECC up to a certain memory bus speed or FSB.

**Warning W2506** - If the system does not support memory error correction (e.g. using ECC) if an error is detected the system will stop. A system that supports correction will attempt to correct the error and continue. A server should use error correcting memory always.

**Fix:** Use ECC (1-bit error correction) memory. Make sure the chipset supports ECC memory. Some chipsets support ECC up to a certain memory bus speed or FSB.

**Warning W2507** - There are very few memory slots. If some are already filled, to upgrade the memory will mean to discard some of the existing modules which will prove expensive. Try not to buy a mainboard with less than 6 SIMM sockets or 2 DIMM or RIMM sockets.

**Fix:** You cannot fix this - but keep it in mind when you buy your next mainboard. Buy one with more memory slots and use higher capacity memory modules.

**Warning W2508** - All the memory slots are full. To upgrade the memory you will need to discard some or even all the existing modules which may prove expensive.

**Fix:** You cannot fix this - but keep it in mind when you buy your next mainboard. Buy one with more memory slots and use higher capacity memory modules.

**Tip T2509** - Memory bus speed seems low. Check that you are running it at the correct speed.

**Fix:** Most modern (5x85 class or later) computers use bus speeds of 66MHz or higher. If yours is lower you may be able to increase it, depending on processor.

**Warning W2510** - The chipset may not have the capability to cache all the installed memory (e.g. Intel Triton chipsets cannot cache more than 64MB). While the overall performance may be higher if you're using all the installed memory, you may get higher performance if the additional memory is not used. Alternatively upgrade the mainboard with one using a more advanced chipset.

**Fix:** You cannot fix this - but keep it in mind when you buy your next mainboard. Buy one with a good chipset.

**Tip T2511** - You still have some free memory slots so you can upgrade the memory easily when the time comes.

**Fix:** Nothing to fix.

**Warning W2512** - The USB host controller is obsolete. Some incompatibilities may arise when you connect new USB devices.

**Fix:** You cannot fix this. But you can make sure that you have the latest drivers from Microsoft to support USB devices for Windows 95. Windows 98 and Windows 2000 have it built in.

**Warning W2513** - The AGP bus is disabled.

**Fix:** If you have an AGP mainboard, you should get a AGP video adapter to take advantage of it. An AGP adapter would greatly improve 3D performance. However, it should still have at least 8-16MB of local memory.

**Tip T2514** - The read timing for the memory seems low. Some OEMs don't optimise the BIOS timings before shipping the computer resulting in inferior performance.

**Fix:** Go to **BIOS set-up** then **Advanced BIOS Settings** or **Chipset Set-up** and select **60ns** timing if you have 60ns or faster FPM/EDO memory or decrease the memory timing from x444 to x333 or even **x222** and also decrease the leadoff as much as you can (e.g. **7** or lower). If SDRAM is used, decrease the SDRAM timings (e.g. CAS2 from CAS3).

**Tip T2515** - The write timing for the memory seems low. Some companies don't optimise the BIOS timings before shipping the computer resulting in inferior performance.

**Fix:** Go to your **BIOS set-up** then **Advanced BIOS Settings** or **Chipset Set-up** and select **60ns** timing if you have 60ns or faster FPM/EDO memory or decrease the memory timing from x444 to **x333** and also decrease the leadoff as much as you can (e.g. **5** or lower). If SDRAM is used, decrease the SDRAM timings (e.g. CAS2 from CAS3).

**Tip T2516** - Modern computers use RDRAM or SDRAM memory to improve performance.

**Fix:** Buy RDRAM, SDRAM or even BEDO or EDO especially if you need to add more memory. Check whether the chipset supports this kind of memory before trying this option.

**Tip T2517** - Modern computers can use 60ns or even faster memory to improve performance.

**Fix:** If you already have EDO it's not worth fixing. But if you have older memory buy SDRAM or EDO especially if you need to add more memory. Check whether the chipset supports this kind of memory.

**Warning W2518** - Mainboard temperature is too high (i.e. over 50°C). This should appear only if the mainboard has a temperature monitoring sensor installed.

**Fix:** Power down the system immediately. Open the case and check that all the fans are working and check whether components are unusually hot inside. Make sure the components have good all-round ventilation. Use more fans if required.

**Warning W2519** - One of the mainboard fans has failed. This should appear only if the mainboard has a temperature monitoring sensor installed and the fans have tachometers.

**Fix:** Power down the system immediately. Open the case and check that all the fans are working and check whether components are unusually hot inside. Make sure the components have good all-round ventilation.

**Warning W2520** - The PCI bus speed is too high. The PCI bus speed should not be increased over **36MHz**. While most PCI cards may work, some hard drives, CD-ROMs, network cards and other cards may not and you could get data corruption without knowing.

**Fix:** Make sure the FSB is not higher than 68MHz. While 75, 83 or 90MHz give you higher performance the data loss may not be worth it. If the chipset supports asynchronous PCI, enable this option to keep the speed at 33MHz, independent of FSB.

**Warning W2521** - The AGP bus speed is too high. The AGP bus speed should not be increased over **75MHz** (base clock). Most AGP cards won't work or will default to 1x mode.

**Fix:** Make sure the AGP/CLK selector (if present in the BIOS) is 2x for 133MHz or 2/3 for 100MHz FSB. FSB speeds higher than the standard may result in AGP bus speeds way outside the specification.

**Tip T2522** - SDRAM, HSDRAM or RDRAM is recommended for systems with high memory bus speeds, e.g. 100, 133MHz or faster. If you have older memory which you want to use, check whether the system allows you to run it at AGP bus speed (66MHz). However, there will be a drop in performance.

**Fix:** Replace the memory with PC800 RDRAM, PC100 SDRAM, PC133 HSDRAM memory or faster. You may wish to consider CAS2 memory for faster performance. If data integrity is a priority, specify ECC memory.

**Warning W2523** - The memory bus speed exceeds the module speed rating. While most memory will operate at slightly higher speeds, this is not recommended. Consider buying higher rated memory.

**Fix:** If the memory bus speed always equals FSB for your system, reduce FSB speed. If the system allows you to run the memory bus speed at AGP bus speed or a lower speed, set it to use the lower speed. Alternatively, if you happen to have CAS2 memory, you can set it for CAS3 if the other parameters are within range.

**Tip T2524** - The AGP aperture size may not be set properly. Generally the AGP aperture size should be at most equal to system memory and generally lower. While the GART driver will allocate memory to be used for AGP dynamically it is good to set an upper bound in order to maximise memory utilisation.

**Fix:** Go into BIOS setup and change it to match system memory size or set it lower, to say 64MB. Note that some adapters may work better if you set it to the maximum value 256MB. Consult the video board

manual for more details.

**Tip T2525** - Current AGP data rate not optimal, i.e. less than chipset's maximum AGP data rate. E.g. current AGP data rate is 1x while the chipset and the AGP card both support 2x. You should get better performance with a higher data rate but this depends on the application.

**Fix:** First, use the **PCI & AGP Information** module to confirm that the AGP card also supports the maximum chipset data rate. If it does not, don't worry about it. For non-Intel chipsets, make sure you install the latest version of their AGP mini-drivers. You should update the video card drivers as well. Some non-Intel chipsets can only work in 1x mode with some video cards.

**Warning W2526** - Current ISA/DMA bus speed is too high. Generally the ISA bus speed should not exceed 10MHz (8MHz rated speed) and the DMA bus speed should not exceed 5MHz (4MHz rating).

**Fix:** Increase PCI/ISA multiplier (e.g. from 1/2 to 1/3) from the BIOS or reduce PCI bus speed.

## CPU, FPU, caches and BIOS Information

Shows detailed information about the following devices and general characteristics:

- System BIOS Information
- BIOS Properties
- CPU/FPU Information & Performance Rating(s)
- CPU Upgrading Information
- CPU Settings
- CPU Health Monitoring
  
- **Command Line Switch:** CPUInfo
- **Requirements:** Modern BIOS, CPU, Bus
- **OS Support:** Windows 95, 98, NT (partially)

### Explanations

**BIOS** - the BIOS (Basic Input Output System) contains the start-up code that initialises and starts your PC. It also serves as an interface between hardware and software.

**BIOS Manufacturer** - the company that wrote the BIOS code.

**BIOS Date** - the date the BIOS was released.

**BIOS Version** - the software version of the BIOS.

**Plug & Play Version** - Plug & Play is a resource management interface that allows automatic configuration of add-in cards to avoid resource conflicts. Some buses like PCI, PCMCIA, EISA take care of this themselves so Plug & Play must act as a liaison between them.

**SMBIOS/DMI Version** - SM (System Management) or Desktop Management Interface (DMI) is an interface through which software can obtain very detailed asset/system information either from local or remote workstations.

**BIOS ID No** - codes that provide information about the BIOS.

**(EE)PROM Size** - the size in kB and Mbit of the system BIOS.

**System BIOS Properties** - Information about the capabilities of your system.

**Can be Updated ( flashed )** - you can update the system BIOS using a special program that load (flashes) a new version to the EEPROM (Electrically Erasable PROM) system BIOS. Otherwise you need to change the chip!

**Can be Shadowed** - a technique of copying the BIOS code & data to RAM. RAM is generally faster than EEPROM so this improves the speed of programs that use BIOS functions.

**Is socketed** - if the BIOS is soldered onto the mainboard or in a socket. If it is soldered you cannot easily change it if you destroy it by flashing it or you need to change it.

**Supports APM** - see APM/ACPI Information module.

**Supports ACPI** - see APM/ACPI Information module.

**Supports Plug & Play** - see Plug & Play.

**Supports ESCD** - see Plug & Play.

**Supports EDD** - Enhanced Disk Drive (EDD) Specification is specifies new features like EIDE, LBA addressing and many other enhancements.

**Supports Selective Booting** - whether you can select the boot media (floppy, EIDE, SCSI, ZIP, LS-120, CD-ROM) the computer uses. Older computers could only boot from floppy or hard disks.

**NEC PC-98 Specification** - whether the computer is NEC PC-98 compliant. All Japanese computers sold in 1998 and later should be. The specification defines the minimum recommended system configuration for 1998 and beyond. It only applies to Japanese PCs.

**Processor** - The processor is the heart/brain of the system, executing the software running on your PC. This field shows the processor manufacturer, name and actual core speed in MHz.

**Processor Type** - Generally processors come in the normal *OEM* form, i.e. with new PCs or mainboards. Some are designed to upgrade older PCs like *OverDrive*, *Makelt*, etc.

**Performance Rating** - How fast a Pentium Classic processor must run to be as fast as your processor. This is useful when comparing different processors. Generally it is the score obtained by running WinStone (a system benchmark using real applications) on a test machine.

**Co-Processor** - Special arithmetic unit that does floating-point calculations directly, much faster than the processor would have done. While today this is integrated in the processor, in the past it was a separate chip that you had to buy if you used mathematical intensive programs/computations.

**CPU Class** - The class/generation your processor belongs to. A 286 is considered generation 2, while Pentium, K5, etc. are 5th class. Pentium Pro, Pentium II, etc. are 6th generation processors.

**CPU Revision** - The model & stepping of your processor, i.e. the processor version.

**CPU Information** - Extra information about your processor.

**CPU Stepping/Mask** - The version of the silicon mask that was used to fabricate your processor. This is important to know as early processors suffer from inherent bugs.

**Internal Code/Data Cache** - Very fast but rather small memory built-in the processor that holds recently accessed data. Also called L1 cache. Some processors have separate code & data caches, others have a unified cache. The size varies between 1kB to 64kB. The bigger the better but depends on processor type so you can't add more. The L1 cache runs at processor speed.

**L2 Cache** - Some processors have a second level of cache, larger than the L1 cache (64kB to 2MB) but slower. The cache can either be built-in (i.e. in the chip, e.g. *Celeron*) or on-board (i.e. in the CPU cartridge, e.g. *Pentium II*)

**L2 Cache Bus Speed** - The speed of the L2 cache. This can be the same as processor speed (e.g. *Celeron*, *Pentium Xeon*) or  $\frac{1}{2}$  (e.g. *Pentium II*) or less. The faster the better, but fast cache is very expensive.

**CPU Feature Flags** - Information about the capabilities of your processor

**Co-Processor built-in** - (FPU) Whether the co-processor (if present) is built-in or external.

**Virtual Mode Extensions** - (VME) CPU supports the extensions for V86 mode which typically enhances the speed of virtual machines under Windows.

**Debugging Extensions** - (DE) CPU supports breakpoint setting in the I/O address space.

**Page Size Extensions** - (PSE) The standard page size is 4KB. Some processors may support different sizes (4MB) which is advantageous when more memory is installed.

**Time Stamp Counter** - Internal counter incremented every clock cycle which allows high precision measurements.

**Model Specific Registers** - (MSR) CPU has special (model-specific) internal registers.

**Physical Address Extension** - (PAE) Physical addresses bigger than 32-bits are supported.

**Machine Check Exception** - (MCE) Exception 18 is supported.

**CMPXCHG8B Instruction** - (CX8) An instruction to compare & exchange 8 bytes.

**APIC Built-in** - (APIC) An Advanced Interrupt Controller is built-in which is faster and can be used for multi-processing.

**Fast System Call** - (FSC) Support for instructions SYSCALL & SYSRET.

**Memory Type Range Registers** - (MTRR) Supports special registers that improve cache throughput.

**Page Global Enable** - (PGE) CPU supports global pages enable/disable.

**Machine Check Architecture** - (MCA) Internal test of processor is available.

**Conditional Move Instruction** - (CMOV) Allows conditional execution of instructions without jumps.

**Unique Serial Number** - (PSN) CPU has a unique serial number that is visible to software.

**MMX Technology** - Multi-Media eXtensions is a set of instructions added by Intel to speed-up multimedia applications by using SIMD (single instruction multiple data) type operation like multi-processor arrays.

**Extended MMX Technology** - Extensions added to MMX by Cyrix.

**3DNow! Technology** - this is a set of instructions added by AMD to speed-up 3D multimedia applications using the processor. Unlike MMX, it works with floating point data. Support is included in DirectX 6 and later.

**Streaming SIMD (SSE) Technology** - A superset of MMX set of instructions added by Intel to speed-up multimedia applications by using SIMD (single instruction multiple data) type operation like multi-processor arrays. While MMX works with integer data, SSE works with floating-point data. Support is

included in DirectX 6.1 and later.

**MMX** is an extension to the x86 instruction set that allows multiple bytes of data to be packed together in a single register and operated on simultaneously. MMX consists of 57 new instructions for speeding multimedia tasks. The trick to these new instructions is that they operate on many different data elements at once, which increases the overall amount of work the processor can do. Examples range from operating on multiple pixels in a bitmapped image to multiple sound channels in an audio stream. MMX is not intrinsically a graphics or multimedia acceleration technology, but those are the types of applications that stand to benefit most. MMX will provide a substantial performance boost for some new applications that are coded to use MMX (more so for home rather than for business applications).

**SSE** is an extension to the MMX instruction set designed to accelerate software performance in application that use 3D graphics, 3D geometry, signal processing, simulation, video and 3D software rasterisation, video encoding/decoding (e.g. MPEG, MPEG2).

**Advanced CPU Settings** - these settings are CPU specific.

See [List of Acronyms](#) for more information.

### **Tips**

**Tip T200** - SMBIOS/DMI (System Management or Desktop Management Interface) is not supported. The operating system may not be able to tune the system to maximum performance.

**Fix:** Try to upgrade (flash) the BIOS if possible. Check whether a BIOS update is available from your mainboard/PC manufacturer.

**Tip T201** - The system BIOS is more than 3 years old.

**Fix:** Try to upgrade (flash) the BIOS if possible. Check whether a BIOS update is available from your mainboard/PC manufacturer.

**Tip T202** - Windows needs a 5x86 class CPU (e.g. Pentium) or better for optimum performance. An older CPU would not do.

**Fix:** You should upgrade to a 5x85 class machine to run at peak performance.

**Tip T203** - A Plug & Play BIOS is required for today's hardware.

**Fix:** Check whether a BIOS update is available from your mainboard/PC manufacturer.

**Warning W204** - Older CPUs (e.g. 486) do not support the CPU identify instruction.

**Fix:** You should upgrade to a 5x85 class machine if you have a 386 or 486 system. If you have a Cyrix 6x86 make sure you download the patches (if any) for your application.

**Tip T205** - Most new games, multi-media software and some applications can run faster and better on MMX CPUs. Since a MMX version also means a new, improved CPU even if MMX is not used you will still get 10-20% faster performance.

**Fix:** You need to upgrade to a MMX processor. If your mainboard supports MMX (dual-voltage) then you can buy a normal processor, otherwise you'll need an OverDrive.

**Error E206** - Your Pentium CPU has the infamous FPU (co-processor) bug.

**Fix:** Contact Intel Corp. for a free replacement.

**Tip T207** - A SMBIOS/DMI 2.3 compliant BIOS can allow the operating system and special programs to tune-up your system.

**Fix:** Try to upgrade (flash) the BIOS if possible. Check whether a BIOS update is available from your mainboard/PC manufacturer.

**Tip T208** - The BIOS does not support the Enhanced Disk Drive Specification. You may not be able to use the latest disk drives and technologies (e.g. 4-8GB and larger).

**Fix:** Try to upgrade (flash) the BIOS if possible. Check whether a BIOS update is available from your mainboard/PC manufacturer.

**Tip T209** - The BIOS is not NEC PC98 compliant. All Japanese computers sold in 1998 and later should be.

**Fix:** You cannot have a NEC PC98 compliant system by upgrading the BIOS only - your peripherals must support certain advanced functions as described in the specification. This applies only to Japanese systems.

**Tip T210** - The mainboard supports faster CPUs so you don't need to upgrade the mainboard when you decide to install a new CPU. However, a new mainboard will yield faster performance with a new CPU simply because it will use a new chipset.

**Fix:** Nothing to fix.

**Tip T211** - The BIOS can be updated ( flashed ) using a special program. This is a very important feature to keep your system up-to-date with new hardware.

**Fix:** Nothing to fix.

**Tip T212** - The BIOS can be shadowed. Shadowing is a technique of copying the BIOS program from slow EPROM or EEPROM to RAM. This may yield some increase in performance.

**Fix:** Go to BIOS set-up and make sure that *System BIOS* is both shadowed and cached.

**Tip T213** - The BIOS cannot be updated ( flashed ). The only way is to buy a replacement chip. All new computers should have a BIOS that can be flashed.

**Fix:** You cannot fix this - but keep it in mind when you buy your next mainboard.

**Warning W214** - The BIOS can be updated ( flashed ) but is surface mounted. If the update goes wrong you may not be able to get a new chip to replace the old BIOS. This does not mean that you cannot recover from an unsuccessful flash but it removes an option. (Intel mainboards and those using AWARD BIOS have a recovery option)

**Fix:** You cannot fix this - but keep it in mind when you buy your next mainboard.

**Warning W215** - CPU temperature is too high (i.e. over 70°C). This should appear only if your CPU has a temperature monitoring sensor installed. Currently most Pentium II systems don't have one even if the mainboard has such a device installed.

**Fix:** Power down the system immediately. Open the case and check that the CPU fan is working and the heatsink is not unusually hot. Make sure the CPU has good all-round ventilation.

**Warning W216** - The CPU fan has failed. This should appear only if the CPU has a fan with tachometer installed, connected correctly to the mainboard data capturing chip.

**Fix:** Power down your system immediately. Open the case and check that the CPU fan is working and the heatsink is not unusually hot. Make sure the CPU has good all-round ventilation.

**Tip T217** - ECC is not enabled for the L2 cache.

**Fix:** Modern Celeron, Pentium II & Pentium III CPUs have ECC L2 cache. Any cache errors can be detected and corrected (2 & 1 bit respectively). This option should always be enabled for stability.

**Tip T218** - Most new games and multi-media software can run faster and better on 3DNow! CPUs. 3DNow! is a powerful development of the original MMX technology. It was developed by AMD.

**Fix:** You need to upgrade to a 3DNow! processor. If your mainboard supports CPU voltage setting then you can buy such a processor. Check with the manual.

**Tip T219** - Most new games and multi-media software run faster and better on Streaming SIMD (SSE)

CPUs. SSE is a powerful development of the original MMX technology (dubbed MMX2). It was developed by Intel, that created the original MMX.

**Fix:** You need to upgrade to a SSE processor (e.g. Pentium III). If your mainboard supports a Slot 1 processors then you should be able to upgrade to such a processor. Check the manual.

**Warning W220** - The CPU serial number is enabled. This unique identifier can be used by software to identify your system for various purposes (transactions, software licensing, etc.)

**Fix:** If you consider such an ID an invasion of your privacy, then you should be able to disable it from the BIOS. See the mainboard manual on how to do so. There is also a program on Intel's website that can help should the BIOS not support such an option.

**Warning W221** - The CPU serial number is disabled. This unique identifier may be required by some software to run, in which case you should turn it on.

**Fix:** Enable it from the BIOS. See the mainboard manual on how to do this.

**Warning W222** - The CPU is operating above its frequency specification, a condition commonly known as *overclocking*. The CPU may be unstable or produce erroneous results, some of which may not be readily apparent. The life expectancy will be reduced.

**Fix:** If you haven't overclocked it yourself then you should contact the place-of-purchase for an explanation. You may have a remarked processor.

## Video System Information

Shows detailed information about the monitor/LCD, video adapter(s) and video drivers installed in the system:

- Monitor/LCD Information, Characteristics
  - Monitor/LCD established/programmed Timings
  - Video Adapter Characteristics
  - Video Driver Information
  - Video BIOS Information
  - VESA Video BIOS & VESA Extensions Information
  - Video Device Characteristics
- 
- **Command Line Switch:** VideoInfo
  - **OS Support:** Windows 95, 98, NT (partially)

### Explanations

**Monitor Name** - the type and make of your monitor if known.

**Maximum Resolution** - the maximum resolution supported by your monitor. Usually you use a lower resolution since the very top one has low refresh rate.

**Horizontal Scan Range** - the horizontal scan range in kHz. It is dependent on horizontal scan range and resolution.

**Vertical Refresh Range** - or the refresh in Hz is the range of the number of times the screen can be repainted in one second - typically stated at a low resolution, not the top one. Higher numbers are better.

**DPMS Energy Star Support** - indicates whether your monitor can go to sleep mode, i.e. reduce its power. VESA DPMS (Display Power Management Signalling) is an interface through which the video adapter can power down the monitor.

**Energy Star** - is a programme administered by U. S. EPA (Environmental Protection Agency) to reduce the power consumed by computers and peripherals.

**Video Adapter** - the name and make of the video adapter if known.

**Total Memory** - the amount of memory installed on the video adapter.

**Video Memory** - the amount of local (on the card) memory installed.

**AGP Memory** - if the adapter supports AGP, the amount of system memory allocated to AGP. This depends on the size of the system memory.

**DIME Support** - DIME (Direct Memory Execution) AGP cards can texture directly from AGP memory. Otherwise textures must either be stored in local memory or copied using DMA or PIO from system memory to local memory when texturing is to be done.

**Hardware Revision** - the silicon revision of the chipset on the video adapter.

**VESA/DDC Support** - indicates whether the video driver/adapter supports VESA DDC (Display Data Channel) which is an interface through which the video adapter can communicate with the monitor to optimise video parameters.

**Current Video Mode** - the current resolution and colour depth of the display.

**Vertical Refresh Rate** - the number of times the screen is painted every second. This number should be over 70Hz if you don't want to see flickering or over 85Hz if you're using a high resolution.

If you're using a flat-panel (LCD) display, the refresh rate is not relevant anymore and 60Hz is good enough, although high-performance LCDs support 75Hz or more.

**Supported Refresh Rates** - the list of supported refresh rates at this resolution. Flat-panel (LCD) displays may support only one refresh rate.

**Video Driver ID** - the file name of the video driver.

**Video Driver Version** - the version of the video driver.

**Supported Windows Version** - the version of Windows the driver was designed for. For Windows 95 this should be 4.00.

**Plug & Play Video Driver** - indicates whether the driver is plug & play compliant. Nowadays all drivers should support plug & play.

**Video Acceleration** - indicates the amount of acceleration you want out of the video adapter. Full acceleration is the fastest and recommended for most computers. If you're having trouble with the video and you suspect the video driver/adapter reduce the acceleration until the problems disappear.

**Screen Saver Active** - indicates whether the a screen saver is set-up.

**Screen Saver Time-out** - indicates the amount of idle time after which the screen saver will become active.

**Supported Video Modes** - list of all video modes, colour depths and refresh rates supported by your adapter. High performance display adapters support many video modes. Flat-panel (LCD) displays may support only one native video mode - although lower resolutions may still be used.

**Video BIOS** - the BIOS (Basic Input Output System) contains the start-up code that initialises and starts your video adapter. It also serves as an interface between hardware and software.

**Video BIOS Manufacturer** - company that wrote the BIOS code.

**Video BIOS Date** - the date the BIOS was released.

**Video BIOS Version** - the software version of the BIOS.

**VESA BIOS** - is a generic interface through which software can communicate with the video adapter. Most modern cards have this capability which was very important in DOS days of high-resolution games but it is not required in Windows. Sandra cannot detect VESA versions released **after** this release of Sandra. Update your copy of Sandra if this happens.

**Version** - the version of the standard the interface supports. Most cards should support version 2.00 although new cards come with the latest 3.00.

**Manufacturer** - company that wrote the VESA BIOS code.

**Video Adapter** - the name of the video adapter.

**Adapter Version** - the version of the video adapter.

**VESA OEM BIOS** - the company that wrote the original VESA BIOS code.

**VESA OEM Version** - the version of the BIOS code.

**Total Video Memory** - the video memory available for VESA use in MB.

**Video Mode** - the current hardware video mode in hexadecimal.

**Linear Frame Buffer Address** - the linear frame buffer is the address at which the video adapter's memory is mapped in the processor's 32-bit address space. Cards that support LFB (Linear Frame Buffer) are much faster since the memory is accessed in 32-bit and not 16-bit like older cards.

**8-bit Mode DAC** - the DAC (Digital to Analogue Converter) supports 8-bit modes.

**VGA Compatible** - indicates whether the card is hardware VGA compatible. Since the boot-up modes, DOS modes, etc. are VGA all cards should be compatible.

**VESA Video Modes** - list of all VESA video modes (in hexadecimal), resolutions, colour depths and memory needed supported by the video adapter through the VESA BIOS interface.

**DirectX** - DirectX is a video support library from Microsoft which caters especially for multi-media applications and games, including 3D, sound, music, input and multi-player capability.

**DirectX- DirectDraw Support** - indicates the version of DirectDraw display driver interface. DirectDraw is a Windows software interface which allows programs to take control of the display directly, bypassing the GUI. This is important for multi-media games and full-motion video.

**DirectX Direct3D Support** - indicates the version of the Direct3D display drivers interface. Direct3D is a set of libraries that handle 3D rendering for games and other multi-media applications.

**OpenGL Support** - indicates the version of the OpenGL libraries. OpenGL is a set of standard multi-platform software libraries offering sophisticated 3D rendering. Can be used on a SGI, PC, MAC, etc.

unlike DirectX.

**Animation Effects** - indicates whether window animation is on.

**Full Windows Drag** - indicates whether while moving/resizing a window the contents of the window is updated in real-time.

**Font Smoothing** - indicates whether screen fonts will be anti-aliased. This method reduces font *jaggies* and makes the display look better but reduces performance.

**Video Device Mode** - various characteristics of the video mode which are self-explanatory.

**Video Capabilities** - lists the various functions the video adapter/driver support natively. Functions not supported will be emulated by Windows. Very fast video adapters implement most of the listed capabilities and, generally, this is why there can be a large difference between two adapters even if the same chipset is used. The video driver can be more important than the chipset itself!

**Video Clipping Capabilities** - lists the clipping capabilities of the video adapter.

**Video Raster Capabilities** - lists the drawing capabilities of the video adapter.

**Video Curve Capabilities** - lists the curve drawing capabilities of the video adapter.

**Video Line Capabilities** - lists the line drawing capabilities of the video adapter.

**Video Polygonal Capabilities** - lists the polygon/triangle capabilities of the video adapter.

**Video Text Capabilities** - lists the text drawing capabilities of the video adapter.

See [List of Acronyms](#) for more information.

## **Tips**

**Warning W300** - using the *unknown monitor* setting may result in incompatibilities and flickering.

**Fix:** Go to *Control Panel\Display\Display Properties\Settings*, click *Advanced Properties\Monitor* and click *Change*. Select your monitor model from the list or a similar one.

**Tip T301** - 64/128-bit cards need at least 4MB video memory for optimum performance. If the card has 3D functions at least 8MB memory is recommended as well as AGP support.

**Fix:** Check your video card manual to make sure that the card's memory can be upgraded and get more memory for it.

**Warning W302** - 16 colour (4-bit) modes are obsolete and may cause trouble.

**Fix:** Switch to a at least 256 colour mode.

**Warning W303** - 24-bit colour depth uses 3 bytes which is not a power of 2 number. 32-bit colour depth uses 4 bytes (64-bit) and can be accessed much faster resulting in a performance increase even though more video memory is used.

**Fix:** If you have enough video memory (33% more than for 24-bit mode) always use 32-bit modes instead of 24.

**Warning W304** - VGA desktops (640x480) are the absolute minimum, 800x600 is the norm (15 inch monitors) while 1024x768 is becoming the new norm as 17 inch become cheaper. There's no point in using anything less. The best selling monitors are the new 19 inch.

**Fix:** Use a bigger monitor or a higher video mode.

**Tip T305** - Video drivers designed for Windows 95/98 and later are 32-bit and are faster than older 16-bit drivers on new hardware.

**Fix:** Check for a new driver, specifically for your operating system version, is available for your video adapter.

**Tip T306** - A Plug & Play / DDC compliant video driver is recommended today since it removes most configuration/resource allocation problems and optimises the video mode as well.

**Fix:** If both your video card and monitor support PnP then check whether an updated video driver or BIOS which is DDC compatible is available.  
Otherwise, you will need a new monitor or video adapter which supports DDC.

**Warning W307** - The video hardware acceleration is not set to full. You should not reduce it unless you have video problems with your video adapter/driver. The full mode offers the best performance.

**Fix:** Go to *Control Panel\Display\Display Properties\Settings*, click *Advanced Properties\Performance* and move the *Hardware Acceleration* slider to *Full*.

**Tip T308** - The video card does not support the VESA interface. Most do, but this interface is not used by Windows unless the video driver is the generic SVGA VESA driver.

**Fix:** If you still run high-resolution DOS games you will need a TSR VESA BIOS or a video BIOS update.

**Tip T309** - Your video BIOS does not support the latest VESA BIOS interface.

**Fix:** While this is not important unless you actually need it, find out whether a video BIOS update is available.

**Tip T310** - DirectDraw is not installed. All recent and future Windows games and multi-media applications use DirectDraw so you may need to install it sooner or later. Also, full-motion video players may run faster with it.

**Fix:** Install the latest version of DirectX.

**Tip T311** - Direct3D is not installed. New Windows 3D games and multi-media applications are starting to use Direct3D for 3D rendering.

**Fix:** Install the latest version of DirectX.

**Tip T312** - OpenGL is not installed. While only sophisticated 3D rendering programs and games need this - it may become useful in the years to come.

**Fix:** Install the (mini) OpenGL driver for your video card or the generic drivers from Microsoft.

**Warning W313** - While the *font smoothing* feature makes the display look much better, it reduces the overall graphics performance by a significant amount.

**Fix:** If the display seems sluggish - disable this feature from *Control Panel\Display\Display Properties\Plus!*.

**Warning W314** - The video BIOS is more than 3 years old. If the video adapter has a flash video BIOS, check whether an update is available and install it. You may gain extra performance or bug fixes.

**Fix:** If your video card has a flash BIOS check whether an updated version is available from the manufacturer.

**Tip T315** - 15-bit colour depth uses 15-bit which is not a multiple of 8-bit (a byte) like 16-bit modes (2 bytes). Most adapters use 16-bit anyway for 15-bit since it's faster but reduce the number of simultaneous colours available on the display to 32K instead of 64K.

**Fix:** 16-bit modes instead of 15-bit always.

**Tip T316** - A DPMS saving monitor can turn itself off (when instructed by the video adapter) and thus reduce power consumption as well as increasing its life. Nowadays all monitors should support DPMS.

**Fix:** You cannot fix it - but keep it in mind when you buy your next monitor.

**Warning W317** - The video adapter is not hardware VGA compatible. Some DOS display modes, some games or DOS applications display correctly.

**Fix:** Some video adapters need a TSR or a video BIOS update to handle this.

**Warning W318** - You are using the highest mode supported by the monitor. Since you're at the limit, the image may be less focused/sharp and the colours less bright. You may also see interference.

**Fix:** Usually it is better to decrease the resolution to the next down or buy a new monitor if you want use this mode.

**Tip T319** - Usually, a refresh rate of 75Hz or more is necessary to completely remove flicker from monitor screens - depending on resolution, the brightness of the display and the person itself. If you have a flat-panel (LCD) display ignore this tip.

**Fix:** Switch to a higher refresh rate from *Control Panel\Display\Display Properties\Settings*, click *Advanced Properties\Adapter*. Choose the highest supported.

**Warning W320** - The hardware cursor should be enabled unless you have problems with it. Disabling it will cause the cursor to flicker.

**Fix:** Go to *Control Panel\Display\Display Properties\Settings*, click *Advanced Properties\Performance* and move the *Hardware Acceleration* slider to *Full*.

**Warning W321** - The LFB (Linear Frame Buffer) should be enabled - otherwise performance may suffer.

**Fix:** Check your video card manual to make sure that the video card supports a LFB. If yes, then check whether it is enabled and that you have the latest video driver.

**Tip T322** - It's better (and greener) to use the power-down function of the monitor instead of silly screen saver. You are supposed to **save** the screen!

**Fix:** Go to *Control Panel\Display\Display Properties\Screen Saver*, set the *Screen Saver* to *(none)* and set time-outs for *Low-power standby* and *Shut-off monitor*.

**Tip T323** - Unless you have a lot of RAM and computing power, using a desktop wallpaper consumes memory and decreases the display speed since it must be re-painted when needed.

**Fix:** Go to *Control Panel\Display\Display Properties\Background* set the *Wallpaper* to *(none)*.

**Tip T324** - The video driver you are using was included with Windows itself. While this means it is certified to be stable, almost certainly an updated driver is available from the video adapter manufacturer which should be superior overall.

**Fix:** Check whether an updated driver is available from the video card manufacturer.

**Tip T325** - Windows animation is cute at the beginning but reduces display speed and can become annoying.

**Fix:** Turn it off using the *TweakUI* utility from *Microsoft's PowerToys*.

**Tip T326** - Animated cursors are fun but they consume memory and quite a few processor time. Unless you have the very latest video adapter they also flicker.

**Fix:** Unless you're really keen on them you could consider turning them off from *Control Panel\Mouse\Pointers*.

**Tip T327** - While 24-bit or 32-bit colour modes provide the best palettes for graphic use and modern games and multimedia programs, most video cards are much slower in 32-bit than in 16-bit. Also more memory and resources is consumed for storing screen bitmaps and textures.

**Fix:** Consider switching to 16-bit mode. In most cases, the quality is just as good.

**Tip T328** - Higher resolution increase the desktop available and can increase productivity. The resolution you're using is very high which may reduce the range of colour depths as well as the refresh rates supported.

**Fix:** Consider reducing it to balance the resolution with colour depth and refresh rate.

**Tip T329** - For full-movie movie playback (MPEG, DVD) you need to use 24/32-bit colour depth if you want to get a quality picture.

**Fix:** Switch to 24 or 32-bit colour modes.

**Tip T330** - Using small icons will make them harder to see and click but you will gain a considerable increase in usable desktop space.

**Fix:** Go to *Control Panel\Display\Plus!* And uncheck *Use Large Icons*.

**Tip T331** - Using small fonts will make text harder to read and dialogues smaller but you will gain a considerable increase in usable desktop space.

**Fix:** Go to *Control Panel\Display\Settings* and choose *Small Fonts* from the *Font Size* combo-box.

**Tip T332** - Modern monitors are Plug & Play (VESA/DDC) compatible. Windows detects them automatically and optimises the refresh rates automatically.

**Fix:** You cannot fix this if your monitor is not Plug & Play - unless you buy a new one. If your monitor is PnP but your video card is, make sure that you buy one that supports PnP when you decide to replace it. If both are PnP, make sure you have the latest driver and video BIOS for your video card. If you have a BNC cable you need to use the standard 15-pin one - PnP does not work over BNC.

## Printer & Fax Information

Shows detailed information about the printer(s) and fax device(s) available to this system either local or remote:

- Printer Information
  - Printer Settings
  - Printer Driver Support
  - Printer Driver Settings
  - Printer Device Characteristics
- 
- **Command Line Switch:** PrinterInfo
  - **Requirements:** Printer or Fax & drivers installed
  - **OS Support:** Windows 95, 98, NT

### Explanations

**Printer Name** - the type and make of the printer.

**Printer Status** - the status of the printer. The printer can be **idle**, **printing** documents or in an **error** mode. The error type is specified if known.

**Printer Type** - the printer can be either local or remote (i.e. on a network).

**Shared As** - the name of the shared resource that represents this printer.

**Port** - the port the printer is connected to.

**Comments** - user defined comments for this printer.

**Print Processor** - the print engine that the printer driver uses. Generally it is Windows but there are other specialised print processors, especially on a network.

**Data Type** - the format in which printing information is stored on your disk. Generally **EMF** (Enhanced Metafile Format) is faster as it is smaller and is printer independent. **RAW** format is printer specific and takes more space but some printers (e.g. faxes) cannot use EMF.

**Default Printer** - indicates whether this is the default printer.

**Shared Printer** - indicates whether this printer can be shared with other users on a network.

**Spooler Priority** - the process priority of the print spooler. **Maximum** prints faster but the machine becomes very slow since most time is spent printing. The default is **minimum**.

**Driver Version** - the version of the printer driver.

**Supported Windows Version** - the version of Windows the driver was designed for. For Windows 95 this should be 4.00.

**Print Driver ID** - the filename of the print driver.

**Printer Driver Version** - the file version of the print driver.

**Print Technology** - the technology used by the printer. Most printers are **raster** printers (i.e. deal with dots) - only plotters use **vector** printing technology.

**Printer Mode** - the resolution in dpi (dots per inch) and monochrome/colour depth.

**Print Quality** - the print quality either as a term (e.g. Draft, Proof) or specified in dpi.

**Paper Size** - the paper type used and its dimensions.

**Page Orientation** - can either be portrait or landscape.

**Paper Source** - the bin used for printing.

**ICM Colour Matching** - the system used to optimised the printing of colours or grey scales.

**True Type Font Support** - specifies whether the printer can download the fonts (i.e. the printer does the rendering) or print them as graphics (i.e. rendered by the computer).

**Printer Bins** - the list of paper bins supported by the printer.

**Paper Types** - the list of paper types and dimensions supported by the printer.

**Printer Modes** - the list of supported printer resolutions and monochrome/colour depths.

**Printer Device Mode** - various characteristics of the video mode which are self-explanatory.

**Printer Capabilities** - lists the various functions the printer supports natively. Functions not supported will be emulated by Windows. Very fast printers implement most of the listed capabilities and, generally, this is why there can be a large difference between two printers even if the same hardware is used. The printer driver can be more important than the hardware itself!

**Printer Clipping Capabilities** - lists the clipping capabilities of the printer.

**Printer Raster Capabilities** - lists the drawing capabilities of the printer.

**Printer Curve Capabilities** - lists the curve drawing capabilities of the printer.

**Printer Line Capabilities** - lists the line drawing capabilities of the printer.

**Printer Polygonal Capabilities** - lists the polygon/triangle capabilities of the printer.

**Printer Text Capabilities** - lists the text drawing capabilities of the printer.

**Printer Drive Escapes** - lists the specialised functions the printer driver supports.

See [List of Acronyms](#) for more information.

## **Tips**

**Warning W400** - the printer driver was written for a previous version of Windows.

**Fix:** To take full advantage of Windows 95/98 get an updated printer driver from the manufacturer.

**Warning W401** - the resolution of the printer is low for this type of printer. Make sure this is what you want, otherwise you will get less quality print-outs than possible with your printer.

**Fix:** Go to *Control Panel\Printers*, right-click this printer and choose *Properties\Graphics* and change the *Resolution*.

**Warning W402** - the print quality of the printer is low for this type of printer. Make sure this is what you want, otherwise you will get less quality print-outs than possible with your printer.

**Fix:** Go to *Control Panel\Printers*, right-click this printer and choose *Properties\Graphics* and uncheck the *Draft* option if one is present.

**T403** - generally you should use the EMF data format since it is faster and takes less space. Use RAW only if the printer (i.e. faxes) cannot use EMF, only RAW data format.

**Fix:** Go to *Control Panel\Printers*, right-click this printer and choose *Properties\Details* click *Spool Settings* and choose *EMF* from the *Spool Data Format* check-box.

**Tip T404** - while printing directly is faster, your machine may become unresponsive during printing. Spooling the print data takes longer but your machine will become available sooner.

**Fix:** Go to *Control Panel\Printers*, right-click this printer and choose *Properties\Details* click *Spool Settings* and choose *Spool Print Jobs* together with *Spool After the first page is spooled*.

**Tip T405** - if you use the actual fonts built-in your printer you will get faster printing since the fonts do not need to be downloaded or rendered.

**Fix:** See your printer manual for the list of built-in fonts. If you have a print cartridge installed make sure you installed the *soft* fonts that come with it so that Windows can use them. Go to *Control Panel\Printers*, right-click this printer and choose *Properties\Fonts* and enter the relevant information there.

**Tip T406** - you're using a very high resolution. While the quality increases, so do the printing speed and resources consumed. Unless you really need to use it, you should reduce it.

**Fix:** Go to *Control Panel\Printers*, right-click this printer and choose *Properties\Graphics* and change the

*Resolution.*

**Tip T407** - by optimising the PostScript driver settings you may obtain faster printing and/or better quality.

**Fix:** See your printer manual for more information. Go to *Control Panel\Printers*, right-click this printer and choose *Properties*.

## WinSock (Internet) Information

Shows detailed information about the Windows Sockets Interface which connects your computer to the Internet via various protocols:

- WinSock Library Information
- Local Host Information
- Network Services Information
- **Command Line Switch:** WinSockInfo
- **Requirements:** Internet connection, 32-bit WinSock stack
- **OS Support:** Windows 95, 98, NT

### Explanations

**32-bit WinSock Library** - Windows 95/98/NT programs use a 32-bit version of the library which is faster and offers more functions.

**16-bit WinSock Library** - the 16-bit version is used by legacy programs, e.g. Windows 3.1 programs.

**Version Required** - the version required by most popular Internet programs. Your library should support at least version 1.01.

**Highest Version** - the highest version supported by the library. The latest version is 2.02 which adds various new functions and improvements.

**Description** - the name and version of the WinSock library.

**System Status** - the current status of the library.

**Maximum Sockets** - the maximum number of sockets a process can use. This is roughly the number of connections that can be made at any one time.

**Maximum UDP datagram size** - the maximum size (in KB) of a packet that can be sent by UDP. UDP is a connectionless protocol (resembling the postal service) through which applications can transmit messages.

**Host Name** - the fully-qualified name (including domain) of your computer.

**IP Address(es)** - list of IP addresses used by your computer.

**IPX Address(es)** - list of the hardware (MAC) addresses of your computer.

**Services Information** - list of services, including name, port and protocol used. Services include FTP, TELNET, HTTP (web) and many others. You can find a complete list and descriptions in any TCP/IP book.

See [List of Acronyms](#) for more information.

### Tips

**Tip T500** - The WinSock version is earlier than 2.0. Version 2.0 introduces many new enhancements which may improve performance.

**Fix:** Upgrade to Windows 98 or Windows NT 4.0. If you're running Windows 95 you can download the WinSock 2.0 update from Microsoft - but note that is unsupported.

**Tip T501** - The IPX/SPX protocol is mainly used by Netware and other LAN networks.

**Fix:** If you are not on a LAN, you only need TCP/IP to connect to the Internet - IPX/SPX does not help you. Even if you have a LAN, most LANs use NetBEUI which is the default for Microsoft networks. In these cases you should remove IPX/SPX. *Open Control Panel\Network\Configuration*, click on *IPX/SPX* and click *Delete*. Reboot your computer.

**Warning W502** - A 16-bit WinSock stack is needed if you run 16-bit Internet applications.

**Fix:** The TCP/IP stack seems to be incorrectly installed. Go to *Open Control Panel\Network\Configuration*, click on *TCP/IP* and click *Delete*. Then click *Add* and add it back. Restart your computer.

## Game Controllers Information

Shows detailed information about the game controllers(s) connected to the system and the driver software:

- Game Controller Driver Characteristics
- Game Controller General Characteristics
- Game Controller Current Status Information
- Game Controller Calibration Settings
- **Command Line Switch:** JoystickInfo
- **Requirements:** Joystick, game-pad, game port, joystick driver
- **OS Support:** Windows 95, 98, NT

### Explanations

**Name** - the name and make of the game controller.

**Manufacturer** - the manufacturer of the game controller driver.

**Driver ID** - the filename of the joystick driver.

**Support** - the maximum number of game controllers supported by the driver.

**Buttons** - the number of buttons on the game controller.

**Z-Coordinate** - the game controller supports depth.

**Rudder** - the game controller supports rudder style use.

**U-Coordinate** - the game controller supports U-axis.

**V-Coordinate** - the game controller supports V-axis.

**Point-Of-View** - the game controller supports point-of-view hat or mode.

**Continuous Degree Bearings** - the game controller supports rotation.

**State** - specifies whether the device is plugged-in or not.

**Min/Max X-Position** - the range of values possible for X-axis.

**Min/Max Y-Position** - the range of values possible for Y-axis.

**Min/Max Polling Interval** - the range of time intervals the device can be polled at. This determines the responsiveness of the controller.

### Tips

This module does not generate any tips.

## Sound Card Information

Shows detailed information about the sound card installed, and the various sound drivers installed:

- Wave Devices - Recording and Playback
  - MIDI Devices - Control (input/output) and Playback
  - Mixer Devices
  - Auxiliary Devices
- 
- **Command Line Switch:** SoundInfo
  - **Requirements:** Sound card, multi-media drivers installed
  - **OS Support:** Windows 95, 98, NT

### Explanations

**Wave Devices** - are the digital audio devices present in your system. They are used for voice playback and special effects in games.

**MIDI Devices** - are the music devices present in your system. MIDI is an interface allowing the connection of various musical devices for playback or recording purposes.

**Mixer/Auxiliary Devices** - are mixer channels that handle the mixing of the audio, MIDI, Video, line-in, line-out, CD, microphone, etc. devices.

**Name** - the name of the device. Sandra cannot (sometimes) detect devices released **after** this release of Sandra! Update your copy of Sandra.

**Manufacturer** - the name of the company that wrote the driver for the device.

**Version** - the version of the device driver.

**Product ID** - the unique ID number assigned to this device.

**Sampling Bits** - the maximum number of sampling bits used for playback or recording. Current devices use 16-bits which convey higher quality music than older 8-bit devices.

**Sampling Rate** - the maximum sampling rate supported by the device in kHz. This is the number of times the sound is sampled in one second. Latest devices can sample at 44.1kHz.

**Channels** - the number of supported channels.

**MIDI Device Type** - the type of MIDI device the device implements, generally the type of synthesiser implemented.

**Auxiliary Device Type** - the type of input/output device this mixer channel deals with.

**Voices** - the maximum number of voices that can play at any one time.

**Notes** - the maximum number of notes that can play at any one time.

**Device Capabilities** - lists the various functions the device supports. This depends on the type of device. A device does not need to support all the functions, some are not required. The performance has nothing to do with the number of functions supported - only usability is affected.

See [List of Acronyms](#) for more information.

### Tips

**Warning W700** - a sound card is required in today's PCs since most programs need one, not just games.

**Fix:** You should purchase a sound card or install the correct drivers if you already have one.

**Warning W701** - wave/audio drivers are vital to the operation of the sound card.

**Fix:** Unless your sound card supports only MIDI, this means that some drivers are not installed properly. Run the Add New Hardware Wizard.

**Warning W702** - wave/audio recording drivers are not installed. You will not be able to record using your sound card. Generally all sound cards support recording.

**Fix:** Check with your sound card manual and try un-installing and re-installing the drivers.

**Warning W703** - MIDI/music input drivers are not installed. You will not be able to plug-in and use external MIDI devices like keyboards and synthesisers.

**Fix:** Check with your sound card manual and try un-installing and re-installing the drivers.

**Warning W704** - MIDI/music playback drivers are not installed. You cannot play MIDI music. Most sound cards do have a synthesiser built-in.

**Fix:** Check with your sound card manual and try un-installing and re-installing the drivers.

**Warning W705** - no mixer drivers are installed. All sound cards contain a mixer. If mixer drivers are not installed you won't be able to set the volume/balance for channels or you may not hear any sound at all.

**Fix:** Check with your sound card manual and try un-installing and re-installing the drivers.

**Warning W706** - no auxiliary drivers are installed. This means that some channels may be muted or you won't be able to adjust their volume/balance. Check that your sound drivers have been properly installed.

**Fix:** Check with your sound card manual and try un-installing and re-installing the drivers.

**Tip T707** - Today's sound cards use 16-bit sampling which offers better sound quality.

**Fix:** While 8-bit devices still work you should upgrade your sound card.

**T708** - Today's sound cards support at least 2 channels (stereo). Mono sound cards have long been superseded by stereo devices.

**Fix:** You should upgrade your sound card.

**T709** - Your sound card does not support the high quality sample rates used for high quality (CD) music. The quality of sound from audio devices (wave, video, etc.) may be less than optimal.

**Fix:** You should upgrade your sound card if possible.

**Warning W710** - the driver for the sound card seems to be obsolete.

**Fix:** Make sure it was written specifically for Windows 95+ and it is not an old (legacy) driver. Check whether an updated driver is available from the sound card manufacturer.

## Mouse Information

Shows detailed information about the mouse input device and drivers installed:

- Mouse Information
  - Mouse Driver Information
  - Configuration Settings
  - Windows for Pens Support
  - Accessibility Features
- 
- **Command Line Switch:** MouseInfo
  - **Requirements:** Mouse or pen present
  - **OS Support:** Windows 95, 98, NT

### Explanations

**Name** - the type and make of the mouse.

**Buttons** - the number of buttons the mouse has and are supported by the mouse driver.

**Type** - the way the mouse is connected to the PC. Most mice today are PS/2 type, but there are also USB, Serial and Bus mice.

**Port** - the port the mouse is connected to.

**Interrupt** - if the mouse requires a specific interrupt, the number of the hardware interrupt used by the mouse.

**COM Port Address** - if the mouse is connected through a serial (COM) port, the hardware address of the I/O ports used by the serial port.

**Plug & Play Version** - the version of plug & play the mouse supports.

**Driver ID** - the filename of the mouse driver.

**Version** - the version of the mouse driver.

**DOS Version** - if a DOS (real-mode) mouse driver is installed, the version of the DOS mouse driver.

**Pen Windows** - specifies whether the mouse driver supports pen input.

**Button Configuration** - specifies whether the user uses the mouse with the right or the left hand.

**Pointer Trails** - specifies whether the pointer trails are active. Pointer trails improve mouse pointer visibility on laptop displays.

**Tracking Speed** - the index of tracking speed.

**X/Y Threshold** - the X/Y-axis movement threshold, i.e. no. of units of movement that the mouse must be moved in order to register a movement.

**Double Click Speed** - the maximum time between 2 mouse clicks that are taken to represent a double-click instead of 2 separate clicks.

**Accessibility Features** - various settings used to make Windows more accessible for disabled users. Must be installed and configured specifically.

See [List of Acronyms](#) for more information.

### Tips

**Tip T800** - If you are not a disabled user and/or you don't use them it is better to un-install them to reduce memory consumption and potential problems.

**Fix:** Go to *Control Panel\Add/Remove Programs\Windows Setup* and uncheck *Accessibility Options*.

**Tip T801** - the DOS mouse driver version is very old.

**Fix:** You should use the DOS mouse driver supplied with Windows or the latest version provided by the

mouse manufacturer. Remove any mouse drivers from *config.sys* or *autoexec.bat*.

**Warning W802** - the double-click speed has been set very low - make sure you're able to double-click!

**Fix:** Go to *Control Panel\Mouse\Buttons* and move the *Double-click speed* slider towards *Fast*.

**Tip T803** - a mouse with wheel (e.g. IntelliMouse) will greatly enhance your control in Windows, especially when browsing and using complex applications.

**Fix:** Consider getting one as it will improve your Windows and Internet experience.

**Tip T804** - you have a serial/bus mouse. Modern computers use PS/2 or USB mice. This way you can have both serial ports free to use with serial devices.

**Fix:** If your mainboard has PS/2 or USB sockets (check the manual) then you'll need to purchase such a mouse. Keep this in mind when you buy your next computer.

## Keyboard Information

Shows detailed information about the keyboard input device and drivers installed:

- Keyboard Information
  - Keyboard Driver Information
  - Configuration Settings
  - Accessibility Features
- 
- **Command Line Switch:** KeyboardInfo
  - **Requirements:** Keyboard present
  - **OS Support:** Windows 95, 98, NT

### Explanations

**Type** - the name and type of the keyboard.

**Type/Sub Type** - the hardware type and sub-type assigned to this type of keyboard.

**Function Keys** - the number of function keys available on the keyboard. Modern keyboards have 12 function keys, F1 to F12.

**Intercept Support** - whether the keyboard controller supports a special function used to change various settings.

**Get/Set Typematic Rate** - an enhanced functionality of some keyboards. This enables you to modify the Repeat Speed and Repeat Delay. These two variables can be changed usually from the BIOS.

**Keyboard Controller** - the controller built-in your keyboard. Usually this is an Intel 8042 or compatible. However, some keyboards may have different controllers which support different functions.

**Layout ID** - the ID number assigned to this keyboard layout.

**Layout Type** - the country this keyboard was designed for.

**Driver ID** - the filename of the keyboard driver.

**Version** - the version of the keyboard driver.

**DOS Version** - if a DOS (real-mode) keyboard driver is installed, the version of the DOS keyboard driver.

**Code Page** - the code page the keyboard uses. Code pages specify characters used by different countries.

**Repeat Delay** - shows how long the computers waits after you press and hold down a key. For example 2 is a medium repeat delay (nearly the default) while 0 is fast, i.e. the computer will not wait at all.

**Repeat Speed** - shows how fast a key repeats when you press and hold it down. Roughly it means characters/second. For example 16 is a medium repeat speed; 22 is fast where 9 is slow

**Accessibility Features** - various settings used to make Windows more accessible for disabled users. Must be installed and configured specifically.

See [List of Acronyms](#) for more information.

### Tips

**Tip T900** - If you are not a disabled user and/or you don't use them it is better to un-install them to reduce memory consumption and potential problems.

**Fix:** Go to *Control Panel\Add/Remove Programs\Windows Setup* and uncheck *Accessibility Options*.

**Warning W901** - the type of keyboard installed is not the standard type. Unless you're using a laptop or a special keyboard you could be using the wrong driver.

**Fix:** Go to *Control Panel\Keyboard\General* and check whether you have installed the correct driver for your keyboard. If not click *Change* and select the correct type.

**T902** - If you don't live in the U. S. and use DOS shells/programs you may find that certain characters cannot be typed or other characters are typed in their place. Usually this means that the computer thinks that you're using a U. S. type keyboard while you may be using a British keyboard, for example.

**Fix:** You need to install the *keyboard.sys* driver and/or *contry.sys* driver. See the *Windows Resource Kit* for more details or your MS-DOS manual.

## Media Control Devices (MCI) Information

Shows detailed information about the Media Control Devices installed in your system:

- AVI, MPEG, VideoCD, Motion Video
  - Animation
  - Video Cassette Recorder (VCR)
  - Laser Disc
  - Wave Audio
  - MIDI Sequencers
  - CD Audio
- 
- **Command Line Switch:** MCInfo
  - **Requirements:** Multimedia drivers installed
  - **OS Support:** Windows 95, 98, NT

### Explanations

**MCI** - Media Control Devices are device drivers which handle various aspects of the Windows system by providing a simple generic interface which lets you play multimedia files (audio, video, animation, MIDI, etc.). Sandra cannot (sometimes) detect devices released **after** this release of Sandra! Update your copy of Sandra if this happens.

**Name** - the name and make of the device.

**Type** - the type of device.

**Alias** - the shortened name which uniquely identifies this device.

**Full Name** - the complete name and interface type of this device.

**Driver ID** - the file name of the device driver.

**Version** - the version of the device driver.

**Device Capabilities** - lists the various generic functions the device supports. This depends on the type of device. A device does not need to support all the functions, some are not required. The performance has nothing to do with the number of functions supported - only usability is affected.

**Specific Device Capabilities** - lists the various specific functions the device supports. This depends on the type of device. A device does not need to support all the functions, some are not required. The performance has nothing to do with the number of functions supported - only usability is affected.

See List of Acronyms for more information.

### Tips

This module does not generate any tips.

## Advanced Power Management (ACPI & APM) Information

Shows detailed information about the ACPI & APM interfaces and drivers installed:

- ACPI Interface Information
- APM Interface Information
- Power Status
- Battery Status
- System Status
- **Command Line Switch:** APMInfo
- **Requirements:** APM/ACPI BIOS, APM/ACPI support enabled
- **OS Support:** Windows 95, 98

### Explanations

**ACPI** - The Advanced Configuration and Power Interface (ACPI) specification is the key element in Operating System Directed Power Management (OSPM). OSPM and ACPI both apply to all classes of computers, explicitly including desktop, mobile, home, and server machines. ACPI evolves the existing motherboard configuration interfaces to support these advanced architectures in a more robust, and potentially more efficient manner.

Generally if ACPI enabled, APM should be disabled as it may interfere with normal ACPI operation.

**ACPI Version** - the version of the ACPI BIOS interface. Latest version is 1.00.

**ACPI Manufacturer** - the company that wrote the ACPI BIOS interface.

**APM** - Advanced Power Management is a system which manages the power of your PC. Usually this means the power of batteries for notebooks although it is also used in desktop computers. By turning off some devices (e.g. power down monitor, stop hard disk rotation, reduce CPU frequency, etc.) the power consumption is reduced thus increasing the life of the batteries. Also, in the case of monitors the life of the tube is also increased.

**APM Version** - the version of the APM BIOS interface. Latest version is 1.02.

**Program Support** - whether the APM interface supports 16-bit and/or 32-bit protected mode software or just real mode.

**APM Status** - whether the APM is currently operational or it has been disabled.

**AC Line Status** - the status of the power connection to your PC. It can be On-line, i.e. powered by the mains or Off-line, i.e. powered by batteries.

**Battery Status** - whether a battery is currently plugged-in and if so whether it is charging.

**Battery Life** - the percentage of the full capacity that is still available.

**Battery Remaining Time** - an estimation of the time left before no more power is left based on the current rate of consumption or based on recent history.

**Clock slow-down** - whether APM can reduce the CPU frequency in order to conserve power.

**Global stand-by** - whether the computer can enter stand-by mode.

**Time Wake-up** - whether the computer can wake-up at a certain time automatically

**Ring Wake-up** - whether a telephone ring can wake up the computer using a modem.

**PCMCIA Ring Wake-up** - whether a telephone ring can wake up the computer using a PCMCIA modem.

See [List of Acronyms](#) for more information.

### Tips

**Tip T1100** - Typically desktops don't need to use APM. Monitors don't need APM to shut-down, this is done using VESA/PM by the video adapter.

**Fix:** Unless you're actually using it, go to *BIOS Setup\APM* and disable it. If you are using it run the *Control Panel\Add New Hardware Wizard* to install the drivers for APM. If ACPI enabled you should disable APM.

**Warning W1101** - Since APM tries to conserve energy at the expense of performance, if you don't need to conserve energy you should disable APM to get the maximum available performance out of your PC.

**Fix:** Unless you're actually using it, go to *BIOS Setup\APM* and disable it. If ACPI enabled you should disable APM.

**W1102** - If CPU clock-slowdown is enabled you will get reduced performance.

**Fix:** Unless you're actually using it, go to *BIOS Setup\APM* and disable it.

**W1103** - The battery level is low.

**Fix:** find a mains supply, change the battery or save your work before it's too late.

**Tip T1104** - The latest version of APM adds various new improvements.

**Fix:** Check whether a system BIOS upgrade is available.

**W1105** - The drive spin-down time may be too low. In general manufacturers recommend 30-60 minutes for a desktop or 10-30 minutes for a portable. A small value may reduce the drive's life since changes in temperature adversely affect hard drives.

**Fix:** Go to *Control Panel\Power\Disk Drives* and increase the *When powered by AC power* drive spin-down time.

**Tip T1006** - Drive spin-down is not very useful for desktops running from the mains since other devices consume much more power. Usually hard drives are left running since this keeps the temperature relatively constant which requires less thermal re-calibration.

**Fix:** Go to *Control Panel\Power\Disk Drives* and uncheck the checkbox next to *When powered by AC power*.

**Tip T1007** - ACPI (OnNow!) is not supported. ACPI can put the system in hibernate mode or suspend its state to disk thus making boot-up almost instantaneous. Also, it manages the power much better resulting in a more efficient system.

**Fix:** Check whether a system BIOS upgrade is available.

## PCI & AGP Buses and Devices Information

Shows detailed information about the PCI and AGP buses and the devices (cards) connected to them:

- PCI & AGP Bus Interface Information
- Device Information & Capabilities
- **Command Line Switch:** PCInfo
- **Requirements:** PCI or AGP system, version 2.00 or higher
- **OS Support:** Windows 95, 98

### Explanations

**PCI Bus** - PCI (Peripheral Component Interconnect) is a local bus capable of self-arbitration. Current versions (2.20) are 32-bit at 33MHz with 64-bit 66MHz available and 133MHz PCI-X on the horizon. It is the principal bus used in today's PCs. Bridges can be used to connect PCI buses together or to connect to ISA, EISA, MCA, PCMCIA or other bus types

**AGP Bus** - AGP (Advanced Graphics Port) is an extension to PCI (though not compatible) allowing graphic adapters to use system memory, as well as being faster at 66MHz and above. Can typically transmit 2x or 4x more data than PCI in the same time.

**PC & AGP Bus Interface Version** - the version of the PCI standard this implementation complies with. However, while the 2.20 specifications includes 66MHz support this does not mean that 2.20 compliant buses and adapters will actually run at 66MHz. Similar for other features. Also, note that ALL adapters must support a feature for it to be enabled, so don't use very old cards.

**No Buses** - the number of installed buses, up to 255. Usually there is only one.

**Configuration Space Access Mechanisms** - specifies the CMOS access type, either using an address & data register (type 1) or the an I/O mapped address (type 2) for the configuration data.

**Cycle Generation Mechanisms** - specifies the configuration mechanism type that generates the messages within the special cycle.

**Device Type** - the class & subclass the device belongs to, e.g. video adapter, disk controller, bridge, network adapter, etc.

**Device ID** - the number of the device in hexadecimal assigned on the bus, the bus it is attached to and the function in a multi-function device. Generally most adapters have one functional unit only, but chipsets can have as many as 4.

**Windows Device Name** - the name of the device Windows thinks this device is. This is the name of the product and not the name of the actual chipset/device. Same device sold by multiple vendors may use different names and different drivers.

**OEM Device Name** - the real name of the chipset/device. This includes the name of the real manufacturer (OEM) and not that of the re-seller. This determines the driver used for this device by Windows. Sandra cannot detect devices released **after** this release of Sandra! Update your copy of Sandra if this happens.

**Hardware ID** - the unique PCI identifier for this device. No two different devices have the same id. Every new PCI device/chipset must be registered with the PCI Standards Organisation and assigned an unique id.

**Product Device Name** - the name of the product and that of the product manufacturer. This should tally with the Windows Device Name unless you're using different drivers. This was introduced to differentiate between products using the same chipset. Sandra cannot detect devices released **after** this release of Sandra! Update your copy of Sandra if this happens.

**Product Hardware ID** - the unique PCI identifier for this device. No two different devices have the same id. Every new PCI device/chipset must be registered with the PCI Standards Organisation and assigned an unique id.

**Revision** - the revision of the device (silicon mask version). 0 means the very first version. Usually, later versions contain bug fixes and maybe performance enhancements.

**AGP Version** - the version of the AGP standard the device complies to. The latest is 2.00.

**Command Queue Length** - the length of the command queue determines the number of outstanding requests that can be buffered. The more commands buffered the more time the CPU has to do other work - while the AGP device is busy.

**Side Band Addressing Support** - whether the device supports side-banding. It allows the overlapping of commands and data and thus improving performance.

**Data Transfer Support** - all AGP devices must support 1x. This mode is similar to the PCI data mode. Advanced AGP devices support 2x or 4x.

**Power State D1-D2 Support** - which power management modes (if any) the device supports. In these modes part of the device's systems are shut-down thus reducing power consumption.

**Device Properties** - lists the various generic characteristics of the device. This depends of the type of device. A device does not need to support all the functions but, sometimes the more it supports the better. Also the performance may vary to the actual setting of some of this variables.

**Line Cache Size** - the size of the buffer-cache in bytes. A small cache can speed-up some transactions, and some devices have a 8-byte (2 32-bit words) cache.

**Latency Timer** - specifies the maximum length of a bus transfer in cycles set-up for this device. Higher numbers means this device can use more of the bus bandwidth but this can slow-down other devices. You can set modify this value from the BIOS, higher numbers (up to a point) are better. The range is between 32-255.

**I/O Access** - specifies whether this device uses I/O ports.

**Memory Access** - specifies whether this device uses system memory.

**Bus-Master Capable** - specifies whether this device can take control of the bus and transfer data without outside support - which is generally faster.

**Special Cycle Recognition** - the device recognises and can transmit messages to all the other devices on the bus using special broadcast cycles.

**Memory Write & Invalidate** - whether this device supports a caching algorithm similar to write-back caching used by system caches.

**VGA Palette Snoop** - whether the device allows access to its palette registers by other cards. Typically PCI video cards must allow snooping by ISA overlay cards for the ISA card to use the correct palette.

**Parity Error Response** - whether the device supports parity generation and detection.

**Wait Cycles** - whether wait cycles are used by this device in order to operate correctly. If all signals can become active simultaneously, wait cycles are not used, resulting in higher performance.

**System Error Line** - whether the system error line is active. This line must be active if the system is to detect parity errors reported by the devices.

**Fast back-to-back Transactions** - specifies whether this device can coalesce transactions and execute them in less time, one after another, in less time than if done normally. This compression can result in higher performance if many transactions need to be done.

**66MHz Bus Support** - whether this device can run at 66MHz. A PCI bus runs at 66MHz only if all devices can run at this speed.

**User Defined Features Support** - whether this device supports user defined features.

**Device Select Timing** - specifies the timing used for this device. This does not specify the actual speed of the device, but rather what timing is used to identify this device on the bus.

**Interrupt Line** - the actual hardware IRQ used by this device, if any. If the device uses a PCI interrupt line, this must be mapped to a hardware interrupt (e.g. ISA). However, modern chipsets and the newest Windows 95 version uses PCI IRQ Steering to use only one hardware interrupt (shared) for all the PCI cards. Otherwise, there would not be enough hardware interrupts.

**Interrupt Pin** - the PCI interrupt line used by this device. There are 4 interrupt pins for PCI (A to D) assigned to each PCI adapter. If the device requires an interrupt, generally INT A is assigned, the other 3

are used for the other functions in a multi-function device.

See [List of Acronyms](#) for more information.

### **Tips**

**Tip T1200** - As discussed above, the 2.20 revision offers more functions and greater compatibility since the new PCI devices are 2.20 compatible and may not run on older versions.

**Fix:** Check whether a system BIOS upgrade is available. This will only work if the chipset can support PCI 2.20.

**Tip T1201** - This device is the very first revision. While this does not mean it is buggy in any way, all new devices are potentially buggy. It's up to you if you want to live on the *bleeding edge*.

**Fix:** You cannot fix this - but keep it in mind when you buy your next mainboard or devices.

**Tip T1202** - Bus mastering is a method of transmitting data by taking control of the bus. This is much faster than making many smaller transactions if a lot of data is to be transferred over the bus. Advanced devices transferring a lot of data support this feature.

**Fix:** You cannot fix this - but keep it in mind when buying your next device.

**Warning W1203** - VGA palette snooping is only useful if you have an ISA bus capture or overlay card to synchronise with the palette of the video card. Otherwise you should disable it or video performance may be seriously impaired.

**Fix:** Go to *BIOS Setup\Settings* and disable ISA VGA palette snooping.

**Warning W1204** - This device seems slow. While this does not hamper the bus speed directly transactions with this device will take longer and thus reducing the overall efficiency.

**Fix:** You cannot fix this - but keep it in mind when buying your next device.

**Tip T1205** - The 2.00 revision offers more functions and greater compatibility since the new AGP devices are 2.00 compatible and may not run on older versions.

**Fix:** Check whether a system BIOS upgrade is available. This will only work if the chipset can support AGP 2.00.

## Windows Operating System Information

Shows detailed information about Windows and its subsystems:

- Windows Operating System Information
- DOS Sub-System Information
- OS Properties
- OS Folders
- Regional Settings

- **Command Line Switch:** WinInfo
- **OS Support:** Windows 95, 98, NT

### Explanations

**Name** - the name and version of the operating system as reported.

**Full Name** - the true name, version, revision and other information about the operating system.

**Windows ID** - the product ID of the operating system.

**Owner** - the name of the licensee.

**Organisation** - the name of the organisation the licensee's organisation.

**Plus! Version** - the name and version of the Plus! Pack if installed.

**Plus! ID** - the product ID of the Plus! Pack if installed.

**DOS Operating System** - the name, version and revision of the DOS operating system your current operating system runs on or emulates.

**Computer Name** - the name assigned to this computer.

**User Name** - the log-in name of the current user (i.e. you).

**Display Scheme** - the name of the display scheme used.

**Time since start-up** - the time this system has been running for.

**Debug Version** - whether this version is the special version used by developers.

**Security Present** - whether this version implements tough security precautions (e.g. NT).

**Double-byte Compatible** - whether this version supports double-byte characters as used in the middle-east or oriental languages.

**Middle-East Compatible** - whether this version supports the middle-east specific additions and modifications.

**Boot Type** - whether the boot was the normal type of booting or safe-mode, safe-mode with network, safe-mode with logging, etc. The other types are used only when a problem appears.

**Boot Configuration** - if boot configurations are used, the name of the configuration used at boot-up time.

**Boot into Windows** - whether Windows is loaded automatically or the booting stops when the command prompt is reached (i.e. like DOS). To start Windows, type **win**.

**Multi-boot Enabled** - whether this system can boot into different operating systems at start-up, e.g. DOS, Windows 95, Windows NT, etc.

**Boot Windows by Default** - whether Windows 95 is chosen as the default operating system at boot-up if the system is configured for multi-boot.

**Start-up Delay** - how long Windows will wait after starting the boot-up process to check whether any function keys are pressed.

**Show Boot Menu** - whether a boot menu is shown every time Windows is booted. Usually this menu is shown only when a problem has been detected or you have modified the boot process by pressing the function keys.

**Boot Keys Enabled** - whether the boot function modifier keys can be used.

**Default Menu Item** - the name of the menu item used as the default for boot-up.

**Default Menu Select Delay** - how long Windows waits if you have not chosen a boot-up menu item

before it automatically selects the default one.

**Show Windows Logo** - whether the animated splash screen is shown during booting.

**Auto-load Double Buffering** - whether double-buffering is enabled. This is automatically enabled if DOS DMA drivers are used (e.g. SCSI drivers).

**Auto-load DoubleSpace** - whether DoubleSpace is enabled. If you're not using compression, this should be disabled to save more memory for other programs.

**Auto-load DriveSpace** - whether DriveSpace is enabled. If you're not using compression, this should be disabled to save more memory for other programs.

**Load Command Interpreter High** - whether the command interpreter can be loaded into HMA (High Memory Area) or HMB (High Memory Blocks) to free base memory for other programs. This should be set unless you're using old versions of the Novell NetWare Shell.

**Network Drivers Enabled** - whether the network drivers are enabled or not. These should be disabled when you suspect there may be a problem caused by the network.

**Safe Mode Start-up Warning** - whether the system will inform you of a previous system crash and whether it will boot into Safe Mode by default.

**Logging Disabled** - whether the boot-up logging is enabled or disabled. This is useful to check whether the problem occurs.

**Windows Folder** - the location of the main Windows folder.

**System Folder** - the location of the System folder.

**Program Path** - the path used by the system.

**Temporary Folder** - the location of the folder used for temporary files.

**Country** - the country the computer is in.

**ANSI Code Page** - the code page used for the ANSI character set.

**OEM Code Page** - the code page used for the OEM character set.

See [List of Acronyms](#) for more information.

## **Tips**

**Tip T1300** - If you are the owner of this copy of Windows and this computer is at your home it is customary to enter the house name and address or just **home**.

**Fix:** You need to use a utility like Winhacker 95 or MoreControl to change this setting.

**Tip T1301** - You should enter your full name if you're the owner of this copy of Windows.

**Fix:** You need to use a utility like Winhacker 95 or MoreControl to change this setting.

**Tip T1302** - If you're not using any real-mode DOS DMA drivers you can save memory and improve performance by disabling double-buffering. The system should do this for you.

**Fix:** You need to use a utility like Winhacker 95 or MoreControl to change this setting.

**Tip T1303** - You should disable DriveSpace or DoubleSpace if you're not using compression to save memory.

**Fix:** You need to use a utility like Winhacker 95 or MoreControl to change this setting.

**Tip T1304** - The Plus! Pack includes many new improvements and it is generally worth buying unless you are really short of money. While it uses more resources it will make your Windows experience more enjoyable.

**Fix:** Purchase and install the *Plus! Pack* or *Microsoft Internet Explorer 4.0* or later.

**Tip T1305** - Windows has been running for a long time on this machine. Windows 95 is still not as reliable as Windows NT and performance may deteriorate over time due to rogue programs or memory fragmentation.

**Fix:** You should reboot it regularly.

**Tip T1306** - The **win.ini** configuration file is much larger than usual. If you have installed and un-installed many programs or have used Windows for years it may be time to clean-it up.

**Fix:** Use an UnInstaller type program or go to *Control Panel\Add/Remove Programs* and uninstall the applications you no longer use. Also you should delete Windows completely and do a fresh install every 1-2 years.

**Tip T1307** - The registry is much larger than usual. If you have installed and un-installed many programs or have used Windows for years it may be time to clean-up.

**Fix:** Use a registry clean program like *Microsoft RegClean* or *Norton WinDoctor*.

**Tip T1308** - While the Windows logo is cute, if you want to see the boot-up messages and boot faster you should consider turning it off.

**Fix:** Install the *Microsoft Power Toys* and go to *Control Panel\TweakUI\Boot* and uncheck *Display splash screen while booting*.

**Tip T1309** - The task-bar should be set to auto-hide to maximise available desktop space, especially on a small monitor. This way you get the best of both worlds unless you need to switch between applications regularly.

**Fix:** Right-click on the task-bar, choose *Properties* and check *Auto Hide*.

**Tip T1310** - You are running the very first version of Windows 95.

**Fix:** A patch for the original version of Windows 95 (OSR1 to 950a) can be downloaded and installed from Microsoft's site. You are advised to do it.

**Tip T1311** - You are running the very first release of Windows 95.

**Fix:** A patch to Windows 95 OSR2 which includes various new updates can be bought or obtained when buying a new computer. If you have the money it is worth it.

**Tip T1312** - The **system.ini** configuration file is much larger than usual. If you have installed and un-installed many programs or have used Windows for years it may be time to clean-it up.

**Fix:** Use an UnInstaller type program or go to *Control Panel\Add/Remove Programs* and uninstall the applications you no longer use. Also you should delete Windows completely and do a fresh install every 1-2 years.

## DOS Memory Information

Shows information about the DOS memory available to a process in a DOS virtual machine:

- Base Memory (Low) Information
  - UMB Memory Information
  - EMS Memory Information
  - XMS Memory Information
  - HMA Memory Information
  - DPML, VCPI Memory Information
- 
- **Command Line Switch:** DosMemInfo
  - **OS Support:** Windows 95, 98

### Explanations

**Base Memory** - (DOS or real mode memory) this is the memory used by DOS and its programs to run in (below 1MB). No matter how much memory you actually have, you still cannot use more/bigger DOS programs unless they use EMS or XMS memory.

**Total** - the total amount of base memory. This should always be **640KB** unless you use some special hardware or your computer is very old.

**Free** - the total amount of currently available base memory.

**UMB** - (Upper Memory Blocks) are blocks of memory found between memory locations B000-EFFF (or C800-EFFF), the area normally reserved for various BIOS ROMs. But, these do not occupy all the space, so we can use this holes to load programs and free base memory. UMBs are provided by an EMS driver like EMM386, QEMM386 or Windows. Depending on configuration you may have around 160KB of UMB space. If you use EMS memory with a page frame then you lose 64KB. The more cards you have the less UMB space remains free. You can load TSR programs in the UMBs left using DOS commands manually or using MemMaker.

**Total Memory** - the sum of all UMBs provided by the memory manager.

**Free Memory** - the sum of all available UMB blocks. Note that due to fragmentation some of those blocks may be too small to be used.

**EMS Memory** - As Base Memory is restricted to about 640KB, a Lotus / Intel / Microsoft (LIM) collaboration developed a technique for making more memory available to programs. The EMS (Expanded Memory Specification) bypasses these limits by supporting memory cards (386+ computers usually emulate it with emm386 or compatible memory manager) that contain 16KB memory pages (banks) that are mapped into the address space by the processor. Applications must be specially written to use EMS, so most old DOS heavyweight programs use it. You will need to specify a generous amount of it in the program properties if you work with large data.

**LIM Version** - the EMS specification supported by the EMS memory manager. The latest is **4.0** - and is compatible with older versions.

**EMS Page Frame** - the real mode address of the memory buffer used to transfer data between programs and the EMS memory pool.

**Total Memory** - the default amount of memory Windows provides to DOS programs.

**Free Memory** - the amount of currently available EMS memory. This is always **100%** as Windows does not use any.

**XMS Memory** - Windows uses XMS (eXtended Memory Specification) memory itself provided by HIMEM (or compatible memory manager) accessing it directly. Windows also caches XMS through the memory manager, taking advantage of the attributes of Windows applications memory segments. Also, Protected Mode DOS applications can use DPML and VCPI to access XMS.

**Interface Version** - the XMS specification supported by the XMS memory manager. The latest is **3.0** -

and is compatible with older versions.

**Driver Version** - the version of the XMS driver itself which is in addition to the version of XMS memory it provides.

**Total XMS** - the total amount of XMS memory available to Windows. This should be equal to the physical memory installed in your computer.

**Free XMS** - the default amount of XMS memory currently available to DOS applications.

**HMA Memory** - HMA (High Memory Area) is a 64K block of memory above 1MB which can be accessed by real mode programs due to a quirk in the x86 processor architecture. This can be used to increase the available DOS memory. A XMS driver is required.

HMA in use - whether the HMA is used or it is free.

**Total HMA** - the total size of the HMA block. This should be **64K** except in special circumstances.

**Free HMA** - the amount of free memory in the HMA left unused.

**DPMI** - DPMI (DOS Protected-Mode Interface) is a memory interface which enables DOS programs to run in protected mode using a DOS extender. These DOS programs can be 32-bit (like Windows 95, NT) and use all the installed memory directly, without the need of cumbersome memory managers like EMS or XMS. The Base Memory limitation does not matter any more. Most modern games requiring megabytes of memory uses this interface.

**Interface Version** - the specification of the DPMI standard supported by the driver. The latest is **1.0**.

**Provider Type** - whether 32-bit programs are supported or not.

**Total Physical Memory** - the size of the memory installed in your computer.

**Swap File Size** - the size of the virtual memory that is available for use.

**Free Memory** - the amount of system memory (physical & virtual) that is currently available for use.

**Page Size** - the size of the memory block the memory is partitioned in. Memory is managed in blocks of this size, not in bytes which would make allocation and management much more difficult. Currently this is **4KB**.

See [List of Acronyms](#) for more information.

## **Tips**

**Tip T1900** - the free base memory is very low. You may be unable to run larger DOS programs. **Fix:** As Windows provides 32-bit device drivers you can remove DOS TSR (Terminate and Stay Resident) programs and any device drivers that Windows does not need from *config.sys* and *autoexec.bat*.

**Warning W1901** - the EMS memory manager is disabled. This is fine if you don't use any DOS programs that require EMS (only quite old programs do), but should you need to run such a program you will need to enable the EMS memory driver.

**Fix:** Right-click on the DOS program's PIF, choose *Properties\Memory* and select the appropriate size of memory required in the *EMS memory* combo-box.

**Warning W1902** - the DPMI memory manager is disabled. This should not happen generally as most modern DOS programs and games use DPMI memory.

**Fix:** Remove the *emm386* driver from *config.sys* and let Windows allocate EMS memory as needed for legacy DOS programs.

**Tip T1903** - the DPMI memory that Windows provides to DOS programs is too small to be useful. Most programs require at least 2MB.

**Fix:** Right-click on the DOS program's PIF, choose *Properties\Memory* and select the appropriate size of memory required in the *XMS memory* combo-box.

**Warning W1904** - DOS programs using EMS version 3.2 need a page frame to work unlike EMS version 4.0 programs. You need to set-up a EMS page frame in order to use them. You will lose 64K worth of UMB.

**Fix:** Remove the *emm386* driver from *config.sys* and let Windows allocate EMS memory as needed for legacy DOS programs.

**Tip T1905** - DOS is usually loaded into HMA by default since it generally makes the best use of it. Only in special circumstances should you load another program into HMA instead of DOS. Remember that only one program can use the HMA. Any memory left cannot be used.

**Fix:** Modify *config.sys* so that a line **DOS=HIGH** is present in it.

## Windows Memory Information

Shows information about the system's memory, resources, heaps and drivers:

- Physical and Virtual (Swap File) Information
  - Heaps Information
  - Resources Information (16-bit as well)
  - Windows Base Memory Information
- 
- **Command Line Switch:** WinMemInfo
  - **OS Support:** Windows 95, 98, NT (partially)

### Explanations

**Total System Memory** - the total amount of memory (physical & virtual) that is available to Windows.

**Free System Memory** - the total amount of memory (physical & virtual) which is currently unused.

**Total Physical Memory** - the amount of physical memory installed in your computer.

**Free Physical Memory** - the amount of unused physical memory. This can be zero most of the time as Windows tries to use all available physical memory to improve performance.

**Maximum Swap File** - the maximum size that the swap file (virtual memory) can grow to. Generally this is somewhat less than the free space on the drive that contains the swap file.

**Current Swap File** - the current size of the swap file. This should be as low as possible, since virtual memory is very slow compared to physical memory.

**Free Page File** - the current size of unused space in the swap file. Too high a number may mean that the swap file is too large; too low a number may mean that you need to add more physical memory or increase the size of the swap file.

**Page File Drive** - the drive that contains the swap file.

**NB** - Unless you know what you are doing you should let Windows manage the swap file.

**True Allocated Memory Load** - the percentage of allocated memory with respect to the installed physical memory. This is almost always over 100% since Windows utilizes all physical memory as well as a bit of the swap file even when it does not need any.

**Total Windows Base Memory** - the total size of DOS memory available to Windows programs. This should always be 640K unless special memory managers are used or special cards.

**Free Windows Base Memory** - the total size of DOS memory that is available to use by Windows programs. While Windows programs don't use base memory, some need it to communicate with DOS programs, device drivers or legacy hardware.

**Largest Free Base Memory Block** - the size of the largest contiguous block of free base memory available. Due to fragmentation this is less than the free base memory.

**16-bit System Resources** - the percentage of free system resources in the 16-bit Windows sub-system. While Windows 95 provides much better resource management than Windows 3.1, 16-bit code is still present. This is the percentage of free 16-bit heaps and you should keep it above 20%.

**16-bit GDI Heap Free** - the GDI Heap is memory used to store the graphical elements in Windows, e.g. icons, pens, bitmaps. If you run programs which use a lot of bitmaps, icons, etc., you could run out of GDI Heap. In Windows 3.1 this was only 64KB no matter how much memory you had. You should keep it above 20%, otherwise crashes can occur.

**16-bit User Heap Free** - the User Heap is memory used to hold information on active windows and other related information. In Windows 3.0 the Menu and String Heaps are included in the User heap. In Windows 3.1 this heap was only 64KB. Running many large applications may result in a crash if the free percentage becomes lower than 20%.

See [List of Acronyms](#) for more information.

## Tips

**Tip T2000** - You need to install more memory to use Windows at peak performance.

**Fix:** Upgrade your memory. Check your mainboard manual first to make sure which type and speed of memory is needed. As a rough guide, Windows 95 needs 32MB while Windows 98 and NT need 64MB or more.

**Warning W2001** - The free system resources are low. You may have insufficient memory to use all the currently loaded applications simultaneously. Alternatively if some programs have crashed or Windows is running for a long time, there may be too much memory/heap fragmentation.

**Fix:** Close down some programs or re-boot Windows if this does not help..

**Warning W2002** - The memory load is 200% or more. Windows is using more than twice the memory you have installed which not recommended. Your system may become too slow to be usable.

**Fix:** Close down some applications or install more memory if you need to run the all simultaneously.

**Warning W2003** - The swap file is almost full.

**Fix:** You should increase the size of the swap file (*Control Panel\System\Performance\Virtual Memory*) if you decided not to let Windows manage the swap file itself. However, if the swap file is currently as big or bigger than the installed physical memory you may need to add more memory rather than increase the size of the swap file.

**Warning W2004** - The swap file is too large compared to the amount of physical memory installed. There is no point in making the swap file bigger than 2-2.5 the size of physical memory as the system will become unusable long before this limit is reached. You may be wasting disk space unnecessarily.

**Fix:** Go to *Control Panel\System\Performance\Virtual Memory*, select *Let me specify my own virtual memory settings* and reduce the *Maximum* number to at most 2.5 times your physical memory.

**Tip T2005** - While letting Windows manage the swap file is generally better, performance may suffer as the swap file needs to grow/shrink depending on memory requirements. Also, it may become fragmented or allocated in a different part of the disk which further reduces performance.

**Fix:** Defragment your drive first. Go to *Control Panel\System\Performance\Virtual Memory*, select *Let me specify my own virtual memory settings*, select the fastest and roomiest drive. Calculate 2 or 2.5 times your physical memory and enter this number in both *Maximum* and *Minimum* boxes.

**NB.** On systems with 128MB or more you may consider creating a swap file equal to the memory size unless you're running a server that needs large amounts of memory. Systems with 256MB or more could run with no swap file at all.

**Warning W2006** - The free base memory available to Windows is low. This typically means that there are legacy TSR and DOS device drivers which may not be needed in the present configuration since Windows uses 32-bit plug & play device drivers. You should remove all DOS TSR and legacy device drivers that are no longer needed.

**Warning W2007** - The swap file driver is currently 16-bit (i.e. using compatibility mode).

**Fix:** Open *Control Panel\System* and fix the problems. Typically a DOS legacy device driver is loaded in *config.sys* and interferes with Windows' own disk drivers.

**Warning W2008** - The drive that holds the swap file is almost full. The swap file will be unable to grow and you may run out of memory.

**Fix:** Free some disk space or move the swap file to a roomier drive.

**T2009** - Memory doublers/compressors rarely do what it is stated on the box and are more trouble than they are worth. Since physical memory prices are rather low it is better to buy more physical memory than use software memory compressors.

**Fix:** You should remove the memory doubler.

**Warning W2010** - Your memory manager is not the one provided with Windows and appears to be obsolete. This may cause many problems.

**Fix:** You should un-install it and let Windows use its own memory manager.

## Ports Information

Shows detailed information about the parallel (LPT) and serial (COM) ports available to your system:

- Port Device Information
  - Port Driver Information & Settings
  - Device(s) Connected to Port
  - Port Configuration
  - Provider Capabilities
- 
- **Command Line Switch:** PortsInfo
  - **OS Support:** Windows 95, 98, NT

## Explanations

**Port ID** - the port name.

**Port Type** - the port type, e.g. serial or parallel.

**Port UART** - serial ports use an UART (Universal Asynchronous Transmitter) chip which is a converter that transforms data from parallel 8-bit to the required standard and vice-versa. It also manages the COM port and the connections. This is very important for communications throughput and all modern computers use at least an **16550A** or better.

**Driver ID** - the port driver file name.

**Driver Version** - the port driver file version.

**Devices Connected to Port** - the list of devices connected to this port.

**Packet Version** - the version of the send/receive packets.

**Packet Size** - the maximum size of a data packet.

**Provider Type** - the type of port hardware.

**Receive Buffer** - the size of the receive buffer in bytes.

**Transmit Buffer** - the size of the transmit buffer in bytes.

**Provider Capabilities** - the list of supported functions provided by the port driver. Not all functions need to be supported although most usually are. The performance of the port does depend on the supported functions although this depends on port type, usage, etc.

**Default Port Configuration** - the settings used as default for the port. Do note that modems and other hardware using the port re-configure these settings when they become active, so this list is just a guideline.

See [List of Acronyms](#) for more information.

## Tips

**Tip T1400** - To get reliable and fast communications in Windows the UART driving the COM port must have large (e.g. 10-16+) internal data buffers. Only 16550 or later UARTs do and you should have at least an 16550A UART especially if you have a high-speed modem.

**Fix:** You may need to use an internal modem or buy a fast serial card for your computer.

## OLE Servers Information

Shows detailed information about the OLE object types installed in your system and the servers which provide them:

- OLE Object Information
- OLE Server Information
- **Command Line Switch:** OLEInfo
- **Requirements:** OLE servers installed
- **OS Support:** Windows 95, 98, NT

### Explanations

**OLE** - or Object Linking & Embedding is a method of exchanging information between running applications. You can create a document that includes information such as charts, graphics, and spreadsheet data created by other applications. You can embed objects created by applications that support Windows and object embedding. You must have enough memory to run all of the applications you are using at once. All the information used to create the object is kept with the document which contains it. To edit the object, you simply select it. The server is started so you make the editing or formatting changes you want. When you switch back, the object is updated with the changes you made.

**Class ID** - the ID number that identifies this OLE server.

**Object ID** - the ID name (or nickname) that identifies this OLE server.

**DDE Suport** - DDE or Dynamic Data Exchange is a set of procedures which are used by applications to communicate with one another using defined protocols which may not be application specific. Information contained in a document created by another application, for example, can be updated automatically when it changes - ensuring information synchronisation. Here, it means that the server has defined the DDE commands that can be used to communicate with it. The available commands vary from application to application, but there are a set of main functions.

**Insertable** - specifies whether the object can be inserted (as a container) in an OLE client.

**OLE 2 Object** - specifies whether the server supports the OLE 2.0 standard which enables in-situ editing of objects, i.e. the server application takes over the client application - which makes easier editing. All new Software Suites support this for better integration

**Server Application Information** - the server file name, properties and information.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Processes Information

Shows detailed information about the processes, i.e. jobs running in your system. A process can create many threads and tasks:

- Process Information
  - Module Information
  - Threads Owned Information
  - Modules Used Information
  - Memory Footprint Information
- 
- **Command Line Switch:** ProcessInfo
  - **OS Support:** Windows 95, 98

### Explanations

**Window Class** - the name of the class the window of this process belongs to. Each window belongs to a class which holds the windows attributes, settings, etc.

**Module Name** - the name of the module in the system.

**File Name** - the file name of the module in the file system.

**Process Type** - the type of process, e.g. 32-bit or 16-bit.

**Process Priority** - the priority of the process. All processes, except special system processes should run at the normal priority. VIP processes run at higher priorities and idle processes run at lower priorities.

**Expected Windows Version** - the version of Windows this process was designed for. For Windows 95 this number should be **4.0**.

**Total Threads** - the number of threads that belong to this process.

**Usage Count** - the number of processes that use this process.

**Process / Global Count** - the number of instances of this process.

**Started By** - the name of the process that started this process.

**Memory Used** - the amount of memory used by this process (excluding libraries).

**Modules Used** - the list of libraries used by this process, including their name, type (32-bit or 16-bit), number of processes that use that library and amount of memory used by the library.

**Threads** - the list of threads created by this process and their priorities.

**Heaps** - the list of heaps used by this process (dynamic data allocation), their size and the total amount of memory used by all the heaps.

**Total Process Memory Used** - the total amount of memory used by this process, including libraries, threads, heaps, stacks and other memory.

**File Information** - the process file name, properties and information.

See [List of Acronyms](#) for more information.

### Tips

**Warning W1600** - This process is either a 16-bit process written for Windows 3.1 or a 32-bit process written for a previous version of Windows NT.

**Fix:** You should check whether a new version is available from the manufacturer.

**Warning W1601** - This process consumes a huge amount of memory.

**Fix:** If you have many processes like this one, make sure you have enough physical memory to sustain them. Otherwise the system performance may decrease due to lack of memory.

## Modules Information

Shows detailed information about the modules loaded in your system. Tasks, processes, drivers, libraries, etc. are modules themselves:

- Libraries (DLL, etc.)
  - Processes (EXE)
  - Device Drivers (DRV)
  - Fonts (FON)
- 
- **Command Line Switch:** ModuleInfo
  - **OS Support:** Windows 95, 98

## Explanations

**File Name** - the module file name.

**Module Usage** - the number of processes and modules that use this module.

**Expected Windows Version** - the version of Windows this process was designed for. For Windows 95 this number should be **4.0**.

**Memory Alignment** - the number of bytes the module data is aligned on. If 2 bytes alignment is used, for example, a 1 byte variable will be allocated 2 bytes for faster access on 16-bit+ processors.

**Module is a Library** - whether the module is a library or not.

**Module Type** - whether this module is 32-bit or 16-bit.

**Self-Loading Module** - whether this module is loaded by Windows by default.

**Implicit-Loading Module** - whether this module is implicitly loaded by Windows.

**Module Has Shared Data** - whether this module uses shared data.

**Module Has Auto Data** - whether this module uses automatic data.

**File Information** - the module file name, properties and information.

See [List of Acronyms](#) for more information.

## Tips

**Warning W1700** - This module is either a 16-bit process written for Windows 3.1 or a 32-bit module written for a previous version of Windows NT.

**Fix:** You should check whether a new version is available from the manufacturer.

## Drives Information

Shows detailed information about the drivers connected to your system either removable, fixed or remote.

- Drive & Controller Information
  - Volume Information & Properties
  - Logical Drive Information
  - Disk Cache Information
  - Physical Drive Information
  - Extended Information
  - Partition Information
  - Drive Statistics & Slack Information
- **Command Line Switch:** DrivesInfo
  - **OS Support:** Windows 95, 98, NT

### Explanations

**Drive Class** - the type of drive: floppy, fixed, CD-ROM, memory, etc.

**Drive Device** - the full name of the drive type.

**Drive Type** - extra type information about the drive, e.g. fixed drives can be EIDE/SCSI/RLE, etc.

**Disk Controller** - the name of the disk controller the drive is attached to.

**IDE Device Configuration** - if the drive is IDE/EIDE, whether this drive is a master or slave.

**DMA Transfers Enabled** - whether this drive uses DMA transfers or PIO. DMA is faster, especially if Ultra-DMA is supported.

**Total Space** - the total space on the drive in MB.

**Free Space** - the total amount of free space on the drive in MB.

**Volume Name** - the name of the drive label.

**File System** - the type of file system used by the drive, e.g. FAT, FAT32, NTFS, etc.

**Serial Number** - the drive's serial number.

**Maximum Filename Length** - the maximum size a filename can have. Older drives allow only 11 (8.3) characters, while new ones support 255.

**Preserves Filename Case** - whether the filename case is preserved.

**Supports Case Sensitive Search** - whether filename case is important..

**Supports Unicode Filenames** - whether UNICODE is supported.

**Supports Access Control Lists** - whether access control security is supported.

**Volume is Compressed** - whether this drive is compressed.

**Supports Individual File Compression** - whether individual files or folders can be compressed.

**Sectors Per Cluster** - the number of sectors in one cluster.

**Bytes Per Sector** - the number of bytes in one sector. Usually this number is **512** bytes.

**Cluster Size** - the size of the cluster. This should be as low as possible to minimise wasted space.

**Total Clusters** - the total number of clusters on this drive.

**Total Free Clusters** - the total number of available clusters on this drive.

**Current Disk Cache** - the current size of the disk cache in MB. This should be as high as possible but not at the expense of system memory.

**Maximum Disk Cache** - the maximum size the disk cache can grow to.

**Minimum Disk Cache** - the minimum size the disk cache can shrink to.

**Typical Role** - the typical role of your computer. The disk cache is optimised according to this role.

**Physical Drive ID** - the physical disk ID number if IDE/EIDE/RLE.

**CMOS Disk No** - the CMOS physical disk type. Drive no. 1-45 are pre-defined, while types 46 & 47 can be defined by user or auto-detected by the BIOS.

**Cylinders** - the number of cylinders of the physical disk.

**Heads** - the number of heads of the physical disk.

**Sectors Per Track** - the number of sectors in one track/cylinder.

**Bytes Per Sector** - the number of bytes in one sector. Usually this number is **512** bytes.

**Cylinders** - the number of cylinders belonging to this drive out of all the cylinders on the physical disk.

**Heads** - the number of heads belonging to this drive out of all the heads of the physical disk.

**Sectors Per Track** - the number of sectors in one track/cylinder.

**Bytes Per Sector** - the number of bytes in one sector. Usually this number is **512** bytes.

**Copies of FAT** - the number of FATs (File Allocation Table) the drive keeps. This number should be 2 (1 for backup) unless the drive is guaranteed not to fail (e.g. memory, CD-ROM).

**Sectors Per FAT** - the number of sectors that make up a FAT.

**Media Descriptor** - the media ID number for this drive.

**Max. Root Entries** - the maximum numbers of files & folders on the root of the drive.

**Sectors Per Cluster** - the number of sectors in one cluster.

**Reserved Sectors** - the number of sectors that are reserved (e.g. boot sector).

**Hidden Sectors** - the number of sectors that are hidden (e.g. partition info).

**No. Files** - the total number of files on this drive.

**No. Folders** - the total number of folders on this drive.

**Space Used** - the exact total space taken by the files and folders, not rounded.

**Space Allocated** - the actual total space taken by the files and folders, rounded to the cluster size.

**Slack** - the percentage of disk space wasted due to large cluster size. This number should be as small as possible, preferably under 10-20%.

**Last Backup** - the date you last backed up the drive. You should do it at least every week.

**Last Scan** - the date you last checked the drive for errors. You should do it at least every week.

**Last Optimised** - the date you last optimised the drive. You should do it at least monthly.

**Last Image** - the date you last imaged the drive. You should do it at least weekly.

See [List of Acronyms](#) for more information.

## Tips

**Warning W1800** - the free space on this drive is very low. Programs using temporary files may crash.

**Fix:** Delete some files, relocate them to another drive or consider compressing the drive.

**Warning W1801** - compression programs may be incompatible with certain programs and typically reduce performance as well as using system resources (processor power, memory).

**Fix:** You should consider buying a new, roomier driver which does not need to use compressors.

**Warning W1802** - large cluster sizes (e.g. 16KB or larger) greatly increase the amount of slack (disk space wasted).

**Fix:** You should re-partition the drive into smaller parts or use a 32-bit FAT like FAT32 (Windows 95/98) or NTFS (Windows NT). If you have Partition Magic then you can do that in Windows or use the FAT Converter in Windows 98.

**Tip T1803** - the maximum disk cache size is low for the amount of system memory you have installed. Generally this should not be lower than  $\frac{1}{4}$  of physical memory installed.

**Fix:** Compute  $\frac{1}{4}$  of your physical memory in kilobytes (say 8192KB for 32MB). In *system.ini* find the *[vcache]* section and add *MaxFileCache=8192* (i.e. the number you computed). Reboot Windows.

**Tip T1804** - the minimum disk cache size is high for the amount of system memory you have installed.

The system may need to use the swap file more, thus decreasing performance. Generally, this should not be higher than  $\frac{1}{4}$  of physical memory installed.

**Fix:** Compute  $\frac{1}{8}$  of your physical memory in kilobytes (say 4096KB for 32MB or use 512KB). In *system.ini* find the *[vcache]* section and add *MaxFileCache=512* (i.e. the number you computed). Reboot Windows.

**Tip T1805** - if you have a lot of memory, changing the typical role to *network server* will improve disk performance at the expense of memory - but this should not be a problem for you.

**Fix:** Go to *Control Panel\System\Performance\File System\Hard Disk* and select *Network Server* as *Typical role of this machine*.

**Tip T1806** - if you have little memory installed, changing the typical role to *mobile computer* will decrease memory usage, and thus improving overall performance.

**Fix:** Go to *Control Panel\System\Performance\File System\Hard Disk* and select *Mobile Computer* as *Typical role of this machine*.

**Tip T1807** - the size of the read-ahead buffer is too small for the size of the memory installed. You should set it to maximum to improve disk performance.

**Fix:** Go to *Control Panel\System\Performance\File System\Hard Disk* and move the *Read-ahead optimisation* slider to *Full*.

**Warning W1808** - large cluster sizes (e.g. 16KB or larger) greatly increase the amount of slack (disk space wasted). You should re-partition the drive into smaller parts or use a 32-bit FAT like FAT32 (Windows 95/98) or NTFS (Windows NT).

**Fix:** You should re-partition the drive into smaller parts or use a 32-bit FAT like FAT32 or NTFS. If you have Partition Magic then you can do that in Windows or use the FAT Converter in Windows 98.

**Tip T1809** - the CD-ROM cache size is too large compared to the amount of physical memory installed. You should reduce it to improve overall system performance at the expense of a slight drop in CD-ROM performance.

**Fix:** Go to *Control Panel\System\Performance\File System\CD-ROM* and move the *Supplemental cache size* slider towards *Small*.

**Tip T1810** - using a 32-bit disk driver is recommended. If you are using a legacy 16-bit driver there must be a conflict between Windows and such a driver.

**Fix:** Remove old device drivers from *config.sys* and let Windows use a native driver. If Windows does not have such a driver, contact the computer manufacturer for an updated driver.

**Tip T1811** - turning on the troubleshooting options may result in incompatibilities. Generally you should not change them.

**Fix:** Go to *Control Panel\System\Performance\File System\Troubleshooting* and uncheck all the boxes there.

**Tip T1812** - the Recycle Bin size is rather large compared to the free disk space on this drive.

**Fix:** Consider emptying it - but check whether you are likely to need any of the deleted files: you won't be able to get the back! Right-click on it, choose *Properties\Global* and move the slider to reduce the percentage of space allocated to the Recycle Bin.

**Tip T1813** - you should scan your drive for errors at least weekly to prevent data loss or other problems. Set-up an automatic scan at pre-defined times.

**Fix:** Right-click on the drive in *My Computer*, select *Properties\Tools* and click *Check Now*.

**Tip T1814** - you should optimise the drive at least monthly to keep it in shape.

**Fix:** Right-click on the drive in *My Computer*, select *Properties\Tools* and click *Defragment Now*.

**Tip T1815** - if you have moderate memory installed, changing the typical role to *desktop computer* may yield the best performance.

**Fix:** Go to *Control Panel\System\Performance\File System\Hard Disk* and select *Desktop Computer* as *Typical role of this machine*.

**Tip T1816** - the CD-ROM optimise pattern may be set up incorrectly. Generally it should match the speed of the CD-ROM drive.

**Fix:** Go to *Control Panel\System\Performance\File System\CD-ROM* and select the correct speed for your drive from the *Optimise access pattern* for combo-box.

**Tip T1817** - you should back-up the drive at least weekly to prevent data loss. You should schedule backups at regular intervals to tape, CD-ROM, DAT, etc.

**Fix:** Right-click on the drive in *My Computer*, select *Properties\Tools* and click *Backup Now*.

**Tip T1818** - you should scan the drive for viruses at least weekly, even if you have a virus monitor program. You never know how viruses manage to sneak in downloaded files and other similar ways.

**Fix:** If you have an anti-virus program installed (e.g. *Norton Anti-Virus*), right-click on the drive in *My Computer* and select *Scan*.

**Tip T1819** - you should image the drive at least weekly to improve the chances of error detection and correction should any problems arise.

**Fix:** Right-click on the drive in *My Computer*, select *Properties\Norton* and click *Image Now*.

**Tip T1820** - your virus definition files seem old. You should update them at least quarterly, preferably monthly.

**Fix:** Use the *Norton On-Line Update Wizard* to download the new virus definition files.

**Tip T1821** - generally, all drives should have names.

**Fix:** Label/name the drive.

**Tip T1822** - DMA transfers are not enabled for this drive. Check whether your drive supports DMA transfers and enable it in Control Panel - System. DMA is faster as the processor is not involved in the data transfer and can do other processing in the meantime.

**Fix:** Go to *Control Panel\System\Device Manager*, click *Disk Drives* and double click the drive. Click *Settings* and check the *DMA* check-box.

**Tip T1823** - while EIDE drives are cheap and fast, SCSI drives and controllers are recommended for their performance as well as upgradability. You should use SCSI devices if you can.

**Fix:** You cannot fix this - but keep it in mind when you buy your next device. Make it SCSI.

**Tip T1824** - free disk space is low on this drive.

**Fix:** Free more space by emptying the Recycle Bin.

**Tip T1825** - free disk space is low on this drive.

**Fix:** Make more space available by compressing the drive.

**Tip T1826** - free disk space is low on this drive.

**Fix:** Free more space by deleting some of the unused files and folders.

**Tip T1827** - the BIOS drive settings do not seem to be correct.

**Fix:** Go to BIOS Set-up and check them to see if they are set up properly.

**Tip T1828** - the CD-ROM cache size is too small for the physical amount of memory installed. You should increase this to increase the CD-ROM performance.

**Fix:** Go to *Control Panel\System\Performance\File System\CD-ROM* and move the *Supplemental cache*

size slider towards *Large*.

## DOS Device Drivers Information

Shows detailed information about the DOS device drivers installed in your system. While most have been replaced with 32-bit drivers in Windows 95 (VxDs) they still include memory managers, disk, CD-ROM drivers and other various drivers.

- Device Driver Type
- Device Driver Attributes
- **Command Line Switch:** DosDrvInfo
- **OS Support:** Windows 95, 98

### Explanations

**Driver Name** - the name of the device driver.

**File Name** - the file name that corresponds to this device driver. Some are built-in DOS or Windows and are not stand-alone devices.

**Attributes** - the properties of the device driver. The list of attributes is shown below:

**Character** - device performs input/output one character at a time (e.g. keyboard, screen).

**Block** - device transfers blocks of data (e.g. disk, tape).

**Input** - this character device is the standard input device (STI).

**Output** - this character device is the standard output device (STO).

**32-bit Sec** - this block device uses 32-bit sector addressing instead of 16-bit.

**Nul** - this device is the NULL device.

**Clock** - this device is the CLOCK device.

**Fchar** - this character device supports fast character output.

**Gen-IO** - this block device supports logical drive mapping, generic IOCTL (Input Output Control) queries of both.

**Query** - this device supports IOCTL queries.

**O/C/RM** - this device supports the open/close/remove media functions.

**FAT-Req** - this block device needs a FAT to build the DCB.

**OTB** - this character device supports output 'till busy command.

**R/W** - this device supports read/write IOCTL functions.

See [List of Acronyms](#) for more information.

### Tips

**Tip T2100** - you do not need to load EMM386 even if your DOS programs need EMM memory. Windows provides an EMM virtual device driver itself.

**Fix:** You should remove it from *config.sys* to save memory.

**Warning W2101** - while Quarterdeck's QEMM is a great memory manager, some of its advanced functions may cause incompatibilities and other problems. In the days of DOS and Windows 3.1 QEMM was great but in Windows 95/98/NT it is not needed.

**Fix:** You should un-install it.

**Tip T2102** - you only need SETVER if you use old DOS programs which do not want to run with DOS 7 included in Windows 95. Otherwise it is not useful.

**Fix:** You should remove (delete it from *Windows\Command*) it to save memory.

**Warning W2103** - using compression (e.g. DriveSpace) may increase your disk space but performance may decrease and some incompatibilities may appear. Also, your computer becomes harder to repair

when disaster strikes.

**Fix:** You need to use a utility like Winhacker 95 or MoreControl to change this setting.

**Warning W2104** - you do not need to use double-buffering unless you use DOS DMA SCSI disk drivers. However this may cause conflicts with Windows's own drivers. Check whether double-buffering is really needed.

**Fix:** You need to use a utility like Winhacker 95 or MoreControl to change this setting.

**Tip T2105** - you only need the DOS SoundBlaster drivers if you play games in straight DOS. Windows games or DOS games in a Windows shell do not need them.

**Fix:** You should remove them from *config.sys*.

**Tip T2120** - you do not need DISPLAY device driver for anything unless you want to change the properties of the DOS shell.

**Fix:** You should remove it from *config.sys*.

**Tip T2121** - ANSI was a great device driver in DOS days but it is not used unless you use DOS and want some fancy stuff.

**Fix:** You should remove it from *config.sys*.

**Tip T2122** - DOS CD-ROM drivers are not needed by Windows. Unless you are using straight DOS (not shells) you should remove them to save memory and reduce incompatibilities.

**Fix:** Remove it from *config.sys* and also remove *MSCDEX* from *autoexec.bat*.

## DirectX Information

Shows detailed information about the DirectX interface, devices and drivers installed in the system.

- DirectDraw Video Devices Information
- Direct3D Hardware 3D Accelerators Information
- DirectSound Sound Card Information
- DirectSound Capture (Emulation) Information
- DirectPlay Connections Information
- DirectInput Interface Information

- **Command Line Switch:** DirectXInfo
- **Requirements:** DirectX drivers installed
- **OS Support:** Windows 95, 98, NT

## Explanations

**DirectX** - Microsoft developed DirectX so that the performance of applications running in the Windows operating system can rival or exceed the performance of applications running in the MS-DOS operating system or on game consoles. Developers of these games had to conform to a number of hardware implementations for a variety of cards. With DirectX, games developers get the benefits of device independence without losing the benefits of direct access to the hardware. The primary goals of DirectX are to provide portable access to the features used with MS-DOS today, to meet or improve on the performance of MS-DOS console-based applications, and to remove the obstacles to hardware innovation on the personal computer. Additionally, Microsoft developed DirectX to provide Windows-based applications with high-performance, real-time access to available hardware on current and future computer systems. DirectX provides a consistent interface between hardware and applications, reducing the complexity of installation and configuration and using the hardware to its best advantage. By using the interfaces provided by DirectX, software developers can take advantage of hardware features without being concerned about the implementation details of that hardware.

**DirectDraw** - is a software interface that provides direct access to display devices while maintaining compatibility with the Windows graphics device interface (GDI). It is not a high-level application programming interface (API) for graphics. DirectDraw provides a device-independent way for games and Windows subsystem software, such as 3-D graphics packages and digital video codecs, to gain access to the features of specific display devices. DirectDraw works with a wide variety of display hardware, ranging from simple SVGA monitors to advanced hardware implementations that provide clipping, stretching, and non-RGB color format support. The interface is designed so that an applications can enumerate the capabilities of the underlying hardware and then use any supported hardware-accelerated features. Features that are not implemented in hardware are emulated by DirectX.

**Direct3D** - Direct3D is designed to enable world-class game and interactive three-dimensional (3-D) graphics on a computer running Windows. Its mission is to provide device-dependent access to 3-D video-display hardware in a device-independent manner. Simply put, Direct3D is a drawing interface for 3-D hardware.

**DirectSound** - The Microsoft DirectSound application programming interface (API) is the audio component of the DirectX. DirectSound provides low-latency mixing, hardware acceleration, and direct access to the sound device. It provides this functionality while maintaining compatibility with existing device drivers.

**DirectPlay** - The Microsoft DirectPlay application programming interface (API) for Windows is a software interface that simplifies application access to communication services. DirectPlay has become a technology family that not only provides a way for applications to communicate with each other,

independent of the underlying transport, protocol, or online service, but also provides this independence for matchmaking servers and game servers. Applications (especially games) can be more compelling if they can be played against real players, and the personal computer has richer connectivity options than any game platform in history.

**DirectInput** - Microsoft DirectInput provides support for input devices including the mouse, keyboard, and joystick, as well as for force-feedback (input/output) devices.

See [List of Acronyms](#) for more information.

## **Tips**

**Tip T2200** - DirectX is not installed on your computer. Most new games and multimedia applications use it so you'll have to install it eventually. Also, most new drivers include DirectX components anyway.

**Fix:** Install the latest version of DirectX.

**Tip T2201** - DirectDraw is not installed. This probably means that your video drivers are not installed properly or there is some conflict.

**Fix:** Install the latest version of DirectX.

**Tip T2202** - Direct3D is not installed. Most new video cards should come with drivers that include Direct3D even if they do not support accelerated 3D functions.

**Fix:** Install the latest version of DirectX.

**Tip T2203** - DirectSound is not installed. This probably means that your sound card drivers are very old. are not installed properly or there is some conflict.

**Fix:** Install the latest version of DirectX.

**Tip T2204** - DirectPlay is not installed.

**Fix:** Install the latest version of DirectX.

**Tip T2205** - The DirectX version installed is old.

**Fix:** Install the latest version of DirectX.

**Tip T2206** - The video driver does not support Direct3D.

**Fix:** You should check for an updated video driver from the manufacturer.

**Tip T2207** - Your video card does not support any hardware 3D functions or they are not implemented in this version of the video driver.

**Fix:** If you do have the latest video driver consider upgrading the video card if you play 3D games.

**Tip T2208** - Your video card uses bank-switching which is much slower than LFB (Linear Frame Buffer).

**Fix:** You should consider upgrading your video card.

**Tip T2209** - The free video memory available for Direct3D is very small.

**Fix:** Consider upgrading the video memory on your video adapter or reducing the resolution/colour depth of the display.

**Warning W2210** - DirectInput is not installed.

**Fix:** Install the latest version of DirectX.

**Warning W2211** - The video hardware does not support colour-space conversion. This may be required for games or video players (MPEG, DVD).

**NB:** Not applicable to 3D only cards like the 3Dfx Voodoo or Voodoo II.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should

support this. If not, consider upgrading the video card.

**Tip T2212** - The video hardware does not support stretching in hardware. Full-screen performance for games and video will be reduced.

**NB:** Not applicable to 3D only cards like the 3Dfx Voodoo or Voodoo II.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this. If not, consider upgrading the video card.

**Tip T2213** - The video hardware does not support overlay in hardware. Overlay video applications like TV and video capture may be affected.

**NB:** Not applicable to 3D only cards like the 3Dfx Voodoo or Voodoo II.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this.

**Tip T2214** - The video card does not support mip-mapping. New games use this feature for improved display quality.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this.

**Tip T2215** - The video hardware does not support texture mapping. This is a major function that all 3D hardware should support.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this. If not, consider upgrading the video card.

**Tip T2216** - The video hardware does not support Z-buffering (depth). This is a major function that all modern 3D hardware should support.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this. If not, consider upgrading the video card.

**Tip T2217** - The video hardware does not support dithering. This is used to improve the display quality especially when running in high-colour modes.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this. If not, consider upgrading the video card.

**Tip T2218** - The video hardware does not support alpha-blending.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this.

**Tip T2219** - The video hardware does not support perspective-correction. This is a major function that all modern 3D hardware should support.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this. If not, consider upgrading the video card.

**Tip T2220** - The video hardware does not support transparency.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this.

**Tip T2221** - The driver is not certified by Microsoft.

**Fix:** This is not a problem since most drivers are not certified (takes time) but it's good to have a certified driver to check whether the bugs are in the driver or in the application.

**Tip T2222** - The video hardware does not support fog.

**Fix:** You should check for an updated video driver from the manufacturer if you know the card should support this.

## Communication Devices Information

Shows detailed information about the communication devices(s), e.g. modems, terminal adapters, connected to your computer.

- General Device Information
- Modem Driver Settings
- Built-in Modem Information
- Connection Test
- **Command Line Switch:** ModemInfo
- **Requirements:** Modem or terminal adapter installed
- **OS Support:** Windows 95, 98, NT

### Explanations

**Manufacturer** - the modem manufacturer.

**Modem** - the type and name of the modem.

**Serial Number** - the modem driver serial number.

**Plug & Play Version** - the version of the PnP standard the modem adheres to.

**Port** - the port ID the modem is connected to.

**Port Configuration** - the settings used as default for the port. Do note that modems and other hardware using the port re-configure these settings when they become active, so this list is just a guideline.

**Modem Information** - the actual modem information and configuration.

**Name & Type** - the name of the modem manufacturer and type.

**Plug & Play ID** - the unique ID number for this modem.

**Configuration Settings** - the list of current modem settings.

**Product Code** - the modem product code. This is a unique number for this model which may be required by technical support staff.

**Memory Checksum** - the result of the memory checksum.

**Self-Diagnostic Result** - the result of self-diagnostic tests. This should be OK.

**Modem Settings** - the current configuration including internal registers.

**NVRAM Settings** - the settings stored in modem's NVRAM (Non-Volatile RAM).

**Diagnostics Results** - the result of self-diagnostic tests.

**Dialling Information** - information about the dialled numbers, errors, time connected, etc.

**Link Diagnostic Results** - information about the modem to modem connection.

**FAX Classes** - the classes supported by this modem. Most modems should support classes 1.0 and 2.0.

**Connection Test** - the result of the loop-back connection test.

See [List of Acronyms](#) for more information.

### Tips

**Warning W2300** - The modem does not seem to be Plug & Play. Modern modems are PnP to allow Windows to detect them automatically and set them up to the optimum performance.

**Fix:** You cannot fix this but bear it in mind when you upgrade your modem.

## Network Information

This module lists all the networks your system can connect to, their resources, workgroups and any other information. A list of supported protocols is also included.

- List of Networks
  - List of Domains/Workgroups
  - Network Information
  - Network Protocols
  - Workstation Information
  - Resources Information
- 
- **Command Line Switch:** NetInfo
  - **Requirements:** Networking drivers installed
  - **OS Support:** Windows 95, 98, NT

### Explanations

**Network Version** - the version of the network driver for this type of network.

**Network Status** - the current status of the connection to this network. Usually this should be **running**.

**Network Driver** - whether the network driver is 16-bit or 32-bit.

**Network Protocols** - the list of all networking protocols supported by your computer.

**Capabilities** - the list of supported capabilities for each protocol. Some protocols guarantee delivery, support compression, encryption, broadcasting, fragmentation, etc.

**Workstations** - the list of all workstations in this network workgroup/domain, including its name, type and list of resources available.

**IP Address** - the TCP/IP address of the workstation.

**MAC Address** - the MAC (e.g. Ethernet) address of the workstation.

**Folders** - the list of all shared drives or folders for this workstation.

**Printers** - the list of all shared printers for which this workstation acts as a print server.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Font Information

This module shows detailed information about the fonts and font systems currently installed in your system.

- Font Class & Type
- Font Script (language)
- Logical Font Attributes
- Physical Font Attributes
- **Command Line Switch:** FontInfo
- **Requirements:** None
- **OS Support:** Windows 95, 98, NT

## Explanations

**Font** - A collection of characters and symbols that share a common design.

**Font Family** - One of two attributes used to organise TrueType fonts. Family names include Courier New, Arial, and Times New Roman.

**Font Style** - One of two attributes used to organise TrueType fonts. Style names include extra-bold, bold, and italic.

**Font Mapper** - An algorithm that Windows uses to determine which available font most closely matches a requested font.

**TrueType Font** - A font whose glyphs are stored as a collection of line and curve commands plus a collection of hints. Windows uses the line and curve commands to define the outline of the glyph's bitmap. Windows uses the hints to adjust the length of the lines and shapes of the curves. These hints and the respective adjustments are based on the amount of scaling used to reduce or increase the size of the bitmap.

**Height** - Specifies the height, in logical units, of the font's character cell or character. The character height value is the character cell height value minus the internal-leading value.

**Ascent** - Specifies the ascent (units above the base line) of characters.

**Descent** - Specifies the descent (units below the base line) of characters.

**Escapement** - Specifies the angle, in tenths of degrees, between the escapement vector and the x-axis of the device. The escapement vector is parallel to the base line of a row of text.

**Orientation** - Specifies the angle, in tenths of degrees, between each character's base line and the x-axis of the device.

**Width** - Specifies the average width, in logical units, of characters in the font.

**Internal Leading** - Specifies the amount of leading (space) inside the bounds set by the height. Accent marks and other diacritical characters may occur in this area.

**External Leading** - Specifies the amount of extra leading (space) that the application adds between rows.

**Weight** - Specifies the weight of the font in the range 0 through 1000. For example, 400 is normal and 700 is bold.

**Pitch** - Specifies whether all the characters have the same width or different widths.

**Recommended Aspect Ratio** - The aspect ratio of the device for which the font was designed.

See [List of Acronyms](#) for more information.

## Tips

**Tip T2700** - The number of fonts installed in this system is very high. Memory may be at a premium. Typically office suites, DTP and graphics programs may install 100's of fonts you don't use and don't

need.

**Fix:** Go to *Control Panel\Fonts* and go through them. Go to the *View* menu and select *List fonts by similarity*. Remove the fonts you do not use - especially if there is another one that looks very much like it already.

### 3D Video System Information

This module shows detailed information about your 3D video adapter and other video components.

- 3D board type and name
- Frame buffer memory and interface
- Texture mapping unit(s) memory and interface
- Board configuration
- **Command Line Switch:** 3DInfo
- **Requirements:** Voodoo 3D board or compatible
- **OS Support:** Windows 95, 98, NT

#### Explanations

**Board Name** - the type and name of the board.

**Glide** - The Glide Rasterization Library is a set of low level rendering functions that serve as a software *micro-layer* to the Voodoo Graphics family of graphics hardware, including the 3Dfx Interactive Texelfx and the Pixelfx special purpose chips. Glide permits easy and efficient implementation of 3D rendering libraries, games, and drivers.

**Glide Driver Version** - The version of the Glide driver.

**Frame Buffer Size** - The frame buffer memory in mega-bytes. This governs the available resolutions and colour depths.

**Frame Buffer Unit (FBI)** - This chip handles the frame buffer memory, interfaces with the computer graphics system, interfaces with the TMUs to create the display image. It implements basic 3D primitives including Gouraud shading, alpha blending, depth buffering, dithering, and fog.

**FBI Revision** - The version of the frame buffer pixel manager.

**Scan-Line Interleaving** - A method of chaining two or more devices together to increase the rendering rate of a system. For example, if two devices are used, each one handles every other display line, the image being assembled by the frame buffer manager.

**Texture Mapping Unit (TMU)** - This chip handles the textures and implements texture mapping, including true-perspective, detail, and projected texture mapping, bilinear and trilinear filtering, and level-of-detail mipmapping.

**No of TMUs** - The number of TMUs in the system.

**TMU Texture Memory** - The amount of memory each TMU has installed.

**Total Texture Memory** - The total amount of texture memory in the system. This memory is used for holding the bitmaps that applications use (e.g. games) and determines the display quality of the picture display.

**TMU Revision** - The version of the texture mapping unit.

**Settings** - These settings affect how your 3D adapter works. Depending on the type and manufacturer of your card, you can change them in different ways:

- **Voodoo I** - You'll need to set some environment variables in the **AutoExec.bat** file.
- **Canopus Pure 3D** - Use **Control Panel\Display\Pure3D**
- **Voodoo II** - Use **Control Panel\Display\Voodoo II**
- **Canopus Pure 3D II** - Use **Control Panel\Display\Pure3D II**

**Refresh Rate** - The screen refresh rate used when running games. This is different from the one used for your display by Windows. The higher the better for your eyes but performance may decrease. 75 or 85 is

recommended.

**Gamma Factor** - The brightness for your display when running games. 1.7 is the default, the range is 0.5 (dark) - 2.5 (bright). You can also set individual RGB gamma factors.

**Chipset Speed** - The clock speed for your chipset. Voodoo I runs at 50MHz, while Voodoo II runs at 90MHz. You can increase the clock speed but you may burn the chips (worst case) or see screen corruption (best case).

**Buffer Swap Sync to Vertical Sync**- If disabled the card does not wait for the vertical refresh before switching buffers. See below for more information.

**Wait on Vertical Sync** - If enabled the card waits for the vertical refresh before updating the image. This is to avoid image tearing which may appear when this is turned off. However, you may notice a significant (depending on refresh rate) performance improvement if you disable it.

**EDO (fast) Memory Installed** - The card uses shorter read cycles if EDO memory is installed which may improve performance. Most cards use EDO anyway.

**Fast PCI Reads Enabled** - The card uses fast PCI reads which may improve performance.

See [List of Acronyms](#) for more information.

### Tips

**Tip T2800** - Glide is a 3Dfx proprietary driver that interfaces to 3Dfx video cards. It is advisable to have the latest version since new features are added which may be used by newer games.

**Fix:** Go to <http://www.3dfx.com/drivers> and look for drivers for your specific video board. If there are none, use the 3Dfx reference drivers for your specific chipset.

## Remote Access Service Connections

This module shows detailed information about the remote access connections (dial-up) set-up on the machine to connect to other machines, other networks or the Internet.

- Dial-up phone number
  - Addressing information
  - Security settings
  - Network protocols
  - Connection devices
  - User/System Credentials
- 
- **Command Line Switch:** RasInfo
  - **Requirements:** Communication adapter, RAS installed
  - **OS Support:** Windows 95, 98, NT

### Explanations

**Country Code** - the international phone code for the country.

**Area Code** - the local area code for the zone.

**Phone Number** - the local phone number for the computer to dial-in to.

**Script Filename** - the full filename of the script that automates the log-in process.

**IP Address** - the IP address for this connection.

**DNS Servers** - the IP address(es) of the DNS (Domain Name Servers) for the connection. These servers resolve remote (Internet) machine names into IP addresses.

**WINS Servers** - the IP address(es) of the WINS (Windows Name Servers) for the connections. These servers resolve local (Intranet) machine names into IP addresses.

**IP Header Compression** - whether this type of compression is used or not.

**Software Compression** - whether this type of compression is used or not.

**Use Remote Gateway** - whether IP traffic is routed to the remote gateway or not.

**Disable PPP/LCP Extensions** - whether this extensions should be used or not.

**Encrypted Password Required** - whether only encrypted passwords are exchanged between computers for added security.

**Microsoft Encrypted Password Required** - whether only Microsoft encrypted passwords are exchanged between computers for added security.

**Data Encryption Required** - whether only encrypted data is exchanged between computers.

**Log onto Network** - whether you are logged on the remote network after connection.

**Use Log-on Credentials** - whether you are logged on the remote network using the credentials for the current session.

**Network Protocols** - the enabled network protocols over this connection.

**Framing Protocol** - the framing protocol used. PPP is the currently most popular protocol for PCs.

**Device Type** - the type of device used for the connection. Generally a modem or TA (terminal adapter) is used.

**Device Name** - the name of the device used for the connection.

**User Name** - the user name used for log-on.

**Password** - the password used for log-on. (Sandra will **not** display it for security reasons).

**Domain** - the domain to connect to.

### Tips

**Warning W2900** - the phone number is not specified. Usually this means that you've entered it wrongly.  
**Fix** - make sure that the country code, area code and local phone number are all entered correctly. Go to *My Computer\Dial-Up Networking*, right-click the connection and choose *Properties* and enter the correct information.

**Tip T2901** - IP header compression is not used. Most hosts support IP header compression which reduces the packet size and therefore the overhead for data packets. It should be enabled unless you know that it causes problems.

**Fix** - Go to *My Computer\Dial-Up Networking*, right-click the connection and choose *Properties\Server Types*, click *TCP/IP Settings* and check the corresponding check-box.

**Tip T2902** - Software compression is not used. Software compression will only work if both computers support it, but you should keep it enabled as most computers do. This will compress data exchanges resulting in higher throughput.

**Fix** - Go to *My Computer\Dial-Up Networking*, right-click the connection and choose *Properties\Server Types* and check the corresponding check-box.

**Tip T2903** - PPP is not used. Currently PPP is the preferred framing protocol. UNIX machines use SLIP, Netware uses NRN, etc. Make sure that you need to use other protocol instead of PPP - if not switch to PPP.

**Fix** - **Fix** - Go to *My Computer\Dial-Up Networking*, right-click the connection and choose *Properties\Server Types* and select *PPP* from the combo-box.

**Tip T2904** - A script file is not used. If you connect to a system daily it's easier to set-up a script file which does the log-in for you automatically. This way you can be connected at a touch of a button.

**Fix** - If you are running the original version of Windows 95, you need to install the Scripting Tool from the CD or install MS-Plus! Windows 95 OSR2, Windows 98 and Windows NT have it built-in. Read the documentation on how to write a script file then go to *My Computer\Dial-Up Networking*, right-click the connection and choose *Properties\Scripting* and enter the filename in the corresponding box.

## CPU Benchmark

Tests how your CPU stacks up to other typical combinations:

- Test takes about 10 seconds on P6-class PCs.
- Test is repeated 3 to 5 times to get a realistic result.
- Results outside the confidence limits (5%) are discarded.

- **Command Line Switch:** CPUBench
- **Requirements:** None
- **OS Support:** Windows 95, 98, NT

### Explanations

Dhrystone (MIPS) CPU Benchmark 32-bit

Whetstone (MFLOPS) Co-Processor Benchmark 32-bit

See [Computer \(CPU/Bus/BIOS/Chipset\) Information](#) topic for more information.

See also [Questions and Answers](#) document for full information.

See [List of Acronyms](#) for more information.

### Tips

**Tip T5000** - the processor utilisation is too high. This means that there are background applications that are using the processor while the benchmark is executing.

**Fix:** You should close these processes down as they interfere with the benchmark.

**Tip T5001** - the Dhrystone score seems low for this type of processor/class.

**Fix:** Check whether the settings are correct.

**Tip T5002** - the Whetstone score seems low for this type of processor/class.

**Fix:** Check whether the settings are correct.

**Warning W5003** - the benchmark was written for single processor systems and thus will not show multi-processor performance when run in a multi-processor system.

**Fix:** You may want to use the Windows NT/2000 version of our program to test your system.

## CPU Multi-Media Benchmark

Tests how your CPU stacks up to other typical combinations:

- Test takes about 10 seconds on P6-class PCs.
- Test is repeated 3 to 5 times to get a realistic result.
- Results outside the confidence limits (5%) are discarded.
- **Command Line Switch:** CPUMMBench
- **Requirements:** MMX CPU; 3DNow! or SSE recommended
- **OS Support:** Windows 95, 98, NT

### Explanations

The test involves the generation of Mandelbrot Set fractals which are used to realistically describe and generate natural objects such as mountains or clouds. By using various multi-media extensions (MMX, 3DNow!, SSE) better performance is achieved.

The test has two parts:

#### **Integer test - using integer data.**

- MMX is used for better performance if supported.
- ALU is used otherwise.

#### **Floating-point test - using floating point data.**

- SSE (Streaming SIMD) is used for better performance if supported.
- 3DNow! is used for better performance if supported.
- FPU is used is used otherwise.

See [Computer \(CPU/Bus/BIOS/Chipset\) Information](#) topic for more information.

See also [Questions and Answers](#) document for full information.

See [List of Acronyms](#) for more information.

### Tips

**Warning T5500** - The CPU does not support MMX instructions, the ALU is used instead. While the code is optimised for greater performance on modern CPUs, the performance will be much lower than on a MMX processor.

**Fix:** Upgrade to a MMX processor.

**Warning T5501** - The CPU does not support SSE or 3DNow! instructions, the FPU is used instead. While on processors with pipelined FPUs (e.g. Pentium II) the optimised FPU code runs quite fast, performance will be lower than when using a SSE or 3DNow! capable processor.

**Fix:** Upgrade to a SSE or 3DNow! processor.

**Warning W5003** - the benchmark was written for single processor systems and thus will not show multi-processor performance when run in a multi-processor system.

**Fix:** You may want to use the Windows NT/2000 version of our program to test your system.

## Video Benchmark

Shows how your Video Adapter compares to other popular video adapters in a typical system:

- Test takes about 2 minutes on P6-class machines with 64-bit video adapters.
- **Command Line Switch:** VideoBench
- **Requirements:** DirectX 3 or later video drivers installed
- **OS Support:** Windows 95, 98, NT

### Explanations

Windows (DirectX) 2D Video Benchmark 32-bit  
DirectX (Direct3D) 3D Video Benchmark 32-bit

See [Video Information](#) topic for more information.  
See also [Questions and Answers](#) document for full information.  
See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Drives Benchmark

Tests how your drive(s) and controller(s) compare to other devices in a typical system:

- Read Test: Buffered, Random, Sequential
- Write Test: Buffered, Random, Sequential
- Seek Test
  
- Test needs up to 512KB or more free space on the floppy disk tested.
- Test needs up to 1.5\*System Memory Size or more free space on the hard-drive tested.
- Test needs up to 10MB or more free space on the remote/network drive tested.
- Test needs up to 4MB or more free space on the memory-drive tested.
  
- Test takes about 5 minutes on P6-class machines with 8GB or larger hard disks.
  
- **Command Line Switch:** DriveBench
- **Requirements:** None
- **OS Support:** Windows 95, 98, NT

### Explanations

See [Drives Information](#) topic for more information.

See also [Questions and Answers](#) document for full information.

See [List of Acronyms](#) for more information.

### Tips

**Warning W5200** - the available free space on this drive is low.

**Fix:** Increase free space before running the benchmark.

**Tip T5201** - the disk index seems low for this type of drive.

**Fix:** Check controller settings and driver settings.

## CD-ROM/DVD Benchmark

Tests how your CD-ROM/DVD drive and controller compares to other CD-ROM/DVD drives in a typical system:

- Read Test: Buffered, Random, Sequential
- Seek Test

This benchmark consists of 2 different tests:

- **Data CD performance**
- **VideoCD / DVD performance**

For the Data CD test, a 600MB+ data disk is required which contains large (64MB+) data files. Data disks which contain MPEG, MOV, AVI or large databases are suitable.

For the VideoCD test, a 300MB+ VideoCD is required. A 600MB+ VideoCD is recommended. Do note that many drives/software drivers may not read CDI disks. Also, a DVD disk can be used for this test.

- Test takes about 10 minutes on P6-class machines with 32x CD-ROM.
- **Command Line Switch:** CDROMBench
- **Requirements:** CD-ROM/DVD drive installed
- **OS Support:** Windows 95, 98, NT

### Explanations

See [Drives Information](#) topic for more information.

See also [Questions and Answers](#) document for full information.

See [List of Acronyms](#) for more information.

### Tips

**Tip T5300** - a full VideoCD or DVD movie disk is recommended for thorough testing. Otherwise the results may have a higher degree of inaccuracy.

**Fix:** Use a full VideoCD or DVD.

**Tip T5301** - a data CD-ROM which a huge file is recommended for thorough testing. Otherwise the results may have a higher degree of inaccuracy.

**Fix:** Use a data CD with a file of 500MB or larger.

**Tip T5302** - if you want to test the video performance of your CD-ROM/DVD use a VideoCD or DVD.

**Fix:** Use a VideoCD or DVD.

**Tip T5303** - if you want to test the data performance of your CD-ROM use a data CD with very large files.

**Fix:** Use a data CD.

**Tip T5304** - the drive index seems low for this type of CD-ROM.

**Fix:** Check controller settings and cache settings.

## Memory Benchmark

Tests how your memory sub-system compares to other systems with the same or similar memory in other systems. Tests caches as well. The benchmark is based on the well-known STREAM memory bandwidth benchmark.

- Arithmetic Operations Benchmark (assignment, scaling, addition, triad)
- Test needs at least **50%** of free physical memory free.
- Close all programs before running it especially if you have less than 16MB.
- Test takes about 2 minutes on P6-class machines with 64MB.
- **Command Line Switch:** MemBench
- **Requirements:** None
- **OS Support:** Windows 95, 98, NT

### Explanations

See [DOS Memory Information](#) or [Windows Memory Information](#) topics for more information.  
See also [Questions and Answers](#) document for full information.  
See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Network Benchmark

Tests how your TCP/IP network compares to other networks with similar configurations. It uses the ICMP (ping/echo) interface to measure the response time and transfer bandwidth to a host.

- Test takes about 10 seconds on P6-class machines with 10Mbps network adapters.
- **Command Line Switch:** NetBench
- **Requirements:** TCP/IP protocol and WinSock stack
- **OS Support:** Windows 95, 98, NT

### Explanations

See [Network Information](#) or [WinsockInformation](#) topics for more information.

See also [Questions and Answers](#) document for full information.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## SCSI Information

Shows the list of SCSI Adapters installed on the system and the devices connected to them. For each device, specific information is displayed.

- SCSI Host Information
- SCSI Device Information
- SCSI Block Devices Extra Information
- **Command Line Switch:** SCSIInfo
- **Requirements:** SCSI Host Adapter, SCSI devices and 32-bit ASPI drivers.
- **OS Support:** Windows 95, 98, NT

## Explanations

See [List of Acronyms](#) for more information.

**Note:** Windows 95/98 and NT use drivers that make ATAPI devices look like SCSI devices for consistent management. This is done since ATAPI is in many ways quite similar to SCSI. Therefore, some of your IDE/EIDE devices may appear as SCSI devices as well. This is not a bug - but a feature of the operating system.

**Host** - The host is the controller that manages the SCSI bus. Most SCSI controllers support up to 7 devices (8 including the controller itself). Each device on the SCSI bus has a unique address.

**Device** - The devices that can be connected to the SCSI bus are varied and include the usual hard disks, CD-ROMs, backup devices, tape drives, scanners, optical disks and many others.

**Device Type** - the type of the device.

**Manufacturer** - the company that manufactured the device.

**Product** - the full name of the product.

**Version** - the product version or revision.

**Extra Information** - extra information about the device, generally either a serial number or the release date.

**Removable Device** - whether the media of the device is fixed or removable.

**Target ID** - SCSI devices occupy (i.e. respond to) one address on the SCSI bus. Generally, the SCSI device provides a means (e.g. switches, jumpers) to select one of the eight available addresses (0 through 7). This address is used during bus arbitration and selection or re-selection of SCSI devices. Each device on the SCSI bus is assigned a unique address.

**Logical Unit Number** - Each target has one or more logical units, beginning with logical unit zero. There is a maximum of eight logical units. These logical units are usually mapped directly to peripheral devices, but they may be a portion of a peripheral device or may comprise multiple peripheral devices.

**Device Currently Connected** - Whether this device is currently on-line or not. Some devices can disconnect from the bus.

**Bus Width** - The SCSI bus width. Usually it is 8-bit but Wide SCSI supports 16-bit for faster data transfer. Some SCSI implementations even support 32-bit.

**SCSI ANSI Version** - The device complies to this version of SCSI. This code designates this standard upon approval by ANSI.

**Supports Relative Addressing Mode** - device supports the relative addressing mode for this logical unit.

**Supports Synchronous Transfers** - device can transfer data synchronously.

**Supports Command Queues** - device supports queued commands.

**Supports Linked Commands** - device supports command linking.

**Supports Soft Reset** - device can be soft reset in addition to the hard reset.

**Supports Terminate I/O** - device can terminate a I/O transaction.

**Int 13h Drive No.** - if the device is a hard disk, this is the BIOS ID for the drive. With an ID the BIOS and DOS can use the drive without specific drivers.

**Heads** - the number of heads (tracks) for the device.

**Sectors** - the number of sectors per track for this device.

### Tips

**Warning W2600** - The SCSI device does not adhere to any of the ANSI standards (SCSI-1, SCSI-2, etc.)

**Fix:** Generally EIDE/ATAPI emulated by Windows generate this warning - this is normal - EIDE/ATAPI devices do not adhere to SCSI. If it's a SCSI device it must be rather old. All modern SCSI devices should support SCSI-2.

## **Config.sys Listing**

Shows information about the Windows/MS-DOS initialisation file **Config.sys** and its contents.

- **Command Line Switch:** Config.sys
- **OS Support:** Windows 95, 98

## **Config.dos Listing**

Shows information about the MS-DOS initialisation file **Config.dos** and its contents. This file is used when you boot into the previous version of MS-DOS instead of Config.sys.

- **Command Line Switch:** Config.dos
- **OS Support:** Windows 95, 98

## **Config.nt Listing**

Shows information about the Windows NT initialisation file **Config.nt** and its contents. This file is used when you boot into Windows NT instead of Config.sys.

- **Command Line Switch:** Config.nt
- **OS Support:** Windows NT

## **AutoExec.bat Listing**

Shows information about the Windows/MS-DOS initialisation file **AutoExec.bat** and its contents.

- **Command Line Switch:** AutoExec.bat
- **OS Support:** Windows 95, 98

## **AutoExec.dos Listing**

Shows information about the MS-DOS initialisation file **AutoExec.dos** and its contents. This file is used when you boot with the previous version of MS-DOS instead of the usual AutoExec.bat.

- **Command Line Switch:** AutoExec.dos
- **OS Support:** Windows 95, 98

## **AutoExec.nt Listing**

Shows information about the Windows NT initialisation file **AutoExec.nt** and its contents. This file is used when you boot with Windows NT instead of the normal AutoExec.bat.

- **Command Line Switch:** AutoExec.nt
- **OS Support:** Windows NT

## **MsDos.sys Listing**

Shows information about the Windows/MS-DOS initialisation file **MsDos.sys** and its contents. This file determines the way Windows loads and behaves at boot time. It also allows you to boot to MS-DOS.

- **Command Line Switch:** MsDos.sys
- **OS Support:** Windows 95, 98

## **Boot.ini Listing**

Shows information about the Windows 95, 98/ Windows NT initialisation file **Boot.ini** and its contents. It allows you to boot into different Windows NT versions as well as into Windows 95 or 98.

- **Command Line Switch:** Boot.ini
- **OS Support:** Windows NT

## **Dr. Watson Log**

Shows information about the errors detected by the Dr. Watson application for Windows NT. This way you can check this log for any problems (if any).

- **Command Line Switch:** DrWtsn32.log
- **OS Support:** Windows NT

## System.ini Listing

Shows information about the Windows initialisation file **System.ini** and its contents.

- **Command Line Switch:** System.ini
- **OS Support:** Windows 95, 98,NT

## Win.ini Listing

Shows information about the Windows initialisation file **Win.ini** and its contents.

- **Command Line Switch:** Win.ini
- **OS Support:** Windows 95, 98, NT

## **Control.ini**

Shows information about the Windows initialisation file **Control.ini** and its contents:

- **Command Line Switch:** Control.ini
- **OS Support:** Windows 95, 98, NT

## Protocol.ini Listing

Shows information about the Windows network initialisation file **Protocol.ini** and its contents.

- **Command Line Switch:** Protocol.ini
- **OS Support:** Windows 95, 98, NT

## **BootLog.txt Listing**

Shows information about the Windows boot log file **BootLog.txt** and its contents.

- **Command Line Switch:** BootLog.txt
- **OS Support:** Windows 95, 98, NT

## **ScanDisk.log Listing**

Shows information about the ScanDisk boot log file **ScanDisk.log** and its contents. This file holds the log of tests done on the drives and any errors (if any) encountered and corrections (if any) attempted.

- **Command Line Switch:** ScanDisk.log
- **OS Support:** Windows 95, 98

## **NetLog.txt Listing**

Shows information about the Windows network boot log file **NetLog.txt** and its contents:

- **Command Line Switch:** NetLog.txt
- **OS Support:** Windows 95, 98, NT

## **NDisLog.txt Listing**

Shows information about the Windows network initialisation file **NDisLog.txt** and its contents:

- **Command Line Switch:** NDisLog.txt
- **OS Support:** Windows 95, 98, NT

## **Dump Hardware Settings**

Dumps the hardware settings from the system registry. Very useful to technical support people to check that a hardware was correctly installed in Windows and the correct settings are used.

- **Command Line Switch:** DumpHardware
- **OS Support:** Windows 95, 98, NT

## Environment List

Shows the list of environment variables and their values. Environment variables are still used to store configuration information by Windows & console programs.

- **Command Line Switch:** EnvVar
- **OS Support:** Windows 95, 98, NT

## **CMOS Information**

Displays the CMOS hardware settings and shows various information encoded in CMOS.

- Time, Date, Alarm
  - System Status
  - Equipment Installed
  - Floppy Disks and Hard Disks
  - Memory Size & Type
- 
- **Command Line Switch:** CMOSInfo
  - **OS Support:** Windows 95, 98

### **Explanations**

This information is only useful to programmers and therefore is beyond the scope of this document. You can get information about this settings from your BIOS manual or an advanced computer book that deals with this topic.

See List of Acronyms for more information.

### **Tips**

This module does not generate any tips.

## **CMOS Dump**

Dumps the CMOS hardware settings and shows various information encoded in CMOS.

- Time, Date
- Floppy Disks and Hard Disks
- Memory Size & Type
- Various Devices Information & Status
- Checksums

- **Command Line Switch:** CMOSDump

- **OS Support:** Windows 95, 98

### **Explanations**

This information is only useful to programmers and therefore is beyond the scope of this document. You can get information about this settings from your BIOS manual or an advanced computer book that deals with this topic.

See [List of Acronyms](#) for more information.

### **Tips**

This module does not generate any tips.

## Hardware Irq Settings

Shows the list of interrupt requests lines (IRQ), their settings and the hardware (device) that uses each setting.

- **Command Line Switch:** HardIrq
- **OS Support:** Windows 95, 98

### Explanations

**Hardware Interrupts (Irq)** - are the interrupts generated by hardware. There are 16 in total in today's PC. However most of them are used before you add any devices. Most hardware devices (keyboard, mouse, modem, disk controller) need an interrupt to interface to the CPU.

**Channels** - There are 2 interrupt controllers in today's PC, each providing 8 channels. One channel is used to connect the master interrupt controller to the slave interrupt controller, leaving 15 free interrupts. However, the chipset itself uses many interrupts (about 11) leaving only about 3-6 free. Until recently no two devices could share an interrupt (in most cases) since the software could not tell them apart, but new BIOSes & OSes have implemented a resource sharing protocol since there are just not enough free interrupts for all the hardware to use.

**Irq. No.** - The number of the hardware interrupt that is used by a device or more.

**Device** - The name and type of hardware device or devices that owns/own the hardware interrupt.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Software Protected-Mode Irq Handlers

Shows the list of software interrupt requests lines (Int), their settings and module that handles this interrupt in protected mode (16/32-bit).

- **Command Line Switch:** Prolrq
- **OS Support:** Windows 95, 98

### Explanations

**Software Interrupts** - are interrupts generated by software, Typically they are used to call services provided by a BIOS (system, video, hardware). There are 256 in total which include the 16 hardware interrupts. When an interrupt occurs the CPU jumps to the interrupt handler which is listed in a table called the 'interrupt vector table'. The handler saves the current CPU state, deals with the interrupt, restores the initial state and exits.

**Irq. No.** - The number of the software interrupt in hexadecimal.

**32-bit Address** - The address (32-bit flat mode) of the protected mode interrupt handler. Protected mode is the mode in which Windows runs on.

**Handler** - The name of the Windows module/device driver which handles the interrupt.

**Description** - The purpose of the interrupt and typical usage or device that uses it.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Software Real-Mode Irq Handlers

Shows the list of software interrupt requests lines (Int), their settings and module that handles this interrupt in real mode (16-bit).

- **Command Line Switch:** Reallrq
- **OS Support:** Windows 95, 98

### Explanations

**Software Interrupts** - are interrupts generated by software, Typically they are used to call services provided by a BIOS (system, video, hardware). There are 256 in total which include the 16 hardware interrupts. When an interrupt occurs the CPU jumps to the interrupt handler which is listed in a table called the 'interrupt vector table'. The handler saves the current CPU state, deals with the interrupt, restores the initial state and exits.

**Irq. No.** - The number of the software interrupt in hexadecimal.

**16:16-bit Address** - The address (16bit segment + 16bit offset) of the real mode interrupt handler. The real mode is the mode MS-DOS runs on.

**Handler** - The name of the Windows module/device driver which handles the interrupt.

**Description** - The purpose of the interrupt and typical usage or device that uses it.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## DMA Channel Settings

Shows the list of direct memory access channels (DMA), their settings and the hardware (device) that uses each setting.

- **Command Line Switch:** DMARes
- **OS Support:** Windows 95, 98

### Explanations

**DMA** - DMA or Direct Memory Access is a method of transferring data between a device and memory without CPU involvement. This way is faster. Also, the CPU can do other computation in the mean-time.

**Channels** - There are 2 DMA controllers in a PC, each providing 4 channels. Since one channel is used to connect the master DMA controller to the slave DMA controller there are 4 8-bit and 3 16-bit available channels. One channel can be used by one hardware device only.

**DMA Ch. No.** - the channel number used by a hardware device.

**Device** - the name and type of hardware device that uses the DMA channel.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## **I/O Port Settings**

Shows the list of input/output ports (I/O), their settings and the hardware (device) that uses each setting.

- **Command Line Switch:** IORes
- **OS Support:** Windows 95, 98

### **Explanations**

**I/O Ports** - are ports that can be used by software to talk to hardware directly without using interrupts and the BIOS. There are 65 thousand ports, but each hardware device may use as many as 20-40, i.e. a range. Some are input only, some are output only and some are input/output depending on hardware. No two devices may share one port, so ranges must not overlap.

**I/O Port** - the port range used by the hardware device.

**Device** - the name and type of hardware device that uses this I/O port range.

See [List of Acronyms](#) for more information.

### **Tips**

This module does not generate any tips.

## Memory Settings

Shows the list of memory blocks, their settings and the hardware (device) that uses each setting.

- **Command Line Switch:** MemRes
- **OS Support:** Windows 95, 98

### Explanations

**Memory** - a 32-bit processor (386, 486, Pentium, etc.) has an address range of 4G (00000000 -FFFFFFFF in hexadecimal). The installed physical memory, the video adapter memory, BIOSes can be mapped somewhere in this address space. While the address range is huge, there may still be conflicts since most devices try to use the same lower addresses.

**Memory Range** - the memory address range used by the hardware device.

**Device** - the name and type of hardware device that uses this memory address range.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Plug & Play Enumerator

Shows the list of devices installed in your system, together with their type, version, resources allocated and software drivers used.

- **Command Line Switch:** PnPEnum
- **OS Support:** Windows 95, 98

### Explanations

**Manufacturer** - the manufacturer for this device.

**Device Name** - the full product name for this device.

**Hardware Version** - the device version if known.

**Resources** - the hardware resources this device uses.

**Irq. No.** - the number of the hardware interrupt that is used by a device or more.

**DMA Ch. No.** - the channel number used by a hardware device.

**I/O Port** - the port range used by the hardware device.

**Memory Range** - the memory address range used by the hardware device.

**Driver** - the software driver that interfaces this device to Windows.

**Driver Date** - the date the driver was released.

**Driver Version** - the version of the driver. For the current version of windows this should be 4.0 or higher.

**Information File** - the name & path of the information file that was used to install this software driver.

**Information File Section** - the name of the section within the information file used to install this software driver onto the operating system.

**Device Loader** - the device driver that installs this driver.

**Device Enumerator** - the device driver that detects (enumerates) this type of devices.

**Miniport Driver** - a miniport driver is a generic driver for a specific type of device (e.g. EIDE controllers) which interfaces with a specific driver for your hardware. This way the specific driver is simpler and thus easier to write and release.

**Universal Driver** - an universal driver is similar to a miniport driver, however it is a fully fledged driver which does not need a specific driver to drive your hardware. You will gain better support and stability but some specific functions of your hardware may go unused.

See [List of Acronyms](#) for more information.

### Tips

This module does not generate any tips.

## Create a Report Wizard

Runs the Create a Report Wizard which helps you create a system report quickly. You can:


- Print, Fax, Save or E-Mail the report
- Create a script with the choices made for batch-mode runs
- Select only the modules that you require
- Adjust the information type/amount each module provides
- Schedule reports (Windows System Agent feature)
- Run batch-mode reports (**/r** command line option)

**Open Module**

Loads (runs/executes/activates/updates) the selected module.

## Run Control Panel


Loads the Windows **Control Panel** utility. This utility allows you to change your system's settings and is an integral part of Windows.

Click here  to run **Control Panel**.

## Run Scan Disk

Runs the disk testing and fixing Windows utility **ScanDisk**. ScanDisk can detect and repair most disk problems.


This utility has reduced functionality on Windows NT.

Click here  to run **ScanDisk**.

## Run Disk Defragmenter

Runs the disk defragmenter Windows utility **Defrag**. By defragmenting your hard disk you speed it up thus improving the system's performance.


This utility is **not** present on Windows NT systems. You will need to get a 3rd party utility to defragment your disk (e.g. DiskKeeper).

Click here  to run **Windows 9X Defrag**.

## Run System Files Configuration Editor

Runs a program which allows you to view and edit the system files (Config.sys, Autoexec.bat, Win.ini and System.ini) as well as back them up. Should be used with care as it is not a supported program.


This utility is not present on Windows NT systems since NT does not use these configuration files.

Click here  to run **System Editor**.

## Run Registry Editor

Runs the registry editor utility which allows you to view, add, delete and modify registry keys and values. Unless you know what you're doing you should not try it as you may destroy the system set-up.


This utility comes with all versions Windows but is **hidden** since only advanced users should use it.

Click here  to run **Registry Editor**.

## Run Policy Editor

Runs the policy editor which allows you to grant or revoke user privileges including using system programs, changing system configuration and many other things. Useful only to system administrators and multiple users of the same system. Do not use otherwise.

You must install this program yourself manually from the Windows 95/98 CD. See the **Admin** directory. If you have the **Plus!** Pack you can install it using the install program that comes with Plus!

Click here  to run **Policy Editor**.

## Run the IP Configuration Editor

The TCP/IP configuration editor allows you to view and set various settings which mainly relate to the Internet and/or Network connection. These should be done once at the beginning and left well alone unless you change your set-up.


You must have the TCP/IP network protocol installed. Windows NT systems do not have this utility as a different network system is used.

Click here  to run **Windows 9X IP Configuration Utility**.

Click here  to run **Windows NT IP Configuration Utility**.


## Run WordPad

Runs **WordPad**, the basic word-processor application included with Windows.

Click here  to run **WordPad**.

## Run NotePad

Runs **NotePad**, the basic text editor application included with Windows.

Click here  to run **NotePad**.

## Run BackUp

Runs **Windows BackUp**, the disk back-up application. You should use this regularly (or another back-up application) to back your hard disk(s) to tape(s) or other removable media. Just in case...

If you haven't installed it, run **Control Panel\Add-Remove Programs\Windows Setup\Disk Tools**, select **Backup** to install it. Windows 95, 98 and NT come with different backup programs and backups made with one program may not work at all with another one.

Click here  to run **Windows 95 Backup**.

Click here  to run **Windows 98 Backup**.

Click here  to run **Windows NT Backup**.

## Run Registration Clean-up

Runs the **Registration Clean-up Wizard** which is an application which checks and removes garbage from the system's registry as well as checking the validity of keys and data to a certain extent.

You need to get this yourself (it's **free**) from Microsoft's Web Site. Click here  to connect to it. Search for **RegClean**.

Click here  to run **Registration Clean-up Wizard**.

## Run System Monitor

Runs the **System Monitor**, an application which monitors system resources and shows you various graphs so you can check your system's load. This may tell you that you need more memory or a faster processor, etc.

If you haven't installed it run **Control Panel\Add-Remove Programs\Windows Setup\Accessories** and select **System Monitor** to install it. Windows NT systems come with a different utility.

Click here  to run **Windows 9X System Monitor**.

Click here  to run **Windows NT System Monitor**.

## Run the **System Analyst for Windows**

Runs the **System Analyst for Windows**, a 16-bit Windows utility developed by SiSoftware in the past. This may prove useful for information on the 16-bit Windows sub-system and 16-bit application and libraries.


This program does not run on Windows NT systems.

See the [Read Me!](#) document for more information about it.

## Run the Microsoft System Information

Runs the **Microsoft System Information**, a 32-bit Windows utility which provides most of the information Sandra provides. You may want it to compare results and make sure.

The program comes with **Microsoft Office** and is included with Windows 95 OSR2 or Windows 98. Windows NT systems come with a different utility.

Click here  to run **System Information**.

## Run DirectX Diagnostics

Runs the **Microsoft DirectX Diagnostic Tool**, a diagnostic and information utility for DirectX. It is included in the full DirectX 6 release or later. If you don't have it, make sure you've installed DirectX 6 or later.

Click here  to run **DirectX Diagnostics**.

## Run Windows Tune-Up

Runs the **Microsoft Maintenance Wizard**, a utility that cleans up your system, checks the system for errors and optimises the systems so that programs start faster. It also allows you to schedule the maintenance sessions.

This utility is included in Windows 98.

Click here  to run **Windows 98 Tune-Up**.

## Run System Troubleshooter

Runs the **Microsoft System Configuration**, a utility that automates the routine troubleshooting steps that Microsoft Technical Support engineers use when diagnosing issues with the Windows 98. This tool permits you to modify the system configuration through a process of elimination with check boxes.


This utility is included in Windows 98.

Click here  to run **System Troubleshooter**.

## Run Disk Clean-Up

Runs the **Microsoft Disk Clean-Up**, a utility that lets you regain disk space by deleting unneeded files from various parts of the system or by un-installing programs or parts of Windows.

This utility is included in Windows 98.

Click here  to run **Disk Clean-Up**.

### **Loads SiSoft Sandra's WWW Page**

Starts up your default World-Wide-Web browser and loads up the **SiSoft Sandra WWW page**.

If this does not work, try entering the address manually in your WWW browser. See Technical Support and Points of Contact topic for more information.

## **Connect**

Runs the **Connect Wizard** which helps you select the computer you wish to connect to using Sandra Client/Server version. All the information Sandra Client displays refers to the remote computer.

To connect to more than one computer simultaneously or run the statistics wizards from the same copy of the program, you need the special add-ons. However, you can run more than one copy of Sandra Client simultaneously without using any add-ons.

**Disconnect**

Disconnects from the current Sandra's connection(s). This does not disconnect you from the Internet or your other network(s).

## **Set Options**

Allows you to set SiSoft Sandra's options. At the moment there are no options to set, all are automatic.

## **View Module Properties**

Shows the Sandra module's properties and various other information:

- Module Information
- Display Capabilities
- Command Line Option
- OS Support
- Module Settings

This information is useful if you wish to create scripts or customise Sandra in special ways.

### **View Information Modules**

Shows only Information Modules.

### **View Benchmarking Modules**

Shows only Benchmarking Modules.

### **View Listing Modules**

Shows only Listing Modules.

### **View Testing/Diagnostic Modules**

Shows only Testing/Diagnostic Modules.

### **View All Modules**

Shows all modules, including Wizards.

## **Large Icons**

Use Large Icons for the module list.

## **Small Icons**

Use Small Icons for the module list.

## List

Shows modules in a list.

**Details/Report**

Shows modules in a report and shows module information.

**Refresh**

Refreshes the module list.

### **Arrange modules by name**

Arranges modules by name.

### **Arrange modules by description**

Arranges modules by their description.

## **Auto Arrange**

Auto arranges the module list

**Exit Application**

Closes Down SiSoft Sandra. It also disconnects all Sandra connections if any.

**View Toolbar**

Shows or hides the Sandra's standard toolbar.

**View Status Bar**

Shows or hides Sandra's status bar.

## **Help Contents**

Displays the SiSoft Sandra's help topics.

## **Help Search**

Searches the on-line documentation for keywords.

### **Tip of the Day**

Shows a tip of the day from Sandra's tip database. This is a standard feature on modern Windows applications.

## About SiSoft Sandra

Displays program information, version and copyright details. See the [License Details](#) topic for more information.

## Change Module Options

This wizard allows you to:

- Select the tests the module runs. This is useful if some tests lock the computer or you don't require them.
- Adjust the amount of information to your specific requirements. Some information may not be needed or may be too large for some reports.
- Check or uncheck the checkboxes next to the option you want to select/de-select.
- Options are saved for later use.
- While the options come into effect immediately, you may need to click the **Update** button to refresh the module's information.

## Create a Report Wizard - Steps 1 to 4

This wizard allows you to select which modules you want to include in the report:

- Check the checkbox next to each module you want to include in the report.
- Uncheck the checkbox next to each module you want to exclude from the report.
- All modules are selected by default.
- To select all modules, click the **Select All** button
- Your selection is saved for later use.
- If you made a mistake and would like to restore to the previous selection click **Restore** button.
- If you want to set a module's options, right-click the module and then the **Options** button.

### **Create a Report Wizard - Step 5**

Enter your comments in the edit box (where it says *Please enter your report comments here*). If you don't type anything, no comments will appear in the report.

If you choose to e-mail the report, this text becomes the message body (the actual report is send as an attachment) so you should definitely enter some information for the receiver of the message.

## Create a Report Wizard - Step 6

### Performance Tune-Up Wizard - Step 2

Here you can choose the way you want the report to be delivered:

- **Print or Fax** - you will be able to choose the printer or fax you want to send the report to and also set the device settings, number of copies, etc. A print or fax needs to be installed.
- **Save to Disk** - you will be able to select the drive, path and filename for the report.
- **E-Mail** - you will be able to enter the message subject and the recipient's name(s). The report will be send as a file attachment. Make sure you check the **compress** checkbox to minimise message size. A 32-bit MAPI compatible client needs to be installed.
- **Save choices as script** - a script will be created using the current options defined in the wizard. You can run the script later using the command: **Sandra /r <script file name>**. This option *does not* generate a report - only saves the options you selected.

## Create a Report Wizard - Step 7

### Performance Tune-Up Wizard - Step 3

Here you can choose the way the report file is created:

- **Text Document (.txt)** - This is the normal format, readable by humans (i.e. with proper formatting, alignments and other things). But it cannot be easily imported into a database or spreadsheet. Sandra herself cannot read it.
- **Report Compatible (.rpt)** - To allow Sandra to read it back, you should choose this option. While not readily accepted as input to a database or spreadsheet - a converter can be quickly made to convert most other formats. For more information see [Report Format](#).
- **Web/Html Compatible (.htm)** - If you want to create a report for Internet publication or to print out. It looks better but it is much larger than a text report. It should also be used if you intend to use proportional fonts or import it into a modern editor. You can import your own *style sheet* if you don't like the default. For more information see [HTML File Format](#).
- **Web/XML Compatible (.xml)** - Create a report in XML format, from which you can readily import it into any XML compliant system, format or convert to any other format. You can view or format it directly with Microsoft Internet Explorer 5 or later. For more information see [XML Format](#).
- **CIM SMS/DMI Compatible (.mif)** - Create a report in CIM (Common Interface Model) format developed by DMTF (Desktop Management Task Force) part of WBEM (Web-Based Enterprise Management) initiative. Microsoft's SMS (Systems Management Server) uses it and you can import a report directly into it. Any CIM/DMI compliant system should work also. For more information see [CIM Format](#).
- **Append to Existing Report** - Check it if you want the new report to be appended to the selected file instead of overwriting the file. Be warned that this only works for normal, text type reports.
- **Compress Report** - Available only if you save the report to disk. The report will be compressed in the Windows cabinet (.CAB) format. As the file is text the saving may be appreciable (90% or more).

## Report Format

The file extension used by the report generator is **.rpt**

The format follows the Windows INI file format with special tags to identify modules, device classes, devices, sub-titles and attributes.

- A module has the tag **[module:{mn}]** where *mn* is the name of the module. Underneath this tag, the classes belonging to this module are listed.
- A class tag also contains the module name in the tag name, thus for **[class:{cn}module:{mn}]** *cn* is the class name and *mn* is the module the class belongs to. Every class has a parent module. Underneath this tag, the devices belonging to this class are listed.
- A device tag also contains both the module and class names, thus for **[device:{dn}class:{cn}module:{mn}]** *dn* is the device name, *cn* is the class it belongs to and *mn* is the module it belongs to. Underneath this tag, the attributes are listed.
- A sub-title has the tag **sn=a,b** where *sn* is the sub-title name, *a* is the icon ID (internal) and *b* is the formatting style (internal).
- An attribute has the tag **an=a,b,vn** where *an* is the attribute name, *a* is the icon ID (internal), *b* is the formatting style (internal) and *vn* is the value of the attribute.

Here's an example:

```
[module:{Sound Card Information}]
Wave Input Devices (Recording)=0
```

```
[class:{Wave Input Devices (Recording)}module:{Sound Card Information}]
SB Live! Wave In [D000]=0
```

```
[device:{SB Live! Wave In [D000]}class:{Wave Input Devices (Recording)}module:{Sound Card Information}]
General Device Information=1,0
Device Name=-1,0,SB Live! Wave In [D000]
```

## Web/HTML Format

The file extension used by the report generator is **.htm** not *.html*.

The HTML file format adheres to **HTML 4.0** but only uses HTML 3.0 tags and thus should display on almost all browsers.

The report is one huge table. Thus the browser must support **tables** – otherwise it will not display correctly.

The page has a built in style definition block, but you can overwrite it by providing a **ReportStyle.css** style sheet in the same folder as the report.

## XML Format

The file extension used by the report generator is **.xml**

The DTD schema for the file is called **ReportSchema.dtd** and can be found in the **\Examples** folder within the Sandra folder.

The XML schema for the file is called **ReportSchema.xml** and can be found in the **\Examples** folder within the main Sandra folder.

An example XLS style-sheet to convert a XML report into HTML can be found in the **\Examples** folder – name **ReportStyle.xls**.

An example of a dynamic HTML page (MS-IE 5.0 or later required) that shows how to generate HTML from XML using a XLS can be found in the **\Examples** folder – name **Dynamic XML Report.htm**.

- The report uses the **<Report>** tag and contains at least one module.
- The module uses the **<Module>** tag and contains a title, one or more device class(es), one or more device(s), one or more information group(s) or one or more information item(s).
- The device class uses the **<DeviceClass>** tag and contains a title, an icon ID and one or more device(s).
- The device uses the **<Device>** tag and contains a title, an icon ID and one or more information group(s).
- The information group uses the **<InfoGroup>** tag and contains a title, an icon ID and one or more information item(s).
- The information item uses the **<InfoItem>** tag and contains a title, an icon ID, a format specifier and a value tag.
- The useful tags are **<Title>** and **<Value>**, the others are reserved.

Here's an example:

```
<Report>

  <Module>
    <Title>Sound Card Information</Title>

    <DeviceClass>
      <Title>Wave Input Devices (Recording)</Title>
      <Icon>0</Icon>

      <Device>
        <Title>SB Live! Wave In [D000]</Title>
        <Icon>0</Icon>

        <InfoGroup>
          <Title>General Device Information</Title>
          <Icon>1</Icon>

          <InfoItem>
            <Title>Device Name</Title>
            <Icon>-1</Icon>
            <Format>0</Format>
            <Value>SB Live! Wave In [D000]</Value>
          </InfoItem>
        </InfoGroup>
      </Device>
    </DeviceClass>
  </Module>
</Report>
```

## CIM Format

The file extension used by the report generator is **.mif**

The class specified is **SiSoftware|SiSoft Sandra|001**

- The report uses the **Component** tag. The start of the report is marked by the **Start Component** tag and the end of the report is marked **End Component**.
- The module uses the **Group** tag. The start of the module is marked by the **Start Group** tag and the end of the module is marked **End Group**. The module is at level 1.
- The device class uses the **Group** tag. The start of the device class is marked by the **Start Group** tag and the end of the device class is marked **End Group**. The device class is at level 2, i.e. within a module group.
- The device uses the **Group** tag. The start of the device is marked by the **Start Group** tag, and the end of the device is marked **End Group**. The device is at level 3, i.e. within a device class group.
- The information group uses the **Group** tag. The start of the information group uses the **Start Group** tag, and the end of the information group is marked **End Group**. The information group is at level 4, i.e. within a device group.
- The information item uses the **Attribute** tag. The start of the information item uses the **Start Attribute** tag, and the end of the information item is marked **End Attribute**. The information item can be found at any levels from 1 to 4.
- The useful attributes of an information item are **Name** and **Value**. The other can be useful for SMS/DMI systems or compatible.

Here's an example:

```
Start Component
  Name = "SiSoft Sandra"
  Description = "SiSoft Sandra"

  Start Group
    Name = "Sound Card Information"
    ID = 6
    Class = "SiSoftware|SiSoft Sandra|001"
    Description = "Sound Card Information"

    Start Group
      Name = "Wave Input Devices (Recording)"
      ID = 1
      Class = "SiSoftware|SiSoft Sandra|001"
      Description = "Wave Input Devices (Recording)"

      Start Group
        Name = "SB Live! Wave In [D000]"
        ID = 1
        Class = "SiSoftware|SiSoft Sandra|001"
        Description = "SB Live! Wave In [D000]"

        Start Group
          Name = "General Device Information"
          ID = 1
          Class = "SiSoftware|SiSoft Sandra|001"
          Description = "General Device Information"

          Start Attribute
```

```
Name = "Device Name"
ID = 1
Description = "Device Name"
Access = Read-Only
Storage = Common
Type = String(64)
Value = "SB Live! Wave In [D000]"
End Attribute
```

## Create a Report Wizard - Last Step

Here you can choose:

- **E-Mail Message's Subject** - type your own subject or accept the default.
- **E-Mail Recipient(s)** - type the address(es) of the recipients for the message. They are usually separated by ',' or ';'. You don't need to type the person's name, only the address.
- If you want to send the message to SiSoft Sandra's author, click the **E-Mail Program Author** button. The fields will be set-up for you automatically.
- The field's contents will be saved for later use.

## **Benchmarking Status**

This window notifies you that SiSoft Sandra is benchmarking your system and you should not disturb the system while this is going on. If you do the results will be lower than expected.

### **Don't:**

- Press any keys
- Move the mouse or click the buttons
- Run background processes (MIDI/Wave/Video playback, Internet transfers, network transfers, etc.)

Please wait until the test is completed. Most take less than 1 minute and no test lasts more than 5 minutes

## Creating Report Status

This window shows the status of report creation:

- The type of report created and on what device
  - Report creation status
  - Current running module
  - Any warnings encountered
  - Completion percentage
- 
- At any time you can click the **Cancel** button to abort the report.
- 
- The animation tells you if Sandra is running properly or it has locked.
  - If the animation is running, don't worry if the creation takes a long time: if you include all modules (especially the disk benchmarks) the total time may be well over 10 minutes.

## Tip of the Day

This window shows a tip of the day.

- Click the **Next Tip** button to see the next tip.
- Click the **Close** button to close the window.
- Un-check the **Show Tips at Startup** checkbox if you don't want the Tip of the Day window to appear each time you start the program.

### **Registered SiSoft Sandra Required**

Sorry, this module only runs on the **Registered** versions of Sandra, either **Professional** or **Enterprise**. You will need to purchase one of these versions to get this module.

You can delete the module (click **DEL** or right-click and choose **Delete**) to get rid of this message. This is not a nag screen, just an information screen that can be turned off.

To find out how to order the Professional or Enterprise versions, see the [Ordering Information](#) topic.

## Performance Tune-up Wizard

This wizard runs all enabled information & testing/diagnostic modules and collects the performance enhancing tips as well as other errors or warnings and displays them in a list.

It is a convenient way of obtaining a complete view of your system in one go without going through every module. Do note that this operation may take some time, although less than creating a complete report.

### Tips


See the modules below for information about the tips displayed:


- [System Summary \(100 to 199\)](#)
- [Computer \(CPU/Bus/BIOS/Chipset\) Information \(200 to 299\)](#)
- [Mainboard Information \(2500 to 2599\)](#)
- [Video System Information\(300 to 399\)](#)
- [Printers Information \(400 to 499\)](#)
- [WinSock \(Internet\) Information \(500 to 599\)](#)
- [Game Controllers Information \(600 to 699\)](#)
- [Sound Devices \(Sound Card\) Information \(700 to 799\)](#)
- [Mouse Information \(800 to 899\)](#)
- [Keyboard Information \(900 to 999\)](#)
- [MCI \(Multimedia\) Devices Information \(1000 to 1099\)](#)
- [APM \(Advanced Power Management\) Information \(1100 to 1199\)](#)
- [PCI & AGP Buses & Devices Information \(1200 to 1299\)](#)
- [Windows & DOS OS Information \(1300 to 1399\)](#)
- [DOS Memory Information \(1900 to 1999\)](#)
- [Windows Memory Information \(2000 to 2099\)](#)
- [Ports \(Serial/Parallel\) Information \(1400 to 1499\)](#)
- [OLE Servers Information \(1500 to 1599\)](#)
- [Modules Information \(1700 to 1799\)](#)
- [Processes/Threads Information \(1600 to 1699\)](#)
- [DOS Device Drivers Information \(2100 to 2199\)](#)
- [Drives Information \(1800 to 1899\)](#)
- [DirectX Information \(2200 to 2299\)](#)
- [Communication Devices Information \(2300 to 2399\)](#)
- [Network Information \(2400 to 2499\)](#)
- [SCSI Information \(2600 to 2699\)](#)
- [Font Information \(2700 to 2799\)](#)
- [3D Video System Information \(2900 to 2999\)](#)
  
- [CMOS Dump & Check \(10000 to 10099\)](#)
- [Hardware Irq Settings \(10100 to 10199\)](#)
- [Software Protected-Mode Irq Handlers \(10200 to 10299\)](#)
- [Software Real-Mode Irq Handlers \(10300 to 10399\)](#)
- [DMA Channel Settings \(10400 to 10499\)](#)
- [I/O Ports Settings \(10500 to 10599\)](#)
- [Memory Range Settings \(10600 to 10699\)](#)
- [Plug & Play Enumerator \(10700 to 10799\)](#)

## Web-Update Wizard

This wizard helps keep Sandra up-to-date. The wizard uses your computer's modem or Internet connection to automatically download updates directly from the web. These updates are free.

You should run this wizard **monthly** to see if there are any new updates. New updates add more modules, new features and/or fix bugs or other incompatibilities. So don't forget.

Click here  to open the download information document locally.

Click here  to open the download information document from the web. You need to go on-line in order to read it.

### **Delete Module(s)**

Delete/remove the selected module(s). This operation will remove the selected module(s) from the display list and will unload them from memory. Note that you cannot delete the wizard modules.

To add the module(s) back, use the **Add New Module Wizard**.

## **No Help Available**


No help is available for this area of the window.

**No Help Available**

No help is available for this message box.


## Reset All Sandra Options

If you have played with the Sandra's options and messed them up, here's how you can reset them to the built-in defaults (no need to reinstall):

- Click here  to run the **Registry Editor** utility
- Double-click **HKEY\_USERS**
- Double-click **.Default**
- Double-click **Software**
- Double-click **SiSoft**
- Right-click **Sandra** and select **Delete**
- Answer **Yes** to the confirmation dialogue box
- Close Registry Editor

## Reset the Module List

If you have played with the module list (swapping icons back and forth) or other module options you can reset them to the default this way:

- Click here  to run the **Registry Editor** utility
- Double-click **HKEY\_USERS**
- Double-click **.Default**
- Double-click **Software**
- Double-click **SiSoft**
- Double-click **Sandra**
- Right-click **Modules** and select **Delete**
- Answer **Yes** to the confirmation dialogue box
- Close Registry Editor

## **The VideoCD Benchmark**

This benchmark is different from the normal data-disk benchmark. This is because the data is encoded differently on these disks and the CD-ROM driver treats them differently. The disk access is optimised for sequential scan and pre-fetch while buffering is kept to a minimum.

If you want to test your CD-ROM's VideoCD performance, then run this test. Data disk performance may be irrelevant for VideoCD performance. A drive & software driver which perform brilliantly with data disks may cause jerky VideoCD playback.

A 600MB+ VideoCD will yield true values for the random read performance and access time. When different size CDs are used the results are extrapolated statistically for a 600MB disk. This makes the benchmark test disk size independent.

## **The Data CD Benchmark**

This benchmark is different from the VideoCD benchmark. Disk access is optimised in the same way as for hard drives, i.e. mainly buffering and random access. While there are data CDs which contain MPEG, MOV or AVI files, the performance could be much worse than for a VideoCD.

A 600MB+ data disk with 600MB+ data files is recommended for true benchmark results. When different size CDs are used the results are extrapolated statistically for a 600MB disk. This makes the benchmark test disk size independent.

Suitable CDs for testing:

- Ziff-Davis PC Benchmarks CD-ROM - recommended
- Microsoft VC++ 4.0 or later
- Microsoft Visual Basic 4.0 or later
- Astra Medical CD-ROM

## List of many acronyms

<b>3Dnow!</b>	Multi-Media Extensions (AMD)
<b>AC</b>	Alternating Current
<b>ACPI</b>	Advanced Configuration and Power Interface
<b>AE</b>	Applications Engineer
<b>AFS</b>	Andrew File System
<b>AI</b>	Artificial Intelligence
<b>ALU</b>	Arithmetic-Logic Unit
<b>AM</b>	Amplitude Modulated
<b>AMD</b>	Advanced Micro Devices, Inc.
<b>AMI</b>	American Megatrends Inc.
<b>ANSI</b>	American National Standards Institute
<b>APIC</b>	Advanced Programmable Interrupt Controller
<b>APM</b>	Advanced Power Management
<b>ASCII</b>	American Standard Code for Information Interchange
<b>ASIC</b>	Application Specific Integrated Circuit
<b>ASPI</b>	Advanced SCSI Programming Interface
<b>AT</b>	Advanced Technology
<b>ATA</b>	AT bus Attachment
<b>ATAPI</b>	ATA Packet Interface
<b>ATDM</b>	Asynchronous Time Division Multiplexing
<b>ATM</b>	Asynchronous Transfer Mode
<b>AUI</b>	Attached Unit Interface
<b>BBS</b>	Bulletin Board System
<b>BCC</b>	Block Check Character
<b>BCD</b>	Binary Coded Decimal
<b>BE</b>	Back End
<b>BEDO</b>	Burst EDO
<b>BiCMOS</b>	Bipolar Complementary Metal-Oxide Semiconductor
<b>BIOS</b>	Basic Input / Output System
<b>BNC</b>	Bayonet Nut Connector
<b>BPS/bps</b>	Bytes/bits Per Second
<b>BSC</b>	Binary Synchronous Communications
<b>BSD</b>	Berkeley Standard Distribution
<b>BTU</b>	British Thermal Units
<b>CAD</b>	Computer Aided Design
<b>CAM</b>	Computer Aided Manufacturing
<b>CAM</b>	Content Addressable Memory
<b>CAM</b>	Common Access Method
<b>CAS</b>	Column Address Strobe
<b>CBX</b>	Common Branch eXtender
<b>CCD</b>	Charge Coupled Device
<b>CCITT</b>	Consultative Committee of International Telephony and Telegraphy
<b>CD</b>	Carrier Detect
<b>CDDI</b>	Copper Distributed Data Interface
<b>CDROM</b>	Compact Disk Read Only Memory
<b>CGA</b>	Colour Graphics Adapter
<b>CHS</b>	Cylinder Head Sector
<b>CISC</b>	Complex Instruction-Set Computer

<b>CLA</b>	Carry Look-ahead Adder
<b>CMOS</b>	Complementary Metal-Oxide Semiconductor
<b>CP/M</b>	Control Program / Monitor
<b>CPI</b>	Clocks Per Instruction
<b>CQFP</b>	Ceramic Quad Flat Pack
<b>CPU</b>	Central Processing Unit
<b>CR</b>	Carriage Return
<b>CRC</b>	Cyclical Redundancy Check
<b>CRQ</b>	Command Response Queue
<b>CRT</b>	Cathode Ray Tube
<b>CS</b>	Chip Select
<b>CSMA/CD</b>	Carrier Sense Multiple-Access /with Collision Detect
<b>CSR</b>	Command Status Register
<b>CTS</b>	Clear To Send
<b>DAT</b>	Digital Audio Tape
<b>DC</b>	Direct Current
<b>DCD</b>	Data Carrier Detect
<b>DCE</b>	Data Circuit-terminating Equipment
<b>DD</b>	Double Density
<b>DDC</b>	Display Data Channel
<b>DEC</b>	Digital Equipment Corporation
<b>DES</b>	Data Encryption Standard
<b>DID</b>	Direct Inward Dial
<b>DIN</b>	Deutsche Industrie Norm (German)
<b>DIP</b>	Dual-In-line Package
<b>DIS</b>	Draft International Standard
<b>DMA</b>	Direct Memory Access
<b>DMI</b>	Desktop Management Interface
<b>DOS</b>	Disk Operating System
<b>DP</b>	Dual Processor/ing
<b>DPE</b>	Data Parity Error
<b>DPSK</b>	Differential Phase Shift Keying
<b>DRAM</b>	Dynamic Random Access Memory
<b>DRDOS</b>	Digital Research Disk Operating System
<b>DS</b>	Double Sided
<b>DSP</b>	Digital Signal Processor
<b>DSR</b>	Data Set Ready
<b>DTC</b>	Data Terminal Controller
<b>DTE</b>	Data Terminating Equipment
<b>DTMF</b>	Dual-Tone Multi-Frequency
<b>DTR</b>	Data Terminal Ready
<b>EBCDIC</b>	Extended Binary Coded Decimal Interchange Code
<b>EC</b>	Error Check
<b>ECC</b>	Error Check and Correction
<b>ECL</b>	Emitter-Coupled Logic
<b>ECO</b>	Engineering Change Order
<b>ECP</b>	Enhanced Communication Port
<b>ECU</b>	EISA Configuration Utility
<b>EDO</b>	Extended Data Out RAM
<b>EDPT</b>	Enhanced Disk Parameter Table
<b>EEPROM</b>	Electrically Erasable Programmable Read Only Memory
<b>EGA</b>	Enhanced Graphics Adapter

<b>EIA</b>	Electronic Industries Association
<b>EIDE</b>	Enhanced Integrated Device Electronics
<b>EISA</b>	Enhanced Industry Standard Architecture
<b>EMI</b>	Electro-Magnetic Interference
<b>EMF</b>	Electro-Magnetic Force
<b>EMS</b>	Expanded Memory Specification
<b>EOF</b>	End Of File
<b>EOL</b>	End Of Line
<b>EOS</b>	Electrical Over Stress
<b>EPP</b>	Enhanced Parallel Port
<b>EPROM</b>	Erasable Programmable Read Only Memory
<b>ESCD</b>	Extended System Configuration Data
<b>ESD</b>	Electro-Static Discharge
<b>ESDI</b>	Enhanced Small Devices Interface
<b>FAT</b>	File Allocation Table
<b>FCC</b>	Federal Communications Commission
<b>FDD</b>	Fixed / Floppy Disk Drive
<b>FDDI</b>	Fiber Distributed Data Interface
<b>FDM</b>	Frequency Division Multiplexing
<b>FDX</b>	Full-Duplex Transmission
<b>FE</b>	Front End
<b>FEP</b>	Front End Processor
<b>FF</b>	Form Feed
<b>FIFO</b>	First-In First-Out
<b>FILO</b>	First-In Last-Out
<b>FM</b>	Frequency Modulation
<b>FPGA</b>	Field Programmable Gate Array
<b>FPM</b>	Fast Page Mode RAM
<b>FPU</b>	Floating Point Unit
<b>FRC</b>	Functional Redundancy Checking
<b>FRU</b>	Field-Replaceable Unit
<b>FSF</b>	Free Software Foundation
<b>FSK</b>	Frequency Shifty Keying
<b>FTP</b>	File Transfer Program
<b>GAS</b>	Gallium Arsenide
<b>GFLOPS</b>	Billions of FLOating Point Operations Per Second (GigaFlops)
<b>GNU</b>	Gnu's Not UNIX
<b>GUI</b>	Graphical User Interface
<b>HD</b>	High Density / Hard Disk
<b>HDD</b>	Hard Disk Drive
<b>HDX</b>	Half-Duplex Transmission
<b>HFS</b>	Hierarchical File System
<b>HPFS</b>	High Performance File System
<b>HS</b>	Helical Scan
<b>I/O</b>	Input / Output
<b>IBM</b>	International Business Machines Corporation
<b>IC</b>	Integrated Circuit
<b>IDC</b>	Insulation Displacement Connector
<b>IDE</b>	Integrated Device Electronics
<b>IEEE</b>	Institute of Electrical and Electronic Engineers
<b>IMP</b>	Interface Message Processor
<b>IPC</b>	Inter Process Communication

<b>IPX</b>	Inter network Packet eXchange
<b>IRQ</b>	Interrupt ReQuest
<b>ISA</b>	Industry Standard Architecture
<b>ISDN</b>	Integrated Services Digital Network
<b>ISO</b>	International Standards Organisation
<b>JFS</b>	Journalised File System
<b>KNI</b>	Katmai New Instructions
<b>kVA</b>	KiloVolt-Amps
<b>LAN</b>	Local Area Network
<b>LBA</b>	Linear Block Array / Addressing
<b>LCD</b>	Liquid Crystal Display
<b>LED</b>	Light Emitting Diode
<b>LF</b>	Line Feed
<b>LIM</b>	Lotus/Intel/Microsoft's Expanded Memory Manager (EMS)
<b>LRU</b>	Least-Recently Used
<b>LSB/l<b>sb</b></b>	Least Significant Byte/bit
<b>LSI</b>	Large Scale Integration
<b>LUN</b>	Logical Unit Number
<b>MAN</b>	Metropolitan Area Network
<b>MB/Mb</b>	Mega Bytes/bits
<b>MBR</b>	Master Boot Record
<b>MCA</b>	Micro Channel Architecture
<b>MCGA</b>	Multi-Colour Graphics Array
<b>MCM</b>	Multi-Chip Module
<b>MDRAM</b>	Multi-bank RAM
<b>MFLOPS</b>	Millions of FLOating Point Operations per Second (MegaFlops)
<b>MFM</b>	Modified Frequency Modulated
<b>MHz</b>	MegaHertz
<b>MICR</b>	Magnetic Ink Character Recognition
<b>MIDI</b>	Musical Instrument Data Interface
<b>MIMD</b>	Multiple-Instruction Multiple-Data
<b>MIPS</b>	Millions of Instructions per Second
<b>MISD</b>	Multiple-Instruction Single Data
<b>MMU</b>	Memory Management Unit
<b>MMX</b>	Multi-Media Extensions
<b>MNP</b>	Microcom Network Protocol
<b>MODEM</b>	MOdulator / DEModulator
<b>MOPS</b>	Millions of Operations Per Second
<b>MOS</b>	Metal-Oxide Semiconductor
<b>MP</b>	Multi-Processor
<b>MPP</b>	Massively Parallel Processor
<b>MPS</b>	Multi-Processor System
<b>MSB/msb</b>	Most Significant Byte/bit
<b>MSDOS</b>	Microsoft's Disk Operating System
<b>MSI</b>	Medium Scale Integration
<b>MTBF</b>	Mean Time Between Failure
<b>N/C</b>	No-Connect
<b>NBS</b>	National Bureau of Standards
<b>NEMA</b>	National Electrical Manufacturers Association
<b>NFS</b>	Network File System
<b>NFU</b>	Not-Frequently Used
<b>NMI</b>	Non-Maskable Interrupt
<b>NMOS</b>	Negatively doped Metal-Oxide

	Semiconductor
<b>NOP</b>	No OPERATION
<b>NRU</b>	Not-Recently Used
<b>NSF</b>	National Science Foundation
<b>NVRAM</b>	NonVolatile Random Access Memory
<b>OCR</b>	Optical Character Recognition
<b>ODI</b>	Open Datalink Interface
<b>OEM</b>	Original Equipment Manufacturer
<b>OS</b>	Operating System
<b>OSF</b>	Open Software Foundation
<b>OSI</b>	Open Systems Interconnect
<b>PAL/PLA</b>	Programmable Array Logic / Logic Array
<b>PB</b>	Push Button
<b>PBX</b>	Private Branch eXtender
<b>PC</b>	Personal Computer, Program Counter
<b>PCB</b>	Printed Circuit Board
<b>PCI</b>	Peripheral Component Interconnect
<b>PCM</b>	Pulse Code Modulation
<b>PCMCIA</b>	Personal Computer Memory Card International Association
<b>PE</b>	Processor Element
<b>PFF</b>	Page Fault Frequency
<b>PGA</b>	Professional Graphics Array
<b>PGA</b>	Pin Grid Array
<b>PIC</b>	Programmable Interrupt Controller
<b>PIO</b>	Programmed Input / Output
<b>PIROM</b>	Processor Information ROM
<b>PLCC</b>	Plastic Leaded Chip Carrier
<b>PLL</b>	Phase Locked Loop
<b>PM</b>	Preventive Maintenance
<b>PMOS</b>	Positively doped Metal-Oxide Semiconductor
<b>PnP</b>	Plug-and-Play
<b>POST</b>	Power On Self Test
<b>PPP</b>	Point-to-Point Protocol
<b>PQFP</b>	Plastic Quad Flat Pack
<b>PROM</b>	Programmable Read Only Memory
<b>PSTN</b>	Public Switched Telephone Network
<b>PTE</b>	Page Table Entry
<b>QAM</b>	Quadrature Amplitude Modulation
<b>QFP</b>	Quad Flat Pack
<b>QIC</b>	Quarter Inch Cartridge
<b>RAID</b>	Redundant Arrays of Inexpensive Disks
<b>RAM</b>	Random Access Memory
<b>RAMDAC</b>	Random Access Memory Digital to Analogue Converter
<b>RAS</b>	Row Address Strobe
<b>RCA</b>	Radio Corporation of America
<b>RCC</b>	Routing Control Centre
<b>RDRAM</b>	Rambus DRAM
<b>RFC</b>	Request For Comments
<b>RFI</b>	Radio Frequency Interference
<b>RI</b>	Ring Indicator
<b>RISC</b>	Reduced Instruction-Set Computer
<b>RLL</b>	Run Length Limited
<b>RMS</b>	Root Mean Squared

<b>RMW</b>	Read Modify Write
<b>ROM</b>	Read Only Memory
<b>RPC</b>	Remote Procedure Call
<b>RPM</b>	Rotations Per Minute
<b>RTC</b>	Real Time Clock
<b>RTS</b>	Request To Send
<b>SAM</b>	Sequential Access Memory
<b>SASI</b>	Shugart Associates Standard Interface
<b>SCSI</b>	Small Computer Systems Interface
<b>SD</b>	Single Density
<b>SDLC</b>	Synchronous Data Link Control
<b>SDRAM</b>	Synchronous Dynamic RAM
<b>SDRAM DDR II</b>	Double Data Rate SDRAM
<b>SDRAM BDDR II</b>	Bi-Directional Strobed DDR SDRAM
<b>SE</b>	Systems Engineer
<b>SEC</b>	Single Edge Contact
<b>SFF</b>	Small Form Factor
<b>SGRAM</b>	Synchronous Graphics RAM
<b>SIMD</b>	Single-Instruction Multiple-Data
<b>SIMM</b>	Single Inline Memory Module
<b>SIPP</b>	Single Inline Pinned Package
<b>SISD</b>	Single-Instruction Single-Data
<b>SLIP</b>	Serial Line Internet Protocol
<b>SMD</b>	Surface Mount Device
<b>SMT</b>	Surface Mount Technology
<b>SNA</b>	System Network Architecture
<b>SNR</b>	Signal to Noise Ratio
<b>SO/SOL</b>	Small Out Line
<b>SOIC</b>	Small Outline Integrated Circuit
<b>SPOOL</b>	Simultaneous Peripheral Operation On Line
<b>SPT</b>	Sectors Per Track
<b>SPU</b>	Single Processor Unit
<b>SRAM</b>	Static Random Access Memory
<b>SS</b>	Single Sided
<b>STDM</b>	Synchronous Time Division Multiplexing
<b>STN</b>	Super Twisted Nematic
<b>STU</b>	Streaming Tape Unit
<b>SVGA</b>	Super Video Graphics Array
<b>TCM</b>	Trellis Code Modulation
<b>TCP/IP</b>	Transmission Control Protocol / Internet Protocol
<b>TDM</b>	Time Division Multiplexing
<b>TI</b>	Texas Instruments
<b>TIA</b>	Telecomm. Industry Association
<b>TLB</b>	Translation-Lookaside Buffer
<b>TPI</b>	Tracks Per Inch
<b>TRANSISTOR</b>	TRANSformer resISTOR
<b>TSR</b>	Terminate and Stay Resident
<b>TTL</b>	Transistor-Transistor Logic
<b>TUV</b>	Technischer Ueberwachuags Verein (German)
<b>UAE</b>	Unrecoverable Application Error
<b>UART</b>	Universal Asynchronous Receiver/Transmitter
<b>UDP</b>	User Datagram Protocol
<b>UMB</b>	Upper Memory Block

<b>UPS</b>	Un-interruptible Power Supply
<b>USL</b>	UNIX System Labs
<b>UUCP</b>	UNIX to UNIX Copy Program
<b>VBE</b>	Video BIOS Extensions
<b>VCR</b>	Video Cassette Recorder
<b>VESA</b>	Video Enhanced Standards Association
<b>VGA</b>	Video Graphics Array
<b>VLB</b>	VESA Local Bus
<b>VLIW</b>	Very Long Instruction Word
<b>VLSI</b>	Very Large Scale Integration
<b>VM</b>	Virtual Memory
<b>VME</b>	Versa Module Euro-card
<b>VRAM</b>	Video Random Access Memory
<b>VRT</b>	Voltage Reduction Technology
<b>VTR</b>	Video Tape Recorder
<b>WAN</b>	Wide Area Network
<b>WATS</b>	Wide Area Telephone Service
<b>WD</b>	Western Digital
<b>WORM</b>	Write Once - Read-Many
<b>WRAM</b>	Window Random Access Memory
<b>WS</b>	Wait State
<b>XGA</b>	eXtended Graphics Array
<b>XMS</b>	Extended Memory Specification
<b>XOR</b>	Exclusive-OR
<b>XT</b>	eXtended Technology
<b>ZIF</b>	Zero Insertion Force

**Note:** Some of these acronyms are explained elsewhere...

## List of File Extensions

<b>!.JG</b>	Thumbnails for Photofinish change JPG to !JG, PCS to !PC, etc.
<b>.2GR</b>	286 Grabber File
<b>.386</b>	Windows Virtual Device Driver
<b>.3GR</b>	386 Grabber File
<b>.ABM</b>	Image PALS album file
<b>.ABR</b>	Adobe Brush file for PhotoShop
<b>.ACF</b>	Adobe Custom Filter for PhotoShop
<b>.ACM</b>	Audio Compression Module add-on to MSACM.DRV Windows driver
<b>.ACO</b>	Adobe Color Palette
<b>.AD</b>	After Dark Module (DLL)
<b>.ADL</b>	MicroChannel Adapter Description Library File
<b>.ADM</b>	After Dark support file
<b>.ADR</b>	After Dark support file
<b>.AI</b>	Adobe Illustrator EPS file
<b>.AIF</b>	Audio compressed files
<b>.AIFC</b>	.AIF files
<b>.AIFF</b>	.AIF files
<b>.ALO</b>	Almanac support file
<b>.AMS</b>	Adobe Monitor Set-up calibration file for PhotoShop
<b>.API</b>	Adobe Printer Ink file for PhotoShop
<b>.APL</b>	Support module used by Manugraphics APL products
<b>.AQL</b>	America On-line for Windows DLL
<b>.ARC</b>	Archive file for ARC, compressed files
<b>.ARJ</b>	Compressed file for ARJ compression utility
<b>.ARK</b>	Managing your Money Archive File
<b>.ASM</b>	Assembly Language source code
<b>.AST</b>	Adobe Colour Separation table for PhotoShop
<b>.AU</b>	NeXT/Sun digital audio format
<b>.AVI</b>	Audio Visual Interleaved multimedia format
<b>.AWD</b>	Microsoft Fax document
<b>.AWX</b>	Custom Application Wizard file
<b>.B64</b>	Base 64 encoded files
<b>.BAK</b>	Backup File, made by notepad or other programs
<b>.BAS</b>	BASIC source code
<b>.BAT</b>	batch file
<b>.BFC</b>	Windows Briefcase files
<b>.BGI</b>	Borland Graphics Interface; drivers for Pascal and some other Borland languages
<b>.BI</b>	BASIC include file (Visual Basic for DOS)
<b>.BIN</b>	Binary file, used by many programs with program dependent format
<b>.BMP</b>	BitMaP; Windows graphics format
<b>.BMT</b>	Ami Pro Button
<b>.BNK</b>	AdLib Instrument ID file
<b>.BST</b>	BiblioTex file (BiblioTex bibliography file for TeX)
<b>.BTN</b>	Makeover Button file
<b>.C</b>	C source code
<b>.CAB</b>	Windows Cabinet File
<b>.CAL</b>	Windows Calendar File

<b>.CAP</b>	ProComm Capture file
<b>.CAT</b>	CP's Backup Catalogue
<b>.CBS</b>	Master Word button bar configuration file
<b>.CDA</b>	CD-Audio File
<b>.CDR</b>	Corel Draw file
<b>.CFG</b>	Configuration file -- used by many programs for configuration data with program dependent format
<b>.CGM</b>	Computer Graphics Metafile; object graphics format
<b>.CH3</b>	Harvard Graphics file format
<b>.CHP</b>	Ventura Publisher Chapter Files
<b>.CHR</b>	Borland language stroke font file
<b>.CLP</b>	Clipboard viewer data file
<b>.CMB</b>	Xtree for Windows Button Bar file
<b>.CMF</b>	Sound Blaster synthesised sound file
<b>.CMP</b>	Photofinish Calibration Map
<b>.CNF</b>	Configuration file -- used by many programs for configuration data with program dependent format
<b>.CNV</b>	Word import converter
<b>.CNT</b>	Windows Help file contents
<b>.COM</b>	Executable Program in small format
<b>.CPD</b>	Microsoft Fax cover document
<b>.CPE</b>	.CPD file
<b>.CPL</b>	Control Panel Apple file
<b>.CPP</b>	C++ source file
<b>.CRD</b>	Windows card-file data file
<b>.CSV</b>	Comma Separated Variables (crude data interchange format)
<b>.CUR</b>	Windows Cursor File
<b>.CUT</b>	Dr. halo bitmap graphics
<b>.DAT</b>	Data file - used by many applications
<b>.DB</b>	Paradox 4.0 database; extension also used by Managing your money
<b>.DBF</b>	Basic dBASE database
<b>.DBS</b>	Data file used by Managing Your Money
<b>.DCT</b>	Dictionary: used by many programs with program dependent format
<b>.DEF</b>	Definition file -- used by many programs with program dependent format
<b>.DFX</b>	Micrografx Effects DLL used in their bitmap editors
<b>.DIB</b>	Device Independent Bitmap; rarely used Windows 3.0 bitmap format
<b>.DIF</b>	Data Interchange Format (used by Visicalc)
<b>.DIR</b>	CPS Backup Directory File
<b>.DIZ</b>	Special file placed in zips to describe shareware that some BBS can read automatically
<b>.DLG</b>	Windows SDK dialogue editor data file
<b>.DLL</b>	Windows Dynamic Link Library
<b>.DOC</b>	Word native file; also used by some other programs and as ASCII file in many shareware programs
<b>.DOT</b>	Word template file
<b>.DRV</b>	Windows driver
<b>.DRW</b>	Designer vector graphics file
<b>.DS</b>	TWAIN (Scanner spec) data source DLL
<b>.DSP</b>	Norton viewer DLL

<b>.DVI</b>	Device Independent file made by TeX
<b>.DXF</b>	AutoCAD vector graphics format
<b>.ENV</b>	Envelope or Environments; used by many programs with program dependent format
<b>.EPS</b>	Encapsulated PostScript File
<b>.EXE</b>	Executable program
<b>.FAS</b>	Macsyma compiled program
<b>.FAX</b>	Fax bitmaps in CCITT format
<b>.FF</b>	Intelligent FIAS format
<b>.FI</b>	Fortran Source Code
<b>.FIL</b>	Mirror.fil is the name given to the saved FAT by the mirror program included in some versions of DOS and in PCTools
<b>.FIO</b>	Image PALS viewer DLL
<b>.FLT</b>	Filter; DLL used by Alsd and Word for import; used in other contexts by many other programs with program dependent format
<b>.FNT</b>	Font file; used by many programs for proprietary format files
<b>.FON</b>	Windows bitmap font file
<b>.FOR</b>	FORTRAN Source Code
<b>.FOT</b>	TrueType font resource file
<b>.FRM</b>	Visual Basic Form
<b>.FRX</b>	Visual Basic binary program file
<b>.GBL</b>	Global module in Basic programs
<b>.GEM</b>	Gem Vector graphics format
<b>.GFX</b>	Instant Artist graphics Files
<b>.GIF</b>	CompuServe' Graphics Interchange Format (bitmap graphics)
<b>.GLB</b>	Global module in Basic programs
<b>.GLO</b>	Global module in Basic programs
<b>.GLY</b>	Word Glossary
<b>.GRF</b>	Stanford Graphics files; also used by Charisma
<b>.GRP</b>	Windows Program group file
<b>.GV</b>	GrandView outline file
<b>.H</b>	C header file
<b>.HBK</b>	MathCAD handbook
<b>.HLP</b>	Windows Help file
<b>.HST</b>	History file; used by various programs, especially games, with program dependent format
<b>.HTM</b>	HyperText Mark-up Language Format (Internet) file
<b>.HTML</b>	HyperText Mark-up Language Format (Internet) file
<b>.ICO</b>	Icon file
<b>.ICM</b>	Interface Colour Matching file
<b>.IFF</b>	Amiga bitmap format
<b>.IL</b>	hDC Designer Icon Library (in DLL format)
<b>.IMG</b>	GEM bitmap graphics file
<b>.INF</b>	Information file; used by various programs, including Windows with program dependent formats
<b>.INI</b>	Initialisation file for a Windows program
<b>.JPG</b>	JPEG compressed bitmap graphics format
<b>.KEX</b>	Kedit Macro File
<b>.KML</b>	Kedit Macro Library

<b>.LEX</b>	short for lexicographic; dictionaries and other files; used by several programs with program dependent format
<b>.LGO</b>	Windows Logo file shown during start-up
<b>.LHA</b>	File made by compression LHA
<b>.LIB</b>	Library file
<b>.LIC</b>	license file used by some programs to put their license on disk
<b>.LZH</b>	File made by the compression program LHARC
<b>.M</b>	Source file for MatLab and Mathematica
<b>.MA</b>	Used by Mathematica for its notebooks and by hDC products for MicroApp executable files
<b>.MAC</b>	MacPaint bitmap; also used for many programs for macro files with program dependent format
<b>.MAK</b>	Make file -- list of source files for a project in some languages together with compiler directives
<b>.MAP</b>	File with debug information produced by some languages
<b>.MCD</b>	MathCAD file
<b>.MDB</b>	(Microsoft Access database
<b>.MID</b>	MIDI music file
<b>.MMM</b>	Multi-Media Movie file
<b>.MNU</b>	Microsoft Mouse menu (for DOS apps)
<b>.MOD</b>	Module -- used by Windows for DLL which implement DOS support
<b>.MPG</b>	Video compressed files (VideoCD)
<b>.MSG</b>	Message - used by several different CompuServe access programs to store messages with program dependent format
<b>.MSP</b>	Microsoft Paint format (from Windows 2.x)
<b>.MU</b>	Quattro pro for DOS Menu definition file
<b>.MXL</b>	PackRat 5.0 support DLLs
<b>.NCD</b>	Norton's hard drive trees
<b>.NDX</b>	dBase index file
<b>.NFO</b>	Filiovie database
<b>.NL</b>	Norton Desktop Icon Library
<b>.NSS</b>	Norton Screen Saver module
<b>.OBJ</b>	Compiled machine language code
<b>.OPT</b>	Options; name used by many programs for configuration information
<b>.OVL</b>	Overlay -- used by DOS executables for storing code on disk to swap in as needed
<b>.PAK</b>	PAK compressed format
<b>.PAL</b>	Palette file; used by many programs, each with their own format
<b>.PCD</b>	Kodak PhotoCD file
<b>.PCX</b>	PC paintbrush bitmap format
<b>.PDB</b>	Packrat 5.0 data file
<b>.PDF</b>	Adobe's Portable Document Format
<b>.PDG</b>	Print Shop Deluxe data file
<b>.PFA</b>	PostScript Font File
<b>.PFB</b>	PostScript Font File
<b>.PFM</b>	PostScript Font Metric File
<b>.PGL</b>	HP Plotter vector graphics format
<b>.PIC</b>	123 Vector Graphics format
<b>.PIF</b>	Windows Program Information File

<b>.PM3</b>	PageMaker 3.0 data file
<b>.PR1</b>	Packrat 4.0 data file
<b>.PR2</b>	Packrat 4.x data file
<b>.PRN</b>	Spreadsheet output (printer file)
<b>.PRO</b>	Profile; used by many programs to store configuration data
<b>.PRS</b>	Norton Viewer DLL file
<b>.PS</b>	Postscript output file
<b>.PSD</b>	Photoshop bitmap file
<b>.PX</b>	Paradox 3.0
<b>.QAG</b>	Norton Desktop Group file
<b>.R2D</b>	Reflex 2 data file
<b>.RAS</b>	Sun Raster format
<b>.RC</b>	Resource script used by Windows programs
<b>.REC</b>	Windows Recorder Macro File
<b>.REG</b>	File used by programs to add material to the Windows registration database using RegEdit
<b>.REP</b>	Report file used by many applications
<b>.RES</b>	Compiled resource file
<b>.REX</b>	Rexx language source file
<b>.RIF</b>	Fractal painter bitmap file
<b>.RLE</b>	Run Length Encoded compressed BMP file
<b>.RMI</b>	Windows alternate synthesised sound format
<b>.ROL</b>	Adlib format synthesised music file
<b>.RPB</b>	data report file used by CP Backup
<b>.RPT</b>	Report file used by many applications
<b>.RSL</b>	Resource Library used by PC Tools for Windows
<b>.RTF</b>	Rich Text Format file
<b>.RTS</b>	Realizer executable file
<b>.RUN</b>	PC Tools for Windows batch file
<b>.RXD</b>	Reflex 1 data file
<b>.SAM</b>	Ami Pro data file
<b>.SCD</b>	SCODOL film recorder
<b>.SCR</b>	Windows Screen Saver module, also used by WinCIM
<b>.SDW</b>	Ami Draw Symbol File
<b>.SET</b>	Extension used by Norton Backup and CPS Backup for set-up information
<b>.SFB</b>	HP Soft font (obsolete under Windows)
<b>.SFO</b>	Bitstream font file - fontware format
<b>.SKY</b>	SYLK Spreadsheet file (used by Multiplan)
<b>.SMM</b>	Ami Pro Macro File
<b>.SND</b>	Mac/Amiga digitised sound file
<b>.SPD</b>	Bitstream font file - speedo format
<b>.STY</b>	Ami Pro Template (Style); used by other programs for `styles`
<b>.SY3</b>	Harvard Graphics format
<b>.SYD</b>	Sysedit backup file
<b>.SYS</b>	System file, used for config.sys and device drivers
<b>.TBL</b>	Short for Table; used by many programs
<b>.TDF</b>	Speedo font file
<b>.TEX</b>	TeX source file
<b>.TFM</b>	TeX font file
<b>.TGA</b>	Targa True Colour bitmap format
<b>.THM</b>	Picture Publisher or PhotoMagic Thumbnail
<b>.TIF</b>	TIFF (tagged image format file) bitmap file

<b>.TMP</b>	Temporary File
<b>.TPU</b>	Turbo Pascal Unit (pre-compiled Turbo Pascal module)
<b>.TRM</b>	Windows Terminal data file
<b>.TRU</b>	True Basic source file
<b>.TTF</b>	True Type Font file
<b>.TXT</b>	Common name for ASCII text file
<b>.VBR</b>	Visual Basic Custom Control file
<b>.VBX</b>	Visual Basic Custom Control file
<b>.VOC</b>	Sound Blaster digitised sound file
<b>.VSD</b>	Visio Drawing
<b>.VSS</b>	Visio Template
<b>.VST</b>	Visio Template
<b>.VXD</b>	Windows Virtual Device Driver
<b>.WAS</b>	ProComm Script File (source code)
<b>.WAV</b>	Windows digital sound file
<b>.WAX</b>	ProComm compiled script
<b>.WB1</b>	Quattro Pro for Windows Spreadsheet Notebook
<b>.WBT</b>	Wilsonware Batch file used by Winbatch and Norton Desktop
<b>.WCM</b>	WordPerfect Macro File
<b>.WD</b>	InfoSelect Data file
<b>.WK3</b>	Lotus 123 3x spreadsheet
<b>.WK4</b>	Lotus 123 4x spreadsheet
<b>.WK1</b>	Lotus 123 2x spreadsheet
<b>.WKQ</b>	Quattro spreadsheet
<b>.WKS</b>	Lotus 124 1.x spreadsheet
<b>.WMF</b>	Windows Metafile vector graphics format
<b>.WMP</b>	Windows Magic Icon Palette
<b>.WNF</b>	Corel Draw Font File
<b>.WP</b>	Word Perfect Format
<b>.WPG</b>	WordPerfect Graphic (vector graphics)
<b>.WQ1</b>	Quattro Pro for DOS spreadsheet
<b>.WR1</b>	Windows Write file
<b>.WRK</b>	Lotus symphony Spreadsheet
<b>.WS</b>	APL Worksheet
<b>.XCL</b>	Xtree for Windows Script file
<b>.XLA</b>	Excel Addin
<b>.XLB</b>	Excel Toolbar
<b>.XLC</b>	Excel Chart
<b>.XLL</b>	Excel Addin
<b>.XLM</b>	Excel Macro File
<b>.XLS</b>	Excel spreadsheet file
<b>.XLT</b>	Excel Template
<b>.XLW</b>	Excel Workbook
<b>.ZIP</b>	PKZIP compressed file format
<b>.ZOO</b>	ZOO compressed file format

## **Toolbar**

The toolbar is displayed across the top of the application window, below the menu bar. The toolbar provides quick mouse access to many tools used in this application.

To hide or display the Toolbar, choose *Toolbar* from the *View* menu (ALT, V, T).

## **Status Bar**

The status bar is displayed at the bottom of the application window. To display or hide the status bar, use the *Status Bar* command in the *View* menu.

The left area of the status bar describes actions of menu items as you use the arrow keys to navigate through menus. This area similarly shows messages that describe the actions of toolbar buttons as you depress them, before releasing them. If after viewing the description of the toolbar button command you wish not to execute the command, then release the mouse button while the pointer is off the toolbar button.

The right areas of the status bar indicate which of the following keys are latched down.

## Close command

Use this command to close the active window or dialog box.

Double-clicking a Control-menu box is the same as choosing the *Close* command.

**Note:** If you have multiple windows open for a single document, the Close command on the document Control menu closes only one window at a time. You can close all windows at once with the Close command on the File menu.

## Shortcuts

Keys:	CTRL+F4 closes a document window
	ALT+F4 closes the application window or dialog box

**Restore command**

Use this command to return the active window to its size and position before you chose the *Maximize* or *Minimize* command.

## **Switch to command**

Use this command to display a list of all open applications. Use this *Task List* to switch to or close an application on the list.

### **Shortcut**

Keys:        CTRL+ESC

### **Dialog Box Options**

When you choose the *Switch To* command, you will be presented with a dialog box with the following options:

#### **Task List**

Select the application you want to switch to or close.

#### **Switch To**

Makes the selected application active.

#### **End Task**

Closes the selected application.

#### **Cancel**

Closes the Task List box.

#### **Cascade**

Arranges open applications so they overlap and you can see each title bar. This option does not affect applications reduced to icons.

#### **Tile**

Arranges open applications into windows that do not overlap. This option does not affect applications reduced to icons.

#### **Arrange Icons**

Arranges the icons of all minimized applications across the bottom of the screen.

## **Context Help command**

Use the Context Help command to obtain help on some portion of the program. When you choose the Toolbar's Context Help button, the mouse pointer will change to an arrow and question mark. Then click somewhere in the application window, such as another Toolbar button. The Help topic will be shown for the item you clicked.

## **Shortcut**

Keys:       SHIFT+F1

## **Title Bar**

The title bar is located along the top of a window. It contains the name of the application and document.

To move the window, drag the title bar.

**Note:** You can also move dialog boxes by dragging their title bars.

**Scroll bars**

Displayed at the right and bottom edges of the document window. The scroll boxes inside the scroll bars indicate your vertical and horizontal location in the document. You can use the mouse to scroll to other parts of the document.

## **Size command**

Use this command to display a four-headed arrow so you can size the active window with the arrow keys.

After the pointer changes to the four-headed arrow:

1. Press one of the DIRECTION keys (left, right, up, or down arrow key) to move the pointer to the border you want to move.
2. Press a DIRECTION key to move the border.
3. Press ENTER when the window is the size you want.

**Note:** This command is unavailable if you maximize the window.

## **Shortcut**

Mouse: Drag the size bars at the corners or edges of the window.

## **Move command**

Use this command to display a four-headed arrow so you can move the active window or dialog box with the arrow keys.

**Note:** This command is unavailable if you maximize the window.

## **Shortcut**

Keys:      CTRL+F7

## **Minimize command**

Use this command to reduce the application window to an icon.

### **Shortcut**

Mouse:	Click the minimize icon on the title bar.
Keys:	ALT+F9

## **Maximize command**

Use this command to enlarge the active window to fill the available space.

### **Shortcut**

Mouse:	Click the maximize icon on the title bar; or double-click the title bar.
Keys:	CTRL+F10 enlarges a document window.



