

***CyberMedia<sup>®</sup>***

# **First Aid<sup>®</sup>**

*New For* **97**

**Fixes Windows Problems... Automatically!**

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**What is your Desktop or Display problem or question?**



**What is your Customizing the Desktop problem or question?**



## How To: Go up a level when viewing directories.

### Solution:

Display the window's toolbar. Choose the toolbar button with the up arrow in the folder pictured. Or, press BACKSPACE if the option 'Browse folders by using a single window that changes as each folder is opened' is enabled.

#### 1) Using the mouse:

*NOTE 1: If the toolbar is already present skip steps a) and b).*

- a) Select the 'View' menu.
- b) Select 'Toolbar' to display the 'Toolbar' menu.
- c) Click on the toolbar button depicting a yellow folder with an up arrow.



yellow folder button

*NOTE: In order for the toolbar to be inherited by each open window, the browse options must be set to 'Browse folders by using a single window that changes as each folder' is opened.*

#### 2) Using the keyboard:

- a) If browse options are set to 'Browse folders by using a single window that changes as each folder is opened' press BACKSPACE.
- b) If Browse is set to 'Open a new window when each folder is opened', press ALT+TAB until the desired folder is reached.





**What is your Desktop Objects problem or question?**



**Does your problem or question relate to the Taskbar  
or the Menus?**



**What is your Video problem or question?**



**Where are familiar features used previously in  
Windows?**



**What Windows 3.1 or 3.11 Feature or Accessory are you looking for?**



**What is your Communications problem or question?**



**What is your Connecting or Dialing problem or question?**



**What is your Transferring Files problem or question?**





**What is your Modem Setup problem or question?**



**What is your Fax problem or question?**



**What is your Mail problem or question?**



**What is your Using MS-DOS problem or question?**



**What is your Command-Line Usage problem or question?**



**What is your Disk Management problem or question?**



**What is your Disk Space or Memory problem or question?**



**What is your Drive Management problem or question?**





**What is your Disk Utilities problem?**



**What is your Diskettes problem or question?**



**What is your File Management problem or question?**



**What is your View Files Lists or Directories problem  
or question?**



**What is your Long Filename problem or question?**



**What is your Move, Copy, or Backup Files question?**



**What is your Delete or Undelete Files problem or question?**



**What is your Search for Files problem or question?**





**What is your Folders (Directories) problem or question?**



## How To: Change which program starts when a file is opened.

### Solution:

Edit the file type to be changed from 'Registered File Types' list box and select a new application to be associated with the file type.

- 1) Open (double-click) 'My Computer' or ['Windows Explorer'](#).



[My Computer](#)



[Explorer in Start menu](#)

- 2) Select the file type to be changed from the 'Registered File Types' list box. (Details of the file type are displayed.)



[Select file type](#)

- 3) Choose 'Edit...'.  
4) Select 'Open' from the 'Actions' list box.



[Open from Actions](#)

- 5) Choose 'Edit...'. (The current application name and path are displayed in the 'Application used to perform action' box.)  
6) Choose 'Browse...' to locate the new software program. (The new software program name and path appears in the 'Application used to Perform Action' dialog box.)



[new application](#)

*NOTE: Applications located in the Windows 95 'Programs' menu ('Accessories', 'Applications' etc.) are located in the 'Programs' [folder](#) in the root directory.*

- 7) Check 'Use DDE' if the software program uses Dynamic Data Exchange.

- 8) Choose 'OK'.
- 9) Choose 'Close' twice.
- 10) Exit 'Windows Explorer' or 'My Computer'.



## How To: Check files and folders for errors.

### Solution:

Select the drive containing the files and folders and use the 'Advanced' option in 'ScanDisk'.

- 1) Select the 'Start' menu and select 'Programs'.



Select programs

- 2) Select 'Accessories'.
- 3) Select the 'System Tools' menu and select 'ScanDisk'.



ScanDisk from menu

- 4) Select the drives on which the files or folders are stored.
- 5) Choose 'Standard' in the 'Type of test' section.



standard

- 6) (Optional) Choose 'Advanced...'. (The 'ScanDisk Advanced Options' dialog box displays.)



Advanced options

- a) Select the desired advanced ScanDisk options.
  - b) Choose 'OK'.
- 7) (Optional) Check 'Automatically Fix Errors'.
  - 8) Choose 'Start'.



**What is your Install or Startup problem or question?**



**What is your Install problem or question?**



**What is your Starting Windows problem or question?**



**What is your Mobile Computing problem or question?**





**What is your Using Briefcase problem or question?**



**What is your Setup for Mobile problem or question?**



**What is your Multimedia problem or question?**



**Does your problem or question relate to   Printing   or  
Fonts?**



**What is your Font problem or question?**



**What is your Running Applications problem or question?**



**What is your Run DOS-based Software Programs  
problem or question?**



**What is your Windows 95 Applications (software programs) and Utilities problem?**





**What is your Closing Applications (software programs) problem or question?**



**What is your Keyboard or Mouse problem?**



**What is your Colors, Screen Saver or Wallpaper  
problem or question?**



**What is your Customizing Windows Help question?**



## Slider set too high/low on cursor blink rate slider bar; Adjust slider on bar.

### Cause:

The cursor blink rate slider is set too high or too low on the cursor blink rate slider bar.

### Solution:

Open 'Keyboard' through 'Control Panel' and adjust the cursor blink rate slider bar.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings'.
- 3) Select 'Control Panel'. (The 'Control Panel' dialog box appears.)
- 4) Open the 'Keyboard' icon. (The 'Keyboard Properties' dialog box appears.)



Control Panel - keyboard icon

- 5) Choose the 'Speed' tab.
- 6) Adjust the cursor blink rate in the 'Cursor blink rate' group, by doing the following:
  - a) Place cursor on the slider bar's slider.
  - b) Right-click and hold while moving the slider to either a slower or faster position, then release the right mouse button.



Cursor blink rate slider bar

*NOTE: The selected rate is exemplified by the blinking cursor to the left of the slider bar.*



Exemplified cursor blinking rate

- 7) Choose the 'Apply' button.
- 8) Choose 'OK'.





## How To: Change the mouse double-click speed.

### Solution:

Change the mouse settings by selecting 'Settings', 'Control Panel' and opening 'Mouse'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Mouse' icon.



Mouse

- 4) Choose the 'Buttons' tab on the 'Mouse Properties' sheet.
- 5) Click on the slider bar in the 'Double-click speed' section and do one of the following:



slider bar and test area

- a) To slow down the double-click speed, move the slider to the left.
  - b) To speed up the double-click speed, move the slider to the right.
- 6) Choose 'Apply'.
  - 7) Test the new settings by clicking on the icon in the 'Test area'.
  - 8) Choose 'OK'.



## How To: Activate animated cursors.

### Solution:

Modify pointers by selecting 'Control Panel' and opening 'Mouse'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Mouse' icon.



Mouse

- 4) Choose the 'Pointers' tab.
- 5) Select the section to be animated from the pointer description list.



section to be changed

- 6) Choose 'Browse...' to display a list of available pointers and cursors. (These cursors are usually in the WINDOWS directory or a subdirectory of Windows.)

*NOTE: If the cursors are not displayed, open the folder in the WINDOWS directory containing the cursors.*

- 7) Select 'Animated Cursors (\*.ani)' from the 'Files of type' drop-down list.



Select cursor

*NOTE: 'Animated Cursors (\*.ani)' may not be available depending on the systems resources specific to the user's computer. Select 'All Files' to view \*.ani files.*

- 8) Select the desired cursor from the list. (The cursor name will appear in the 'File name' box and the cursor will be displayed in the 'Preview' box.)
- 9) Choose 'Open' to return to the 'Mouse Properties' sheet.
- 10) Repeat steps 1-4 for every cursor to be changed.
- 11) Choose 'Apply'.
- 12) Choose 'OK'.
- 13) (Optional) Before exiting the 'Mouse' properties sheet, save the new settings as a scheme:



- a)** Choose 'Save As...' from the 'Scheme' section.
- b)** Enter a name for the scheme.
- c)** Choose 'OK'.



## How To: Reconfigure the mouse buttons.

### Solution:

Select 'Control Panel', select 'Mouse', select the 'Buttons' tab of the 'Mouse Properties' sheet, and change the 'Button Configuration' section.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Mouse' icon.



[Mouse](#)

- 4) Choose the 'Buttons' tab on the 'Mouse Properties' sheet.
- 5) Choose 'Right-Handed' or 'Left-Handed' in the 'Button Configuration' section.
- 6) Choose 'Apply'.
- 7) Choose 'OK'.



## Keyboard settings are incorrect; Change Control Panel keyboard settings.

### Cause:

The Control Panel keyboard settings are incorrect.

### Solution:

Open 'Control Panel' and change the keyboard settings on the 'Keyboard speed' properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Keyboard' icon.



Keyboard

- 4) Choose the 'Speed' tab.
- 5) Do one or both of the following:
  - a) To adjust the amount of time delay before a character starts repeating:
    - 1] Click and hold the 'Repeat Delay' slider bar in the 'Character Repeat' section.
    - 2] Move the slider bar to the left for a longer delay or to the right for a shorter delay.
  - b) To adjust the speed at which a character repeats when holding down a key:
    - 1] Click and hold the 'Repeat Rate' slider bar in the 'Character Repeat' section.
    - 2] Move the slider bar to the left for a longer repeat rate or to the right for a shorter repeat rate.



character repeat rate

*NOTE: Test the settings before saving by typing in the test box.*

- 6) Choose 'Apply'.
- 7) Choose 'OK'.





## How To: Select a new wallpaper.

### Solution:

Change the 'Background' settings on the 'Display' properties sheet.

- 1) Do one of the following to open 'Display':
  - a) Use the 'Start' menu:
    - 1] Choose the 'Start' button to display the 'Start' menu.
    - 2] Select 'Settings' and select 'Control Panel'.



Control Panel

- 3] Open the 'Display' icon.



Display icon

- b) Display the desktop popup menu:
    - 1] Right-click on any empty area of the desktop. (A popup menu displays.)
    - 2] Select 'Properties...' from the popup menu.



Properties

- 2) Choose the 'Background' tab. (The 'Background' properties sheet displays.)



background sheet

- 3) Do one or both of the following: (Samples of the selected items appear on the video screen.)
  - a) Select a pattern from the 'Pattern' list box.
  - b) Select a wallpaper from the 'Wallpaper' list box.
    - 1] Choose 'Browse...' if the desired pattern or wallpaper is not listed.
    - 2] Select a different directory from the 'Folders' list box.

*NOTE: The default wallpaper directory is the same as the WINDOWS directory.*

- 3] Select the desired wallpaper from the 'File name' list box.
- 4] Choose 'OK'.
- 4) Do one of the following:
  - a) Choose 'Tile' to cover the entire screen with small images of the wallpaper.  
*NOTE 1: This selection will cover up any pattern selected in step 5.*
  - b) Choose 'Center' to center one wallpaper image on the screen.  
*NOTE 2: This will allow the background to display.*
- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## How To: Install new screen saver.

### Solution:

Select 'Control Panel', select 'Display', and then open the 'Screen Saver' properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display

- 4) Choose the 'Screen Saver' tab. (The 'Screen Saver' properties sheet displays.)
- 5) Make a selection from the 'Screen Saver' drop-down list box. (An example of the selected screen saver displays in the Video display.).



screen saver sheet

- 6) (Optional) Choose 'Settings...' to customize the screen saver settings.  
*NOTE: Not all screen savers can be customized.*
- 7) (Optional) Enable password protection as follows:
  - a) Check 'Password protected'.
  - b) Choose 'Change...'. (The 'Change Password' dialog box appears.)



password box

- c) Enter a password in the 'New password' box.
  - d) Re-enter the password in the 'Confirm new password' box.
  - e) Choose 'OK'.
- 8) Choose 'Apply' to save all screen saver settings.
- 9) Choose 'OK'.







## How To: Assign a password to a screen saver.

### Solution:

Select 'Control Panel', select 'Display', and then open the 'Screen Savers' properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Screen Saver' tab. (The 'Screen Saver' properties sheet displays.)
- 5) Select the screen saver to assign password to from the 'Screen Saver' drop-down list box. (An example of the selected screen saver displays in the 'video display'.)



screen saver sheet

- 6) Check 'Password protected'.
- 7) Choose 'Change...'. (The 'Change Password' dialog box appears.)



password box

- 8) Enter a password in the 'New password' box.
- 9) Re-enter the password in the 'Confirm new password' box.
- 10) Choose 'OK'.
- 11) Choose 'Apply' to save all screen saver settings.
- 12) Choose 'OK'.
- 13) Use the password as follows:
  - a) Press any key when the screen saver is running to display the password dialog box.
  - b) Enter the password twice to clear the screen saver.





## There is no File Manager in Windows 95; Use Windows Explorer or My Computer.

### Cause:

File Manager tasks are handled by Windows Explorer and My Computer in Windows 95. Although the File Manager file is shipped with Windows 95, by default it does not appear on the desktop.

### Solution:

[Open Windows Explorer](#) or open My Computer on the desktop.

There are many different methods to [locate a file](#), [copy a file](#), [move a file](#) and [rename a file](#).

(OPTIONAL): Use one of the following methods to run File Manager instead of using Windows Explorer:

- 1) Run WINFILE.EXE (which is included with Windows 95).
  - a) Choose the 'Start' button to display the ['Start menu'](#).
  - b) Select 'Programs'.
  - c) Select 'Windows Explorer'.



[Explorer from Programs menu](#)

- d) Double-click on the Windows folder in the left-hand window. (The files in the directory appear in the right-hand window.)
- e) Double-click on 'Winfile' to open Windows 3.1 'File Manager'.



[Winfile in Explorer](#)

- f) (Optional): [Create a shortcut](#) for 'File Manager' on the desktop.
- 2) [Convert the Windows 3.1 or 3.11 Main program group](#) to Windows 95 format. ('File Manager' appears in the 'Start' menu as a [folder](#).)




## There is no Program Manager in Win95; Use desktop, or run Win3.x PROGMAN.EXE.

### Cause:


The Windows 3.1x Program Manager has been replaced by the Windows 95 desktop. Program Manager has not been updated to support features of Windows 95 such as long filenames and drag-and-drop capabilities. The default desktop consists of the 'Taskbar', 'My Computer', 'The Network Neighborhood', and the 'Recycle Bin'.

### Solution:


The Windows 3.x version of Program Manager may be run by adding PROGMAN.EXE to the Start menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Taskbar...'.  


Taskbar from menu

- 3) Choose the 'Start Menu Programs' tab. (The properties sheet for the 'Start' menu displays.)
- 4) Choose 'Add...'. (The Create Shortcut Wizard displays.)  


Start properties sheet

- 5) Do one of the following:
  - a) Enter: C:\WINDOWS\PROGMAN.EXE if the complete path containing the Windows 95 directory is known. (Where 'C:' is the letter designation of the drive on which Windows 95 is installed.)
  - b) If the complete path is not known:
    - 1] Choose 'Browse...'.  

    - 2] Open the Windows folder.
    - 3] Locate the PROGMAN.EXE file and double-click on this file.

Shortcut sheet

- 6) Choose 'Next' to display the 'Select Program Folder' dialog box.
- 7) Do one of the following:

- a) To run Program Manager every time Windows95 starts:
  - 1] Double-click on the 'StartUp' folder. (This will place Program Manager in the startup group.)
  - 2] Enter the name to be used for the shortcut.
- b) To run Program Manager as an option:
  - 1] Double-click on the 'Programs' folder.
  - 2] Enter the name to be used for the shortcut.
- 8) Choose 'Finish'.
- 9) Choose 'OK'.

*NOTE: Features of Windows 95 such as long filenames and shortcuts cannot be used within Program Manager.*

(OPTIONAL) Instead of running Program Manager, create a Start menu folder on the desktop. This creates a similar environment to running Program Manager.



## There is no Task List in Windows 95; Use the Taskbar.

### Cause:

Windows 95 has replaced the Windows 3.1 and 3.11 Task List with the Taskbar (by default located at the bottom of the screen) which displays all running programs.

### Solution:

Click on the appropriate Taskbar button to bring a currently running program to the foreground. A list of installed programs can be found in the Programs menu from the Start menu.

Do one of the following to switch between running programs:

- 1) Use the Taskbar:
  - a) Click on the desired program button on the Taskbar.



Taskbar.

- 2) Use the keyboard:
  - a) Press and hold ALT then press TAB until the desired program title appears on the screen.
  - b) Release the buttons and the desired program will become visible.

To display available programs, open the 'Start' menu:

- 1) Display the Start menu by clicking on the 'Start' button.



Start button

- 2) Display the Programs menu by selecting 'Programs'.



rest pointer

- 3) From the 'Programs' menu



Select programs click on the desired program to open.





## **Win95 installation deleted SHARE.EXE; Do not start pc with SHARE.EXE in Win95.**

### **Cause:**

Windows 95 has deleted SHARE.EXE and some other MS-DOS files from AUTOEXEC.BAT during installation.

### **Solution:**

Do not use SHARE.EXE in AUTOEXEC.BAT or CONFIG.SYS when running Windows 95.

*NOTE: SHARE.EXE is located as an MS-DOS command in C:\WINDOWS\COMMAND and may be run at the MS-DOS prompt by booting to the previous MS-DOS version.*





## **Win95 removes disk caching utilities; Win95 has build-in caching.**

### **Cause:**

Windows 95 removes SMARTDRV.SYS and SMARTDRV.EXE and other disk caching utilities from CONFIG.SYS and AUTOEXEC.BAT during installation.

### **Solution:**

Do not add SmartDrive or other disk cache utilities to AUTOEXEC.BAT. Windows 95 includes built-in caching and double-buffering is provided by DBLBUF.SYS.



## **DOS prompt object not on desktop; Run DOS from Taskbar or create shortcut.**

### **Cause:**

By default, Windows 95 does not display the MS-DOS prompt object on the desktop.

### **Solution:**

Open the MS-DOS prompt from the 'Programs' menu.

- 1) Display the [Start menu](#).
- 2) Select 'Programs'.
- 3) Select 'MS-DOS Prompt'.



**Was Windows 95 installed over or next to Windows 3.1  
or 3.11?**



## **Win95 was not installed over Win3.1; There is no recorder and no workaround.**

### **Cause:**

Currently, Windows 95 does not have a replacement for the Windows 3.1 or 3.11 Macro Recorder or any other recording device.

### **Solution:**

There is no workaround for this problem.



## **Win95 does not have a recording device; Use 'Recorder' provided with Win3.x.**

### **Cause:**

Currently, Windows 95 does not have a replacement for the Windows 3.1 or 3.11 'Macro Recorder' or any other recording device.

### **Solution:**

Use the 'Recorder' provided with the earlier version of Windows 3.x.

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Files and Folders'.
- 3) Enter RECORDER.
- 4) Locate the 'Recorder' icon in the 'Search Results' window.

*NOTE: This is a software program usually located in the WINDOWS directory.*

- 5) Right-drag the 'Recorder' icon onto the desktop. (A popup menu appears when the mouse button is released.)
- 6) Select 'Create Shortcut(s) Here'.
- 7) Open 'Shortcut to Recorder' and create a macro in the same manner as in previous Windows versions.



## Typical installation chosen; Add System Monitor through Control Panel.

### Cause:

When Windows 95 was installed, the 'Typical' installation option was chosen. Windows 95 does not automatically install System Monitor when a 'Typical' installation is selected.

### Solution:

Add 'System Monitor' from the installation CD-ROM or diskettes via the 'Add/Remove Programs' option in 'Control Panel'.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Add/Remove Programs' icon.



Add/Remove programs

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.



Select Accessories

- 6) Choose 'Details...'
- 7) Check 'System Monitor'.
- 8) Choose 'OK'.
- 9) Choose 'Apply'.
- 10) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.
- 11) (Optional) Create a shortcut for 'System Monitor' on the desktop for easier accessibility:
  - a) Use the Find feature and enter 'SYSTEM MONITOR' in the 'Find What' box.
  - b) Create a shortcut for 'System Monitor' on the desktop.

*NOTE 1: The following tables list Windows 95 components that can be installed during different types of installations:*

**CyberMedia®**

[Installable Components Table 1](#)

**CyberMedia®**

[Installable Components Table 2](#)

*NOTE 2: Items that are included only on CD-ROM must be manually selected using the 'Custom Setup' option.*



## There are no program groups in Win95; Use the 'Start' menu and My Computer.

### Cause:

Windows 95 no longer uses the Windows 3.1x program groups but uses menus and folders to represent computer settings. Control Panel is located in My Computer which also contains available drives and printers.

### Solution:

'Control Panel' can be accessed either by opening 'My Computer' on the desktop or selecting 'Settings' from the 'Start' menu.

Do one of the following to access 'Control Panel':

- 1) Open 'My Computer' on the desktop. ('Control Panel' is located in this window.)



My Computer

- 2) Choose the 'Start' button



Start button

- a) Select the 'Start' menu and then select 'Settings'.
- b) Select 'Control Panel'.



Control Panel





## Printer information in 'Printers' folder; Use the 'Start' menu or My Computer.

### Cause:

The Windows 3.1x versions of Print Manager and Printers have been consolidated into one folder called 'Printers'. All local and network printer information and configuration may be accessed from here.

### Solution:

'Printers' can be accessed by opening 'My Computer' on the desktop or selecting 'Settings' from the 'Start' menu.

Do one of the following to access printers:

- 1) Select 'My Computer':
  - a) Open the 'My Computer' icon on the desktop.



My Computer

- b) Open 'Printers'.



Printers in My Computer

- 2) Choose the 'Start Button'.



Start button

- a) Select the 'Start' menu and select 'Settings'.
- b) Select 'Printers'.



Printers from Start menu





## No File Manager in Win95 to delete files; Use Windows Explorer or My Computer.

### Cause:

By default, Windows 95 does not use File Manager.

### Solution:

Use the 'Arrange Icons' option in 'My Computer' or 'Windows Explorer' and select 'By Type'.

- 1) Open 'My Computer', '[Windows Explorer](#)' or the folder containing the files.



[Explorer in Start menu](#)

- 2) Select the 'View' menu and select 'Arrange Icons'.



[view files by type](#)

- 3) Select 'By Type' from the popup menu.

*NOTE: The settings for this window are saved when the window is closed and remain in effect until they are changed.*

- 4) Locate the type of files to be deleted.
- 5) Press SHIFT while clicking on the files to be deleted.
- 6) Select the 'File' menu and select 'Delete'.



## Win95 setup disables certain DOS files; Edit the MSDOS.SYS file.

### Cause:

Windows 95 was installed over Windows version 3.x. Windows 95 Setup disables certain DOS files in the old DOS directory.

### Solution:

Remove the attributes from MSDOS.SYS, edit the file and add BootMulti=1. Press F4 when starting the computer to go to the previous MS-DOS version.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select the root directory to search in. EXAMPLE: C:3) Enter 'MSDOS.SYS' in the 'Named' box.



enter MSDOS

- 3) Choose 'Find Now'.
- 4) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 5) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 6) Right-click on the MSDOS.SYS file again.
- 7) Select 'Properties...' from the popup menu.



properties from popup

- 8) Choose the 'General' tab.
- 9) Uncheck the 'Read-only', 'Hidden', and 'Archive' check boxes.

*NOTE: This removes the MSDOS.SYS default attributes and enables the file to be edited.*



remove attributes

- 10) Choose 'Apply'.
- 11) Choose 'OK'.
- 12) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The 'Search results' window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*

- 13) Select the 'File' menu and select 'Open with...'. (The 'Open With...' dialog box displays.)
- 14) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 15) Enter the following in the 'Options' section:

BootMulti=1



BootMulti=1

- 16) Select the 'File' menu and select 'Save As...'. (The system will boot to the original DOS version.)
- 17) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 18) Restart the computer.
- 19) Press F4 when the 'Starting Windows 95' message appears. (The system will boot to the original DOS version.)

*NOTE: Certain MS-DOS files which were overwritten by Windows 95 setup may be copied from the original MS-DOS diskettes. example: commands not included with Windows 95*



## Program groups converted to folders; Use the Start menu or use Win3.1x format.

### Cause:

When Windows 95 is installed over Windows 3.1x, Windows 95 setup converts all Windows 3.1x Program Manager groups to folders that are located inside the 'Programs' folder on the 'Start' menu. All program icons are converted to shortcuts.

### Solution:

Open the program group from the 'Start' menu.

- 1) Choose the 'Start' button to display the Start menu.
- 2) Select 'Programs'.
- 3) Select the Windows 3.1x program group. (The folder opens and contains the original programs located therein.)
- 4) Open the desired program.




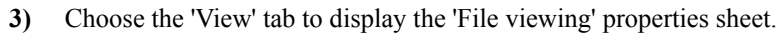
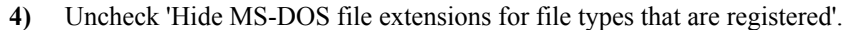
## Win95 does not display file extensions; Disable 'Hide MS-DOS file extensions'.

### Cause:

Windows 95 does not display the 3-character file extensions by default.

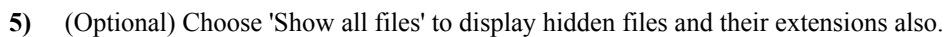
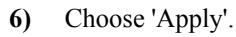
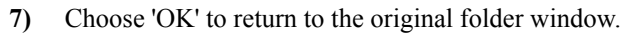

### Solution:

Change the view options in the folder displaying the files by unchecking the 'Hide MS-DOS file extensions' option.

- 1) Open the [folder](#) containing the files to be viewed.
- 2) Select the 'View' menu and select 'Options...'.  

- 3) Choose the 'View' tab to display the 'File viewing' properties sheet.  

- 4) Uncheck 'Hide MS-DOS file extensions for file types that are registered'.  




[view files sheet](#)

- 5) (Optional) Choose 'Show all files' to display hidden files and their extensions also.  

- 6) Choose 'Apply'.  

- 7) Choose 'OK' to return to the original folder window.  

- 8) Select the 'View' menu and select 'Refresh' to update the file display.  


*NOTE: The above solution may apply to any folder containing files.*



## How To: Sort files in a display.

### Solution:

Select a sort option from 'Arrange Icons' in the 'View' menu.

- 1) Open 'My Computer', '[Windows Explorer](#)' or the [folder](#) containing the files.



[Explorer in Start menu](#)



[My Computer](#)

- 2) Select 'Arrange Icons' from the 'View' menu.
- 3) Select one of the following:



[view files by type](#)

- a) 'By Name' to view files alphabetically.
  - b) 'By Type' to sort files by type.
  - c) 'By Size' to sort files by size.
  - d) 'By Date' to view files by date.
- 4) (Optional) The [arrangement of the icons](#) may be changed also.

*NOTE: The settings for this window are saved when the window is closed and will remain the same each time the window is opened until they are changed.*





**Is this type of file supported by Quick View?**

**Action:**

Make sure this type of file is supported by [Quick View](#).



[files supported by Quick View](#)



## Software unsupported by Quick Viewer; Open file in supported software program.

### Cause:

The software program in which the file was created is not currently supported by Windows 95 Quick Viewer.

### Solution:

Open the file in a software program supported by Quick View.



[Quick View files.](#)

Quick Viewers allow files to be viewed without opening the software program associated with them. This allows a reader to view a file regardless of whether the originating software program is installed on the hard drive. Quick View may also be used to view files attached to E-mail or located on a network. Viewing options can be customized.

Program files may also be viewed in Quick View. The file type, Windows version and other technical information pertinent to the program file will be displayed.



## Quick View not installed; Install Quick View.

### Cause:

Quick View has not been installed on the system during Windows 95 setup.

### Solution:

Install Quick View from the Windows 95 installation diskettes or CD-ROM.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Add/Remove Programs' icon.



Add/Remove programs

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.



Select Accessories

- 6) Choose 'Details...'.  
7) Check 'Quick View'.



check Quick View

- 8) Choose 'OK'.
- 9) Choose 'Apply'.
- 10) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.



**What is your File Types and Attributes problem or question?**



## How To: Create or modify file types.

### Solution:

Select the 'File Type' tab under the 'View', 'Options'.

- 1) Open 'My Computer', '[Windows Explorer](#)' or the [folder](#) containing the files.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Select the 'View' menu and select 'Options...'.  
3) Choose the 'File Types' tab.  
4) Choose 'New Type...'.  
5) Enter the new file extension in the 'Associated extension' box.  
6) Enter a description of the file type in the 'Description of type' box.



[New Type](#)

- 7) Check 'Enable Quick View' to use the '[Quick View](#)' feature.  
8) (Optional) Check 'Always show extension' to display the file extension when viewing a file.  
9) Choose 'New...'.  
10) Enter a description in the 'Action' box.  
EXAMPLE: Open a text file  
11) Choose 'Browse...' to display the 'Open With' dialog box.



[file description](#)

*NOTE: The file type will be listed alphabetically by this description in the 'Registered file types' list.*

- 7) Check 'Enable Quick View' to use the '[Quick View](#)' feature.  
8) (Optional) Check 'Always show extension' to display the file extension when viewing a file.  
9) Choose 'New...'.  
10) Enter a description in the 'Action' box.  
EXAMPLE: Open a text file  
11) Choose 'Browse...' to display the 'Open With' dialog box.



[browse for file types](#)

- 12)** Open the folder containing the program file.
- 13)** Select the program file.
- 14)** Choose 'Open' to return to the 'Add New File Type' dialog box. (The program filename and path automatically appear in the 'Application used to perform action' box.)
- 15)** (Optional) To associate more than one action with a file type, repeat steps 9-14.
- 16)** Choose 'OK'.
- 17)** Choose 'Close'.



## How To: Change file attributes.

### Solution:

Right-click on the file and choose 'Properties'.

- 1) Open 'My Computer', '[Windows Explorer](#)' or the [folder](#) containing the file.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Do one of the following:
  - a) Select the File menu:
    - 1] Click on the file to select it.
    - 2] Select 'Properties...'.
      - b) Display the file's popup menu:
        - 1] Right-click on the file.
        - 2] Select 'Properties' from the popup menu.



[properties on popup](#)

- 3) Choose the 'General' tab. (The 'properties' sheet displaying file information appears.)
- 4) Uncheck (or check) the desired attribute(s).



[change file attributes](#)

- 5) Choose 'Apply'.
- 6) Choose 'OK'.







## How To: Create a folder.

### Solution:

Right-click on the desktop or open window area and select 'New', 'Folder'.

1) Do one of the following:

a) Create a folder from an open window: Open 'My Computer' or 'Windows Explorer'



My Computer



Explorer in Start menu

b) Create a folder on the desktop: Right-click on an empty area of the desktop to display the popup menu.



new folder

- 2) Select the 'File' menu and select 'New'.
- 3) Select 'Folder'. (A folder appears on the desktop with the title 'New Folder'.)
- 4) Enter a new name for the folder. (The current name is automatically deleted.)
- 5) Press ENTER to accept the new name.



## **Win3.1 apps do not support long filenames; Use Win95 program such as WordPad.**

### **Cause:**

Windows 3.1 16-bit software programs such as MS-Word 6.0 do not support long filenames. Files listed from within these software programs contain the standard 11-character filenames. New documents also cannot be saved in a long filename format.

### **Solution:**

If using a word processing program, try using WordPad in Windows 95 for long filename support. Contact the software manufacturer for the latest program upgrade to 32-bit.



## How To: Save the results of a file search.

### Solution:

Perform the search and select 'Save Search' from the 'File' menu.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Start' menu and select 'Find'.
- 3) Perform the [file search](#).
- 4) Select the 'File' menu and select 'Save Search'. (The search results are saved as an icon on the desktop and assigned a title.)
- 5) To view the search results at a later date, simply open the icon on the desktop.



[search results](#)



## ERROR: Error running UNDELETE from DOS window due to incorrect version of DOS.

### Error:

You are using a disk utility that was designed for an earlier version of MS-DOS.

### Cause:

UNDELETE cannot be run from within Windows 95. The previous version of MS-DOS on the system was replaced by the Windows 95 DOS version (7.0) when installing Windows 95 over Windows 3.1 or 3.11. The system has not been configured for multiple boot.

### Solution:

Remove the attributes from MSDOS.SYS, edit the file and add BootMulti=1. Press F4 when starting the computer to go to the previous MS-DOS version.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Find'.
- 3) Select the root directory to search in.

EXAMPLE: C:

- 4) Enter MSDOS.SYS in the 'Named' box.



enter MSDOS

- 5) Choose 'Find Now'.
- 6) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 7) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 8) Right-click on the MSDOS.SYS file again.
- 9) Select 'Properties...' from the popup menu.



properties from popup

- 10) Choose the 'General' tab.
- 11) Uncheck 'Read-only', 'Hidden', and 'Archive' check boxes.

*NOTE: This removes the MSDOS.SYS default attributes and enables the file to be edited.*



remove attributes

- 12) Choose the 'Apply' button.
- 13) Choose 'OK'.
- 14) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The 'Search results' window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*

- 15) Select the 'File' menu and select 'Open with...'. (The 'Open with...' dialog box displays.)
- 16) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 17) Enter the following in the 'Options' section:

BootMulti=1



BootMulti=1

- 18) Select the 'File' menu and select 'Save As...'.
- 19) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 20) Shut down Windows and choose the 'Restart the Computer' radio button.
- 21) Press F4 when starting the computer to boot to the previous MS-DOS version.



**From where was the file deleted?**



## Is the deleted file listed in the Recycle Bin?

### Action:

- 1) Open (double-click) the 'Recycle Bin' icon on the desktop.



Recycle Bin

- 2) Scroll through the list of file icons.



## Win95 DOS version does not use UNDELETE; Edit MSDOS.SYS file and restart old ver.

### Cause:

The MS-DOS version shipped with Windows 95 does not enable the UNDELETE command from previous MS-DOS version.

### Solution:

Remove the attributes from MSDOS.SYS, edit the file and add 'BootMulti=1'. Press F4 when starting the computer to go to the previous MS-DOS version.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Enter EXIT to return to the desktop.
- 2) Choose the 'Start' button to display the 'Start' menu and from the 'Start' menu select 'Find'.
- 3) Select the root directory to search in (for example, C:\).
- 4) Enter 'MSDOS.SYS' in the 'Named' box.



enter MSDOS

- 5) Choose 'Find Now'.
- 6) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 7) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 8) Right-click on the MSDOS.SYS file again.
- 9) Select 'Properties...' from the popup menu.



properties from popup 10) Choose the 'General' tab.

- 10) Uncheck 'Read-only', 'Hidden', and 'Archive'. (This removes the MSDOS.SYS default attributes and enables



the file to be edited.)



remove attributes

- 11) Choose 'Apply'.
- 12) Choose 'OK'.
- 13) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The search results window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*

- 14) Select the 'File' menu and select 'Open with...'. (The 'Open With' dialog box displays.)
- 15) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 16) Enter the following in the 'Options' section:  
BootMulti=1



BootMulti=1

- 17) Select the 'File' menu and select 'Save As...'.  
18) Select 'MSDOS.SYS' and answer 'Yes' to replace the file.
- 19) Restart the computer.
- 20) Enter UNDELETE in the directory from which the file was deleted.



## Does the file successfully undelete from MS-DOS?

**Action:**

- 1) Change to the directory where the file was located by typing CD <directory name>, then press ENTER.
- 2) Enter: UNDELETE (The deleted filename will appear.)
- 3) Enter 'Y' to undelete.
- 4) Enter the first letter of the filename when prompted.



## **Files deleted in Win95 go to Recycle Bin; Restore file, or empty Recycle Bin.**

### **Cause:**

By default, files deleted from within Windows 95 are saved in the Recycle Bin until they are purged by the user.

### **Solution:**

Select 'Restore' from the 'File' menu to restore the file. The file will be restored to the directory from which it was deleted.



## Is the file listed after Show All is selected?

### Action:

- 1) Select the 'View' menu and select 'Options...!.
- 2) Choose the 'View' tab.
- 3) Choose 'Show All Files'.



Show All Files

- 4) Choose 'Apply'.
- 5) Choose 'OK'.
- 6) Choose the 'View' menu and select 'Refresh'.



## **Hidden file; Use the 'Show All Files' option.**

### **Cause:**

The file was a hidden file and the option to hide this type of file was enabled in the Recycle Bin view options.

### **Solution:**

Choose the 'Show All Files' options in the View tab.



[Show All Files](#)



## Is the 'Do Not Move Files to the Recycle Bin' option checked?

### Action:

- 1) Exit the 'Recycle Bin'.
- 2) Right-click on the 'Recycle Bin' icon to display the popup menu.
- 3) Select 'Properties' from the popup menu.



[Recycle Bin popup menu](#)

- 4) Choose the 'Global' tab.
- 5) Locate the 'Do Not Move Files to the Recycle Bin' option.



## **Recycle Bin was disabled; Use third-party disk utility.**

### **Cause:**

The Recycle Bin was not enabled when the file was saved. Therefore, the deleted file was not saved.

### **Solution:**

Try using a third-party disk utility written for Windows 95. In the future uncheck 'Do not move Files to Recycle Bin'.



Do not move...



## Maximum size of Recycle Bin too low; Increase capacity of Recycle Bin.

### Cause:

The Recycle Bin has been purged since the file was deleted. The maximum size of the Recycle Bin may be too low.

### Solution:

Increase the capacity of the Recycle Bin by sliding the bar to the right.

- 1) Exit the 'Recycle Bin'.
- 2) Right-click on the 'Recycle Bin' icon to display the popup menu.
- 3) Select 'Properties' from the popup menu.



[Recycle Bin popup menu](#)

- 4) Choose the 'Global' tab.
- 5) Move the slider to the right in the 'Maximum size of Recycle Bin section.' (The percentage of the drive dedicated to deleted files is displayed.)



[move slider to right](#)





## **Only DOS 6.22 or earlier uses UNDELETE; Use earlier version UNDELETE command.**

### **Cause:**

A file was deleted in the previous version of MS-DOS. Only MS-DOS Version 6.22 and lower uses UNDELETE from the prompt.

### **Solution:**

Use the MS-DOS 6.22 or lower UNDELETE command.



## Multi-boot disabled; Edit the MSDOS.SYS file and boot old ver.

### Cause:

The system is not configured to multi-boot to the previous MS-DOS version. The MS-DOS version accompanying Windows 95 does not allow the UNDELETE command at the prompt.

### Solution:

Boot to an earlier MS-DOS version by adding BootMulti=1 to the MSDOS.SYS file and restarting. Then enter the UNDELETE command.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Enter 'EXIT' at the prompt to enter Windows 95 desktop.
- 2) Edit MSDOS.SYS and add BootMulti=1.
- 3) Shut down Windows and restart the computer.
- 4) When the computer restarts, press F4. (The message: 'Now booting to a previous version of MS-DOS.' appears.)
- 5) Change to the directory in which the file was deleted.  
EXAMPLE: CD MYDIR
- 6) Enter UNDELETE.
- 7) Enter 'Y' to undelete.
- 8) Enter the first letter of the filename when prompted.
- 9) Restart the computer to return to Windows 95.



## How To: Run the MS-DOS version that existed before Windows 95 was installed.

### Solution:

Remove the attributes from MSDOS.SYS, edit the file and add BootMulti=1. Press F4 when starting the computer to go to the previous MS-DOS version.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Choose the 'Start' button to display the Windows 95 'Start' menu.
- 2) Select 'Find'.
- 3) Select the root directory to search in. Example: C:
- 4) Enter 'MSDOS.SYS' in the 'Named' box.



enter MSDOS

- 5) Choose the 'Find Now' button.
- 6) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 7) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 8) Right-click on the MSDOS.SYS file again.
- 9) Select 'Properties...' from the popup menu.



properties from popup

- 10) Choose the 'General' tab.
- 11) Uncheck 'Read-only', 'Hidden', and 'Archive' check boxes.

*NOTE: This removes the MSDOS.SYS default attributes and enables the file to be edited.*



remove attributes

- 12) Choose the 'Apply' button.
- 13) Choose 'OK'.
- 14) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The search results window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*

- 15) Select the 'File' menu and select 'Open with...'. (The 'Open With' dialog box displays.)
- 16) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 17) Enter the following in the 'Options' section:

BootMulti=1



BootMulti=1

- 18) Select the 'File' menu and select 'Save As...'. (The 'Save As' dialog box displays.)
- 19) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 20) Shut down Windows and choose the 'Restart the Computer' radio button.
- 21) When the computer starts again, press F4. (A prompt stating the previous version of MS-DOS is being loaded appears.)



## **IO.SYS does not contain EMM386 statement; Add EMM386 statement to CONFIG.SYS.**

### **Cause:**

Windows 95 starts using the [IO.SYS](#) rather than the CONFIG.SYS file. By default, the IO.SYS does not contain the EMM386 statement, which must be included in the CONFIG.SYS file. The CONFIG.SYS file will override some IO.SYS settings when starting Windows. Programs that require the EMM386 statement will not run unless this setting is included.

### **Solution:**

[Edit CONFIG.SYS](#) and add the [EMM386 statement](#). [Restart](#) the system.



**What is your Shell and User Interface Customization  
problem or question?**



## How To: Run Windows 3.1 or 3.11 File Manager.

### Solution:

Run Windows 3.1 or 3.11 File Manager by running WINFILE or [convert the Windows 3.1 or 3.11 Main program group](#) to Windows 95 format. (File Manager displays in the 'Start' menu as a folder.)

Do one of the following:

- 1) Run WINFILE in Windows Explorer:
  - a) Choose the 'Start' button to display the ['Start' menu](#).
  - b) Select 'Programs'.



- c) Select the 'Programs' menu and select ['Windows Explorer'](#).



- d) Double-click on the 'Windows' folder in the left window. (The files in the directory display in the right-hand window.)
      - e) Double-click on 'Winfile' to open Windows 3.1 File Manager.




- f) (Optional): [Create a shortcut](#) for File Manager on the desktop.
  - 2) [Convert the Windows 3.1 or 3.11 Main program group](#) to Windows 95 format. (File Manager displays in the 'Start' menu as a folder.)




## How To: Run Windows 3.1x Program Manager.

### Solution:

Add PROGMAN.EXE to the 'Start Menu Programs' via the 'Start' menu 'Properties' sheet.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Taskbar...'.  


[Taskbar from menu](#)

- 3) Choose the 'Start Menu Programs' tab. (The properties sheet for the Start menu displays.)
- 4) Choose 'Add...'. (The 'Create Shortcut' Wizard displays.)  


[Start Properties Sheet](#)

- 5) Do one of the following:
  - a) Enter: C:\WINDOWS\PROGMAN.EXE if the complete PATH containing the Windows 95 directory is known. (Where C:\ represents the drive letter on which Windows 95 is installed.)
  - b) If the PATH is not known:
    - 1] Choose 'Browse...'.  
2] Open the Windows folder.  
3] Locate the PROGMAN.EXE file and double-click on this file.



[Shortcut sheet](#)

- 6) Choose 'Next' to display the 'Select Program' folder dialog box.
- 7) Do one of the following:
  - a) To run Program Manager every time Windows 95 starts:
    - 1] Double-click on the 'Startup' folder. (This will place Program Manager in the startup group.)
    - 2] Enter the name to be used for the shortcut.
  - b) To run Program Manager as an option:
    - 1] Double-click on the 'Programs' folder.



- 2] Enter the name to be used for the shortcut.
- 8) Choose 'Finish'.
- 9) Choose 'OK'.

*NOTE: Features of Windows 95 such as long filenames and shortcuts cannot be used within Program Manager.*

(OPTIONAL) - Instead of running Program Manager, create 'Start menu folder' on the desktop. This creates a similar environment to running Program Manager.



## How To: Change DOS window font.

### Solution:

Choose the 'Font' tab from the 'Properties' sheet opened from the 'DOS application window' menu.

- 1) [Run the DOS software program in a window.](#)
- 2) Open the 'DOS window' menu by clicking on the icon in the top left corner of the window.



[DOS window menu](#)

- 3) Select 'Properties...'. (The 'Properties' sheet appears.)
- 4) Select the 'Font' tab.



[DOS font window](#)

- 5) Choose a font size to display.
- 6) Choose 'Apply'.
- 7) Choose 'OK'.



## How To: Add a comment to a Windows Help topic.

### Solution:

Right-click on 'Help' topic page and select 'Annotate'.

- 1) Open the window containing the Help topic and text.
- 2) Right-click on the topic page. (A popup menu displays.)
- 3) Select 'Annotate'.
- 4) Do one of the following:
  - a) Enter the desired text in the 'Annotate' box.
  - b) If text has been pasted into the [clipboard](#) from another software program, choose 'Paste' to paste the text into the 'Annotate' box.
- 5) Choose 'Save'. (A paperclip icon appears next to the title bar of the Help topic.)
- 6) Click on the paperclip icon to view the note.
- 7) To remove the note, choose 'Delete'.



**What is your Moving Around the Desktop problem or question?**



## How To: Switch between programs.

### Solution:

Click on the 'Program' button on the Taskbar or press ALT+TAB until the desired program appears.

Do one of the following:

- 1) Use the Taskbar.
  - a) Click on the 'Program' button on the Taskbar.



Taskbar.

- 2) Use the keyboard:
  - a) Press and hold ALT then press TAB until the desired program title appears on the screen.
  - b) Release the buttons and program will become visible.



## No Win95 shortcuts in Win3.1x shell; Assign the icon manually.

### Cause:

If the Windows 3.1x Program Manager shell is used on the desktop, Windows 95 shortcuts are not recognized because the shortcut is not directly associated with a program file.

### Solution:

Assign the icon manually using the 'Properties' command from the Program Manager 'File' menu.

*NOTE: In Program Manager, items that are not directly associated with a program file are displayed with a generic icon.*

- 1) Select the Program Manager 'File' menu and select 'Properties...'.  
2) Choose 'Change Icon...'.  
3) Choose 'Browse...'.  
4) Locate the directory containing the original program file and icons.  
5) Select the appropriate icon.  
6) Choose 'OK'.



## Shortcut remains when file is deleted; Use Taskbar settings to remove shortcut.

### Cause:

The program item listed in the 'Start' menu is only a shortcut. When the original file is deleted, the shortcut still remains.

### Solution:

Open the 'Taskbar settings' window and use the 'Remove programs' option on the 'Start' menu 'Programs Properties' sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select Taskbar....



- 3) Choose the 'Start Menu Programs' tab. (The properties sheet for the 'Start' menu displays.)
- 4) Choose 'Remove...' on the 'Start' menu properties sheet.



- 5) Select the item to be removed from the 'Remove Shortcuts/Folders' list box.



- 6) Choose 'Remove'.
- 7) Choose 'Close'.
- 8) Choose 'OK'.



## How To: Use AutoHide option to hide the Taskbar.

### Solution:

Check 'Auto hide' in the 'Taskbar' Options' Properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Taskbar...' from menu.



Menu

- 3) Choose the 'Taskbar' Options' tab.
- 4) Check 'Auto hide'.
- 5) Choose 'Apply'
- 6) Choose 'OK'.

*NOTE: To display the Taskbar again, move the pointer to the area where the Taskbar is hidden (e.g., the bottom of the screen). The Taskbar will appear.*





## Win95 abbreviates names to save space; Resize the Taskbar.

### Cause:

This is a design feature. Windows abbreviates the program names on the Taskbar button to accommodate numerous buttons.

### Solution:

Resize-size the Taskbar or rest the pointer on a Taskbar button to display the application name.

Do one of the following:

- 1) resize-size the Taskbar to a larger size.
  - a) Position the pointer on the edge of the Taskbar until the pointer becomes a double-arrow.
  - b) Click and drag the Taskbar to the desired size and release the mouse button.
- 2) Rest the mouse pointer on the Taskbar button. (The software program name displays as it is appears on the software programs title bar.)



software program name



## Window moved or resized; Choose the program button on the Taskbar.

### Cause:

A window has moved or resized off-screen.

### Solution:

Click on the program button on the Taskbar or press ALT+TAB on the keyboard.

Do one of the following:

- 1) Use the Taskbar.
  - a) Click on the program button on the Taskbar.



Taskbar.

- 2) Use the keyboard:
  - a) Press and hold ALT then press TAB until the desired program title appears on the screen.
  - b) Release the buttons and the program will become visible.



## How To: Make a backup of the Registry.

### Solution:

Run REGEDIT and use the Export feature.

- 1) [Open REGEDIT](#) to display the Registry.



[Registry Editor](#)

- 2) Do one of the following:
  - a) To export the entire Registry:
    - 1] Select the 'File' menu and select 'Export Registry File...'.  
2] Choose 'All' in the 'Export Range' section.
  - b) To export only a section:
    - 1] Select the branch to be exported.
    - 2] Select the 'File' menu and select 'Export Registry File...'.  
3] Choose 'Selected Branch' in the 'Export Range' section. (The name chosen in step 2)b)1] will appear in the 'Selected Branch' box.)



[Exporting Registry branches](#)

- 3) Enter a name for the exported file. (The exported file can be edited using a text editor.)
- 4) To restore the Registry just exported, select the 'File' menu and select 'Import'.



## How To: Move files.

### Solution:

Cut and Paste the file to be moved.

- 1) Open ['Windows Explorer'](#) or the desktop [folder](#) containing the file to be moved.



[Explorer in Start menu](#)

- 2) Right-click on the file to be moved to display the popup menu.
- 3) Select 'Cut' from the popup menu.



[Cut from popup](#)

- 4) Right-click on the folder to receive the file. (The popup menu displays.)
- 5) Select 'Paste'. (The file is pasted into the folder.)

[Additional methods for moving a file exist.](#)



## How To: Create a shortcut inside an existing folder.

### Solution:

Select 'New', 'Shortcut', from the 'File' menu with the desired folder open.

- 1) Open the folder to contain the shortcut.
- 2) Select the 'File' menu and select 'New'.
- 3) Select 'Shortcut'.
- 4) Do one of the following:
  - a) Enter the path of the program or file in the 'command line' box.



enter path


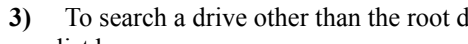
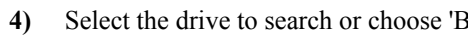
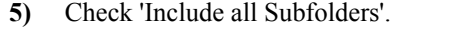
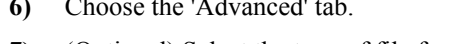
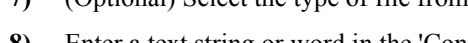
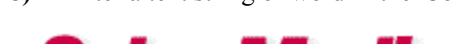
- b) Choose 'Browse...'.
    - 1] Open the folder containing the file.
    - 2] Select the file.
- NOTE: If the file is a program executable file, the path of the program automatically appears in the command line.*
- 5) Choose 'Open'.
  - 6) Choose 'Next'.
  - 7) Enter a name for the shortcut or keep the highlighted name.
  - 8) Choose 'Finish'.



## How To: Search a for file by text.


### Solution:

Enter the text string on the Advanced Options dialog box of the Find utility.

- 1) Choose the 'Start' button to display the 'Start' menu, and from the 'Start' menu select 'Find'.
- 2) Select 'Files or Folders...'.  

- 3) To search a drive other than the root drive, click on the arrow in the 'Look In' box to display the drop-down list box.  

- 4) Select the drive to search or choose 'Browse...'.  

- 5) Check 'Include all Subfolders'.  

- 6) Choose the 'Advanced' tab.  

- 7) (Optional) Select the type of file from the 'Of Type' drop-down list.  

- 8) Enter a text string or word in the 'Containing' box.  




search for text

- 9) Choose 'Find Now'.  




## How To: Change the mouse speed or sensitivity.

### Solution:

To change mouse speed, select 'Settings', 'Control Panel', 'Mouse', select the 'Motion' tab of the 'Mouse Properties' sheet, and move the pointer speed slider bar.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Mouse' icon.



Mouse

- 4) Choose the 'Motion' tab from the 'Mouse Properties' sheet.
- 5) Click on the slider bar in the 'Pointer speed' section as follows:



pointer speed

- a) To slow down the mouse, drag the slider bar to the left.
- b) To speed up the mouse, drag the slider bar to the right.
- 6) Choose 'Apply'.
- 7) Choose 'OK'.



## How To: Change mouse pointer.

### Solution:

Modify the mouse pointers by selecting 'Settings', 'Control Panel', 'Mouse' and selecting the 'Pointers' tab of the 'Mouse Properties' sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Mouse' icon.



Mouse

- 4) Choose the 'Pointers' tab from the 'Mouse Properties' sheet.
- 5) Do one of the following:
  - a) Select an existing pointer scheme:
    - 1] Select a scheme from the 'Scheme' drop-down list box.



scheme list box

- 2] Choose 'Apply'.
  - b) Select pointers individually:
    - 1] Select the section to be changed from the pointer description list.



section to be changed

- 2] Choose 'Browse...' to display a list of available pointers and cursors. (These cursors are usually in the WINDOWS directory or a subdirectory of Windows.)

*NOTE: If the cursors are not displayed, open the folder in the WINDOWS directory containing the cursors.*

- 3] Select the desired cursor from the list. (The cursor name will appear in the 'File name' box and the cursor will be displayed in the 'Preview' box.)





Select cursor

- 4] Choose 'Open' to return to the 'Mouse Properties' sheet.
- 5] Repeat steps 1-4 for every cursor to be changed.
- 6] Choose 'Apply'.
- 7] Choose 'OK'.
- 8] (Optional) Before exiting the 'Mouse Properties' sheet, save the new settings as a scheme:
  - a] Choose 'Save As...' from the 'Scheme' section.
  - b] Enter a name for the scheme.
  - c] Choose 'OK'.



## Win95 does not have black mouse pointer; Install a third-party cursor program.

### Cause:

Windows 95 does not include a black mouse pointer by default.

### Solution:

Obtain and install third-party cursor programs.

Install the third-party cursor(s) as described in the instructions. Change to a different cursor as follows:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings and select 'Control Panel'.



Control Panel

- 3) Open the 'Mouse' icon.



Mouse

- 4) Choose the 'Pointers' tab.
- 5) Select the section to be changed from the pointer description list.



section to be changed

- 6) Choose 'Browse...' to display a list of available pointers and cursors. (These cursors are usually in the WINDOWS directory or a subdirectory of Windows.)

*NOTE: If the cursors are not displayed, open the folder in the WINDOWS directory containing the cursors.*

- 7) Select 'Static cursors (.cur)' from the 'Files of type' drop-down list.



Select cursor

*NOTE: 'Animated Cursors (\*.ani)' may not be available depending on the systems resources specific to the users computer. Select 'All Files' to view \*.ani files.*

- 8) Select the desired cursor from the list. (The cursor name will appear in the 'File name' box and the cursor will be displayed in the 'Preview' box.)
- 9) Choose 'Open' to return to the 'Mouse' properties sheet.
- 10) Repeat steps 1-4 for every cursor to be changed.
- 11) Choose 'Apply'.
- 12) Choose 'OK'.
- 13) (Optional) Before exiting the 'Mouse' properties sheet, save the new settings as a scheme:
  - a) Choose 'Save As...' from the 'Scheme' section.
  - b) Enter a name for the scheme.
  - c) Choose 'OK'.



## How To: Create a program group similar to groups in Windows 3.1x.

### Solution:

Create a shortcut to the 'Programs' folder, accessed from the 'Start' menu.

- 1) Right-click on the desktop to display the desktop popup menu.
- 2) Select 'New' from the popup menu.
- 3) Select 'Shortcut'. (The 'Create Shortcut' dialog box displays.)
- 4) Enter the following in the 'Command Line' box:

*NOTE: Capitalize the filename exactly as shown below.*

C:\WINDOWS\Startm~1\programs

(Where C:\ represents the drive containing the Windows directory.)

- 5) Choose 'Next'.
- 6) Enter a name for the shortcut.
- 7) Choose 'Finish'. (A shortcut to the 'Programs' menu appears on the desktop. Just open this folder and the programs can be accessed in Program Manager-like fashion.)



## How To: Save desktop settings for multiple users on one computer.

### Solution:

Modify user profiles by opening 'Passwords' in 'Control Panel'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Passwords' icon.



Passwords

- 4) Choose the 'User Profiles' tab.
- 5) Choose 'Users can customize their preferences and desktop settings.'



User Profiles

- 6) Check one or both of the following options in the 'User Profile Settings' section:
  - a) Include desktop icons and Network Neighborhood contents in user settings.  
*NOTE 1: This option allows saving desktop shortcuts and Network Neighborhood settings.*
  - b) Include 'Start' menu and program groups in user settings.  
*NOTE 2: This option saves custom settings for the 'Start' menu and program groups.*
- 7) Choose 'OK'.



## How To: Change the clock display.

### Solution:

Open 'Regional Settings' in the 'Control Panel'

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Regional Settings' icon.



Regional Settings icon

- 4) Choose the 'Time' tab. (The 'Time' properties sheet displays.)



Time properties

- 5) Adjust the clock settings as follows:
  - a) Select a time style from the 'Time Style' list box.
  - b) Enter a different symbol in the 'Time Separator' box (e.g., a hyphen).
  - c) Enter the desired AM or PM symbols.



Time display

- 6) Choose 'Apply'.
- 7) Choose the 'Date' tab.
- 8) Adjust the date settings as follows:
  - a) Select a date style from the 'Short date style' drop-down list box.
  - b) Enter a date separator in the 'Separator' box.
  - c) Select along date style from the 'Long date style' box.
- 9) Choose 'Apply'.

**10)** Choose 'OK'.



## How To: Change the decimal number format.

### Solution:

Modify number formats by opening 'Regional Settings' in 'Control Panel'.

*NOTE: The following settings will affect the way the computer displays numbers throughout all software programs. Any software program-specific changes can be made via the affected software program.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Regional Settings' icon.



Regional Settings icon

- 4) Choose the 'Number' tab. (The 'Number' properties sheet displays.)
- 5) Do one or more of the following: (An example of the format selected will appear in the 'Appearance samples' section.)



Number Properties sheet

- a) Enter a symbol in the 'Decimal symbol' box. (e.g., Europeans use a comma instead of a period.)
  - b) Select or enter the number of digits after the decimal point.
  - c) Enter a negative sign symbol.
  - d) Select the number format from the 'Negative number format' list box.
  - e) Select the number of zeros to precede a number from the 'Display leading zeros' list box.
  - f) Select 'US' or 'Metric' from the 'Measurement system' list box.
  - g) Select the character to separate items from a list from the 'List separator' list box.
- 6) Choose 'Apply'.
  - 7) Choose 'OK'.







## How To: Change fonts on the desktop.

### Solution:

Utilize the 'Appearance' tab by opening 'Display' in 'Control Panel'.

- 1) Do one of the following to open 'Display':
  - a) Use the Start menu:
    - 1] Choose the 'Start' button to display the 'Start' menu.
    - 2] Select 'Settings' and select 'Control Panel'.



Control Panel

- 3] Open the 'Display' icon.



Display icon

- b) Display the desktop popup menu:
  - 1] Right-click on any empty area of the desktop. (A popup menu appears.)
  - 2] Select 'Properties...' from the popup menu.



desktop menu

- 2) Choose the 'Appearance' tab.
- 3) Select item for which the font is to be changed from the 'Item' drop-down list box.

*NOTE: Fonts may be changed for the following items: Icon, Inactive Title Bar, Menu, Message Box, Palette Title and ToolTip.*

- 4) Select a font from the 'Font' drop-down list box.



Select font

- 5) Select font size from the 'Size' drop-down list box.
- 6) (Optional) Select Font Color if applicable.
  - a) Click on the color box to display a color palette.

- 1] Select the desired font color from this palette.

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color palette

- 2] Choose 'Apply'.
  - b) Choose 'Other...' to display a custom color palette.
    - 1] Do one of the following:
      - a] Select the desired color from the color palette.
      - b] Drag the marker to the desired color and value.

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creating color

- c) Choose 'OK'.
  - 7) Choose 'Apply' to activate the new setting.
  - 8) Choose 'OK'.



## How To: Change the color palette used for the desktop colors.

### Solution:

Adjust the settings under the 'Display' icon in 'Control Panel'.

- 1) Do one of the following to open 'Display':
  - a) Use the 'Start' menu:
    - 1] Choose the 'Start' button to display the 'Start' menu.
    - 2] Select 'Settings' and select 'Control Panel'.



Control Panel

- 3] Open the 'Display' icon.



Display icon

- b) Display the 'Desktop' popup menu:
  - 1] Right-click on any empty area of the desktop. (A popup menu displays.)
  - 2] Select 'Properties...' from the popup menu.



Properties

- 2) Choose the 'Settings' tab.
- 3) Display the drop-down list box in the 'Color palette' section. (The available options for the monitor in use are displayed.)
- 4) Select a different option such as 256 Color. (An example of the selected color palette displays on the color bar.)
- 5) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 6) Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.





## How To: Change icon appearance.

### Solution:

Choose appearance under the 'Displays' icon in 'Control Panel'

- 1) Do one of the following to open 'Display':
  - a) Use the 'Start' menu:
    - 1] Choose the 'Start' button to display the 'Start' menu.
    - 2] Select 'Settings' and select 'Control Panel'.



Control Panel

- 3] Open the 'Display' icon.



Display icon

- b) Display the 'Desktop' popup menu:
    - 1] Right-click on any empty area of the desktop. (A popup menu displays.)
    - 2] Select 'Properties...' from the popup menu.



Properties

- 2) Choose the 'Appearance' tab
- 3) Click on the section to be changed. (The item description appears in the 'Item' box.)  
Screen

*NOTE: The following steps will depend on the type of item selected. A color option is available only if the desktop item selected has color changing options. A size option appears only if a sizable item is selected (such as icons). A font option appears only if the item contains fonts (e.g., title boxes or icons).*

- 4) Do one or more of the following:
  - a) Select font size from the 'Size' drop-down list box to the left of the 'Font' description.
  - b) Select font color.
    - 1] Click on the color box to display a color palette.
    - 2] Select the desired font color from this palette.



color palette

- 3] Choose 'Apply'.
- 4] Display a custom color palette:
  - a] Do one of the following:
    - [1] Select the desired color from the color palette.
    - [2] Drag the marker to the desired color and value.



creating color


- 5] Choose 'OK'.
  - c) Adjust item size from the 'Size' scroll box to the left of the 'Item' description.
- 5) Choose 'Apply' to activate the new setting.
- 6) Choose 'OK'.



## How To: Hide the Taskbar.

### Solution:

Apply 'Auto hide' feature in the Taskbar settings.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Taskbar...'.  


[Taskbar from menu](#)

- 3) Choose the 'Taskbar Options' tab.
- 4) Check 'Auto hide'.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.

*NOTE: To display the Taskbar again, move the pointer to the area where the Taskbar is hidden (at the bottom of the screen). The Taskbar will appear.*





## How To: Disable deletion confirmation prompt when deleting file in Recycle Bin.

### Solution:

Uncheck the 'Display Delete Confirmation Dialog' option in 'Recycle Bin'.

- 1) Open the 'Recycle Bin'.



[Recycle Bin](#)

- 2) Choose the 'Global' tab.
- 3) Uncheck 'Display Delete Confirmation Dialog'.
- 4) Choose 'Apply'.
- 5) Choose 'OK'.



## How To: Change how files, directories and drives are displayed.

### Solution:

Select an icon display option from the 'View' menu.

- 1) Select the 'View' menu of an open window such as 'Find Results', 'My Computer', or 'Windows Explorer'.
- 2) Select one of the following options:



#### View options

- a) 'Large Icons: Displays large folder and file icons rows'. (This is the Windows 95 default display.)
- b) 'Small Icons: Displays small folder and file icons in rows'.
- c) 'Lists: Displays small folders in columns'.
- d) 'Details: Displays small folders in a list showing size (if object is a file), type, and date modified'.

*NOTE: The settings for this window are saved when the window is closed and will remain the same when the window is re-opened until they are changed.*



## How To: Customize or change a shortcut icon.

### Solution:

Right-click on the object and display the 'Shortcut' properties sheet. Use the 'Change icon' option.

- 1) Right-click on the shortcut icon to display a popup menu.



[properties on popup](#)

- 2) Select 'Properties...'.  
3) Choose the 'Shortcut' tab.  
4) Choose 'Change icon...' on the 'Shortcut' properties sheet.  
5) Do one of the following:
  - a) Select an icon from the scroll list of available icons.
  - b) If the path of the icon is not known:
    - 1] Choose 'Browse...'.  
2] Locate the folder containing the desired icons.  
3] Select an icon.
  - c) Choose 'Open'.
  - d) Choose 'OK'.
  - e) Choose 'Apply'.
  - f) Choose 'OK'.



## How To: Copy contents of Help window to a document.

### Solution:

Right-click on selected text on the Help page.

- 1) Open the window containing the Help text to be copied.
- 2) Do one of the following:
  - a) To copy all of the text, right-click on the topic page. (A popup menu displays.)
  - b) To copy only a portion of the text:
    - 1] Select the text to be copied.
    - 2] Right-click on the topic page. (A popup menu displays.)
- 3) Select 'Copy'. (The page is copied to the [clipboard](#).)
- 4) Switch to the software program to receive the information, select the 'Edit' menu and select 'Paste'.

*NOTE: The application must support [Object Linking and Embedding](#).*



## How To: Create a custom word list for Windows Help.

### Solution:

Choose the 'Find' tab in the 'Help' screen to build a word index.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Help' and choose the 'Find' tab. (Either a previous word find appears or a 'Find Setup Wizard' dialog box appears.)
- 3) If a previous word find appears, choose the 'Rebuild' button. (A 'Help Wizard' dialog box appears)
- 4) Choose 'Custom'.



customize

- 5) Choose 'Next'.
- 6) Select topics with which to build an index.
- 7) Choose 'Next'.
- 8) Select options as described on the next four screens choosing 'Next' to continue on to the next step.
- 9) Choose 'Finish'. (The 'Find word' detail screen appears.)



Find tab

- 10) Enter the word to be found.
- 11) Select the topics to display.
- 12) Choose 'Display'.



## How To: Display the Help window.

### Solution:

Choose 'Help' in 'Start' menu.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Help'.



[Select Help](#)

- 3) Choose 'Contents', 'Index', or ['Find'](#) tab sheet.
- 4) Select the topic of choice.
- 5) Choose 'Display'. (Help screens will appear)



## How To: Change the font in the Help window.

### Solution:

Right-click on the Help topic page and select a font.

- 1) Open any topic page in Windows Help.
- 2) Right-click on the topic page. (A popup menu displays.)
- 3) Select 'Font'.
- 4) Select 'Small', 'Normal' or 'Large'.



[help font size window](#)



## How To: Change window borders and colors.

### Solution:

Select 'Control Panel', select 'Display', and open the 'Appearance' properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Appearance' tab.
- 5) Click on the section to be changed. (The item description appears in the 'Item' box.)



Appearance tab

*NOTE: The following steps will depend on the type of item selected. A color option is available only if the desktop item selected has color changing options. A size option appears only if a sizable item is selected (such as icons). A font option appears only if the item contains fonts (such as title boxes or icons).*

- 6) Do one or more of the following:
  - a) Select font size from the 'Size' drop-down list box to the left of the 'Font' description.
  - b) Select font color.
    - 1] Choose 'Color' to display a color palette.
    - 2] Select the desired font color from this palette.



color palette

- 3] Choose 'Apply'.
- 4] Display a custom palette:
  - a] Choose 'Other...' to display a custom color palette.



**b]** Do one of the following:

**1}** Select the desired color from the color palette.

**2}** Drag the marker to the desired color and value.

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creating color

**5]** Choose 'OK'.

**c)** Adjust item size from the 'Size' scroll box to the left of the 'Item' description.

**7)** Choose 'Apply' to activate the new setting.

**8)** Choose 'OK'.



## How To: Switch to a different task from a full screen DOS program.

### Solution:

Press ALT+TAB to switch to the next open program or to display the desktop and Taskbar. To prevent this from occurring again, change the DOS program properties to 'Windowed'.

To switch to the desktop or the next open program:

- 1) Press ALT+TAB to display the Windows desktop and [Taskbar](#).

Do the following to change the DOS window settings immediately:

- 1) Right-click on the 'DOS application program' button on the Taskbar.
- 2) Select 'Properties...' from the popup menu. (The 'DOS Program Properties' dialog box appears.)
- 3) Choose the 'Screen' tab.
- 4) Choose 'Window'.



[screen properties sheet](#)

*NOTE: Not all MS-DOS-based software programs can run in a window.*

- 5) (Optional) Select a window size from the 'Initial size' drop-down list box.
- 6) (Optional) Check 'Display toolbar'.
- 7) Choose 'Apply' for changes to take effect immediately.
- 8) Choose 'OK'.



## How To: Use keyboard shortcuts.

### Solution:

Use tabs, arrows and combination keystrokes.

- 1) Use tabs and arrow keys to switch among objects on the screen.
- 2) Press ENTER or the SPACEBAR to activate a selection.

*NOTE: The following keyboard strokes may prove helpful:*

Exit a program ..... ALT+F4

Rename an object .....F2

Locate a folder or file ..... F3

Cut highlighted selection ..... CTRL+X

Copy highlighted selection ..... CTRL+C

Paste a selection ..... CTRL+V

Delete a selection .....DEL

Delete without putting in recycle bin.... SHIFT+DEL

View item properties ..... ALT+ENTER

View shortcut menu for selected item.... SHIFT+F10

Display the Start menu ..... CTRL+ESC

Switch to next window ..... ALT+TAB

Cycle through open windows ..... Press and hold ALT while TAB

Bypass auto-run feature on CD-ROM..... SHIFT while inserting CD-ROM



## How To: Move programs or shortcuts onto the desktop.

### Solution:

Right-drag the object from Windows Explorer onto the desktop.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select the 'Programs' menu and select 'Windows Explorer'.



Explorer from Programs menu

- 4) Right-drag the original object to the desired location and create a shortcut using the object menu:
  - a) Locate the object for which the shortcut is to be created. ('Windows Explorer' or 'My Computer' may be used.)
  - b) Right-drag the folder to the desired location on the desktop.
  - c) Release the mouse button. (A popup menu displays.)
  - d) Select 'Create Shortcut(s) here'.

*NOTE: Other methods for creating shortcuts exist.*



## How To: Move an icon.

### Solution:

Drag-and-drop the object to the desired location or Right-drag the object.

Do one of the following:

- 1) Drag-and-drop the object:
  - a) Position the pointer on the icon or folder.
  - b) Click on the left mouse button while dragging the object to the desired location.
  - c) Release the mouse button.
- 2) Right-drag the folder or icon to the desired location. (A popup menu appears when the mouse button is released.)
  - a) Select 'Move Here' from the popup menu.



**What is your Work with Documents problem or question?**



## How To: Add a part of a document (Scrap) to the desktop.

### Solution:

Drag and drop selected text onto the desktop.

- 1) Open the document containing the text to be copied.
- 2) Select the text to be copied.
- 3) Drag and drop the selected text onto the desktop. (A scrap appears on the desktop.)
- 4) Open the software program to receive the copied text.
- 5) Drag-and-drop the scrap from the desktop onto the software program.

*NOTE: The application must support OLE drag-and-drop.*



## **Software program does not support OLE; Use an software program that supports OLE.**

### **Cause:**

The software program does not support OLE (Object Linking and Embedding).

### **Solution:**

Use an application designed for Microsoft Windows that supports OLE.





## How To: Locate the last several documents opened in Windows 95.

### Solution:

Select 'Documents' from the 'Start' menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Documents'.



### Select documents

- 3) Select a document from the list. (The software program associated with the document will be started.)

*NOTE: Windows 95 adds documents to this list as they are opened in the following ways:*

- a) From the desktop
- b) From Explorer
- c) From WordPad, NotePad or Write
- d) Paint
- e) Other Windows applications



## How To: Create a new folder (directory).

### Solution:

Right-Click on the desktop and select the 'New' from the popup menu.

- 1) Right-click on the desktop to display the desktop popup menu.
- 2) Select 'New' from the popup menu.



Select new

- 3) Select 'Folder'. (A folder appears on the desktop with the title 'New Folder'.)



Folder from popup menu

*NOTE: The cursor blinks at the end of the title.*

- 4) Enter the desired title for the folder by doing one of the following:
  - a) If the cursor is blinking:
    - 1] Enter a new name for the folder. (The current name is automatically deleted.)



Name a folder

- 2] Press ENTER to accept the new name.
  - b) If the cursor is not blinking because the pointer has already left the folder:
    - 1] Right-click on the folder to display the popup menu.
    - 2] Select 'Rename'.



rename from popup

- 3] Enter a new name for the folder. (The current name is automatically deleted.)
- 4] Press ENTER to accept the new name.





## How To: Change the size of an icon.

### Solution:

Open 'Display' and change the icon size on the 'Appearance' properties sheet.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Display' icon.



[Display icon](#)

- 4) Change the default icon size.
  - a) Choose the 'Appearance' tab.
  - b) Select 'Icon' from the 'Item' drop-down list box.
  - c) Increase or decrease the size in the 'Size' box.

*NOTE: Increasing or decreasing icon size may affect the clarity of the icon display on the desktop.*

- d) Choose 'Apply' to view changes immediately.
  - e) Choose 'OK'.



## How To: Associate a program with an icon.

### Solution:

Edit the file type association in the 'Option...' command in the 'View' menu.

- 1) Open 'My Computer', '[Windows Explorer](#)' or the [folder](#) containing the file.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Select the 'View' menu and select 'Options...'.  
3) Choose the 'File Types' tab.  
4) In the list of [file types](#), select the file type to be changed. (The settings for that file type are shown in the 'File Type' details box.)  
5) Choose 'Edit...'.  
6) Select 'Open' in the actions box.  
7) Choose 'Edit...'.  
8) Do one of the following:
  - a) Enter the path of the program file in the 'Application used to perform action' box.
  - b) Use the Browse feature to select the appropriate executable:
    - 1] Choose 'Browse...'.  
2] Open the folder containing the program file.  
3] Select the program executable file.  
4] Choose 'Open'. (The path of the program automatically appears.)



[Edit File Type](#)

- 9) Choose 'OK'.  
10) Choose 'OK'.  
11) Choose 'Apply'.  
12) Choose 'OK'.





## How To: Open more than one object on the desktop at the same time.

### **Solution:**

Press SHIFT while selecting consecutive multiple objects or press CTRL while selecting non-adjacent objects.

Do one of the following:

- 1) To open two objects and all objects in between them:
  - a) Select one object.
  - b) Press and hold SHIFT while selecting other objects.
  - c) Press ENTER to open all selected objects.
- 2) Two open non-sequential (or scattered) objects:
  - a) Press and hold CTRL while selecting the objects to be opened.
  - b) Press ENTER to open all selected objects.



## Windows 95 does not recognize file type; Add the file type to file types list.

### Cause:

Windows 95 does not recognize the file type.

### Solution:

Add the file type to the file types list.

- 1) Open 'My Computer' or '[Windows Explorer](#)'.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Select the file to be opened. (The 'Open With' dialog box appears listing available program files.)
- 3) Do one of the following:
  - a) If the program to open the file is listed:
    - 1] Select the program.
    - 2] Choose 'OK' to open the file in the software program.
  - b) If the program to open the file is not listed:
    - 1] Choose 'Other...'.    - 2] Select the appropriate folder from the 'Look in' drop-down list box.
    - 3] Choose 'Open'.
- 4) Check 'Always use this program to open this file' check box.





## How To: Create shortcut on the desktop.

### Solution:

Right-drag an object from Windows Explorer to the desktop.

Use one of the following methods to create a shortcut:

- 1) Right-drag original object to the desired desktop location and create a clipboard using the object menu:
  - a) Locate the object for which the shortcut is to be created. ('Windows Explorer' or 'My Computer' may be used.)
  - b) Right-drag the folder to the desired location on the desktop.
  - c) Release the mouse button. (A popup menu displays.)
  - d) Select 'Create Shortcut(s) here'.
- 2) Right-click on the desktop to display the 'Object' menu.
  - a) Select the 'Object' menu and select 'New'.
  - b) Select 'Shortcut'.



new shortcut

- c) Do one of the following:
  - 1] Enter the path of the program file in the 'Command line' box.
  - 2] If the path is not known:
    - a] Choose 'Browse...'
    - b] Open the folder containing the program file.
    - c] Select the program executable file. (The path of the program automatically appears in the command line.)
  - d) Choose 'Open'.
  - e) Choose 'Next'.
  - f) Enter a name for the shortcut or keep the highlighted name.

*NOTE: Do not use the following symbols in a shortcut:*

/ \ : \* ? " . < > |
  - g) Choose 'Finish'.
- 3) Create a shortcut next to the original folder first, then drag to the desired location:
  - a) Open 'My Computer'.



#### My Computer

- b) Click on the drive containing the program or file or folder.
- c) Open the folder containing the program or file.
- d) Right-click on the program object. (An 'Object' menu displays.)
- e) Select 'Create Shortcut' from the menu. (A shortcut is created in the original folder.)
- f) Drag-and-drop the newly created shortcut to the desired location on the desktop.

*NOTE: If a software program has associated icons, the shortcut assumes the default icon.*



## How To: Move the MS-DOS prompt onto the desktop.

### Solution:

Create a shortcut to the C:\WINDOWS\COMMAND\COMMAND.COM file.

- 1) Right-click on the desktop to display the 'Object' menu.
- 2) Select the 'Object' menu and select 'New'.
- 3) Select 'Shortcut'.
- 4) Do one of the following:
  - a) Enter the [path for the DOS program file](#) in the 'Command line' box.
  - b) Choose 'Browse...'.
    - 1] Open the folder containing the [DOS program file](#)
    - 2] Select the program COMMAND.COM file. (The path of the program automatically appears in the command line.)
- 5) Choose 'Open'.
- 6) Choose 'Next'.
- 7) Enter 'DOS Prompt' for the shortcut name or keep the highlighted name.
- 8) Choose 'Finish'.



## How To: Create a shortcut in a folder.

### Solution:

Right-drag folder to the desired location.

Use one of the following methods:

- 1) Find the original folder and Right-drag it onto the desktop:
  - a) Find the folder for which the shortcut is to be created.
  - b) Right-drag the folder to the desired location on the desktop. (A menu displays.)
  - c) Release the mouse button. (A popup menu displays.)
  - d) Select 'Create Shortcut(s) here'. (A shortcut for the original object is created).
- 2) Create the shortcut next to the original object first, then drag to the desired location:
  - a) Open 'My Computer'.



My Computer

- b) Click on the drive containing the program or file or folder.
- c) Open the folder containing the program or file.
- d) Right-click on the program object. (An 'Object' menu displays).
- e) Select 'Create Shortcut' from the menu. A shortcut is created in the original folder.
- f) Move the newly-created shortcut to the desired location on the desktop by left-dragging it to the new location.

*NOTE: There are other methods to accomplish this.*



## How To: Create a shortcut for a Start menu item.

### Solution:

Create a new shortcut to C:\WINDOWS\START MENU\PROGRAMS\ <item>.

- 1) Open the folder on the desktop.
- 2) Do one of the following:
  - a) Select the folder's 'File' menu and select 'New'.
  - b) Right-click anywhere inside the folder. (A popup menu displays.)
- 3) Select 'Shortcut' from the menu.
- 4) Do one of the following:
  - a) Enter the path of the program file in the command line box.
  - b) Use the Browse feature:
    - 1] Choose 'Browse...'.    - 2] Open the folder containing the program file.
    - 3] Select the program file. (The path of the program automatically appears in the command line.)
- 5) Choose 'Open'.
- 6) Choose 'Next'.
- 7) Enter a name for the shortcut or keep the highlighted name.
- 8) Choose 'Finish'.




## Real mode removed Startup folder files; Add the programs to the 'Start' menu.

### Cause:

Real mode removed the files in the 'Startup' folder when booting.

### Solution:

Choose 'Add' from the 'Start Menu Programs' tab in the 'Taskbar' properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Taskbar...'.  


Taskbar from menu

- 3) Choose the 'Start Menu Programs' tab. (The properties sheet for the 'Start' menu displays.)
- 4) Choose 'Add...'. (The 'Add Shortcuts/Folders' window appears.)
- 5) Do one of the following:
  - a) For MS-DOS-DOS prompt Icon, enter the path of the program file in the command line box.  
EXAMPLE: For MS-DOS-DOS prompt: C:\WINDOWS\COMMAND\COMMAND.COM  
EXAMPLE: For Windows Explorer: C:\WINDOWS\EXPLORER.EXE
  - b) Choose 'Browse...'
    - 1] Open the folder containing the program file.
    - 2] Select the program executable file.
    - 3] Choose 'Open'. (The path of the program automatically appears in the command line.)
- 6) Choose 'Next' to display the 'Select Program Folder' dialog box.
- 7) Do one of the following:
  - a) Select an existing folder.  
*NOTE: Select the 'Start' menu folder to have the program in the 'Start' menu.*
  - b) Create a new folder:
    - 1] Position the cursor where the new folder is to be placed.
    - 2] Choose 'New Folder...'. (A new folder is automatically inserted.)
    - 3] Enter a title for the new folder.
- 8) Choose 'Next'.

- 9) Enter a name for the program folder.
- 10) Choose 'Finish'.



## **Taskbar is incorrectly sized; Resize the Taskbar.**

### **Cause:**

The Taskbar has been incorrectly sized. This may occur when many programs are running. The Taskbar automatically grows to accommodate the number of buttons.

### **Solution:**

Resize-size the Taskbar by dragging the double-edged pointer to the desired location.

- 1) Position the pointer on the edge of the Taskbar until the pointer becomes a double-arrow.
- 2) Click and drag the Taskbar to the desired size and release the mouse button.





## Registry key for Taskbar is corrupted; Delete 'StuckRects' folder from Registry.

### Cause:

The Registry key for the Taskbar has become corrupted.

### Solution:

Run REGEDIT and delete the 'StuckRects' folder from the Registry.

*CAUTION: Editing the Registry may cause file corruption if not done properly. It is recommended that this be performed by experienced technical support.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Run...'
- 3) Enter REGEDIT in the 'Open' box to run the Registry Editor.



Registry Editor

- 4) Choose 'OK'.
- 5) Open the HKEY\_CURRENT\_USER folder.



HKEY\_CURRENT\_USER

- 6) Select the 'Edit' menu and select 'Find...'
- 7) Enter the following in the 'Find what' box:  
StuckRects
- 8) Choose 'Find Next'. (The 'StuckRects' folder is highlighted.)



StuckRects

- 9) Select the 'Edit' menu and select 'Delete'.
- 10) Select the 'Registry' menu and select 'Exit'.
- 11) Restart to Windows to reset the Taskbar.





## Win3.1x task list doesn't exist in Win95; Choose Taskbar button, or Start button.

### Cause:

Windows 95 has replaced the Windows 3.1x task list with the 'Start' menu which displays all running programs and by default is visible by choosing the 'Start' button at the bottom of the screen.

### Solution:

Click on the appropriate Taskbar button to display any currently running programs. A list of available programs can be found in the 'Start' menu.

Do one of the following to switch between running programs:

- 1) Use the Taskbar.
  - a) Click on the 'Program' button on the Taskbar.



- Taskbar.
- 2) Use the keyboard:
  - a) Press and hold ALT while pressing TAB until the desired program title appears on the screen.
  - b) Release the keys and program will become visible.



## How To: Add a new sub-menu to the Programs menu.

### Solution:

Open the 'Start' folder, open the 'Programs' folder, and create a new folder in the 'Programs' folder.

- 1) Right-click on the 'Start' button.



Start button

- 2) Select 'Open' from the popup menu.



Open from Start menu popup

- 3) Open the 'Programs' folder.



open Programs folder

- 4) Select the 'File' menu and select 'New'.
- 5) Select 'Folder'. (A folder appears on the desktop with the title 'New Folder'.)
- 6) Enter the desired title for the folder by doing one of the following:
  - a) If the cursor is blinking:
    - 1] Enter a new name for the folder. (The current name is automatically deleted.)



Name a folder

- 2] Press ENTER to accept the new name.
  - b) If the cursor is not blinking because the pointer has already left the folder:
    - 1] Right-click on the folder to display the popup menu.
    - 2] Select 'Rename'.



rename from popup

- 3] Enter a new name for the folder. (The current name is automatically deleted.)
- 4] Press ENTER to accept the new name.
- 7) Open the folder just created.
- 8) Select the 'File' menu and select 'New'.
- 9) Select 'Shortcut'.
- 10) Do one of the following:
  - a) Enter the path of the program file in the 'Command line' box.



command line box

- b) Choose 'Browse...'.
  - 1] Open the folder containing the program file.
    - a] Select the program executable file. (The path of the program automatically appears in the command line.)
- 11) Choose 'Open'.
- 12) Choose 'Next'.
- 13) Enter a name for the shortcut or keep the highlighted name.
- 14) Choose 'Finish'.


*NOTE: If a software program has associated icons, the shortcut assumes the default icon.*



## How To: Add a new program to the Start menu.

### Solution:

Choose 'Add' from the 'Start Menu Programs' tab in the Taskbar Properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Taskbar...'.  


Taskbar from menu

- 3) Choose the 'Start Menu Programs' tab. (The properties sheet for the Start menu displays.)  


Start menu properties sheet

- 4) Choose 'Add...'. (The Add Shortcuts/Folders window appears.)
- 5) Do one of the following:
  - a) Enter the path of the program file in the command line box.  
EXAMPLE: C:\DIRECTORY\PROGRAM
  - b) Choose 'Browse...'.
    - 1] Open the folder containing the program file.
    - 2] Select the program executable file.
    - 3] Choose 'Open'. (The path of the program automatically appears in the command line.)
- 6) Choose 'Next' to display the Select Program Folder dialog box.
- 7) Do one of the following:
  - a) Select an existing folder.
  - b) Create a new folder:
    - 1] Position the cursor where the new folder is to be placed.
    - 2] Choose 'New Folder...'. (A new folder is automatically inserted.)
    - 3] Enter a title for the new folder.
- 8) Choose 'Next'.
- 9) Enter a name for the program folder.
- 10) Choose 'Finish'.







## How To: Remove program from the Start menu.

### Solution:


Choose 'Remove' from the 'Start Menu Programs' tab in the 'Taskbar' properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Taskbar...'.  


Taskbar from menu

- 3) Choose the 'Start Menu Programs' tab. (The properties sheet for the 'Start' menu displays.)
- 4) Choose 'Remove...' on the 'Start' menu properties sheet.  


Choose remove

- 5) Select the item to be removed from the 'Remove Shortcuts/Folders' list box.  


shortcuts/folders list box

- 6) Choose 'Remove'.
- 7) Choose 'Close'.
- 8) Choose 'OK'.





## Corrupt Registry file; Restore the Registry.

### Cause:

The Registry file C:\WINDOWS\SYSTEM.DAT has become corrupt. This may be caused by an unsuccessful shut down or sudden power loss.

### Solution:

Restore the Registry. Restart to MS-DOS. Remove the attributes and rename the SYSTEM.DAT and SYSTEM.DA0 files. Rename the SYSTEM.1ST file to SYSTEM.DAT and restart Windows.

*CAUTION: It is suggested that the following steps be performed only by experienced computer users.*

- 1) Shut down Windows and restart the computer in MS-DOS mode.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Shut Down...'. (The Shut Down Windows dialog box appears)
  - c) Select 'Restart the computer in MS-DOS mode?'



### Shut Down Windows

- d) Choose 'Yes'.
- 2) Change to the root directory (EXAMPLE: enter CD\ to get the C:\ prompt to appear.)
- 3) Enter the following to remove the attributes for the SYSTEM.DAT files:  
ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DAT (press ENTER)  
ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DA0 (press ENTER)  
ATTRIB -H -R -S C:\SYSTEM.1ST (press ENTER)  
(C:\ represents the root drive and can be replaced by the appropriate drive letter.)
- 4) Rename the SYSTEM.DAT and SYSTEM.DA0 files by entering:  
REN C:\WINDOWS\SYSTEM.DAT C:\WINDOWS\SYSTEM.111 (press ENTER)  
REN C:\WINDOWS\SYSTEM.DA0 C:\WINDOWS\SYSTEM.DA1 (press ENTER)
- 5) Copy the SYSTEM.1ST file referred to in step 3) over the SYSTEM.DAT file by entering:  
COPY C:\SYSTEM.1ST C:\WINDOWS\SYSTEM.DAT (press ENTER)
- 6) Reset the following file attributes:  
ATTRIB +H +R +S C:\WINDOWS\SYSTEM.DAT (press ENTER)  
ATTRIB +H +R +S C:\SYSTEM.1ST (press ENTER)

7) Restart Windows. (The system will boot to the original configuration.)

*NOTE: The user settings will be maintained when using the above procedure, since they are stored in the file USER.DAT.*



**What is your Window Control problem or question?**



## How To: Arrange windows on the desktop.

### Solution:

Right-click on any empty area of the Taskbar.

- 1) Make sure all windows to be arranged are currently open.
- 2) Right-click on an empty area of the Taskbar. (A popup menu displays.)



### Arrangement options

- 3) Select 'Cascade', 'Tile Horizontally' or 'Tile Vertically'.
- 4) To display windows in the original format, repeat steps 1-2 and select 'Undo' from the popup menu.



## How To: Minimize all open windows at once.

### Solution:

Right-click on an empty area of the Taskbar.

- 1) Right-click on any blank area on the Taskbar.
- 2) Select 'Minimize All Windows' from the popup menu.



## How To: Close the MS-DOS prompt window.

### Solution:

Choose the Close Button in the top right of the application's titlebar.



Close Button

Do one of the following:

- 1) If the MS-DOS prompt window is full screen, enter EXIT.
- 2) If the MS-DOS prompt is windowed, choose the 'Close' button in the top right of the titlebar.



Close Button



## How To: Start an software program in a minimized or maximized window.

### Solution:

Select a window size from the 'Program' tab sheet in the 'Properties' of the DOS applications.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The 'Properties' window appears.)
- 3) Choose the 'Program' tab. (The 'Program' tab sheet appears.)
- 4) Select 'Minimized' from the 'Run:' drop-down list.



[window sizes](#)

- 5) Choose 'Apply'.
- 6) Choose 'OK'.



**What is your Folder problem or question?**





**What is your Icon problem or question?**



**What is your Shortcut problem or question?**



## Does changing monitor settings solve the problem?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open 'Display'.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



Change Display

- 6) Choose 'Change' in the 'Monitor Type' section.



change monitor

- 7) Select a higher refresh rate. (The refresh rate is indicated by the number followed by 'Hz'.)  
*NOTE: At least 70 Hertz at 800x600 resolution is recommended.*
- 8) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 9) Choose 'Yes' to enable settings immediately.



## Monitor settings too low; Increase the Monitor settings number.

### Cause:

The monitor Hertz settings are too low. The screen is not being repainted frequently enough. This will cause flicker and low refresh rates.

### Solution:

Increase the number in the Monitor settings in Control Panel, Display.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.




Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.  




Change Display

- 6) Choose 'Change' in the 'Monitor Type' section.



change monitor

- 7) Select a higher refresh rate. (The refresh rate is indicated by the number followed by 'Hz'.)  
*NOTE: At least 70 Hertz at 800x600 resolution is recommended.*
- 8) Choose 'Apply'. (A Systems Setting Change dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 9) Choose 'Yes' to enable settings immediately.





**Does SYSTEM.INI contain  
DISPLAY.DRV=PNPDRVR.DRV?**

**Action:**

Open SYSTEM.INI in WordPad



## Incompatible display driver; Install Windows 95 display driver.

### Cause:

The installed display driver is not a Windows 95-compatible driver and cannot take advantage of all of the features of Windows 95 drivers.

### Solution:

Install the Windows 95 version of the display driver from the Windows 95 CD-ROM or installation diskettes, or contact the manufacturer for an updated driver.

*NOTE: It is recommended that Windows 95-compatible display drivers be used to derive the full benefits of Windows 95 features. Please contact the driver manufacturer for the latest display drivers.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.- 6) Choose 'Change...' in the 'Adapter Type' section.
- 7) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device.
  - b) Install a manufacturer-supplied display driver:
    - 1] Choose 'Have Disk...'.    - 2] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'.    - 3] Select the desired driver file.
    - 4] Choose 'OK'.

- c) Install a Windows 3.1 display driver: (Note this is not recommended because many display features of Windows 95 are not supported by Windows 3.1 drivers.)
  - 1] Enter the letter of the disk drive containing the Windows 3.1 setup disks or choose 'Browse...' to locate the driver on the disk.
  - 2] Select the desired driver.
  - 3] Choose 'OK'.
- 8) Choose 'Close'.
- 9) Choose 'Apply'. (A Systems Setting Change dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 10) Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.





## Does moving the slider bar to Full increase the refresh rate?

### Action:

Adjust the hardware accelerator slider bar to the full position.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'System' icon.



[System icon](#)

- 4) Choose the Performance tab.
- 5) Choose 'Graphics...!'



[Graphics button](#)

- 6) Move the hardware acceleration slider bar to the right (full position).



[graphics acceleration](#)



## Graphics acceleration not full capacity; Adjust the hardware acceleration slider.

### Cause:

The graphics acceleration settings in Control Panel, System are not set at full capacity.

### Solution:

Open 'System' in 'Control Panel' and adjust the hardware acceleration slider to full position on the Performance Properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Graphics...'



Graphics button

- 6) Move the hardware acceleration slider bar to the right (full position).



graphics acceleration



## **Windows 95 does not set refresh rate; Use manufacturer's display utility.**

### **Cause:**

Windows 95 does not set the video card refresh rate. This must be done by the manufacturer's utility accompanying the video card.

### **Solution:**

Use the manufacturer's [display utility](#). Please refer to the display adapter documentation.



## Does changing adapter in Safe mode solve the problem?

### Action:

- 1) Shut down and restart Windows in Safe Mode:
  - a) Select the 'Start' menu, and select 'Shut Down'.
  - b) Choose 'Restart the Computer'.
  - c) When 'Starting Windows 95' text appears, press F8.
  - d) Select 'Safe Mode'.
- 2) Install the new adapter:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- c) Open 'Display'.



Display icon

- d) Choose the 'Settings' tab.  
e) Choose 'Change Display Type...'.



Change Display

- f) Choose 'Change' in the 'Monitor Type' section.



Select Device



## **ERROR: RUNDLL32 error due to conflict between monitor and Windows.**

**Error:**

RUNDLL32 GPF

**Cause:**

The display driver is causing a conflict with Windows.

**Solution:**

Restart Windows in [Safe mode](#) and change the display adapter.



## Does removing and reinstalling display adapter solve the problem?

### Action:

- 1) Right-click on 'My Computer' icon.



My Computer

- 2) Select 'Properties...' from the popup menu.
- 3) Choose the 'Device Manager' tab.
- 4) Choose 'Devices by Type'.



devices by type

- 5) Double-click on 'Display Adapters.'
- 6) Select the display adapter installed.



display adapter

- 7) Choose 'Remove'. (A warning dialog box appears.)
- 8) Choose 'OK'. (A prompt to restart the computer appears.)
- 9) Choose 'Yes' to restart the computer. (The computer will restart in 640x480 VGA mode.)
- 10) Reinstall the new hardware by opening 'Control Panel' and selecting 'Add New Hardware'.



## Corrupt monitor display driver; Remove and reinstall the display driver.

### Cause:

The monitor display driver has become corrupted.

### Solution:

Remove the display driver using Device Manager and reinstall using the Add New Hardware Wizard.

- 1) Right-click on 'My Computer'.



My Computer

- 2) Select 'Properties...' from the popup menu.
- 3) Choose the 'Device Manager' tab.
- 4) Choose 'Devices by Type'.
- 5) Double-click on 'Display Adapters.'
- 6) Select the display adapter installed.



display adapter

- 7) Choose 'Remove'. (A warning dialog box appears.)
- 8) Choose 'OK'. (A prompt to restart the computer appears.)
- 9) Choose 'Yes' to restart the computer. (The computer will restart in 640x480 VGA Mode.)
- 10) Reinstall the new hardware by opening 'Control Panel' and selecting 'Add New Hardware'.



**Unknown cause for RUNDLL32 GPF; Refer to a qualified computer technician.**

**Cause:**

Unknown

**Solution:**

Please refer this solution to a qualified computer technician.





## Wrong hardware or software configuration; Change 'Display Type' in Control Panel.

### Cause:

Incorrect configuration of hardware or software.

### Solution:

Change 'Display Type' in the 'Settings' tab sheet by opening 'Display' in 'Control Panel'.

*NOTE: The solution for this problem may involve third-party hardware and/or software configurations. The following is only a possible solution.*

- 1) Do one of the following to open 'Display':
  - a) Use the 'Start' menu:
    - 1] Choose the 'Start' button to display the 'Start' menu.
    - 2] Select 'Settings' and select 'Control Panel'.



Control Panel

- 3] Open the 'Display' icon.



Display icon

- b) Display the 'Desktop' popup menu:
    - 1] Right-click on any empty area of the desktop. (A popup menu displays.)
    - 2] Select 'Properties...' from the popup menu.



Properties

- 2) Choose the 'Settings' tab.
  - 3) Choose 'Change Display Type...'.
    - 4) Choose 'Change...' in the 'Adapter Type' section.



#### Adapter types

- 5) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device.
  - b) Install a manufacturer-supplied display driver by running the driver utility:
    - 1] Choose 'Have Disk...'.
    - 2] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'.
    - 3] Select the desired driver file.
    - 4] Choose 'OK'.
  - c) Install a Windows 3.1 display driver: (Note this is not recommended because many display features of Windows 95 are not supported by Windows 3.1 drivers.)
    - 1] Enter the letter of the disk drive containing the Windows 3.1 setup disks or choose 'Browse...' to locate the driver on the disk.
    - 2] Select the desired driver from the list.
    - 3] Choose 'OK'.
- 6) Choose 'Close'.
- 7) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 8) Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.



## Energy saving monitor, or screen saver; Check the display settings.

### Cause:

The 'Blank' screen saver has been selected.

### Solution:

Make sure the 'Blank' screen saver is not enabled.

Check the screen saver:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display

- 4) Choose the 'Screen Saver' tab. (The Screen Saver Properties sheet displays.)
- 5) Make sure the 'Blank Screen' screen saver is not selected.



## How To: Change video resolution.

### Solution:

Change the Desktop Area in the Settings tab sheet by opening 'Display' in 'Control Panel'

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab. (The Settings Properties sheet displays.)
- 5) Drag the slider bar for the 'Desktop Area' resolution.



'Desktop Area'

- 6) Choose 'Apply'. (A Display Properties dialog box appears confirming the size change process.)



Display Properties dialog box

- 7) Choose 'OK'. (Size change will take place and a Monitor Settings dialog box appears.)



Monitor Settings dialog box)

- 8) Choose 'Yes' to enable settings.

*NOTE: The 'Monitor Settings dialog' box will only appear for a few seconds before Windows 95 resets back to the previous setting. Choose 'Yes' quickly to activate changes.*

- 9) Choose 'OK'.





## How To: Change the display to 256 colors or other.

### Solution:

Select 'Control Panel', 'Display', and select the 'Settings' tab to change the Color Palette.

Do one of the following to open 'Display':

- 1) Use the 'Start' menu:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open the 'Display' icon.



Display icon

- 2) Display the desktop popup menu:
  - a) Right-click on any empty area of the desktop. (A popup menu displays.)
  - b) Select 'Properties...' from the popup menu.



Properties

- 3) Choose the 'Settings' tab. (The 'Settings' properties sheet displays.)
- 4) Select '256 Color' from the 'Color Palette' list.



'Color Palette'

- 5) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for settings to take effect.)
- 6) Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.





## How To: Set up the monitor to turn off automatically when not in use.

### Solution:

Choose the 'Screen Saver' tab in 'Display' and check the 'Shut off monitor' box.

- 1) Do one of the following:
  - a) If the monitor is Energy Star compliant, perform the following steps:
    - 1] Choose the 'Start' button to display the ['Start' menu](#).
    - 2] Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3] Open the 'Display' icon.



[Display icon](#)

- 4] Choose the 'Settings' tab.
- 5] Choose 'Change Display Type...'



[Change Display](#)

- 6] In the 'Monitor Type' section choose 'Change'.
- 7] Check the 'Monitor is Energy Star compliant' box.



[enabling Energy Star compliance](#)

- b) If the monitor is NOT Energy Star compliant, perform the following steps:
  - 1] Choose the 'Start' button to display the ['Start' menu](#).
  - 2] Select 'Settings' and select 'Control Panel'.



[Control Panel](#)



- 3] Open the 'Display' icon.



[Display icon](#)

- 4] Choose the 'Screen Saver' tab.
- 5] Check the 'Shut off monitor' check box.
- 6] Choose 'Apply'.
- 7] Choose 'OK'.



## Corrupt ShellIconCache file; Delete the ShellIconCache file, & restart.

### Cause:

This can be caused by a corruption in the ShellIconCache (SHELL~1) file.

### Solution:

Delete the ShellIconCache (SHELL~1) file in the WINDOWS directory and restart the computer to rebuild the file automatically.

- 1) Use find to locate the file 'ShellIconCache' (or SHELL~1) in the WINDOWS directory.
- 2) Right-click on the 'ShellIconCache' object (in the search results window).
- 3) Select 'Rename'.
- 4) Enter a different name for the file.
- 5) Select 'Shut Down...'



Select Shut Down

(The Shut Down Windows dialog box appears.)

- 6) Restart Windows. (The ShellIconCache file is automatically rebuilt.)



## How To: Change the display (video) driver.

### Solution:

Change the display type in the 'Settings' 'Properties' sheet by opening 'Control Panel' and selecting 'Display'.

*NOTE: It is recommended that Windows 95-compatible display drivers be used to derive the full benefits of Windows 95 features. Contact the driver manufacturer for the latest display drivers.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.- 6) Choose 'Change...' in the 'Adapter Type' section.
- 7) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device.
  - b) Install a manufacturer-supplied display driver:
    - 1] Choose 'Have Disk...'.
    - 2] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'.
    - 3] Select the desired driver file.
    - 4] Choose 'OK'.
  - c) Install a Windows 3.1x display driver: (Note this is not recommended because many display features of Windows 95 are not supported by Windows 3.1 drivers.)
    - 1] Choose 'Have Disk...'.
    - 2] Do one of the following:
      - a] Enter the letter of the drive and path containing the OEMSETUP.INF file.
      - b] Choose 'Browse...' to locate the OEMSETUP.INF file on the disk.

- 8) Choose 'Close'.
- 9) Choose 'Apply'. (A Systems Setting Change dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 10) Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.



## How To: Minimize or maximize a window.

### Solution:

Click on the 'minimize', 'maximize' or 'close' window control buttons.

[example: window control buttons](#)

*NOTE: The [restore](#) button can be used when a window is maximized to restore it to the previous size.*



[restore button](#)



## **Shell registration not forwarded to Win; Press ALT+TAB to get to the program.**

### **Cause:**

The software program's shell registration was not forwarded to Windows. If one software program has this problem, it can prevent other software programs from minimizing to the Taskbar also.

### **Solution:**

Use ALT+TAB to cycle to the desired application.

*NOTE: Some software programs do not display an icon on the Taskbar when running. This is not a Windows 95 error but the result of non-standard software program characteristic. Although the minimized icon is not visible, the software program can still be accessed.*

Press and hold ALT down while pressing TAB repeatedly to cycle through the running software programs.



## **ALT+TAB cannot be used; Move windows covering sheet or Wizard.**

### **Cause:**

The ALT+TAB key combination cannot be used to switch to an open property sheet or Wizard.

### **Solution:**

Press ALT+ESC or use the mouse to move or minimize windows covering the property sheet or Wizard.



## Terminal is replaced with HyperTerminal; Use HyperTerminal.

### Cause:

Terminal has been replaced by HyperTerminal, which connects the computer to another computer or an online service.

### Solution:

Use HyperTerminal from the 'Accessories Menu'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'HyperTerminal'.



HyperTerminal in Accessories menu

*NOTE: If HyperTerminal is not available from the 'Start' menu, use the 'Control Panel' to add this software program (as described at end of this section).*

- 5) Open 'HyperTerm.exe'. (A 'New Connection' dialog box appears.)
- 6) Enter the name of the new connection in the 'Name' box.
- 7) Select an icon from the 'Icon' scroll list.
- 8) Choose 'OK'. (The 'Phone Number' dialog box appears.)
- 9) Select the country.
- 10) Enter an area code.
- 11) Enter the phone number.
- 12) Select a modem from the 'Connect Using' drop-down list box.
- 13) Choose 'OK'. (The 'Connect' dialog box appears.)
- 14) Choose 'Dialing Properties'.
- 15) Enter the dialing properties in the 'How I dial from this location' section.



- 16) Choose 'OK'.
- 17) (Optional) To dial the call immediately, choose 'Dial'.
- 18) Select the 'File' menu, select 'Save as...', and enter a name for the file.

*NOTE: If HyperTerminal is not available from the 'Start' menu, use 'Control Panel' to add this software program as described below.*

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Control Panel'.

**CyberMedia<sup>®</sup>**

Control Panel

- 3) Open the 'Add/Remove Programs' icon.

**CyberMedia<sup>®</sup>**

Add/Remove programs

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.

**CyberMedia<sup>®</sup>**

Select Accessories

- 6) Choose 'Details...'.  
7) Check 'System Monitor'.  
8) Choose 'OK'.  
9) Choose 'Apply'.  
10) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.



## Not in Start menu by default; Find it, create a shortcut, or use DOS.

### Cause:

By default, REGEDIT is not placed in the Start menu in Windows 95. A [clipboard](#) must be created by the user. REGEDIT.EXE opens the 'Registry Editor'. The REG.DAT file has been replaced by the Registry in Windows 95.

### Solution:

Find REGEDIT.EXE using 'Find' and run the program, or create a shortcut, or run REGEDIT from the DOS prompt.

Do one of the following to open the Registry Editor:

- 1) Use the Find feature to locate REGEDIT:
  - a) Choose the 'Start' button to display the [Start menu](#).
  - b) Select 'Find'.
  - c) Select 'Files or Folders...'
  - d) Enter REGEDIT in the 'Find What' box.
  - e) Select the drive containing the WINDOWS directory.
  - f) Check 'Include all Subfolders'.
  - g) Do one of the following:
    - 1] Double-click on 'Regedit.exe' in the 'Search results' window to open the Registry Editor.
    - 2] Create a shortcut on the desktop to REGEDIT:
      - a] [Right-drag](#) the REGEDIT file onto the desktop.
      - b] Release the button to display the popup menu.
      - c] Select 'Create Shortcut(s) Here'.
- 2) Run REGEDIT at the MS-DOS prompt:
  - a) Open the 'MS-DOS Prompt'.
  - b) Enter REGEDIT to start the Registry Editor.



[Registry Editor](#)

*NOTE: [Additional methods](#) of running REGEDIT exist.*





## REG.DAT replaced by Registry; Edit files using Registry Editor.

### Cause:

Windows 95 has replaced the REG.DAT file with the 'Registry'. The registry is a database which consists of the SYSTEM.DAT and USER.DAT. Many of the settings previously stored in SYSTEM.INI and WIN.INI are now controlled by the Registry.

### Solution:

The SYSTEM.DAT and USER.DAT files which comprise the Registry can be edited using the Registry Editor. Enter REGEDIT at the DOS prompt or run from a shortcut.

Do one of the following to open the Registry Editor:

- 1) Use the 'Find' feature to locate REGEDIT:
  - a) Select the 'Start' menu and select 'Find'.
  - b) Select 'Files or Folders...'
  - c) Enter REGEDIT in the 'Find What' box.
  - d) Select the drive containing the WINDOWS directory.
  - e) Check the 'Include all Subfolders' check box.
  - f) Do one of the following:
    - 1] Double-click on 'Regedit.exe' in the 'Search results' window to open the Registry Editor.
    - 2] Create a shortcut on the desktop to REGEDIT:
      - a] Right-drag the REGEDIT file onto the desktop.
      - b] Release the button to display the popup menu.
      - c] Select 'Create Shortcut(s) Here'.
- 2) Run REGEDIT at the MS-DOS prompt:
  - a) Open the 'MS-DOS Prompt'.
  - b) Enter REGEDIT to start the Registry Editor.



Registry Editor

*NOTE: Additional methods of running REGEDIT exist.*





## TrueType fonts load automatically; Use Control Panel to access the fonts.

### Cause:

Enable TrueType Fonts is no longer required because Windows 95 automatically loads TrueType fonts in the Registry rather than in WIN.INI. Both TrueType fonts and Raster fonts (listed in the Registry) load automatically when Windows 95 starts.

### Solution:

Select and view TrueType fonts by selecting 'Control Panel', 'Fonts'.

- 1) Choose the 'Start' button to display the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.
- 3) Open the 'Fonts' icon.



Fonts icon

- 4) TrueType fonts icons contain a 'TT' symbol.



TrueType symbol

- 5) Double-click on the font to view the font details.



font details

- 6) (Optional) Choose 'Print' from the font's dialog box to print out examples and information on the font.
- 7) Choose 'Done' to close the font's dialog box.



## Windows 95 does not use PIF files; Make changes to property sheets.

### Cause:

Windows 95 does not use PIF files and does not require the PIF Editor. Customized property sheets for MS-DOS software programs are used instead.

### Solution:

Right-click on the MS-DOS program icon and make changes to settings on the properties sheet.

- 1) Do one of the following:
  - a) Right-click on the DOS program icon on the desktop to display the popup menu.
  - b) If the program icon is not on the desktop:
    - 1] Select the 'Start' menu and select Find to locate the program file.
    - 2] Right-click on the program icon in the 'Find' dialog box window to display the popup menu.
- 2) Select 'Properties...' from the popup menu.



- 3) Choose one or more of the following tabs from the program properties dialog box:
  - a) Choose the 'General' tab to view program settings and change file attributes



- b) Choose the 'Program' tab to change the program settings and the advanced program settings.



- c) Choose the 'Fonts' tab to change the window font and size.



- d) Choose the 'Memory' tab to fine tune the program's memory settings.



Memory sheet





## Exchange was not selected in Win95 Setup; Add Exchange using Control Panel.

### Cause:

The Microsoft Exchange program was not selected in the Windows 95 Setup program.

### Solution:

Use the 'Add/Remove Programs' icon in 'Control Panel'.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Add/Remove Programs' icon.



Add/Remove Programs icon

- 4) Choose the 'Windows Setup' tab. (The 'Windows Setup' properties sheet appears.)
- 5) Check 'Microsoft Exchange'.

*NOTE: Microsoft Exchange will be present only if installed during the original installation. If Microsoft Exchange is not present run the Windows 95 Setup program again and select Microsoft Exchange for installation.*

- 6) (Optional) Choose 'Details...' to view software programs included in the selected component.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## How To: Look at file contents without opening the file.

### Solution:

Use the Quick View feature.

- 1) Open the folder containing the files to be viewed by [Quick View](#).



[files readable by Quick View](#)

- 2) Do one of the following:
  - a) Use the 'File' menu:
    - 1] Click on the file to select it.
    - 2] Select the 'File' menu and select 'Quick View'.
  - b) Display the file's popup menu:
    - 1] Right-click on the file.
    - 2] Select 'Quick View' from the popup menu.



[Quick View on popup](#)

- 3) (Optional) Change the way a file appears in the 'Quick View' window:
  - a) Select the 'View' menu.
  - b) Select one of the following options:



[Quick View options](#)

- 1] 'Page View': Displays the file appearance when printed.
  - 2] 'Landscape': Displays the file in landscaped mode.
  - 3] 'Fonts...': Changes the document font.
- 4) (Optional) Edit the file in 'Quick View':
  - a) Select the 'File' menu and select 'Open File for Editing' in the 'Quick View' window.



- with the file is opened.)
- 'Open file' (The software program associated
- b) Select the 'File' menu and select 'Save' or 'Save As...' to save the edited version of the file.
- 5) (Optional) Open a different file in the 'Quick View' window.
- a) Right-drag a different file onto the open 'Quick View' window. (The file currently being viewed is replaced.)



## **Win3.1 applications do not support long filenames; Use a Windows 95 application.**

### **Cause:**

Windows 3.1x 16-bit applications such as MS-Word 6.0 do not support long filenames. Files listed from within these applications contain the standard 11-character filenames. New documents also cannot be saved in a long filename format.

### **Solution:**

If using a word processing program, try using WordPad in Windows 95 for long filename support. Obtain the latest version.



## How To: Associate a file type with a software program.

### Solution:

Select the 'File Type' tab under the 'View', 'Options'.

- 1) Open (double-click) 'My Computer', '[Windows Explorer](#)' or the [folder](#) containing the files.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Select the 'View' menu and select 'Options...'.  
3) Choose the 'File Types' tab.  
4) Choose 'New Type...'.



[New Type](#)

- 5) Enter the new file extension in the 'Associated extension' box.  
6) Enter a description of the file type in the 'Description of type' box.



[file description](#)

*NOTE: The file type will be listed alphabetically by this description in the 'Registered file types' list.*

- 7) (Optional) Check 'Enable Quick View' to use the [Quick View](#) feature.



[files readable Quick View](#)

- 8) (Optional) Check 'Always show extension' to display the file extension when viewing a file.  
9) Choose 'New...'.  
10) Enter a description in the 'Action' box.

EXAMPLE: Open a text file

*NOTE: This entry appears as a selection on the file's popup menu.*

- 11) Choose 'Browse...' to display the 'Open With' dialog box.



[browse for file types](#)

- 12) Open the folder containing the program file.
- 13) Select the program file.
- 14) Choose 'Open' to return to the 'Add New File Type' dialog box. (The program filename and path automatically appear in the 'Application used to perform action' box.)
- 15) Choose 'OK'.
- 16) (Optional) To associate more than one action with a file type, repeat steps 9-15.
- 17) Choose 'Close'.
- 18) Choose 'Close'.



## **How To: Modify the 'Hide Files of Type' list in Explorer.**

**Solution:**

Currently there is no way to edit, add or remove a file type on this list.



## How To: Create a new folder (directory) automatically when saving a document.

### Solution:

Save the document in WordPad and choose the 'Create New Folder' icon.

- 1) Select the 'Start' menu and select 'Programs'.



Select programs

- 2) Select the 'Programs' menu and select 'Accessories'.
- 3) Select 'WordPad'.



WordPad

*NOTE: WordPad and Notepad both support this function. Other software programs are expected to do so in later releases.*

- 4) Create or retrieve the document in WordPad.
- 5) Select the 'File' menu and select 'Save As...'.- 6) Choose the 'New Folder' button on the toolbar. (A new folder appears in the display window.)



new folder button

- 7) Enter a name for the new folder.
- 8) Open the new folder created in step 7. (The new folder name appears in the 'Save in' box.)
- 9) Choose 'Save' to save the document.



save file to new folder





## How To: Share a folder on the network.

### Solution:

Enable the 'Sharing' option in the 'Properties' dialog box.

- 1) Open 'My Computer' or '[Windows Explorer](#)'.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Select the folder to be shared.
- 3) Select the 'File' menu and select 'Properties...'.  
4) Choose the 'Sharing' tab.
- 5) Choose 'Shared as'.



[Sharing tab page](#)

- 6) (Optional) Enter a name for the shared folder or accept the default.
- 7) (Optional) Add any comments to other users in the 'Comments' box.
- 8) Specify who has rights to the folder:
  - a) Choose 'Add...' to display the add users dialog box.
  - b) Select a user or group of users from the user list.



[user list](#)

- c) Do one of the following:
  - 1] Choose 'Read Only'. (The user name or group appears in the 'Read Only' list box.)  
*NOTE: The user cannot edit the folder or its contents with Read Only rights.*
  - 2] Choose 'Full Access'. (The user name or group appears in the 'Full Access' list box.)
  - 3] Choose 'Custom' to customize access rights. (The 'Change Access Rights' dialog box appears.)



custom access

- a)** Check the access rights to be assigned.
  - b)** Choose 'OK'.
  - d)** Choose 'Apply'.
  - e)** Choose 'OK'.
- 9)** Close the folder.



## How To: Create a new file from within a folder.

### Solution:

Select the folder's 'File' menu and select 'New'.

- 1) Open the folder.
- 2) Do one of the following:
  - a) Select the 'File' menu and select 'New'.
  - b) Right-click on an open space within the open folder to display a popup menu.
- 3) Select the type of file to create from the list.



Select WordPad or Text

*NOTE: Options may vary, depending on what programs are installed.*

- 4) Double-click on the document to open it in the program selected in step 3.



## **DOS does not support long filenames; DOS creates an 11-character alias.**

### **Cause:**

MS-DOS as shipped with Windows 95 automatically creates an 11-character alias for any long filename to convert the filename to standard [DOS file naming convention](#). Filenames are sorted on this basis. Or, the long filename has been destroyed. This occurs when saving file in Windows 3.1 or 3.11, or backing up a file with a utility that does not support long filenames.

### **Solution:**

The 11 character alias is 8 characters for the filename and 3 characters for the extension.

EXAMPLE: filename.ext

There is no workaround for this problem.



**How are you searching for the filename?**



## **Program does not support long filenames; Look for filename w/ same 5 characters.**

### **Cause:**

The file was opened and saved in a program that does not support Windows 95 long filenames. Or the file was backed up by a utility that does not support long filenames.

### **Solution:**

Search through the 'Open Files' list of the application for any filenames containing the same first 5 characters as the lost long filename. EXAMPLE: Enter Proje\*.\* to search for the file named 'Project Planning Files'.



## Is the long filename displayed?

### Action:

- 1) Make sure the correct directory is being searched.
- 2) Enter DIR FILEN\*. \* (where FILEN is the first five characters of the lost long filename). The file details display in the MS-DOS prompt window.



long filename in MS-DOS prompt

- 3) Scroll to the end of the file description line.



## **Not recognized by earlier DOS versions; Rename files/folders following 8.3 UNC.**

### **Cause:**

The file is being viewed in an earlier version of MS-DOS (MS-DOS 6.22 or earlier). Filenames with more than 11 characters are not recognized by earlier versions of MS-DOS.

### **Solution:**

Rename files or folders using uppercase 8.3-compliant directory or filenames.





## **DOS creates an 11-character alias; Enter only the first 5 letters of file.**

### **Cause:**

MS-DOS 7.0 as shipped with Windows 95 automatically creates an 11-character alias for any long filename to convert the filename to the standard DOS file naming convention. The filenames are sorted on this basis.

### **Solution:**

Locate the file by entering only the first 5 letters. When the file displays, scroll to the end of the line to view the long filename.



## File saved or backed up in Windows 3.x; Resave with long filename in Win95 app.

### Cause:

The long filename has been destroyed. This occurs when saving the file in a Windows 3.x or backing up a file with a utility that does not support long filenames.

### Solution:

Open the file in a Windows 95 application and re-save with a long filename. To prevent this from occurring in the future, use the LFNBK utility to back up long filenames.

*CAUTION: The LFNBK utility should only be used by experienced users.*

- 1) Locate the LFNBK folder on the installation CD-ROM or diskette and copy to the desktop:
  - a) Find the LFNBK folder on the Windows 95 installation CD-ROM or the supplemental diskette containing MS-DOS utilities.
  - b) Right-drag the LFNBK folder from the search results window onto the desktop. (A popup menu displays.)



searching LFNBK

- c) Select 'Copy Here' to copy the LFNBK folder onto the desktop.
- 2) Close all other running programs.
- 3) Open MS-DOS prompt.
- 4) Enter one of the following at the prompt:
  - a) LFNBK /V (to report actions on screen and backup and remove long filenames on the hard disk)
  - b) LFNBK /R (to restore long filenames which were previously backed up)
  - c) LFNBK /P (to locate long filenames but not convert them to 8.3 format. (This option lists existing long filenames and creation, access and modification dates.)
- 5) Restart the computer.

*NOTE: When Windows 95 is restarted, the default 'Start' menu will appear. The original 'Start' menu will return when restoring the long filenames.*
- 6) Run the third party disk utility as described in the utility instructions.
- 7) Run LFNBK utility again by entering: LFNBK /R to restore the long filenames.





**Designed for earlier Windows version; Use the  
LFNBK utility.**

**Cause:**

The third-party disk utilities were designed for an earlier version of Windows and DOS and therefore do not recognize long filenames.

**Solution:**

Use the [LFNBK utility](#) provided with Windows 95. [instructions](#) for instructions.



## **File saved or backed up in Windows 3.x; Rename file, or use LFNBK utility.**

### **Cause:**

The file was opened and saved in a program that does not support Windows 95 long filenames. Or the file was backed up by a utility that does not support long filenames.

### **Solution:**

Rename the file or use the [LFNBK utility](#) to backup and restore long filenames.

Do one of the following:

- 1) Rename the file.
  - a) Click on the file to select it.
  - b) Select the 'File' menu and select 'Rename'.
  - c) Enter the long filename.
  - d) Press ENTER.
- 2) Use the [LFNBK utility](#) to backup and restore long filenames.



## How To: Assign a long filename.

### **Solution:**

Make sure application being used supports Windows 95 long filenames and enter the long filename.

- 1) Make sure the file is being saved using a Windows 95 software program.
- 2) Select the 'File' menu and select 'Save' [long filename standards.](#)
- 3) (Optional) Existing files may be renamed using long filenames.
  - a) Click on the file to select it.
  - b) Select the 'File' menu and select 'Rename'.
  - c) Enter the long filename.
  - d) Press ENTER.



## How To: Use the LFNBK utility.

### Solution:

Copy the 'LFNBK' utility from the Windows 95 installation CD-ROM to the desktop and run the utility from the DOS prompt.

*CAUTION: The LFNBK utility should only be used by experienced computer users.*

- 1) Locate the 'LFNBK' folder on the installation CD-ROM or diskette and copy to the desktop:
  - a) Find the LFNBK folder on the Windows 95 installation CD-ROM or the supplemental diskette containing MS-DOS utilities.
  - b) Right-drag the 'LFNBK' folder from the search results window onto the desktop. (A popup menu displays.)



searching LFNBK

- c) Select 'Copy Here' to copy the 'LFNBK' folder onto the desktop.
- 2) Close all other running programs.
- 3) Open MS-DOS prompt.
- 4) Enter one of the following at the prompt:
  - a) LFNBK /V (to report actions on screen and backup and remove long filenames on the hard disk)
  - b) LFNBK /R (to restore long filenames which were previously backed up)
  - c) LFNBK /P (to locate long filenames but not convert them to 8.3 format. (This option lists existing long filenames and creation, access, and modification dates.)
- 5) Restart the computer.

*NOTE: When Windows 95 is restarted, the default 'Start' menu will appear. The original 'Start' menu will return when restoring the long filenames.*
- 6) Run the third-party disk utility as described in the utility instructions.
- 7) Run 'LFNBK' utility again by entering: LFNBK /R to restore the long filenames.



## How To: Rename files.

### Solution:

Right-click on the file and select 'Rename'.

- 1) Open (double-click) 'My Computer' icon, ['Windows Explorer'](#) or the folder containing the files.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Do one of the following:
  - a) Use the 'File' menu:
    - 1] Click on the file to select it.
    - 2] Select the 'File' menu and select 'Rename'.
  - b) Display the file's popup menu:
    - 1] Right-click on the file.
    - 2] Select 'Rename' from the popup menu.



[rename from popup](#)

- 3) Begin entering the new name. (The existing name will automatically be replaced.)

*NOTE: Renaming the file does not affect the hidden file extension.*





## How To: Copy the file.

### Solution:

Right-drag the file to the desired destination.

- 1) Open 'Windows Explorer' or the desktop folder containing the file to be copied



Explorer in Start menu

- 2) Do one of the following:

- a) If copying from within 'Windows Explorer':

- 1] Locate and display the 'Destination' folder on the left 'Explorer' window.
    - 2] Locate and select the file to be copied in the right 'Explorer' window.
    - 3] Return to the left 'Explorer' window and locate the folder or drive to receive the file by using the scroll bars. DO NOT CLICK ON THIS FOLDER. (The original file will remain on display in the right window.)



Select file and scroll

- 4] Right-drag the file to the left window. (A popup menu appears when the mouse button is released.)
- 5] Select 'Copy Here'.



copy here from popup

- b) If copying from a folder or shortcut on the desktop:

- 1] Right-drag the folder or icon. (A popup menu appears when the mouse button is released.)
    - 2] Select 'Copy Here' from the popup menu.



copy here from popup

Alternative solutions exist.





## How To: Copy a file to a diskette.

### Solution:

Right-click the file and select 'Send to'.

- 1) Insert a diskette in the drive.
- 2) Open Windows Explorer or 'My Computer'.



My Computer

- 3) Select the file to be copied.
- 4) Do one of the following:
  - a) Use the 'File' menu:
    - 1] Select the 'File' menu and select 'Send to'.
    - 2] Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- b) Use the file's popup menu.
  - 1] Right-click on the file.
  - 2] Select 'Send to' from the popup menu.
  - 3] Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to



## **How To: Select and copy or move multiple files or folders.**

### **Solution:**

Press and hold CTRL or SHIFT while selecting the file(s).

Do one of the following:

- 1) To select a multiple files which are not listed next to each other, press CTRL while selecting the files using the mouse.
- 2) Select the 'Edit' menu and select 'Select All' to select all files in a folder.
- 3) To select files located next to each other press SHIFT while clicking on the files.



## **How To: Select separate (non-adjacent) files and folders to move or copy.**

### **Solution:**

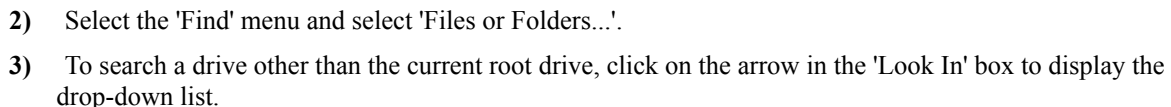
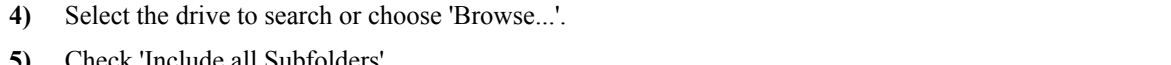

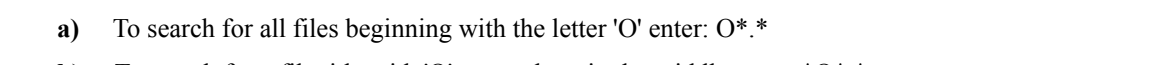

To select multiple files which are not listed next to each other, press CTRL while selecting the files using the mouse.



## How To: Search for files by filename.

### Solution:

Enter a search string in the 'Named' box in the 'Find' Dialog box.

- 1) Select the 'Start' menu and from the 'Start' menu, select 'Find'.
- 2) Select the 'Find' menu and select 'Files or Folders...'.  

- 3) To search a drive other than the current root drive, click on the arrow in the 'Look In' box to display the drop-down list.  

- 4) Select the drive to search or choose 'Browse...'.  

- 5) Check 'Include all Subfolders'.  

- 6) Choose the 'Name and Location' tab.  

- 7) Enter the known letters in the filename in the 'Named' box as follows:
  - a) To search for all files beginning with the letter 'O' enter: O\*.\*
  - b) To search for a file title with 'O' somewhere in the middle, enter \*O\*.\*



letter in the middle

- c) To find all files that end in the letter 'O', enter: \*O
  - d) If any portion of the filename is known, enter that portion.  
EXAMPLE: Entering ORE will return results of both OREGON and FOREMAN
- 8) Choose 'Find Now'.

*NOTE: Use Quick View to view the file's contents without opening the file.*



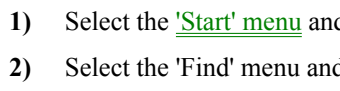
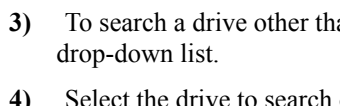
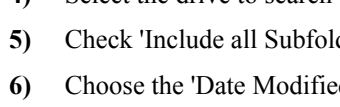
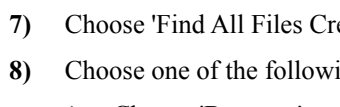
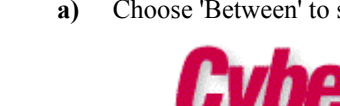
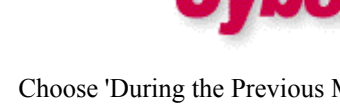
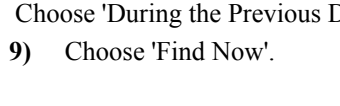
Selecting Quick View



## How To: Search for a file by date created or modified.

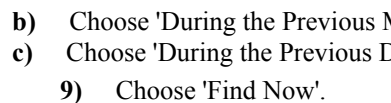


### Solution:

Enter the date criteria in the 'Date Modified' tab page in the 'Find' Dialog box.

- 1) Select the 'Start' menu and from the 'Start' menu select 'Find'.
- 2) Select the 'Find' menu and select 'Files or Folders...'.  

- 3) To search a drive other than the current root drive, click on the arrow in the 'Look In' box to display the drop-down list.  

- 4) Select the drive to search or choose 'Browse...'.  

- 5) Check 'Include all Subfolders'.  

- 6) Choose the 'Date Modified' tab.  

- 7) Choose 'Find All Files Created or Modified'.  

- 8) Choose one of the following:
  - a) Choose 'Between' to search for dates in a certain time range. (Enter the appropriate dates.)  




files by date

- b) Choose 'During the Previous Month(s)' and enter the number of months from the current date.  

- c) Choose 'During the Previous Day(s)' and enter the number of days from the current date.  

- 9) Choose 'Find Now'.  




## How To: Search for a file from within Explorer.

### Solution:

Open the folder in Windows Explorer and select the 'Find' utility from the 'Tools' menu.

- 1) Open Windows Explorer.



Explorer in Start menu

- 2) Select the folder to be searched.
- 3) Select the 'Start' menu and select 'Find'.
- 4) Select the 'Find' menu and select 'Files or Folders'.
- 5) Check 'Include subfolders'.
- 6) Do one of the following:
  - a) If the filename is known, enter the filename in the 'Named' box.
  - b) If the file creation date is known, choose the 'Date Modified' tab.
    - 1] Choose 'Find All Files Created and Modified'.
    - 2] Choose one of the following:
      - a) 'Between' and enter the date range to search.
      - b) 'During the Previous' and enter either the month or days.
    - c) If text contained in the file is known, choose the 'Advanced' tab.
      - 1] Select the type of file from the 'Of Type' drop-down list.
      - 2] Enter a text string or word in the 'Containing' box.
- 7) Choose 'Find Now'.
- 8) Choose 'Find Now'.





## How To: Delete only files with the same extension.

### Solution:

View files by type and select the list sorted files to delete. Press DELETE.

- 1) Open 'Windows Explorer' or the folder containing the files or 'My Computer'.



My Computer



Explorer in Start menu.

- 2) Select the 'View' menu and select 'Arrange Icons'.



view files by type

- 3) Select 'By Type' from the popup menu.

*NOTE: The settings for this window are saved when the window is closed and will remain when reopening the window until they are changed.*

- 4) Locate the type of files to be deleted.
- 5) Press SHIFT while clicking on the files to be deleted.
- 6) Select the 'File' menu and select 'Delete'.



## How To: Delete a file from within Windows 95.

### Solution:

Select the file to be deleted and select 'Delete' from the 'File' menu.

- 1) Open (double-click) 'My Computer' icon, Windows Explorer or the folder containing the files.



My Computer



Explorer in Start menu.

- 2) Locate the file to be deleted.
- 3) Click on the file to be deleted.
- 4) Select the 'File' menu and select 'Delete'.



## How To: Retrieve a deleted file.

### Solution:

Open the Recycle Bin, Select the file and choose 'Restore' from the 'File' menu.

- 1) Open 'Recycle Bin'.



Recycle Bin

- 2) Scroll through the file list.
- 3) Select the file to be restored.
- 4) Select the 'File' menu and select 'Restore' to restore the file. (The file will be restored to the directory from which it was deleted.)



Restore

*NOTE 1: Files deleted in Windows 95 are sent to the 'Recycle Bin' until the users purges the 'Recycle Bin'.*

*NOTE 2: The default is for Windows 95 to send files to the 'Recycle Bin'. Files will not be sent to the 'Recycle Bin' if this default has been changed.*



## How To: Empty the Recycle Bin.

### Solution:

Open 'Recycle Bin' and select 'Empty Recycle Bin' to empty all files, or select certain files and select 'Delete'.

- 1) Open 'Recycle Bin' by right-clicking on it.



[Recycle Bin](#)

- 2) Do one of the following:
  - a) To empty all files, select the 'File' menu and select 'Empty Recycle Bin'.
  - b) To empty only selected files:
    - 1] Select the file(s) to be deleted.
    - 2] Select the 'File' menu and select 'Delete'.



## How To: Prevent deleted files from being stored in the Recycle Bin.

### Solution:

Display the 'Global' properties sheet for the 'Recycle Bin' and check 'Do Not Move Files to the Recycle Bin'.

Do one of the following:

- 1) Disable the 'Recycle Bin' to prevent storage of any files:
  - a) Right-click on the 'Recycle Bin' to display the popup menu.



Recycle Bin popup

- b) Select 'Properties' from the popup menu.
  - c) Choose the 'Global' tab.
  - d) Locate the 'Do Not Move Files to the Recycle Bin' option.
  - e) Check 'Do Not Move Files to the Recycle Bin'.



Recycle Bin disabled

- f) Choose 'Apply'.
  - g) Choose 'OK'.

*NOTE: The above is only recommended in cases of extremely low disk space.*

- 2) Prevent only certain selected files from going to the Recycle Bin:
  - a) Select the files to be deleted.
  - b) Right-click on the selection while pressing SHIFT.
  - c) Select 'Delete'.



## How To: Undo a file operation.

### Solution:

Select 'Undo' from the 'Edit' menu.

#### 1) To undo a single action:

- a) Open the window from which the file action was performed or a window where the file was moved.
- b) Select the 'Edit' menu and select 'Undo'. (The last action performed will be listed after 'Undo'.  
Example: 'Undo Rename' if the file was renamed.)



Undo from Edit menu

#### 2) To undo multiple actions:

- a) Open the window from which the file action was performed or a window where the file was moved.
- b) Select the 'Edit' menu and select 'Undo'. (The last action performed will be listed after 'Undo'.  
Example: 'Undo Rename' if the file was renamed.)



Undo from Edit menu

- c) Repeat step b) to undo the next action until all actions are undone.



**What is your Print problem or question?**



**What is your Print Setup problem or question?**





**What is your Partial or No Printout problem?**



**What is your Garbled Printout problem or question?**



## **Corrupt or missing PRTUPD.INF file; Ensure PRTUPD.INF is in C:\WINDOWS\INF.**

### **Cause:**

PRTUPD.INF file corrupted or missing

### **Solution:**

Make sure PRTUPD.INF is in the C:\WINDOWS\INF directory.

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Files or Folders'.
- 3) Choose 'Browse...!'.  
4) Select the directory in which Windows 95 is installed. (This is usually the Windows directory.)
- 5) Choose 'OK'.
- 6) Enter PRTUPD.INF in the 'Named' box.
- 7) Note the name of the Windows directory that contains the file PRTUPD.INF.
- 8) Insert the original Windows 95 installation CD-ROM or diskette.
- 9) Use 'Find' as in steps 1)-2) above and enter the drive containing the installation disks.
- 10) Right-click on the PRTUPD.INF file in the search results window. (A popup menu appears.)
- 11) Select 'Copy'.
- 12) Enter the name of the directory containing Windows 95.



## How To: Create deferred print job.

### Solution:

Select 'Printers' from 'Settings' in the 'Start' menu. Right-click the printer icon and select 'Work Offline' or 'Pause Printing'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Do one of the following:
  - a) For portable computers or computers using a network printer, select 'Work Offline'.
  - b) For computers using [local printers](#), select 'Pause Printing'.

*NOTE 1: When a document is sent to the printer, it will be stored until the printer is connected and online.*

*NOTE 2: Printers that have proprietary printer configuration and software may have different spooling controls. Consult the manual for that printer for the proper procedure.*



## How To: Save a print job for later printout on an unconnected printer.

### Solution:

Select 'Printers' from 'Settings' in the 'Start' menu. Right-click the printer icon and select 'Work Offline' or 'Pause Printing'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Printers'.



Printers in Settings menu

- 3) Right-click on the printer icon to change settings. (A popup menu appears.)



Printer popup menu

- 4) Do one of the following:
  - a) For portable computers or computers using a network printer, select 'Work Offline'.
  - b) For computers using local printers, select 'Pause Printing'.

*NOTE 1: When a document is sent to the printer, it will be stored until the printer is connected and online.*

*NOTE 2: Printers that have proprietary printer configuration and software may have different spooling controls. Consult the manual for that printer for the proper procedure.*



## How To: Change printer properties.

### Solution:

Select 'Printers' from 'Settings' in the 'Start' menu. Right-click the printer and select 'Properties'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu. (The 'Printers' properties sheet appears.)



[Local laser printer properties sheet](#)

- 5) Choose the 'Details' tab. (The 'Details' properties sheet displays.)



[Details property tabsheet](#)

*NOTE: A variety of printer properties and settings can be defined [here](#). Some common changes are summarized below.*

Do one or more of the following:

- 6) Select the desired printing port from the 'Print to the following port:' list box.
- 7) Add a network printing port by choosing the 'Add Port...' button.
- 8) Make changes to the 'Timeout settings'.
- 9) Modify the spool settings by choosing 'Spool Settings...'.



[Spool settings](#)

- 10) Set the port settings by choosing 'Port settings...'.



Port settings

*NOTE: Printers that have proprietary printer configurations have an additional button available to access those settings.*



Proprietary setup button

- 11) Choose 'OK' (respectively) to accept any changes and return.



## How To: Change the page layout for a print job.

### Solution:

Select 'Printers' from 'Settings' in the 'Start' menu. Right-click on the printer icon, select 'Properties'. Choose the 'Paper' tab.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu. (The 'Printers' properties sheet appears.)
- 5) Choose 'Paper' tab. (The 'Paper' properties sheet appears.)



[Paper property tabsheet](#)

*NOTE: If no 'Paper' tab is present: Printers that have proprietary printer configuration and software may have different setup controls. These printers have an additional button available to access those settings. Choose the 'Details' tab and choose the 'Setup...' button. (Consult the manual for proper procedure.)*



[Proprietary setup button](#)

- 6) Select either 'Portrait' or 'Landscape' for the page orientation.
- 7) (Optional) Select a paper size from the 'Paper size:' box.
- 8) (Optional) Verify the [unprintable area](#):
  - a) Choose 'Unprintable Area...'.



[Unprintable area margin dialog box](#)



**b)** Select the units of measurement; 'inches' or 'millimeters'.

**c)** Enter any desired changes for the margins.

*NOTE: Even though these margins can be set lower than the defaults the printer may not have the physical capability to print beyond the default settings.*

**d)** Choose 'OK'.

**9)** Choose 'OK'.



## How To: Separate print jobs with a blank page.

### Solution:

Select 'Printers' from 'Settings' in the 'Start' menu. Right-click on the printer icon and display the General properties sheet. Select a separator page.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer icon to change settings . (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu. (The 'Printers' properties sheet appears.)
- 5) Choose 'General' tab. (The 'General' properties sheet appears.)
- 6) Select 'Full' from the 'Separator page:' drop-down list box.



[Page separator selection](#)

- 7) Choose 'OK'.



## How To: Change fax print settings.

### Solution:

Select 'Printers' from 'Settings' in the 'Start' menu. Right-click the fax icon and select a property tabsheet.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Printers'.



Printers in Settings menu

- 3) Right-click on the fax to change settings. (A popup menu appears.)



Fax popup menu

- 4) Choose 'Properties' from the popup menu. (The 'Fax Properties' sheet displays.)
- 5) Choose one or more of the following property sheets:
  - a) 'General' for separator page settings.
  - b) 'Details' for port, driver, and spool settings.
  - c) 'Paper' for paper size and orientation.
  - d) 'Graphics' for resolution, darkness, and gray scale.
- 6) Make the desired changes.
- 7) Choose 'OK'.



## How To: Add a new printer.

### Solution:

Open 'Printers' from the settings menu and open 'Add Printer' icon.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Open the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



[Add Printer icon](#)

- 4) Choose 'Next'.
- 5) Do one of the following to select the printer location:
  - a) Select 'Local Printer' if the printer is attached directly to the computer.
  - b) Select 'Network Printer' if the printer is attached to another computer.
- 1] Choose 'Next'.



[network printer wizard screen](#)

- 2] Enter the network path. (The path must include the network drive letter.)
- 3] Select whether or not to print from MS-DOS-based programs.
- 4] Choose 'Next'.
- 6) Choose 'Next'.
- 7) Do one of the following:



[Selecting a printer](#)

- a) Select from available printers:
  - 1] Select a manufacturer in the 'Manufacturer' list.

- 2] Select a printer model in the 'Printer' list.
- b) Use manufacturer's disk:
  - 1] Choose 'Have Disk...'
  - 2] Enter the path to the disk.
  - 3] Choose 'OK'.
  - 4] Select a printer from the list.
- 8) Choose 'Next.'
- 9) Select the printer port.



Selecting printer port

- 10) (Optional) Enter a name for the printer.



Name and default option

- 11) Select 'Yes' to make this printer the default printer for Windows, otherwise, select 'No'.
- 12) Choose 'Next'.
- 13) Select 'Yes' or 'No' to print a test page.
- 14) Choose 'Finish'.



**What is your Specific Brand Name Printer problem?**



## Character Map option not installed; Add Character Map.

### Cause:

The Character Map option has not been installed. Windows 95 does not install Character Map during Setup unless the 'Custom' option is selected during installation. The Character Map software program is only available on the CD-ROM installation.

### Solution:

Character Map is located in the 'Accessories' menu of the 'Programs' menu if a custom setup was performed. Otherwise, add Character Map from the installation CD-ROM via the 'Add/Remove Programs' option in 'Control Panel'.

- 1) Select the 'Start' menu and then select 'Programs'.



Select programs

- 2) Select 'Accessories'.
- 3) Select 'Character Map'.

*NOTE: If 'Character Map' is not available from the 'Start' menu, use 'Control Panel' to add this software program as described below:*

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open the 'Add/Remove Programs' icon.



Add/Remove programs

- d) Choose the 'Windows Setup' tab.
- e) Select 'Accessories'.



Select Accessories

- f) Choose 'Details...!'
- g) Check 'Character Map'.



Character Map

- h) Choose 'OK'.
- i) Choose 'Apply'.
- j) Insert the Windows 95 installation CD-ROM when prompted.

*NOTE: Additional Windows programs may be added in this manner. Items that are included only on CD-ROM must be manually selected using the 'Custom Setup' option.*



Installable Components Table 1



Installable Components Table2





## How To: Create a shortcut on the desktop for network resource, file or drive.

### Solution:

Right-drag the network object to the desktop.

- 1) Open (double-click) 'Network Neighborhood' on the desktop.



Network Neighborhood

- 2) Select the network computer or resource for which a shortcut is to be created.



Select network resource

- 3) Right-drag the object onto the desktop and release the mouse button.
- 4) Select 'Create Shortcut(s) Here'.

*NOTE: Other methods for creating shortcuts exist.*



## How To: Determine where the TEMP directory is located.

### Solution:

Open the MS-DOS prompt and change to the root directory. Enter SET to display the TEMP directory path.

Open the MS-DOS prompt from the 'Programs' menu:

- 1) Choose the 'Start' button to display the Windows [Start menu](#).
- 2) Select 'Programs'.



[Select programs](#)

- 3) Select 'MS-DOS Prompt'. (The prompt will be in the directory containing Windows 95.)
- 4) Enter CD\ to change to the root directory.
- 5) Enter: SET (A list of variables appears.)



[variables set in AUTOEXEC.BAT](#)



## ERROR: <filename>: This filename is not valid saving WordPad or Paint file ...

### Error:

<filename>: This filename is not valid.

### Cause:

Windows uses additional directory entries to store long filenames. All available directories are used up on the root drive. This may be less than the standard DOS allowance of 512 directories.

### Solution:

Check the drive for invalid long filenames and then defragment.

1) Check the drive for invalid long filenames (which do not meet [long filename standards](#)):

a) Open (double-click) 'My Computer' icon or ['Windows Explorer'](#)



[My Computer](#)



[Explorer in Start menu](#)

- b) Right-click on the drive icon containing the long filenames.
- c) Select 'Properties...' from the popup menu.
- d) Choose the 'Tools' tab.
- e) Choose 'Check Now...'.



[Check Now](#)

f) Confirm drive and type of test.



[Confirm drive](#)

g) If invalid filenames are found, perform the default correction.

- h)** Choose 'Defragment Now' to defragment the disk.
- 2)** Rename files or folders in the root directory using uppercase 8.3-compliant directories or filenames.
- 3)** (Optional) Move some files or folders out of the root directory.



## **A wildcard was used in the search; There is no workaround-search unaffected.**

### **Cause:**

A wildcard (an asterisk [\*] or a question mark [?]) was used in the search. Windows 95 replaces the wildcard in the filename of the 'Find File' icon with an alternate character. An asterisk is replaced by a (@) and a question mark is replaced by a (!) because the asterisk and question mark are invalid characters in filenames.

### **Solution:**

This does not affect the saved search function. There is no workaround for this problem.



## **DOS program is in graphics mode; Run software program in text mode or window.**

### **Cause:**

The MS-DOS-based software program is running in graphics mode. The font cannot be changed because graphical software programs manage fonts directly.

### **Solution:**

A possible workaround: Refer to the application documentation to determine if it runs in text mode. If the MS-DOS-based application supports text mode, run it in text mode. Or press ALT+ENTER and run the application in a window.



## Printing to text file not supported; Use a generic/text only driver to print.

### Cause:

The Device Manager information is printed to a text file. By default Windows 95 does not support printing Device Manager information to a text file.

### Solution:

Use a generic/text only driver to print Device Manager information.

1) Print to a generic/text only driver from Windows:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

c) Open 'Add Printer'. (The 'Add Printer' Wizard is launched.)



Add Printer icon

d) Choose 'Next'.

e) Select 'Generic' from the 'Manufacturer' list box. (The generic/text only driver appears in the 'Printers' list box.)



Generic driver

f) Choose 'Next'.

g) Select the printer port.



Selecting printer port

h) Choose 'Next'.

i) Choose 'No' when prompted to make this the default printer.

j) (Optional) Enter a name for the printer.

- k)** (Optional) Choose 'Yes' to print a test page.
- 2)** Open 'Device Manager'
  - a)** Right-click on 'My Computer'.



My Computer

- b)** Select 'Properties...' from the popup menu.
- c)** Choose the 'Device Manager' tab.
- d)** Choose 'Print...'.
- e)** Choose 'Setup...'.
- f)** Choose 'Specific Printer'.
- g)** Select the generic printer set up created in step 1.
- h)** Choose 'OK' twice to print.





## How To: Print out Device Manager information or data.

### Solution:

Choose 'Print...' on the 'Device Manager' properties sheet.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'System' icon.



[System icon](#)

- 4) Choose the 'Device Manager' tab.
- 5) Choose 'Print...'.  
6) Choose 'OK'.



## Incompatible driver setup program; Use the DeskJet printer driver.

### Cause:

This problem can be caused by the HP DeskJet family printer driver version 3.10. The setup program that ships with this driver (HPSETUP) is not compatible with Windows 95.

### Solution:

To correct this problem, use the DeskJet printer driver that ships with Windows 95.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

- 3) Open the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



Add Printer icon

- 4) Choose 'Next'.
- 5) Select printer location and do one of the following:
  - a) Select 'Local Printer' if the printer is attached directly to the computer.
  - b) Select 'Network Printer' if the printer is attached to another computer.
    - 1] Choose 'Next'.



Network printer wizard screen

- 2] Enter the network path.
- 3] Select whether or not to print from MS-DOS-based programs.
- 6) Choose 'Next'.
- 7) Select from available printers:



Selecting a printer

- a) Select a Hewlett Packard in the 'Manufacturer' list.
  - b) Select a DeskJet from the 'Printer' list.
- 8) Choose 'Next.'
- 9) Select the printer port.



Selecting printer port

- 10) (Optional) Enter a name for the printer



Name and default option

- 11) Choose 'Yes' to set this printer as the default printer for Windows; otherwise, choose 'No'.
- 12) Choose 'Next'.
- 13) Select 'Yes' or 'No' to print a test page.
- 14) Choose 'Finish'.



## How To: Add a network printer to a workstation.

### Solution:

Open 'Printers' from the settings menu and open 'Add Printer' icon. Select the network drive containing the printer. Select the driver.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Open the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



[Add Printer icon](#)

- 4) Choose 'Next'.
- 5) Choose 'Network Printer'.
- 6) Choose 'Next'.



[Network printer wizard screen](#)

- 7) Do one of the following:
  - a) Enter the network path to the printer in the network path or queue name box.
  - b) If the network printer directory is not known:
    - 1] Choose 'Browse...' to open the 'Browse for Printer' window.
    - 2] Select the network drive containing the network printer.
    - 3] Choose 'OK'.
- 8) Choose whether or not to print from MS-DOS-based programs.
- 9) Choose 'Next'.
- 10) Do one of the following:



#### Selecting a printer

- a) Select from available printers:
  - 1] Select a manufacturer from the 'Manufacturer' list.
  - 2] Select a printer model from the 'Printer' list.
- b) Use the manufacturer's disk:
  - 1] Choose 'Have Disk...'
  - 2] Enter the path to the disk.
  - 3] Choose 'OK'.
  - 4] Select the printer from the list.
- 11) Choose 'Next.'
- 12) Select the printer port.



#### Selecting printer port

- 13) (Optional) Enter a name for the printer.



#### Name and default option

- 14) Select 'Yes' or 'No' to have this printer serve as the default printer for Windows.
- 15) Choose 'Next'.
- 16) Select 'Yes' or 'No' to print a test page.
- 17) Choose 'Finish'.



## How To: View swap file details.

### Solution:

Open 'System' in 'Control Panel' and choose 'Virtual Memory' from the 'Performance' properties sheet.

- 1) Select the 'Start' menu and from the 'Start' menu select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Virtual Memory...'. (The 'Virtual Memory' properties sheet displays.)



virtual memory

*CAUTION: It is advisable to let Windows adjust the virtual memory settings automatically. Manually adjusting settings should be done under the supervision of a qualified computer technician.*



## ERROR: Error when creating a file or a subdirectory in a root directory due...

### Error:

Unable to create <New Folder>. Make sure the disk is not full or read-only.

### Cause:

Windows uses additional directory entries to store long filenames. All available directories are used up on the root drive. This may be less than the standard DOS allowance of 512 directories.

### Solution:

Check the drive for invalid long filenames and defragment.

- 1) Check the drive for invalid long filenames (which do not meet [long filename standards](#)):


- a) Open 'My Computer' or ['Windows Explorer'](#)



[My Computer](#)



[Explorer in Start menu](#)

- b) Right-click on the drive icon containing the long filenames.
- c) Select 'Properties...' from the popup menu.
- d) Choose the 'Tools' tab.
- e) Choose 'Check Now...'.  


[Check Now](#)

- f) Confirm drive to scan and type of test to perform.



[Disk selection](#)

- g) If invalid filenames are found, perform the default correction.

- h)** Choose 'Defragment Now' to defragment the disk.
- 2) Rename files or folders in the root directory using uppercase 8.3-compliant directories or filenames.
- 3) Move some files or folders out of the root directory.





## Wrong hardware or software configuration; Change 'Display Type'.

### Cause:

Incorrect configuration of hardware or software.

### Solution:

Change 'Display Type' in the 'Settings' tab sheet by opening 'Control Panel' and selecting 'Display'.

*NOTE: The solution for this problem could be third-party hardware and/or software configurations. The following is only a possible solution.*

- 1) Do one of the following to open 'Display':
  - a) Use the 'Start' menu:
    - 1] Choose the 'Start' button to display the 'Start' menu.
    - 2] Select 'Settings' and select 'Control Panel'.



Control Panel

- 3] Open the 'Display' icon.



Display icon

- b) Display the 'Desktop' popup menu:
    - 1] Right-click on any empty area of the desktop. (A popup menu displays.)
    - 2] Select 'Properties...' from the popup menu.



Properties

- 2) Choose the 'Settings' tab.
  - 3) Choose 'Change Display Type...'.
  - 4) Choose 'Change...' in the 'Adapter Type' section.



#### Adapter types

- 5) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device.
  - b) Install a manufacturer-supplied display driver by running the driver utility:
    - 1] Choose 'Have Disk...'
    - 2] Enter the letter of the disk drive containing the manufacturer's driver .
    - 3] Select the desired driver file. (Refer to the driver documentation for the filename.)
    - 4] Choose 'OK'.
  - c) Install a Windows 3.1x display driver: (Note this is not recommended because many display features of Windows 95 are not supported by Windows 3.1x drivers.)
    - 1] Enter the letter of the disk drive containing the Windows 3.1x setup disks or choose 'Browse...' to locate the driver on the disk.
    - 2] Select the desired driver from the list.
    - 3] Choose 'OK'.
- 6) Choose 'Close'.
- 7) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 8) Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.



## Wrong printer detected/not on Win95 disks; Add correct printer.

### Cause:

Windows detected the wrong printer during setup or the printer may not be included on the Windows 95 installation diskettes or CD-ROM.

### Solution:

Open 'Printers' from the settings menu and open 'Add Printer'. Select the correct printer from list or choose 'Have Disk'. Contact printer manufacturer for updated Windows 95-compatible driver.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

- 3) Open the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



Add Printer icon

- 4) Choose 'Next'.
- 5) Do one of the following to select a printer location:
  - a) Select 'Local Printer' if the printer is attached directly to the computer.
  - b) Select 'Network Printer' if the printer is attached to another computer or on a network.
    - 1] Choose 'Next'.



Network printer wizard screen

- 2] Enter the network path if a network printer was chosen in step 5b).
- 3] Select whether or not to print from MS-DOS-based programs.
- 4] Choose 'Next'.
- 6) Choose 'Next'.
- 7) Do one of the following:



Selecting a printer

- a) Select from available printers:
  - 1] Select a manufacture from the 'Manufacturer' list.
  - 2] Select a printer model from the 'Printer' list.
- b) Use the manufacturer's disk:
  - 1] Choose 'Have Disk...'
  - 2] Enter the path to the disk.
  - 3] Choose 'OK'.
  - 4] Select a printer from the list.
- 8) Choose 'Next.'
- 9) Select the printer port.



Selecting printer port

- 10) (Optional) Enter a name for the printer.



Name and default option

- 11) Select 'Yes' or 'No' to designate the printer as a default printer for Windows.
- 12) Choose 'Next'.
- 13) Select 'Yes' or 'No' to print a test page.
- 14) Choose 'Finish'.



**Does the font appear correctly on the screen?**

**Action:**

Check if fonts are correct on screen:

- 1) Return to the software program in which the document was created.
- 2) Select Print Preview.



## **How To: Print the results of a file search.**

### **Solution:**

The result of a 'Find File' is a list of filenames that match a certain criteria. This list of files cannot be printed. There is no workaround for this problem.



## How To: Install TrueType fonts.

### Solution:

Install the TrueType fonts using Control Panel.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Fonts' icon.



Fonts icon

- 4) Select the 'File' menu and then select 'Install new fonts...'. (The 'Add Fonts' dialog box appears.)



Fonts add fonts

- 5) Select the drive containing the fonts to be added:
  - a) If the fonts are on diskette, insert the diskette and select 'a:'.
  - b) If the fonts are on the computer, select the drive and folder containing these fonts.
- 6) Double-click on the desired font. (The font will be added to the list of fonts.)
- 7) Close the 'Fonts' window.



**Is a third party font utility being used?**





## **Incompatible font utility; Use a Windows 95 font.**

### **Cause:**

The font utility being used is not compatible with Windows 95.

### **Solution:**

Use a Windows 95 font. [Use the EXTRACT utility](#) to extract the replacement font from the CD-ROM or installation diskettes.

Use the command: EXTRACT /L C:\WINDOWS\FONTS D:\WIN95\_05.CAB\TIMES.TTF



## Are the font size and date correct?

### Action:

Check the date and size of the Times Roman font:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open 'Fonts'.



Fonts icon

- 4) Select the Times Roman font.



Select font

- 5) Select 'Properties...' from the 'File' menu.
- 6) Choose the 'General' tab.
- 7) Check the font size and date:



font information

- a) Make sure the date of the font is March 1995 or later.
- b) Make sure the size of the font is about 90 K.



**Font being used is not a Windows 95 font; Extract replacement font from disks.**

**Cause:**

The TrueType font being used is not a Windows 95 font.

**Solution:**

[Use the extract utility](#) to extract the replacement font from the CD-ROM or Installation diskettes.

Use the command: EXTRACT /L C:\WINDOWS\FONTS D:\WIN95\_05.CAB\TIMES.TTF



## Does reinstalling the font solve the problem?

### Action:

Extract the replacement font from the CD-ROM or Installation diskettes.

Use the [EXTRACT utility](#) to extract the replacement font from the CD-ROM or Installation diskettes.

Use the command: `EXTRACT /L C:\WINDOWS\FONTS D:\WIN95_05.CAB\TIMES.TTF`



## Corrupt font; Extract the replacement font from disks.

**Cause:**

The font is corrupted.

**Solution:**

Use the EXTRACT utility to extract the replacement font from the CD-ROM or installation diskettes.

Use the command: EXTRACT /L C:\WINDOWS\FONTS D:\WIN95\_05.CAB\TIMES.TTF



## Font corrupted or not supported; Reinstall font or use a different font.

### Cause:

The font may be corrupted or not supported by the software program or the printer.

### Solution:

Reinstall the font or use a different font.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Fonts' icon.



Fonts icon

- 4) Select the 'File' menu and then select 'Install new fonts...'. (The 'Add fonts' dialog box displays.)



Fonts add fonts

- 5) Select the drive containing the fonts to be added:
  - a) If the fonts are on diskette, insert the diskette and select 'a:'.
  - b) If the fonts are on the computer, select the drive and folder containing these fonts.
- 6) Double-click on the desired font. (The font will be added to the list of fonts.)
- 7) Close the 'Fonts' window.

*NOTE: The fonts files may also be copied into the C:\WINDOWS\FONTS folder.*



## How To: Install new font.

### Solution:

Cope the font file(s) into the C:\WINDOWS\FONTS folder or use 'Fonts' in 'Control Panel'.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Fonts' icon.



Fonts icon

- 4) Select the 'File' menu and select 'Install new fonts...'. (The 'Add Fonts' dialog box displays.)



Fonts add fonts

- 5) Select the drive containing the fonts to be added:
  - a) If the fonts are on diskette, insert the diskette and select 'a:'.
  - b) If the fonts are on the computer, select the drive and folder containing these fonts.
- 6) Double-click on the desired font. (The font will be added to the list of fonts.)
- 7) Close the 'Fonts' window.

*NOTE: The fonts files may also be copied into the C:\WINDOWS\FONTS folder.*



## How To: View installed fonts.

### Solution:

Open the 'Fonts' folder in 'Control Panel'.

- 1) Choose the 'Start' button to display the [Start menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Fonts' icon. (All installed fonts are displayed.)





## How To: Match fonts manually.

### Solution:

Choose 'List fonts by similarity' from the 'View' menu in the 'Fonts' folder.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Fonts' icon.
- 4) Select the 'View' menu and then select 'List fonts by similarity'.
- 5) Enter the name of the font to match in the 'List fonts by similarity to' pull-down window. (The fonts are the least similar fonts listed last.)



[font similarity window](#)

- 6) Select a font which is described as 'very similar'.



## Is a laser printer being used?

### Action:

Check if the printer selected is a laser printer:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in 'Settings' menu](#)

- 3) Right-click on the printer object to display the popup menu.
- 4) Select 'Properties...'.  
5) Choose the 'General' tab. (The name of the printer is listed on the 'General' properties sheet.)



[Printer Properties](#)



## Does changing the font format solve the problem?

### Action:

- 1) Choose the 'Font' tab for the laser printer.
- 2) Do one of the following:
  - a) If the printer is an HP LaserJet II and III or compatible printer choose 'Download TrueType Fonts as Bitmaps'.



TrueType as bitmaps.

- b) If the printer is an earlier HP LaserJet or LaserJet Plus model choose 'Print TrueType Fonts as Graphics'.
- 3) Choose 'Apply'.
- 4) Choose 'OK'.



## Win95 prints TrueType as bitmap/graphic; Use TrueTypes as Bitmaps or as Graphics.

### Cause:

Windows rasterizes each set of characters for each font size before sending output to the HP LaserJet II or III printer as a separate bitmap font. Windows 95 prints TrueTypes as graphics with the earlier laser printers.

### Solution:

Choose TrueTypes as Bitmaps for an HP LaserJet II and III or above or TrueTypes as Graphics for an earlier model.

- 1) Choose the 'Font' tab for the laser printer.
- 2) Do one of the following:
  - a) If the printer is an HP LaserJet II and III or compatible printer choose 'Download TrueType Fonts as Bitmaps'.



TrueType as bitmaps.

- b) If the printer is an earlier HP LaserJet or LaserJet Plus model choose 'Print TrueType Fonts as Graphics'.
- 3) Choose 'Apply'.
- 4) Choose 'OK'.



## **Font unsupported by printer/angle wrong; Use different font/reset print angle.**

### **Cause:**

The font may not be supported by the printer or the printing angle is incorrect.

### **Solution:**

Try a different font set. Set the angle of printing to either 90 degrees or 180 degrees within the application.



## How To: Use special characters.

### Solution:

Select and copy characters from the Character Map in the accessories window.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'Character Map'. (The 'Character Map' is launched.)



Character Map

- 5) (Optional) Select a font from the 'Font' box.
- 6) Select a character to use.

*NOTE: By holding the mouse button the character becomes large and easier to see.*

- 7) Choose 'Select'. (The character appears in the 'Characters to be copied:' window.)
- 8) Choose 'Copy'.
- 9) Switch to the application to which will use the character.
- 10) Select the 'Edit' menu and select 'Paste'.



## Does the cursor file have an .ANI extension?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Mouse' icon.



Mouse

- 4) Choose the 'Pointers' tab from the Mouse Properties sheet.
- 5) Select the section to be animated from the pointer description list.



section to be changed

- 6) Choose 'Browse...' to display a list of available pointers and cursors. (These cursors are usually in the WINDOWS directory.)
- 7) Right-click on the cursor which does not work. (A popup menu displays.)



properties on popup

- 8) Select 'Properties...'.  
9) Locate the full MS-DOS name on the 'General' tab page on the properties sheet.



**The cursor file is not animated type; Use only cursors with an .ANI extension.**

**Cause:**

The cursor file is not an animated file type. Animated file types have an '.ANI' extension.

**Solution:**

Use only cursors with an .ANI extension.





## Is the option, Disable 32-bit protected-mode disk drivers, unchecked?

### Action:

Check if using protected mode disk drivers:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'System' icon.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'File System...'.- 6) Choose the 'Troubleshooting' tab.
- 7) Locate 'Disable 32-bit protected-mode disk drivers'.



## Video driver is in protected mode; Install Win95-compatible video driver.

### Cause:

The disk drivers are real-mode. Animated cursors must use protected mode disk drivers because they require a lot of page-locked memory.

### Solution:

Install a Windows 95-compatible video driver.

*NOTE: It is recommended that Windows 95-compatible display drivers be used to derive the full benefits of Windows 95 features. Contact the driver manufacturer for the latest display drivers.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.- 6) Choose 'Change...' in the 'Adapter Type' section.
- 7) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device.
  - b) Install a manufacturer-supplied display driver:
    - 1] Choose 'Have Disk...'.    - 2] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'.    - 3] Choose 'OK'.





## Does the adapter listed support 256 colors?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Display' icon.



[Display icon](#)

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type'.
- 6) Note the driver in the 'Adapter Type' box.



## Driver does not support 256 colors; Install a different driver.

### Cause:

The display driver does not support 256 colors and 8 bits per pixel (bpp). This may occur when Windows 3.1x display drivers are used in Windows 95.

### Solution:

Refer to the monitor documentation to determine if the monitor supports 256 colors. If it does, install a different driver.

- 1) Refer to the monitor documentation to determine if the monitor supports 256 colors.
- 2) If the monitor supports 256 colors, install a display driver that supports 256 colors:

*NOTE: It is recommended that Windows 95-compatible display drivers be used to derive the full benefits of Windows 95 features. Please contact the driver manufacturer for the latest display drivers.*

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open the 'Display' icon.



Display icon

- d) Choose the 'Settings' tab.
- e) Choose 'Change Display Type...'.- f) Choose 'Change...' in the 'Adapter Type' section.
- g) Do one of the following:
  - 1] Select a compatible driver from the list:
    - a] Choose 'Show Compatible Devices'.
    - b] Select a device.
  - 2] Install a manufacturer-supplied display driver:
    - a] Choose 'Have Disk...'.    - b] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'.    -

3] Choose 'OK'.



## Is the driver version 4.0 or higher?

### Action:

Check if the driver is a Windows 3.1 or 3.11 driver or a driver that does not support animated cursors.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'. (The 'Change Display Type' dialog box appears, listing driver information.)
- 6) Note the version of the driver.



## Driver will not support animated cursor; Install a Win95 video driver.

### Cause:

The video driver is a Windows 3.1x driver and does not support animated cursors.

### Solution:

Install a video driver that is supported by Windows 95.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.- 6) Choose 'Change...' in the 'Adapter Type' section.
- 7) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device.
  - b) Install a manufacturer-supplied display driver:
    - 1] Choose 'Have Disk...'.    - 2] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'.    - 3] Choose 'OK'.





## **A virus; Run virus scan utility.**

### **Cause:**

A virus may have infected the computer. Computer viruses are known to corrupt animated cursors.

### **Solution:**

Use a third-party virus scan utility to check the computer for and remove viruses.



## **'Browse folders using a separate window'; Set the folder options under View menu.**

### **Cause:**

The 'Browse folders using a separate window' option is enabled for the software program. The previous window remains open even after the subsequent window has been opened.

### **Solution:**


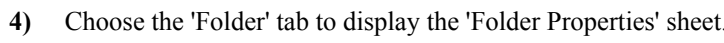
Set the folder 'Browsing' options under the 'View' menu to use a single window.

*NOTE: The following solution can be applied to any folder or Windows 95 software program such as 'My Computer' or 'Windows Explorer'. Once the settings are changed they will remain so for all subsequent windows opened in that software program.*

- 1) Open 'My Computer' or 'Windows Explorer'.



My Computer

- 2) Open the folder containing the files to be viewed.
- 3) Select the 'View' menu and select 'Options...'.  

- 4) Choose the 'Folder' tab to display the 'Folder Properties' sheet.  

- 5) Choose 'Browse folders by using a single window that changes as you open each folder'.



browse options

- 6) Choose 'Apply'.
- 7) Choose 'OK'.



## Software restrictions; Folder icons no, shortcut properties may be changed.

### Cause:

Currently it is not possible to change the desktop folder icons.

### Solution:

A folder icon cannot be changed. However, shortcut properties may be changed. Open the folder and move any shortcuts inside onto the desktop.

Use one of the following methods to work around this:

- 1) Remove the folder from the desktop and access the shortcuts or program objects directly:
  - a) Open the folder and drag-and-drop the icons or shortcuts onto the desktop.
  - b) When the folder is empty, close the folder.
- 2) Instead of placing a program or file in a folder, create a shortcut to access the program directly from the desktop.
- 3) Right-click on the shortcut icon to display a popup menu.



properties on popup

- 4) Select 'Properties...'.
  - 1] Locate the folder containing the desired icons.
  - 2] Select an icon.
  - 3] Choose 'Open'.
  - 4] Choose 'OK'.
- 5) Choose the 'Shortcut' tab.
- 6) Choose 'Change icon...' on the 'Shortcut Properties' sheet.
- 7) Do one of the following:
  - a) Select an icon from the scroll list of available icons.
  - b) Choose 'Browse...'.
    - 1] Locate the folder containing the desired icons.
    - 2] Select an icon.
    - 3] Choose 'Open'.
    - 4] Choose 'OK'.
- 8) Choose 'Apply'.
- 9) Choose 'OK'.

*NOTE: Other methods for creating shortcuts exist.*





## How To: Change keyboard layout to a different country.

### Solution:

Select 'Control Panel', 'Keyboard', and change settings in the 'Language Properties' dialog box.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Keyboard' icon.



[Keyboard](#)

- 4) Choose the 'Language' tab. (The installed languages are listed.)
- 5) Select the language for which the keyboard is to be altered.
- 6) Choose 'Properties...'. (The 'Language Properties' dialog box displays.)
- 7) Select a country from the 'Keyboard layout' drop-down list box.
- 8) Choose 'OK'.
- 9) Choose 'Apply'.
- 10) Choose 'OK'.



**What is your Items Missing from Desktop problem?**



## **Does printer self-test print OK?**

**Action:**

Refer to the printer manual and perform a printer self-test.



## **Problem with printer hardware or memory; Refer problem to qualified technician.**

**Cause:**

There is a problem with the printer hardware or memory.

**Solution:**

Please refer this problem to a qualified computer technician.





## Does the graphic print correctly from Paint?

### Action:

Print the graphic out in a different Windows application which supports graphics (for example, Paint).

- 1) Select the 'Start' menu and select 'Programs'.



Select programs

- 2) Select 'Accessories'.
- 3) Select 'Paint'.
- 4) Select the 'File' menu and select 'Open'
- 5) Select the graphic file which does not print.
- 6) Select the 'File' menu and select 'Print...'



## Does the graphic print correctly?

**Action:**

- 1) Return to the original software program and check the print settings.
- 2) Lower the print resolution from within the software program.
- 3) If print job is large, print in smaller jobs.



## **Print job large for software support; Lower graphic resolution in software.**

### **Cause:**

The print job is too large for the software program to support.

### **Solution:**

Return to the original application and lower the graphic resolution.

- 1) Return to the original software program and check the print settings.
- 2) Lower the print resolution from within the software program.
- 3) If the print job is large, print in smaller jobs.



## Does disabling EMF solve the problem?

### Action:

Disable [EMF spooling](#) to free up system memory.

Change the spool settings:

- 1) Select the ['Start' menu](#) and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu. (The Printers properties sheet displays.)
- 5) Choose the 'Details' tab.
- 6) Choose 'Spool Settings...'.



[spool settings](#)

- 7) Choose 'Print Directly to the Printer'.
- 8) (Optional) If 'Bi-directional for this printer' options are not grayed out, choose 'Disable bi-directional support for this printer'.

*NOTE: Not all printers have this option.*

- 9) Choose 'OK'.
- 10) Choose 'Apply'.
- 11) Choose the 'General' tab.
- 12) Choose 'Print Test Page'. (Wait for the prompt stating the print job has printed.)



## Font file corrupted/inapt with print driver; Re-install the font.

### Cause:

The font file is corrupted or incompatible with the current print driver.

### Solution:

Reinstall the font.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Fonts' icon.



Fonts icon

- 4) Select the 'File' menu and select 'Install new fonts...'. (The 'Add Fonts' dialog box displays.)



Fonts add fonts

- 5) Select the drive containing the fonts to be added:
  - a) If the fonts are on diskette, insert the diskette and select 'a:'.
  - b) If the fonts are on the computer, select the drive and folder containing these fonts.
- 6) Double-click on the desired font. (The font will be added to the list of fonts.)
- 7) Close the 'Fonts' window.

*NOTE: The fonts files may also be copied into the C:\WINDOWS\FONTS folder.*



## Does font print correctly from a different software program?

### Action:

Cut and paste a selection of text using this font into a different software program:

- 1) Select a portion of text using the font.
- 2) Select the 'Edit' menu and select 'Copy'.

*NOTE: The exact menu selection may vary with software programs.*

- 3) Open another Windows-compatible software program.
- 4) Select the 'Edit' menu and select 'Paste'.

*NOTE: The exact menu selection will vary with different software programs.*

- 5) Print from this software program.



## Does using PostScript driver solve the problem?

### Action:

Load a PostScript Driver:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings and then select 'Printers'.



Printers in 'Settings' menu

- 3) Right-click on the printer object to change settings. (A popup menu appears.)
- 4) Choose 'Properties' from the popup menu.
- 5) Choose the 'Details' tab.
- 6) Determine if the installed driver is PostScript. (This driver is usually followed by 'PostScript' or 'PS'.)
- 7) Do one of the following:
  - a) If the driver is a PostScript, proceed with step 8).
  - b) If the driver is not a PostScript driver:
    - 1] Choose 'New Driver...'
    - 2] Select the printer from the list of printers. (Available printer drivers will be listed in the right-hand window.)
    - 3] Select a PostScript driver. (This driver is usually followed by 'PostScript' or 'PS'.)
- 8) Choose the 'Fonts' tab.
- 9) Choose 'Send TrueTypes as Graphics'.
- 10) Choose 'Apply'.
- 11) Choose 'OK'.
- 12) Send the print job again.



## Driver problem or the UNIDRV.DLL file; Install driver & select PostScript driver.

### Cause:

There is a problem with the printer driver or the UNIDRV.DLL file.

### Solution:

Reinstall the printer driver and select a PostScript driver.

Load a PostScript Driver:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)
- 4) Choose 'Properties' from the popup menu.



[Local laser printer properties](#)

- 5) Choose the 'Details' tab.
- 6) Determine if the installed driver is a PostScript. (This driver is usually followed by 'PostScript' or 'PS'.)
- 7) Do one of the following:
  - a) If the driver is a PostScript, proceed with step 8).
  - b) If the driver is not a PostScript driver:
    - 1] Choose 'New Driver...'
    - 2] Select the printer from the list of printers. (Available printer drivers will be listed in the right-hand window.)
    - 3] Select a PostScript driver. (This driver is usually followed by 'PostScript' or 'PS'.)
- 8) Choose the 'Fonts' tab.
- 9) Choose 'Send TrueTypes as Graphics'.
- 10) Choose 'Apply'.
- 11) Choose 'OK'.
- 12) Send the print job again.







## Unknown cause; Change font/refer problem to computer technician.

### Cause:

Unknown.

### Solution:

Use a different font if possible and refer this problem to a qualified computer technician.

Install a new font or reinstall the font as follows:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Fonts' icon.



Fonts icon

- 4) Select the 'File' menu and then select 'Install new fonts...'. (The 'Add Fonts' dialog box appears.)



Add Fonts

- 5) Select the drive containing the fonts to be added:
  - a) If the fonts are on diskette, insert the diskette and select 'a:'.
  - b) If the fonts are on the computer, select the drive and folder containing these fonts.
- 6) Double-click on the desired font. (The font will be added to the list of fonts.)
- 7) Close the 'Fonts' window.

*NOTE: The fonts files may also be copied into the C:\WINDOWS\FONTS folder.*





## Does changing the print resolution solve the problem?

### Action:

Change the print resolution:

- 1) Select the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Printers'.



Printers in Settings menu

- 3) Right-click the printer object of the printer for which settings are to be changed.  
(A popup menu appears.)
- 4) Select 'Properties' from the popup menu.
- 5) Choose the 'Graphics' tab.



graphics tab

- 6) Select a lower or higher resolution from the resolution drop-down list box.



change resolution

- 7) Choose 'OK'.
- 8) Print the document again.



## Problem with print driver; Change resolution settings/use generic print driver.

### Cause:

There is a problem with the printer driver. Make sure the correct driver is being used for the printer. Work around this problem by selecting a generic driver.

### Solution:

Change print resolution settings, or use a generic print driver.

Do one of the following:

1) Change the print resolution for a temporary work around:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select the 'Settings' menu and select 'Printers'.



Printers in Settings menu

- c) Right-click on the printer object to change settings. (A popup menu appears.)
- d) Choose 'Properties' from the popup menu.
- e) Choose the 'Graphics' tab.



Graphics tab

f) Select a lower or higher resolution from the resolution drop-down list box.



Change resolution

- g) Choose 'OK'.
  - h) Print the document again.
- 2) Use a generic print driver in Windows 95:
- a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select the 'Settings' menu and select 'Printers'.



[Printers in Settings menu](#)

- c) Open the 'Add Printer' icon. (The 'Add Printer' Wizards launched.)



[Add Printer icon](#)

- d) Choose 'Next'.  
e) Select 'Generic' from the 'Manufacturer' list box. (The generic/text only driver appears in the 'Printers' list box.)



[generic driver](#)

- f) Choose 'Next'.  
g) Select the printer port.



[Selecting printer port](#)

- h) Choose 'Next'.  
i) Choose 'No' when prompted to make this the default printer.  
j) (Optional) Enter a name for the printer.  
k) Choose 'Yes' to print a test page.  
3) Refer to the printer driver documentation for a list of drivers to use.



## Does printing to a generic driver solve the problem?

### Action:

Print to a generic/text only driver from Windows:

- 1) Select the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Printers'.



Printers in Settings menu

- 3) Open 'Add Printer'. (The 'Add Printer' Wizard is launched.)



Add Printer icon

- 4) Choose 'Next'.
- 5) Select 'Generic' from the 'Manufacturer' list box. (The generic/text only driver appears in the 'Printers' list box.)



generic driver

- 6) Choose 'Next'.
- 7) Select the printer port.



Selecting printer port

- 8) Choose 'Next'.
- 9) Choose 'No' when prompted to make this the default printer.
- 10) (Optional) Enter a name for the printer.
- 11) (Optional) Choose 'Yes' to print a test page.
- 12) Send the print job again.



## Driver corrupt/doesn't support font type; Use Win95 driver/get updated driver.

### Cause:

The printer driver is corrupt or does not support this type of font.

### Solution:

Use a generic driver in Windows 95 and obtain an updated driver for the printer.

Print to a generic/text only driver from Windows:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Printers'.



Printers in Settings menu

- 3) Open 'Add Printer'. (The 'Add Printer' Wizard is launched.)



Add Printer icon

- 4) Choose 'Next'.
- 5) Select 'Generic' from the 'Manufacturer' list box. (The generic/text only driver appears in the 'Printers' list box.)



generic driver

- 6) Choose 'Next'.
- 7) Select the printer port.



Selecting printer port

- 8) Choose 'Next'.
- 9) Choose 'No' when prompted to make this the default printer.
- 10) (Optional) Enter a name for the printer.
- 11) (Optional) Choose 'Yes' to print a test page.
- 12) Send the print job again.







## **Driver interface; Select different font/refer problem to computer technician.**

### **Cause:**

Possibly there is a conflict with the driver interface.

### **Solution:**

Select a different font in the original application as a work around. Refer this problem to a qualified computer technician.



## Is the printer a laser printer?


### Action:

Check if the printer selected is a laser printer:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to display the popup menu.
- 4) Select 'Properties...'.  

- 5) Choose the 'General' tab. (The name of the printer is listed on the 'General' properties sheet.)



[Printer Properties](#)



## Does changing font printout format to TrueType solve the problem?

### Action:

- 1) Choose the 'Font' tab for the laser printer.
- 2) Do one of the following:
  - a) If the printer is an HP LaserJet II and III or compatible printer choose 'Download TrueType Fonts as Bitmaps'.



TrueType as bitmaps.

- b) If the printer is an earlier HP LaserJet or LaserJet Plus model choose 'Print TrueType Fonts as Graphics'.
- 3) Choose 'Apply'.
- 4) Choose 'OK'.



## Font selected; Use True Types as Bitmaps or as Graphics.

### Cause:

Windows rasterizes each set of characters for each font size before sending output to the HP LaserJet II or III printer as a separate bitmap font. Windows 95 prints TrueTypes as graphics with the earlier laser printers.

### Solution:

Choose TrueTypes as Bitmaps for an HP LaserJet II and III or TrueTypes as Graphics for an earlier model.

- 1) Choose the 'Font' tab for the laser printer.
- 2) Do one of the following:
  - a) If the printer is an HP LaserJet II and III or compatible printer choose 'Download TrueType Fonts as Bitmaps'.



TrueType as bitmaps.

- b) If the printer is an earlier HP LaserJet or LaserJet Plus model choose 'Print TrueType Fonts as Graphics'.
- 3) Choose 'Apply'.
- 4) Choose 'OK'.



## **Tile or Cascade option selected; Open program windows before using 'Arrange'.**

### **Cause:**

The Tile or Cascade options are selected and some of the program windows are minimized. Minimized or closed windows will not be arranged in the display.

### **Solution:**

Choose the program buttons on the Taskbar to open the program windows before using the 'Arrange' option.

Open all program windows:

- 1) Choose the application buttons on the Taskbar to open the program windows.
- 2) Arrange the program as desired by right-clicking on a blank space on the Taskbar.



## How To: Convert migrated Windows 3.1x groups to Windows 95 format.

### Solution:

Run the GRPCONV /M and select the group file to convert.

- 1) Select 'Run...' from the 'Start' menu.
- 2) Enter GRPCONV /M
- 3) Choose 'OK'.
- 4) Do one of the following:
  - a) Open the folder to be converted.



Group to Convert

- b) Enter the path and name of the .GRP file.

EXAMPLE: C:\WINDOWS\MAIN.GRP
- 5) Choose 'Open'. (The Program Manager Group Converter dialog box appears.)
- 6) Choose 'Yes' to convert. (A Converting Shortcuts Status dialog box appears.) (The program group now appears on the screen.)
- 7) Choose 'Cancel' to close converting process.



## How To: Change the Windows shell.

### Solution:

Edit the 'SHELL=' command in the SYSTEM.INI file. (NOT RECOMMENDED)

*CAUTION: The following tasks should be performed by a qualified computer technician.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Run...'.- 3) Enter SYSTEM.INI in the 'Open' box.
- 4) Choose 'OK'. (The SYSTEM.INI file opens in Notepad or other word processor.)
- 5) Make a backup copy of SYSTEM.INI.
  - a) Select the 'File' menu and select 'Save As...'.  - b) Enter 'SYSTEM.XXX'
- 6) Locate the DISPLAY.DRV=PNPDRVR.DRV in the [boot] section.



[pnpdvr.drv](#)

- 7) Locate the 'SHELL=' statement.
- 8) Enter the path and name of the alternate shell program correctly.
- 9) Select the 'File' menu and select 'Save As...'.- 10) Save the file as SYSTEM.INI in the WINDOWS directory.





## How To: Restore the default folders to the desktop.

### Solution:

Run the GRPCONV.EXE /S utility.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Run...'.
- 3) Enter the following: GRPCONV /S
- 4) Choose 'OK'.



## How To: Create a startup diskette.

### Solution:

Right-click on the floppy drive in 'My Computer' and select 'Format' or 'Copy System Files only' if the diskette is already formatted.

*NOTE: A startup diskette does not enable access to a CD-ROM drive or a network. It is strongly recommended that a startup diskette be created when Windows 95 is originally installed.*

- 1) Open 'My Computer'.
- 2) Do one of the following to display the 'Format floppy disk' dialog box:



[format disk](#)

- a) Use the 'File' menu:
  - 1] Click on the floppy drive icon to select it.



[drive object](#)

- 2] Select the 'File' menu and select 'Format...'
- b) Display the drive's popup menu:
  - 1] Right-click on the floppy drive icon.



[drive object](#)

- 2] Select 'Format...' from the popup menu.
- 3) Do one of the following:
  - a) If the diskette is already formatted, choose 'Copy system files only'.



[Copy system files only](#)

- b) If the diskette is not formatted, check 'Make Disk Bootable' to enable Windows to place system files on the diskette while it is being formatted.
- 4) Choose 'Start'.

There are other methods of creating a startup diskette in Windows 95.



## Thorough option not selected; Choose Thorough option to scan disk.

### Cause:

The 'Thorough' option was not selected prior to running the scan. This option is unselected by default.

### Solution:

Choose the 'Thorough' option when scanning the drive to scan the disk surface for errors.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.
- 3) Select 'Accessories'.
- 4) Select 'ScanDisk' from the 'System Tools' menu.



ScanDisk from menu

- 5) Select the drive to be scanned.
- 6) Choose 'Thorough' in the 'Type of test' section.
- 7) (Optional) Choose 'Advanced...'. (The 'ScanDisk Advanced Options' dialog box displays.)



Advanced options

- a) Select the desired advanced ScanDisk options.
- b) Choose 'OK'.
- 8) (Optional) Check 'Automatically Fix Errors'.
- 9) Choose 'Start'.



## How To: Run BACKUP.

### Solution:

Select 'Backup' from the 'Systems Tools' menu in 'Accessories'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'Backup' from the 'System Tools' menu. (A 'Welcome to Microsoft Backup' screen appears.)



Backup from menu

- 5) Choose 'OK' to acknowledge the 'Welcome to Microsoft Backup' screen.  
*NOTE: Steps 5) and 6) may not be necessary if these screens have been previously disabled.*
- 6) Choose 'OK' to acknowledge the 'Full System' backup explanation window.
- 7) Select the items to be backed up.

*NOTE: Folders, files, and drives can be selected at this point. When an entire drive or folder and its contents are selected a check mark will appear with a white background. Check marks with a gray background indicate the only partial contents of that drive or folder have been selected.*



Selecting Drives, Folders, and Files

- 8) Choose 'Next Step'.
- 9) Select the location of the backup destination.

*NOTE: Backup locations can be a tape drive, a floppy disk, or a path on a hard drive.*



Selecting backup destination

- 10) Choose 'Start Backup'.

- 11)** Enter name for backup set label.
- 12)** Choose 'OK'. (The backup process begins.)



## Windows 95 cannot do incremental backups; Enter the date range to be EXCLUDED.

### Cause:

Windows EXCLUDES the date range entered from the backup. Windows 95 cannot do incremental backups, and therefore, entering a date range to be excluded will ensure that only files created or modified since that date are backed up.

### Solution:

Enter the date range to be EXCLUDED.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories' from the 'Programs' menu.
- 4) Select 'Backup' from the 'System Tools' menu. (A 'Welcome to Microsoft Backup' screen appears.)



Backup from menu.

- 5) Choose 'OK' to acknowledge the 'Welcome to Microsoft Backup' screen.  
*NOTE: Steps 5) and 6) may not be necessary if these screens have been previously disabled.*
- 6) Choose 'OK' to acknowledge the 'Full System' backup explanation window.
- 7) Select 'File Filtering...' from the 'Settings' menu.
- 8) Check 'Last Modified Date'.
- 9) Enter the date in the 'From' box by doing one or more of the following:
  - a) Choose the month.
  - b) Enter a new month.
  - c) Press TAB to move to the day field.
  - d) Enter a day.
  - e) Press TAB to move to the year field.
- 10) Press TAB to go to the 'To' box.

**11)** Select the file types to be excluded from the 'File Types' window.

**12)** Choose 'Exclude'.

**13)** Choose 'Next'. (The files to be backed up are displayed.)

*NOTE: The date range entered in step 9) will be excluded from this list.*

**14)** Select the destination drive or device. (The drive letter or device shows up in the 'Selected device or location' box.)

**15)** Choose 'Start Backup'.





## How To: Do an incremental backup.

### Solution:

Run a differential backup on selected files or directories. Save the backup set under a unique name. Subsequent backups run on this set will only update modified files.

- 1) Open Backup.
- 2) Do one of the following:



Select backup

- a) To back up a drive: Check the drive to be backed up in the left-hand window.
- b) To back up only a directory:
  - 1] Click on the drive's icon. Do not check the box next to the drive. (The directories and files contained in the drive appear in the right-hand window.)
  - 2] Check the box next to the folder. (The files contained in the folder are automatically checked.)
- 3) Select the 'Settings' menu and select 'Options...'.- 4) Choose the 'Backup' tab.- 5) Choose 'Full Backup of All Selected Files'.- 6) Choose 'OK'.- 7) Choose 'Next Step'.- 8) Click on the drive to back up to.



destination drive

- 9) Choose 'Start Backup'.
- 10) Enter a name for the backup set.



enter backup set label

- 11) Choose 'OK'. (The backup operation status box appears.)

*NOTE: Later, after files have been modified or added, backup only the modified or added files since the last backup.*
- 12) Repeat steps 1) to 3).

- 13) Choose 'Differential Backup of selected files that have changed since the last backup.'
- 14) Choose 'OK'.
- 15) Choose 'Next'.
- 16) Click on the drive to back up to.



destination drive

- 17) Choose 'Start Backup'.
- 18) Click on the drive to which to back up.
- 19) Choose 'Start Backup'.
- 20) Enter a name for the backup set.



enter backup set label



## **Tape drive cannot run backup directly from diskette; Run backup on hard drive.**

### **Cause:**

A tape drive cannot run backup directly from a diskette drive.

### **Solution:**

Copy the diskette's contents to the hard drive and run backup from the hard drive.

- 1) Copy the diskette's contents to the hard drive.
- 2) Run Backup from the hard drive.

*NOTE: Make sure the tape drive is supported by Windows 95.*



## Not supported; Rename file or use LFNBK utility to backup.

### Cause:

The backup utility is not Windows 95-supported and does not support long filenames. This may cause long filenames to be destroyed during backup.

### Solution:

Rename the file or use the [LFNBK utility](#) to backup and restore long filenames. [Click here](#) for instructions.

- 1) Locate the LFNBK folder on the installation CD-ROM or diskette and copy to the desktop:
  - a) Select 'Find' from the 'Start' menu.
  - b) Enter LFNBK in the 'Find What' box.
  - c) Choose the drive containing the Windows 95 installation diskette or CD-ROM.
  - d) [Right-drag](#) the LFNBK folder from the 'Search results' window onto the desktop.
  - e) Right-click on the folder to display the popup menu.
  - f) Select 'Copy Here' to copy the LFNBK folder onto the desktop.
- 2) Close all other running programs.
- 3) Open [MS-DOS prompt](#).
- 4) Enter the following:  
LFNBK /B
- 5) (Optional) To report actions on a screen and backup and remove long file names on the hard disk, enter the following:  
LFNBK /V /B
- 6) Run the disk utility as described in the utility instructions.
- 7) Restart the computer.  
*NOTE: When Windows 95 is restarted, the default 'Start' menu will appear. The original 'Start' menu will return when restoring the long filenames.*
- 8) Run the LFNBK utility again by entering LFNBK /R to restore the long filenames.



**What is your Backup problem or question?**



**What is your DriveSpace problem or question?**



## How To: Compress a disk.

### Solution:

Select 'Drive Space' from the 'System Tools' drop-down menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'System Tools'.
- 5) Select 'DriveSpace'.



DriveSpace from menu.

- 6) Insert a diskette.
- 7) Select the drive to compress from the 'Drive on this computer' list.
- 8) Select 'Compress...' from the drive menu. (The 'Compress a drive' dialog box appears with estimated compression.)
- 9) Choose 'Start'. (Compression begins and may take several minutes.)  
*NOTE: The final compression ratio may be different from the estimated compression ratio.*
- 10) Choose 'Close'.



## How To: Uncompress a drive.

### Solution:

Select 'DriveSpace' from the 'Systems Tools' drop-down menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'System Tools'.
- 5) Select 'DriveSpace'.



DriveSpace from menu.

- 6) Select the drive to compress from the 'Drive on this computer' list.
- 7) Select the 'Drive' menu and select 'Uncompress...'. (The 'Uncompress a drive' dialog box appears with estimated compression.)
- 8) Choose 'Start'. (Uncompression begins and may take several minutes.)
- 9) Choose 'Close'.





**What is your Disk Defragmenter problem or question?**



## How To: Defragment a hard drive.

### Solution:

Open 'Disk Defragmenter' in 'System Tools' from the 'Accessories' menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'Disk Defragmenter'.



### Disk Defragmenter from menu

- 5) Select the drive to be defragmented from the drop-down list box. (A dialog box stating whether or not defragmentation is recommended for this disk appears.)
- 6) Do one of the following:
  - a) Choose 'Start' to begin defragmentation immediately.
  - b) Choose 'Advanced...' to specify whether the drive should be checked for errors or to specify a defragmentation method.
  - c) Choose one of the following options (depending on how badly the disk is fragmented):
    - 1] 'Full defragmentation (both files and free space). (This option will take longer.)
    - 2] 'Defragment files only'.
    - 3] 'Consolidate free space only'.
  - d) Choose 'OK'.
- 7) Choose 'Start' to begin defragmentation.



## **IDE/SCSI controller w/ other hard drive; Change the ID setting to other than 0.**

### **Cause:**

Drive C is attached to an IDE controller or there is an Adaptec AHA-1542C SCSI controller with another hard disk attached to it. The ID for the SCSI hard disk is set to 0 (zero). If the drive is compressed, a third-party utility was used. The drive is a read-only or locked drive, a network drive or an FFS drive. Or, the drive was created using the MS-DOS ASSIGN, SUBST or JOIN command.

### **Solution:**

Refer to the controller documentation to change the ID setting to anything but 0. If the drive was compressed, decompress using a third-party utility. If the drive is read-only, remove the read-only attribute.



## How To: Speed up slow disk defragmentation process.

### Solution:

Minimize the 'Fragmentation' window and check the 'Do not show defragmentation process details' option.

- 1) Do not show defragmentation process details. (The details screen slows down the defragmentation process.)



[Details button](#)

*NOTE: If the details screen is already displayed, choose 'Hide Details' to close it.*



[Hide Details](#)

- 2) Minimize the 'Defragmentation' window by clicking on the 'Minimize' button.



[minimize window button](#)



## How To: Rename a hard drive.

### Solution:

Display hard drive icon properties in 'My Computer' and enter a new name on the 'General' tab.

- 1) Open 'My Computer'.



My Computer

- 2) Right-click on the hard drive icon.
- 3) Select 'Properties...' from the popup menu.



hard drive popup

- 4) Choose the 'General' tab.
- 5) Enter a new name in the label box.



label box

- 6) Choose 'Apply'.
- 7) Choose 'OK' to return to 'My Computer' or Windows Explorer.
- 8) The new drive name should appear. If it does not, select the 'View' menu and select 'Refresh'.



## How To: View the contents of a drive.

### Solution:

Open the 'drive object' in 'My Computer'.

- 1) Open 'My Computer'.



[My Computer](#)

- 2) Do one of the following:
  - a) Use the menu:
    - 1] Select the drive icon.
    - 2] Select the 'File' menu and select 'Open'.
  - b) Double-click on the 'drive object' to open it. (The window displays the directories as [folders](#). The type of display depends on the [view option](#) selected.)



**No format command for network drive; Refer to qualified computer technician.**

**Cause:**

Windows automatically removes the format command from the network drive object to prevent accidental formatting.

**Solution:**

Refer this problem to a qualified computer technician.



## How To: Label a disk or diskette without having to format the diskette.

### Solution:

Display the 'Diskettes' properties sheet and enter a disk label up to 11 characters long.

- 1) Open 'My Computer'.
- 2) Do one of the following to display the 'Format floppy disk' dialog box:



[format disk](#)

- a) Use the 'File' menu:
  - 1] Click on the floppy drive icon to select it.



[drive object](#)

- 2] Select the 'File' menu and select 'Properties...'.  
b) Display the drive's popup menu:
  - 1] Right-click on the floppy drive icon.



[drive object](#)

- 2] Select 'Properties' from the popup menu.



[properties on popup](#)

- 3) Choose the 'General' tab. (The properties sheet displaying disk information appears.)
- 4) Enter a disk label in the 'Label' box. (The label may be up to 11 characters - 8 characters with a 3-character extension, and must comply with [filename rules](#).)



[enter a label](#)



- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## How To: Run ScanDisk.

### Solution:

Select 'ScanDisk' from the 'Systems Tools' menu in 'Accessories'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'ScanDisk'.



ScanDisk from menu

- 5) Select the drive to check for errors from the drive list.



ScanDisk Options

- 6) Select one of the following types of test:
  - a) Standard (checks for file and folder errors).
  - b) Thorough (surface testing option).

*NOTE: Surface testing requires a longer period of time to run ScanDisk.*

- 7) (Optional) Check the 'Automatically fix errors' option.
- 8) Choose 'Start'. (A 'Results' window appears when complete.)
- 9) Choose 'Close' to close the 'Results' window.
- 10) Choose 'Close' to close ScanDisk.



## How To: Determine available and used disk space.

### Solution:

Display the drive's 'Properties' sheet in 'My Computer'.

- 1) Open 'My Computer'.



My Computer

- 2) Select the drive.
- 3) Do one of the following:
  - a) Use the 'File' menu:
    - 1] Click on the drive icon to select it.



drive object

- 2] Select the 'File' menu and select 'Properties...'.
    - b) Display the drive's popup menu:
      - 1] Right-click on the drive icon.



drive object

- 2] Select 'Properties' from the popup menu.



properties on popup

- 4) Read the disk space statistics from the pie chart or the numbers above the chart.



disk space

- 5) (Optional) If disk space is low, do one or more of the following to free up disk space:
  - a) Backup and delete unneeded files from the drive:
    - 1] Choose the 'Tools' tab.

- 2] Choose 'Backup Now'.
  - 3] [Run a backup.](#)
- b) Delete [unnecessary](#) Windows files.
- c) Reduce the amount of disk space reserved for the 'Recycle Bin'.
- 1] Right-click on 'Recycle Bin' to display the popup menu.



[Recycle Bin](#)

- 2] Select 'Properties' from the popup menu.



[properties on popup](#)

- 3] Choose the 'Global' tab.
- 4] Move the slider to the left in the 'Maximum size of Recycle Bin section.' (The percentage of the drive dedicated to deleted files is displayed.)



## How To: Change the amount of space reserved for deleted files in 'Recycle Bin'.

### Solution:

Decrease the capacity of the 'Recycle Bin' by sliding the bar to the left.

- 1) Right-click on 'Recycle Bin' to display the popup menu.



Recycle Bin

- 2) Select 'Properties' from the popup menu.



properties on popup

- 3) Choose the 'Global' tab.
- 4) Move the slider to the left in the 'Maximum size of Recycle Bin section.' (The percentage of the drive dedicated to deleted files is displayed.)



## How To: Adjust Virtual Memory swap file size.

### Solution:

Open 'System' in 'Control Panel' and display the 'Performance' properties sheet. Choose 'Virtual Memory...'.  


*NOTE: It is advisable to defragment the hard drive to optimize performance of the swap file.*

- 1) Choose the 'Start' button to display 'Start menu'.
- 2) Select 'Settings' and then select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Virtual Memory...'. (The 'Virtual Memory' properties sheet displays.)



virtual memory

*CAUTION: It is advisable to let Windows adjust the virtual memory settings automatically. Manually adjusting settings should be done under the supervision of a qualified computer technician.*

- 6) Do one of the following:
  - a) Choose 'Let Windows manage my virtual memory settings (recommended)'. (This option lets Windows dynamically allocate disk space to serve as virtual memory as required.)
  - b) Choose 'Let me specify my own virtual memory settings.'
    - 1] Enter the hard disk on which the swap file is to be created. (The disk with the most free space and fastest CPU should be selected.)

*NOTE: A drive that has been compressed using a third-party compression utility should not be used.*

- 2] Enter the minimum size of the swap file in the 'Set Minimum' box. (Windows will not decrease the size of the swap file below this number.)
- 3] Enter the maximum size of the swap file.

*NOTE: The size of the swap file depends on how much RAM the computer has. For example, if the computer has 4 MB of RAM, at least 10 MB of free disk space is required for a swap file. If the*

*computer has 16 MB of memory, very little disk space is required for a swap file.*

- c) Choose 'Disable Virtual Memory'.

*CAUTION: Choosing this option may cause the computer to stop completely or degrade system performance. Do not choose this option unless specifically instructed by a qualified computer technician.*

- 7) Choose 'OK'.
- 8) Restart the computer for settings to take effect.



**What is your Documents problem or question?**





## How To: Link information between documents.

### Solution:

Paste the copied data with the 'Paste Link' option using the 'Paste Special' command.

- 1) Open the source software program.
- 2) Select the data to be linked.
- 3) Select the 'Edit' menu and select 'Copy'.
- 4) Open the destination software program.
- 5) Select the desired location in the destination document.
- 6) Select the 'Edit' menu and select 'Paste Special...'. (The 'Paste Special' dialog box appears.)



### Paste Special Dialog Box

*NOTE: If 'Paste Special...' does not exist on the 'Edit' menu the software program either doesn't support linking or uses a non-standard command to initiate linking.*

- 7) Select the data format to use to import the data.
- 8) Select the Paste Link option button.
- 9) Choose 'OK'.

*NOTE: If the 'Paste Link' option button is disabled the source software program probably does not support the linking feature.*



## How To: Embed information in a document.

### Solution:

Place the pointer where the data is to be embedded. Open the server application from either the 'Object' or the 'Edit' menu. Create the data and exit the server application.

- 1) Open the software program in which the document is to be created (for example, WordPad).
- 2) Position the insertion point in the document to receive the embedded data.
- 3) Select the 'Insert' menu and select 'Object' (or select the 'Edit' menu and select 'Insert Object' - depending on the software program)

*NOTE: If 'Insert Object' or 'Object' do not exist on the 'Insert' or 'Edit' menu, the software program either doesn't support embedding or uses a non-standard command to initiate embedding.*

- 4) Select the type of object from the 'Object Type' dialog box.
- 5) Do one of the following:
  - a) Choose 'Create New' to create a new object within the server application.
  - b) Choose 'Create from File' to embed an existing object.

*NOTE: Choose 'Browse' to locate the object.*

- 6) Select the 'File' menu and select 'Exit and Return' to leave the server software program and embed the object in the document.

*NOTE: These menus and commands may vary depending on the application being used.*



## **How To: Copy information from one document to another.**

### **Solution:**

Paste the copied data using the 'Paste' option in the 'Edit' menu.

- 1) Open the source software program..
- 2) Select the data to be copied.
- 3) Select the 'Edit' menu and select 'Copy'.
- 4) Open the destination software program.
- 5) Select the desired location in the destination document.
- 6) Select the 'Edit' menu and select 'Paste'.



## How To: Recreate the TELEPHON.INI file.

### Solution:

Run TAPIINI.EXE, which is located in the WINDOWS\SYSTEM directory.

*NOTE: TELEPHON.INI contains default settings.*

- 1) Choose the 'Start' button to display the Start menu.
- 2) Select the 'Start' menu and select 'Run...'.
- 3) Enter the following in the 'Open' box:

C:\WINDOWS\SYSTEM\TAPIINI.EXE

(where 'C:\WINDOWS' is the drive letter and directory that contains Windows 95)

(TELEPHON.INI will be recreated and store all settings for TAPI-enabled software program such as Fax and Dial-Up Networking.)



## How To: Delete a print job.

### Solution:

Open the printer icon, select the 'Document' menu and then select 'Cancel Printing'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Open the desired printer. (The printer queue opens.)
- 4) Select the print job to delete.
- 5) Select the 'Document' menu, and select 'Cancel Printing'.



## **Does disabling EMF spooling solve the problem?**

### **Action:**

- 1) Open the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Printers'.
- 3) Right-click on the printer icon.
- 4) Select 'Properties...' from the popup menu.
- 5) Choose the 'Details' tab.
- 6) Choose 'Spool Settings...'.
- 7) Choose 'Spool Print jobs so Program Finishes Printing faster'.
- 8) Make sure 'EMF' is unchecked in 'Spool Data Format' list box.



## **Low memory, and EMF enabled; Disable EMF spooling.**

### **Cause:**

The computer does not have enough memory to run EMF spooling.

Although enabling EMF increases printing speed, this is not true if the computer does not have sufficient memory to allow this background printing.

### **Solution:**

Disable EMF spooling.

- 1) Open the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Printers'.
- 3) Right-click on the printer icon.
- 4) Select 'Properties...' from the popup menu.
- 5) Choose the 'Details' tab.
- 6) Choose 'Spool Settings...'.
- 7) Choose 'Spool Print jobs so Program Finishes Printing faster'.
- 8) Make sure 'EMF' is UNCHECKED in the 'Spool Data Format' list box.



## **Is Download TrueType as Bitmap Soft Fonts checked?**

### **Action:**

- 1) Open the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Printers'.
- 3) Right-click on the printer icon.
- 4) Select 'Properties...' from the popup menu.
- 5) Choose the 'Fonts' tab.





## **Does checking Download TrueType as Bitmap solve the problem?**

**Action:**

- 1) Check 'Download TrueType as Bitmap Soft Fonts'.
- 2) Resend the print job.



## **Win95 prints TrueType as graphics on old printer; Use 'TrueTypes as Bitmaps'.**

### **Cause:**

Windows rasterizes each set of characters for each font size before sending output to the HP LaserJet II or III printer as a separate bitmap font. Windows 95 prints TrueTypes as graphics with the earlier laser printers.

### **Solution:**

Choose 'TrueTypes as Bitmaps'.

- 1) Open the 'Start' menu.
- 2) Select 'Settings' and then select 'Printers'.
- 3) Right-click on the printer icon.
- 4) Select 'Properties...' from the popup menu.
- 5) Choose the 'Fonts' tab.
- 6) Choose 'Send TrueTypes as bitmaps'.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.
- 9) Send the print job again.



## **Drag and drop unsupported by DOS programs in Win; Use the menu commands to print.**

### **Cause:**

DOS programs do not support drag and drop printing under Windows. Printing of an MS-DOS-based software program cannot be accomplished by dragging one of its documents to a printer icon in Windows.

### **Solution:**

MS-DOS programs do not support drag and drop printing under Windows. Printing of a DOS application can not be accomplished by dragging one of its documents to a printer icon in Windows.



## How To: Print documents from Explorer.

**Solution:**

Right-click on the document in Explorer and select 'Print' from the popup menu.

- 1) Right-click on the document in Explorer. (The popup menu appears.)
- 2) Select 'Print' from the popup menu.



## How To: Print out a fax when received.

### Solution:

Select the fax to print in the Exchange Inbox and select 'Print' from the 'File' menu.

- 1) Choose the 'Start' button to display the 'Start' menu and select 'Settings'.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Microsoft Exchange'. (The Microsoft Exchange application is launched.)



Select Microsoft Exchange

*NOTE: If the Microsoft Exchange object is not present on the menu add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 4) Open the 'Inbox' folder.
- 5) Select the fax title to print.
- 6) Select the 'File' menu and then select 'Print'.



## How To: View available network printers.

### Solution:

Open 'Network Neighborhood' and open the server object to which the printer is attached.

- 1) Open 'Network Neighborhood' on the desktop.



Network Neighborhood

- 2) Do one of the following:
  - a) Open the network server icon.
  - b) If the network server is not visible, open 'Entire Network', and then open the server.



Entire Network

- 3) Select a NetWare volume and right-click to display a popup menu.
- 4) Select 'Map Network Drive'. (A screen from which a network drive can be mapped is displayed.)
- 5) Select the drive letter to be mapped from the 'Drive' menu.
- 6) Check 'Reconnect at Startup'.



## How To: Display DOS path.

### Solution:

Check the 'Display the full MS-DOS path in the title bar' option in the View menu.

- 1) Select the 'View' menu and select 'Options...'.  
2) Choose the 'View' tab.  
3) Check the 'Display the full MS-DOS path in the title bar' option.



[DOS path option](#)

- 4) Choose 'Apply'. (The path of the selected file or folder will be displayed in the title bar.)  
5) Choose 'OK'.



**What is your Install or Add Application (software program) problem or question?**





## How To: Add additional Windows software program after Win 95 already installed.

### Solution:

Use the 'Add/Remove Programs' icon in the Control Panel.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Add/Remove Programs' icon.



[Add/Remove Programs icon](#)

- 4) Choose the 'Windows Setup' tab. (The 'Windows Setup' properties sheet appears.)
- 5) Check the component to be added.

*NOTE: Components are only present if installed during the original installation.*

- 6) (Optional) Choose 'Details...' to see what is included in the selected component.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## How To: Close a program without switching to it.

### **Solution:**

Right-click on the program button and select 'Close'.

- 1) Right-click on the program button on the taskbar.
- 2) Select 'Close' from the popup menu.
- 3) If the program does not close:
  - a) Press CTRL+ALT+DEL. (A list of active software programs is displayed.)
  - b) Select software program to close.
  - c) Choose 'End Task'.



## How To: Close running software program.

### Solution:

Choose the Close Button in the top right of the application's titlebar.



Close Button



## How To: Specify devices required only by a particular DOS software program.

### Solution:

Specify the configuration under the 'Advanced' button in the 'Program' tab in 'Properties...' sheet for the DOS software program.

Windows 95 allows the user to define the AUTOEXEC.BAT and CONFIG.SYS file configurations for DOS software programs.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The 'Properties' window appears.)
- 3) Choose the 'Program' tab. (The 'Program' tab sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Setting' window appears.)
- 5) Check 'MS-DOS mode'.
- 6) Choose 'Specify a new MS-DOS mode:'



### specifying MS-DOS configuration

- 7) Enter the desired configuration in the 'edit' window for this DOS software program.

*NOTE: The configuration needed for the particular DOS software programs will vary from software program to software program. Refer to that software program's documentation.*

- 8) (Optional) Use common configuration options.

- a) Choose the 'Configuration...' button.

*NOTE: A warning window may appear, if so Choose 'Yes'.*



### configuration options

- b) Check the options that the DOS software program requires.
  - c) Choose 'OK'.
- 9) Choose 'OK'.
  - 10) Choose 'Apply'.
  - 11) Choose 'OK'.





## **Different method of icon control when sizing windows; Arrange the icons.**

### **Cause:**

This problem occurs because Windows 95 uses a different method of icon control when sizing windows. This causes the minimized workbook icon to remain at the same x-y coordinate instead of being relocated to the bottom edge of the re-sized window.

### **Solution:**

Select the 'Arrange Icons' from the 'Window' menu. (This places the icons at the bottom edge of the window where they remain when the window is re-sized.)



## DOS window stays open to show messages; Check the 'Close on exit' check box.

### Cause:

The MS-DOS window remains open to display messages such as errors that may be generated by the MS-DOS-based software program.

### Solution:

Check the 'Close on exit' option in the program properties tab for the DOS application's icon.

- 1) Right-click on the icon for the MS-DOS-based application. (A popup menu appears.)
- 2) Select 'Properties'.
- 3) Choose the 'Program' tab.
- 4) Check 'Close on exit' to select that option.



'Close on exit' option

- 5) Choose 'Apply'.
- 6) Choose 'OK'.

*NOTE 1: The MS-DOS-based software program window should now close after the software program has finished executing.*

*NOTE 2: This setting must be changed for each MS-DOS-based software program individually. There is no way to set this option globally.*



## How To: Run a DOS-based software program.

### Solution:

Select 'Run...' from the 'Start' menu and enter the name of the DOS program to run.

Do one of the Following:

- 1) Run the program from the 'Start' menu.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Run...'
  - c) Enter the name of the DOS program in the 'Open' box.
  - d) Choose 'OK'.
- 2) Run the program from 'Windows Explorer'.
  - a) Open 'Windows Explorer'.



Explorer in Start menu

- b) Locate the DOS program file to run.
- c) Right-click on the file. (A popup menu appears.)
- d) Select 'Open'.



Open on DOS program file

*NOTE: DOS programs can also be started from a shortcut.*





**What is your Briefcase problem or question?**



## How To: Specify update actions for multiple documents in Briefcase.

### Solution:

Right-click on the document to be updated after starting the update process from the 'Briefcase' menu.

- 1) Choose the 'Start' button and open (double-click) 'My Briefcase'.



[My Briefcase](#)

- 2) Select the document(s) to be updated.

*NOTE: To select more than one file do one of the following: Hold down the CTRL key while selecting multiple documents, or hold down the SHIFT key while selecting a list of consecutive documents.*

- 3) Select 'Update Selection' from the 'Briefcase' menu. (The 'Update My Briefcase' window appears.)



[Update My Briefcase](#)

- 4) Right-click on a document. (A popup menu appears.)



[update actions](#)

- 5) Select one of the [update options](#). (The middle column of the Briefcase changes accordingly.)
- 6) (Optional) Repeat steps 4-5 for each additional update.
- 7) Choose 'Update'.



## How To: Remove all associations between a Briefcase file and its counterpart.

### Solution:

Select 'Split from Original' from the 'Briefcase' menu.

- 1) Open 'My Briefcase'.



[My Briefcase](#)

- 2) [Select the document\(s\)](#) to be disassociated.
- 3) Select 'Split from Original' from the 'Briefcase' menu. (A confirmation window appears.)
- 4) Choose 'Yes'. (The file(s) remains in the Briefcase with an [Orphan status](#).)



## How To: Use Briefcase with a diskette.

### Solution:

Drag the 'Briefcase' from the desktop to the diskette drive in 'My Computer'.

- 1) Insert a diskette into the drive.
- 2) Move the Briefcase to a floppy drive by doing one of the following:
  - a) Using 'My Computer'.
    - 1] Open 'My Computer'.
    - 2] Drag the briefcase from the desktop onto the drive.
  - b) Using the popup menu.
    - 1] Right-click on the Briefcase.
    - 2] Select 'Send to'.
    - 3] Select the drive with the diskette.
- 3) Remove the diskette.
- 4) Place the diskette in a second computer.
- 5) Open 'My Computer'.
- 6) Open the drive containing the diskette.
- 7) Open the 'Briefcase'.
- 8) (Optional) Right-drag documents to desktop.

*NOTE: To speed up access, documents can be transferred from the Briefcase diskette to the computer for editing, then transferred back to the Briefcase diskette when done.*



## **Briefcase was moved instead of copied; Copy the Briefcase.**

### **Cause:**

Briefcase functionality is easily misunderstood. Briefcase is moved instead of copied.

### **Solution:**

Briefcase functionality is utilized by moving the Briefcase icon to the floppy drive. When moved, the Briefcase (files and icon) are transferred. When the Briefcase is moved, it is no longer accessible from its origin. The Briefcase can be copied, but its contents are not transferred.



**What is your Cover Page Editor question?**



## How To: Customize a fax cover page.

### Solution:

Select 'Fax' from the 'Accessories' menu and select 'Cover Page Editor'.

*NOTE: Microsoft Fax only applies security to faxes that have been sent as editable files. Rendered faxes can not be secured.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'Fax' from the 'Accessories' menu.



Fax in Accessories menu

*NOTE: If the Microsoft Fax is not present on the menu, add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 5) Select 'Cover Page Editor'. (The 'Cover Page Editor' appears.)
- 6) Choose 'Open...' from the 'File' menu.
- 7) Select a cover sheet to customize.
- 8) Choose 'Open'.
- 9) To delete items, select them with the mouse and press DELETE.
- 10) To insert items, select an item from the 'Insert' menu.
- 11) To move items, click and drag them to a new location.
- 12) When finished, select 'Save' from the 'File' menu.



## How To: Create a fax cover sheet.

### Solution:

Create the cover sheet when using the 'Compose New Fax' Wizard or use the 'Fax Cover Page Editor'.

Do one of the following:

- 1) Use the ['Compose New Fax' Wizard](#) if the fax has not yet been created:
  - a) Choose 'Yes. Send this one.' when the screen prompting 'Do you want a cover page' appears.



[cover page option](#)

- b) Do one of the following:
  - 1] Select the cover page from the list box.
  - 2] Choose 'Options...'.
    - a] Check 'Send cover page'.
    - b] Select a cover page from the drop-down list box.
    - c] Choose 'Browse'.
      - 1} Select a user-created .CPE file from the list of folders.

*NOTE: The file must have a .CPE extension.*
      - 2} Choose 'Open'.
    - d] Choose 'Apply'.
  - c) Choose 'OK'.
  - d) Choose 'Next' to continue composing the fax.
- 2) Use the 'Fax Cover Page Editor':
  - a) Choose the 'Start' button to display the ['Start' menu](#).
  - b) Select 'Programs'.



[Select programs](#)

- c) Select the 'Programs' menu and select 'Accessories'.
- d) Select 'Fax' from the 'Accessories' menu.





Fax in Accessories menu

- e) Select 'Cover Page Editor'.
- f) Select 'Recipient' from the 'Insert' menu.
- g) Select a 'recipient option' from the popup menu.



recipient options

- h) Select 'Sender' from the 'Insert' menu.
- i) Select 'Name'.
- j) Select 'Fax number'.

*NOTE 1: The 'Cover Page Editor' automatically fills in the sender fields with information from the 'User Properties' sheet in 'Fax Setup'.*

*NOTE 2: 'Recipient', 'Sender Name', and 'Sender Fax number' are the minimum required fields.*



## How To: Specify working directory for an software program.

### Solution:

Enter the working directory in the 'Start in' box in the shortcut properties.

- 1) Right-click on icon.
- 2) Select 'Properties...' from the popup menu.
- 3) Select the 'Shortcut' tab.
- 4) Enter the working directory in the 'Start in' box.



Start in box

- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## How To: Assign a new icon to a DOS software program.

### Solution:

Use the 'Program' tab in the 'Properties' window to access the 'Change Icon...' button.

- 1) Right-click on icon to be changed.
- 2) Select 'Properties...' from the popup menu.
- 3) Select the 'Program' tab.
- 4) Choose the 'Change Icon...' button.



[change icon button](#)

- 5) Choose a new icon in the dialog box.



[Change Icon dialog box.](#)

- 6) (Optional) Choose 'Browse..' to use additional icon files.

*NOTE: A set of Icons that come with Windows 95 is in the file: C:\WINDOWS\SYSTEM\shell32.dll*

- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## How To: Run a DOS-based software program in exclusive (single) mode.

### Solution:

Specify the configuration under the 'Advanced' button in the 'Program' tab in 'Properties...' sheet for the DOS software program.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The 'Properties' window appears.)
- 3) Choose the 'Program' tab. (The 'Program' tab sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Setting' window appears.)
- 5) Check the 'MS-DOS mode'.
- 6) Select the 'Use current MS-DOS configuration' radio button.



Using MS-DOS mode

*NOTE: A specific MS-DOS mode configuration can be used when necessary.*

- 7) Choose 'OK'.
- 8) Choose 'Apply'.
- 9) Choose 'OK'.



## How To: Cut and paste data to or from a DOS software program.

### Solution:

Use the commands available from the 'Edit' sub-menu in the 'DOS application window' menu.

*NOTE: Data cannot be cut from a DOS software program. Data can be copied from a DOS software program to the clipboard only when running in a window, not full screen.*

- 1) To copy data to the windows clipboard, do the following:
  - a) Run the DOS application in a window.
  - b) Open the 'window' menu by clicking on the icon in the top left corner of the window.



#### DOS window menu

- c) Select 'Edit'. (A sub-menu appears.)
  - d) Select 'Mark' from the 'Edit' sub-menu.
  - e) Click and drag the mouse in a diagonal motion to select a block of text.
  - f) Press ENTER to copy the selection to the Windows clipboard.
- 2) To Paste data from the windows clipboard into a DOS software program do the following:
  - a) Run the DOS application in a window.
  - b) Position the cursor where the data is to be pasted.
  - c) Open the window menu by clicking on the icon in the top-left corner of the window.



#### DOS window menu

- d) Select 'Edit'. (A sub-menu appears.)
  - e) Select 'Paste' from the 'Edit' sub-menu.



## Print Screen different in Windows and DOS; Use Print Screen and word processor.

### Cause:

Print Screen works differently under Windows than under MS-DOS. The Print Screen key causes an image of the entire screen to be copied to the clipboard.

### Solution:

Use the Print Screen key to copy the DOS screen to the clipboard. Paste and print the data in a word processor.

- 1) Start the MS- DOS software program, and then press Print Screen.

*NOTE: If the DOS application is running in a window, press ALT-Print Screen.*

- 2) Open the word processor of choice.

*NOTE: WordPad is used here as a standard default.*

- a) If Windows 95 Taskbar is not present, then Press ALT-TAB to switch back to a windows program. (The Windows 95 Taskbar is displayed.)
  - b) Select the 'Start' menu.
  - c) Select the 'Programs' menu and select 'Accessories'.
  - d) Select 'WordPad'. (WordPad application is launched.)
- 3) Select the 'Edit' menu and select 'Paste'. (The DOS screen image is pasted in the word processor.)
  - 4) Select the 'File' menu and select 'Print'.



## **DOS program set to run in MS-DOS mode; Uncheck the 'MS-DOS mode' check box.**

### **Cause:**

If the DOS software program is set to run in MS-DOS mode, the software program cannot be run in a window. Windows is shut down to run the software program in an exclusive DOS mode.

### **Solution:**

Uncheck the 'MS-DOS mode' under the 'Advanced...' button in the 'Program' tab in 'Properties...' sheet for the DOS application.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The 'Properties' window appears.)
- 3) Choose the 'Program' tab. (The 'Program' tab sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Setting' window appears.)
- 5) Uncheck the 'MS-DOS mode'.
- 6) Choose 'OK'.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## How To: Run a program in a DOS window and return to Windows without rebooting.

### Solution:

Specify the MS-DOS mode under the 'Advanced' button in the 'Program' tab in 'Properties...' sheet for the DOS application.

Windows 95 allows the user to enter a single DOS environment temporarily terminating Windows. After exiting the DOS software program Windows starts again.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The 'Properties' window appears.)
- 3) Choose the 'Program' tab. (The 'Program' tab sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Setting' window appears.)
- 5) Check the 'MS-DOS mode'.
- 6) (Optional) Choose 'Specify a new MS-DOS mode:'



### specifying MS-DOS configuration

- 7) (Optional) Enter the desired configuration in the 'edit' window for this DOS software program.

*NOTE: The configuration needed for the particular DOS software programs will vary from software program to software program. Refer to that software program's documentation.*

- 8) (Optional) Use common configuration options.

- a) Choose the 'Configuration...' button.

*NOTE: A warning window may appear, if so Choose 'Yes'.*



### configuration options

- b) Check the options required by the DOS software program.
- c) Choose 'OK'.
- 9) Choose 'OK'.
- 10) Choose 'Apply'.
- 11) Choose 'OK'.







## How To: Run a batch file before running a DOS software program.

### Solution:

Set the batch file in the software program's 'Program' properties sheet.

- 1) Right-click on icon.
- 2) Select 'Properties...' from the popup menu.
- 3) Select the 'Program' tab.
- 4) Enter the [batch file](#) path and name in the 'Batch file:' box.



[Setting batch file](#)

- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## How To: Select text in DOS window.

### Solution:

Choose 'Mark' from the 'Edit' sub-menu in the 'DOS application window' menu.

- 1) [Run the DOS application in a window.](#)
- 2) Open the window menu by clicking on the icon in the top-left corner of the window.



[DOS window menu](#)

- 3) Select 'Edit'. (A sub-menu appears.)
- 4) Select the 'Edit' menu and select 'Mark'.
- 5) Click and drag the mouse in a diagonal motion to select a block of text.
- 6) Press ENTER to copy the selection to the Windows [clipboard](#).



**What is your Microsoft Exchange problem or question?**



## How To: Create a profile in Microsoft Exchange.

### Solution:

Open 'Mail and Fax' in 'Control Panel' and start the Microsoft Exchange Setup Wizard by choosing 'Show Profiles' and 'Add'.

- 1) Choose the 'Start Button' to display the [Start menu](#).



[Start button](#)

- 2) Select 'Settings'.
- 3) Select 'Control Panel'.



[Control Panel](#)

- 4) Open the 'Mail and Fax' icon. (The Microsoft Exchange properties sheet appears.)



[Mail and Fax](#)

- 5) Choose the 'Services' tab.
- 6) Choose 'Show Profiles...' to view existing profiles. (The 'General' properties sheet appears listing all the profiles set up on the computer.)



[list of profiles](#)

- 7) Choose 'Add'. (The Inbox Setup Wizard appears.)



[Inbox Setup Wizard](#)

- 8) Use existing services:
  - a) Choose 'Use the following information services'.
  - b) Check which of the installed services to use.
- 9) Choose 'Next'.

- 10)** Enter a profile name.

*NOTE: The next set of Wizard steps will depend on the services chosen to be installed in step 8)b).*

- 11)** Choose 'Next'. (The Microsoft Fax dialog box appears.)

- 12)** Select a fax modem from the 'Available fax modems' list box.

- 13)** Choose one of the following options from the 'Answer Mode' section:

- a)** Choose 'Answer after \_ rings' if the phone line is used primarily to answer faxes. (Enter the number of rings.)
- b)** Choose 'Manual' if the phone is used mainly for voice calls.

- 14)** Choose 'Next'.

- 15)** Enter the user's name, country and fax number.

- 16)** Choose 'Next'. (The Microsoft Mail dialog box appears.)

- 17)** Do one of the following:

- a)** Accept the current path and post office address by choosing 'Next'.
- b)** Choose 'Browse'.

*NOTE: Additional Wizard steps may appear if additional services are included in the profile being created. Continue with the Wizard until steps are complete.*

- 18)** Choose 'Finish'.



## How To: Choose a profile in Microsoft Exchange to be used at startup.

### Solution:

Open 'Microsoft Exchange' and choose 'Always use this profile' on the 'General' properties sheet.

- 1) Open (double-click) 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Options...'. (The General properties sheet displays.)
- 3) Choose 'Always use this profile' in the 'When starting Microsoft Exchange' section.



[always use this profile](#)

- 4) Select from the drop-down list of available profiles.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## How To: Add an information service to a profile.

### Solution:

Select the 'Tool's menu and select 'Options...'. Select the 'Services' tab to add a service.

- 1) Open (double-click) 'Inbox' from the desktop.



#### Microsoft Exchange Inbox

- 2) In Microsoft Exchange, select the 'Tools' menu and select 'Options...'. (The Options window displays.)
- 3) Select the 'Services' tab. (The 'Services Properties' sheet is displayed.)



#### Adding a service

- 4) Select a service from the 'Available information services' list.
- 5) Choose 'OK'.

*NOTE: Each of the different types of services that could be added will prompt for their own unique settings. Follow the prompts accordingly.*





## How To: Specify which address book to use.

### Solution:

Select 'Address Book' from the 'Tool' menu in Microsoft Exchange.

- 1) In Microsoft Exchange, Select 'Address Book' from the 'Tool' menu. (The Address Book managing window appears.)



[Address Book on Tool menu](#)

- 2) Select the desired address book from the 'Show Names from the' list box.



[Selecting an address book](#)

- 3) (Optional) Double-click on a name to modify the properties for that name.
- 4) Select 'Close' from the 'File' menu to return to Microsoft Exchange.



## How To: Add a Personal Information Store in Microsoft Exchange.

### Solution:

Select 'Options' from the Microsoft Exchange 'Tool' menu. Then choose the 'Add' button from the 'Services Properties' sheet.

- 1) Open 'Inbox' from the desktop to start Microsoft Exchange.



Microsoft Exchange Inbox

- 2) Select the 'Tools' menu and select 'Options'.
- 3) Select the 'Services' tab.
- 4) Choose the 'Add' button.



add services

- 5) Select 'Personal Folders'.
- 6) Choose 'OK'. (The Create/Open dialog box appears.)
- 7) Create a new file by entering a new name.
- 8) Choose 'Open'. (The Personal settings dialog box appears.)



Personal settings

- 9) Enter a name for the service.
- 10) (Optional) Enter and verify a password.
- 11) Choose 'OK'. (The new service appears in the service list.)



## **Exclusive mode disables the mouse; Disable exclusive mode.**

### **Cause:**

Exclusive mode disables the mouse in Windows while the DOS software program is Open.

### **Solution:**

Deactivate the 'Exclusive mode' in the DOS applications 'Misc' 'Properties'.

- 1) Right-click on the DOS applications icon. (The popup menu appears.)
- 2) Select 'Properties...'. (The 'Properties' dialog box appears.)
- 3) Choose the 'Misc' tab. (The 'Misc' tab sheet appears)



[Misc tabsheet](#)

- 4) Confirm that '[Exclusive mode](#)' is unchecked.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.



**What is your Paint problem or question?**



## How To: Add text to a drawing in Paint.

### Solution:

Choose the text tool and click to create an edit area.

- 1) Choose the text tool in the tool box.



[text tools in paint](#)

- 2) Choose a color for the text.
- 3) Click and drag the mouse pointer to create an edit area. (An outline area and the text tool appear.)

*NOTE: If text tool does not appear, right-click in the edit area and select text tool from the popup menu.*

- 4) (Optional) Select font and font size from the font list in the text tool.
- 5) (Optional) Choose any desired font attributes on the text tool: Bold, Italics or Underline.
- 6) Enter text.

*NOTE 1: The edit area will expand downward to accommodate larger entries.*

*NOTE 2: To expand or contract the edit area, drag a [handle](#).*

*NOTE 3: To move the edit area, drag the outline.*



## **RLE files not in list; Select 'All Files (\*.\*)' from 'Files of Type' list box.**

### **Cause:**

Even though Paint can open RLE files, it is not available as a choice in the 'Files of type' list box.

### **Solution:**

Select 'All Files (\*.\*)' from the 'Files of Type' list box.

Do one of the following to display [RLE files](#).

- 1) Enter \*.RLE in the 'File name' box. (Only files with the RLE format are displayed.)
- 2) Select 'All Files (\*.\*)' from the 'Files of Type' list box. (All file formats are displayed.)



[Selecting RLE files in Paint](#)



## How To: Change the background color of a drawing in Paint.

### Solution:

Use the fill tool on a new screen.

- 1) Select the 'File' menu and select 'New'. (A blank background appears.)
- 2) Choose the fill tool in the tool box.



fill tool

- 3) Choose a color for the background.
- 4) Position the pointer on the background and click. (The background changes to desired color.)



**What is your Phone Dialer problem or question?**





## How To: Use a calling card with Phone Dialer.

### Solution:

Check the 'Dial Using Calling Card' option on the 'My Locations' properties sheet and select the type of calling card. Enter the calling card number.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories'.
- 4) Select 'Phone Dialer'.



### Phone Dialer

- 5) Select the 'Tools' menu and select 'Dialing Properties...'.  
6) Check 'Dial Using Calling Card' on the 'My Locations' properties sheet. (The 'Change Calling Card' dialog box appears.)



### Use Calling Card

- 7) Do one of the following:



### Selecting Calling Card

- a) Use a defined calling card type:
  - 1] Select the calling card type from the 'Calling Card to Use' list box.
  - 2] (Optional) Choose 'Advanced...' to modify the dialing rules.



### Dialing Rules box

- b) Create a new calling card type:
  - 1] Choose 'New'. (The Create New Calling Card dialog box appears.)



#### New Calling Card.

- 2] Enter a name for the calling card.
- 3] Choose 'OK'.
- 4] Choose 'Advanced...' to define the dialing rules.  
*NOTE: Dialing rules can be defined from scratch or copied from a previously-defined card and then customized as needed.*
- 5] (Optional) Copy a predefined calling card's rules.
  - a] Choose 'Copy From...'.
  - b] Select a calling card from the list.
  - c] Choose 'OK'.
- 6] Modify the dialing rules as needed.



#### Dialing Rules box

- 7] Choose 'Close'.
- 8) Enter the calling card number.
- 9) Choose 'OK'.
- 10) Choose 'OK' to close the 'My Locations' properties sheet.
- 11) Dial the desired phone number.



## How To: Add a speed dial number to Phone Dialer.

### Solution:

Select 'Speed Dial' from Phone Dialer's 'Edit' menu, select a button and enter the phone number.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories'.
- 4) Select 'Phone Dialer'.



### Phone Dialer

*NOTE: If the number is an international number it must be entered in international format. An internal or local number can be dialed exactly as it appears. Do not enter calling card numbers here.*

- 5) Select the 'Edit' menu and select 'Speed Dial...'.  
6) Select a button from the 'Speed Dial' properties sheet.



### Speed Dial

- 7) Enter a name for the connection in the 'Name' box.
- 8) Enter a phone number in the 'Number' box.
- 9) Choose 'Save'. (The name appears in the 'Phone Dialer' 'speed dial' button.)
- 10) Choose the appropriate speed dial button to dial the phone number.



## How To: Configure the 'Recycle Bin' to use less disk space.

### Solution:

Decrease the capacity of the 'Recycle Bin' by sliding the bar to the left.

- 1) Right-click on the 'Recycle Bin' icon to display the popup menu.



Recycle Bin

- 2) Select 'Properties' from the popup menu.



properties on popup

- 3) Choose the 'Global' tab.
- 4) Move the slider to the left in the 'Maximum size of Recycle Bin section.' (The percentage of the drive dedicated to deleted files is displayed.)



**What is your Recycle Bin question?**



## How To: Remove an software program from the computer.

### Solution:

Delete the program files or folder from Windows Explorer.

Do one of the following:

- 1) If programs have been installed using the [Windows 95 Add/Remove install feature](#):
  - a) Select the ['Start' menu](#) and select 'Settings'.
  - b) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- c) Open the 'Remove/Add Programs' icon.



[Remove/Add Programs](#)

- d) Select program to be removed.
  - e) Choose 'Add/Remove'.
- 2) Remove programs from hard drive directly.
  - a) Open 'My Computer', ['Windows Explorer'](#) or the folder containing the program files.



[My Computer](#)



[Explorer in Start menu.](#)

- b) Locate the program files to be deleted.
  - c) Click on the folder or file to be deleted.

*NOTE: Be sure not to delete data files that may be important to the user.*

- d)** Select the 'File' menu and select 'Delete'.



## How To: Run an software program.

### Solution:

Select the application's icon from the 'Start' menu.

Do one of the following:

1) Select the software program's icon from the 'Start' menu.

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Programs'.



- c) Select the desired program group.
  - d) Select the desired software program.
- 2) Select the 'Start' menu and select 'Run...'.  
a) Select the 'Start' menu.  
b) Select 'Run...'.  
c) Enter the path and filename of the software program in the 'Open' box.  
d) Choose 'OK'.
- 3) Run the program from Windows Explorer.  
a) Open 'Windows Explorer'.



- b) Locate the software program file to run.
- c) Right-click on the file. (A popup menu appears.)
- d) Select 'Open'.

*NOTE: Software program can also be started from a shortcut.*





## **Shortcut only used for items in Programs folder; Move/copy shortcut to Programs.**

### **Cause:**

Windows 95 doesn't support using shortcut hot keys to launch software programs from the desktop. Shortcut hot keys can be used to launch only those items located in the 'Programs' folder.

### **Solution:**

Move or copy the shortcut from the desktop to the 'Programs' folder.

- 1) Move or copy the clipboard from the desktop to the 'Programs' folder.
- 2) Launch the software program from the 'Programs' folder using the assigned hot key.



**What is your HyperTerminal problem or question?**



## Is the program installation file found?

**Action:**

- 1) Check the program documentation for the installation command (example: SETUP.EXE).
- 2) Use the [find utility in Windows](#) and search for the installation file from step 1 above on the program diskettes or CD-ROM.



## **Install file entered wrong or corrupt; Ensure correct filename or get new disks.**

### **Cause:**

The executable filename which begins the MS-DOS program installation was entered incorrectly or is corrupted.

### **Solution:**

Make sure the executable filename and path are correctly entered or obtain new program diskettes.



## **Does installing program from the MS-DOS prompt solve the problem?**

### **Action:**

Install the program from the MS-DOS prompt.

- 1) [Open the 'MS-DOS Prompt'.](#)
- 2) Enter CD\ to exit the WINDOWS directory.
- 3) Enter the program filename as described in the program instructions.



## **Missing parameters; Run the program from the DOS prompt.**

**Cause:**

Unknown.

**Solution:**

- 1) [Open the 'MS-DOS Prompt'.](#)
- 2) Enter CD\ to exit the WINDOWS directory.
- 3) Enter the program filename as described in the program instructions.



## Incompatible MS-DOS program; Restart to previous version of MS-DOS.

### Cause:

The MS-DOS program may not be compatible with the Windows 95 MS-DOS environment.

### Solution:

Contact the program manufacturer. As a workaround, exit Windows and restart to the previous version of MS-DOS.

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select the root directory in which to search. EXAMPLE: C:3) Enter 'MSDOS.SYS' in the 'Named' box.



enter MSDOS

- 3) Choose 'Find Now'.
- 4) Right-click on the file named MSDOS.SYS in the 'Find Results' window to display the popup menu.
- 5) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 6) Right-click on the MSDOS.SYS file again.
- 7) Select 'Properties...' from the popup menu.



properties from popup

- 8) Choose the 'General' tab.
- 9) Uncheck 'Read-only', 'Hidden', and 'Archive'. (This removes the MSDOS.SYS default attributes and enables the file to be edited.)



remove attributes

- 10) Choose 'Apply'.
- 11) Choose 'OK'.
- 12) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The search results window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*

- 13) Select the 'File' menu and select 'Open with...'. (The 'Open With' dialog box displays.)
- 14) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 15) Enter the following in the 'Options' section:

BootMulti=1



BootMulti=1

- 16) Select the 'File' menu and select 'Save As...'. (The 'Save As' dialog box displays.)
- 17) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 18) Shut down Windows and restart the computer.
- 19) Press F4 when starting the computer to boot to the previous MS-DOS version.





**What is the status of the MS-DOS program after attempting to enter keystrokes?**

**Action:**

Try entering keystrokes in the program.



## **DOS program running in exclusive mode; Uncheck the 'MS-DOS mode' check box.**

### **Cause:**

The MS-DOS program is running in exclusive mode and does not recognize Windows.

### **Solution:**

Uncheck the 'MS-DOS mode' check box under the 'Advanced...' button in the 'Program' tab in

Properties...' sheet for the DOS application.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The properties window appears.)
- 3) Choose the 'Program' tab. (The 'Program' properties sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Setting' window appears.)
- 5) Uncheck the 'MS-DOS mode' check box.
- 6) Choose 'OK'.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## **DOS-based program is frozen; End the task.**

### **Cause:**

The DOS-based program is frozen and no longer responding to the system.

### **Solution:**

Press CTRL+ALT+DEL and choose 'End task'.

Do one or both of the following:

- 1) Press CTRL+ALT+DEL and choose 'End task'.
- 2) If the task cannot be ended, press CTRL+ALT+DEL to restart the system.



## DOS window stays open to show messages; Setup DOS program to close on exit.

### Cause:

The MS-DOS window remains open to display any messages, such as errors, that may be generated by the MS-DOS-based software program.

### Solution:

Check the 'Close on exit' option in the program properties tab for the DOS application's icon.

- 1) Right-click on the icon for the MS-DOS-based software program. (A popup menu appears.)
- 2) Select 'Properties'.
- 3) Choose the 'Program' tab.
- 4) Check 'Close on exit' to select that option.



'Close on exit' option

- 5) Choose 'Apply'.
- 6) Choose 'OK'.

*NOTE 1: The MS-DOS-based software program window should now close after the software program has finished executing.*

*NOTE 2: This setting must be changed for each MS-DOS-based software program individually. There is no way to set this option globally.*



## MS Exchange not included in Windows 95 Setup; Use 'Add/Remove Program'.

### Cause:

The Microsoft Exchange program has not been included in the Windows 95 setup.

### Solution:

Use the 'Add/Remove Programs' icon in the Control Panel.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Add/Remove Programs' icon.



Add/Remove Programs icon

- 4) Choose the 'Windows Setup' tab. (The 'Windows Setup' properties sheet appears.)
- 5) Check 'Microsoft Exchange'.

*NOTE: Microsoft Exchange will be present only if installed during the original installation. If Microsoft Exchange is not present run the Windows 95 Setup program again and select Microsoft exchange for installation.*


- 6) (Optional) Choose 'Details...' to see what is included in the selected component.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## Are shortcut properties correct?

### Action:

Check the program icon properties - make sure the path and directory are OK:

- 1) Right-click on the program icon to display the popup menu.
- 2) Select 'Properties...'.  


[properties on popup](#)

- 3) Choose the 'Shortcut' tab.
- 4) Make sure the program name and path are correct.
- 5) Check if the parent folder name contains any spaces.



## **ERROR: The specified path is invalid due to incorrect shortcut properties.**

### **Error:**

The specified path is invalid.

### **Cause:**

The program name and/or path are incorrectly entered or the file is located in a path name that contains a space in one of the parent folder's name. Even though the folder name is valid and accepted by Window 95, this is a problem. This is a bug in Windows 95.

### **Solution:**

Do one of the following:

- 1) Move the file to a path name that does not contain spaces.
- 2) Rename the parent directory to a name that does not contain spaces.



## **ERROR: The specified path is invalid when running an software program due to .**

### **Error:**

The specified path is invalid.

### **Cause:**

16-Bit software programs that ran well in Windows 3.1x may not run in Windows 95 due to missing DLL, .INI or Registry entries.

### **Solution:**

Reinstall the application. (It is recommended that the Windows 95 version of the application be run.)





## Possible memory or disk space problem; Restart.

### Cause:

Software programs may freeze due to various causes such as memory or disk space.

### Solution:

Press CTRL+ALT+DEL and choose 'End Task'.

Alternative solutions to shutting down a DOS software program:

- 1) Use the Shut Down menu:
  - a) Press CTRL+ALT+DEL
  - b) Choose 'End Task'.
- 2) Use the Taskbar:
  - a) Press ALT+TAB to close the DOS application window.
  - b) Right-click on the application button on the Taskbar.
  - c) Select 'Close'.

*NOTE: To prevent software programs from freezing, reduce the number of running software programs.  
Increase disk space if the problem still occurs.*



## Does running DOS application in full screen and changing settings solve problem?

### Action:

- 1) Right-click on the DOS program icon on the desktop to display the popup menu.
- 2) Select 'Properties...' from the popup menu.



[properties on popup](#)

- a) Choose the 'Program' tab to change the [program settings](#).



[Program sheet](#)

*NOTE: Refer to program documentation for correct settings.*

- 3) Choose the 'Screen' tab and choose 'Full Screen' in the 'Usage' section.



## Low system video memory; Run the program in a full screen.

### Cause:

The system video memory is low this may occur when running a DOS-based program in a window.

### Solution:

Check the DOS program properties and run the program in a full screen.

- 1) Right-click on the DOS program icon on the desktop to display the popup menu.
- 2) Select 'Properties...' from the popup menu.



- 3) Choose the 'Program' tab to change the [program settings](#).



[Program sheet](#)

*NOTE: Refer to program documentation for correct settings.*

- 4) Choose the 'Screen' tab and choose 'Full Screen' in the 'Usage' section.



**Unknown cause for garbled program run; Refer to a qualified computer technician.**

**Cause:**

Unknown.

**Solution:**

Please refer this problem to a qualified computer technician.



## Does restarting computer and restarting program solve the problem?

### Action:

- 1) Press any key to end the program.  
*NOTE: Any unsaved data may be lost.*
- 2) Close any open programs.
- 3) Shut down the computer and restart to Windows.
- 4) Run the program causing the error again.



## **Does the Startup folder contain any programs?**

### **Action:**

Check for programs in the Startup folder:

- 1) Right-click on the 'Start' menu.
- 2) Choose 'Open'.



## Does removing programs from the Startup folder solve the problem?

### Action:

Remove programs from the Startup folder:

- 1) Do one of the following:
  - a) If programs are shortcuts:
    - 1] Right-click on the program in the Startup folder. (A popup menu appears.)
    - 2] Select 'Delete'.
  - b) If programs objects are not shortcut icons:
    - 1] Right-drag the icon onto the desktop.
    - 2] Select 'Move here' from the popup menu.
- 2) Repeat step 1) for all programs in the Startup folder.
- 3) Shut down the computer and reboot to Windows.
- 4) Run the application causing the error again.



## Do the Load= and Run= statements load any programs or drivers?

### Action:

Check the Load= and Run= statements in WIN.INI:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



Select programs

- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select 'WordPad'.



WordPad

- 5) Select the 'File' menu and select 'Open...'
- 6) Select the WINDOWS directory.
- 7) Open WIN.INI.
- 8) Locate the [Windows] section.
- 9) Locate the Load= and the Run= statements. If text appears after the equals sign (=), then they are loading a program or driver.





## Does removing Load= and Run= statements solve the problem?

### Action:

Disable any programs or drivers loading in WIN.INI:

- 1) Enter a semi-colon (;) before each of the Load= and Run=
- 2) Select the 'File' menu and select 'Save' to save WIN.INI
- 3) Shut down the computer and restart the computer to Windows.
- 4) Run the application causing the error again.



## **ERROR: <program name> caused an exception <number> due to Windows 3.1 program.**

### **Error:**

<program name> caused an exception <number> in module KERNEL32.DLL at <address>.

### **Cause:**

A Windows 3.1x driver or program is being loaded that conflicts with the software program.

### **Solution:**

Remove any programs in the Load or Run sections of WIN.INI.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'WordPad'.



WordPad

- 5) Select the 'File' menu and select Open...!
- 6) Select the WINDOWS directory.
- 7) Open WIN.INI.
- 8) Locate the [Windows] section.
- 9) Locate the Load= and the Run= lines.
- 10) Enter a semi-colon (;) before each of the Load= and Run=
- 11) Select the 'File' menu and select 'Save' to save WIN.INI.
- 12) Shut down the computer and restart to Windows.
- 13) Run the causing the error again.



## Does disabling AUTOEXEC.BAT and CONFIG.SYS solve problem?

### Action:

Rename the AUTOEXEC.BAT and CONFIG.SYS to disable these at startup:

- 1) Open 'Windows Explorer'.
- 2) Use the 'File' menu:
  - a) Select the root folder (directory) (for example C:).
  - b) Select AUTOEXEC.BAT from the right-hand window.
  - c) Select the 'File' menu and select 'Rename'.
  - d) Enter a different name such as AUTOEXEC.XXX. (The existing name will automatically be replaced.)
- 3) Repeat steps 1) and 2) to rename CONFIG.SYS.
- 4) Shut down Windows.
- 5) Restart the computer.



## **ERROR: Excel caused an exception error due to AUTOEXEC.BAT/CONFIG.SYS.**

### **Error:**

<program name> caused an exception <number> in module KERNEL32.DLL at

### **Cause:**

A driver is being loaded when Windows starts which is causing a memory conflict.

### **Solution:**

Please refer this problem to a qualified computer technician.



## **ERROR: Excel caused an exception due to startup group programs.**

### **Error:**

<program name> caused an exception <number> in module KERNEL32.DLL at <address>.

### **Cause:**

Programs that startup automatically when Windows starts (because they are in the Startup folder) are causing memory conflicts with an software program or are lowering system resources.

### **Solution:**

Edit the 'Start' menu and remove any programs from the Startup folder.

Remove programs from the Startup folder:

- 1) Do one of the following:
  - a) If programs are shortcuts:
    - 1] Right-click on the program in the Startup folder. (A popup menu appears.)
    - 2] Select 'Delete'.
  - b) If programs objects are not shortcuts:
    - 1] Right-drag the icon onto the desktop.
    - 2] Select 'Move here' from the popup menu.
- 2) Repeat step 1 for all programs in the Startup folder.
- 3) Shut down the computer and restart to Windows.
- 4) Run the software program causing the error again.



**What is your WordPad problem or question?**



## Does reinstalling WordPad solve the problem?

### Action:

Delete WORDPAD.EXE or the corrupt applet and reinstall.

Use the [Windows 95 Add/Remove install feature](#).

- 1) Select the ['Start' menu](#) and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Remove/Add Programs' icon.



[Remove/Add Programs](#)

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.



[Select Accessories](#)

- 6) Choose 'Details'.
- 7) Uncheck 'WordPad' (or other Windows 95 accessory that is corrupt).
- 8) Choose 'OK'.
- 9) Repeat steps 1-6.
- 10) Check 'WordPad'.
- 11) Choose 'OK'.
- 12) Insert the Windows 95 installation diskette or CD-ROM when prompted to reinstall the application.



## WordPad or applet files are corrupt; Delete & reinstall corrupt applet .EXE file.

### Cause:

The WordPad (or other applet files) are corrupt.

### Solution:

Delete WORDPAD.EXE or the corrupt applet and reinstall using Control Panel, Add/Remove.

Use the [Windows 95 Add/Remove install feature](#).

- 1) Select the ['Start' menu](#) and select 'Settings'.
- 2) Select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Remove/Add Programs' icon.



[Remove/Add Programs](#)

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.
- 6) Choose 'Details'.
- 7) Uncheck 'WordPad' (or other Windows 95 accessory that is corrupt).
- 8) Choose 'OK'.
- 9) Repeat steps 1-6.
- 10) Check 'WordPad'.
- 11) Choose 'OK'.
- 12) Insert the Windows 95 installation diskette or CD-ROM when prompted to reinstall the software program





## Corrupt Registry file caused by shut down; Restore the Registry.

### Cause:

The Registry file C:\WINDOWS\SYSTEM.DAT has become corrupt. This may be caused by unsuccessful shut down or sudden power loss.

### Solution:

Restore the Registry. Restart to MS-DOS. Remove the attributes and rename the SYSTEM.DAT and SYSTEM.DAO files. Rename the SYSTEM.1ST file to SYSTEM.DAT and restart Windows.

*CAUTION: It is suggested that the following steps be performed only by experienced users or a qualified computer technician.*

- 1) Shut down Windows and restart in MS-DOS mode.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Shut Down...'. (The Shut Down Windows dialog box appears.)
  - c) Select 'Restart the computer in MS-DOS mode?'.



### Shut Down Windows

- d) Choose 'Yes'.
- 2) Change to the root directory  
EXAMPLE: Enter CD\ to get the C:\ prompt to appear.
- 3) Enter the following to remove the attributes for the SYSTEM.DAT files:  
ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DAT (press ENTER)  
ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DA0 (press ENTER)  
ATTRIB -H -R -S C:\SYSTEM.1ST (press ENTER)  
(C:\ represents the root drive and can be replaced by the appropriate drive letter.)
- 4) Rename the SYSTEM.DAT and SYSTEM.DA0 files by entering:  
REN C:\WINDOWS\SYSTEM.DAT C:\WINDOWS\SYSTEM.111 (press ENTER)  
REN C:\WINDOWS\SYSTEM.DA0 C:\WINDOWS\SYSTEM.DA1 (press ENTER)
- 5) Copy the SYSTEM.1ST file referred to in step 3 over the SYSTEM.DAT file by entering:  
COPY C:\SYSTEM.1ST C:\WINDOWS\SYSTEM.DAT (press ENTER)

- 6) Reset the following file attributes:

ATTRIB +H +R +S C:\WINDOWS\SYSTEM.DAT (press ENTER)

ATTRIB +H +R +S C:\SYSTEM.1ST (press ENTER)

- 7) Restart Windows. (The system will boot to the original configuration.)

*NOTE: The user settings will be maintained when using the above procedure, since they are stored in the file USER.DAT.*



## **How To: Display the formatting toolbar.**

**Solution:**

Select the 'View' menu and select 'Format Bar'. (A check mark appears when the Format Bar is visible.)



## **How To: Display the ruler in WordPad.**

### **Solution:**

Select the 'View' menu and select 'Ruler'. (A check mark appears when the ruler is visible.)



## How To: Search and replace text in WordPad.

### Solution:

Select 'Replace' from the 'Edit' menu.

- 1) Click where the search is to begin.  
*NOTE: Press CTRL+HOME to go to the beginning of the document.*
- 2) Select the 'Edit' menu and select 'Replace...'.- 3) Enter the text to search for in the 'Find what' box.
- 4) Enter the replacement text in the 'Replace with' box.
- 5) Choose 'Find Next'.
- 6) Choose 'Replace'.
- 7) (Optional) Repeat steps 5 and 6.
- 8) (Optional) Choose 'Replace All'.
- 9) Choose 'Cancel'.



## Word wrap disabled or set to screen; Set Word wrap to wrap to ruler.

### Cause:

The word wrap option is set to either 'No Wrap' or 'Wrap to Screen', which causes the text to be displayed differently than it is printed.

### Solution:

Set the wrap option to 'Wrap to ruler' under 'Options...' in the 'View' menu.

- 1) Select the 'View' menu and select 'Options...'.
- 2) Choose the appropriate [wrap option](#).



[wrap options](#)

*NOTE 1: 'Wrap to ruler' will display the text as it will print.*

*NOTE 2: Wrap options are set for specific file types not as a global setting. Choose the tabs that apply to the file types.*



## Word wrap disabled or set to ruler; Set Word wrap to wrap to screen.

### Cause:

The word wrap option is set to either 'No Wrap' or 'Wrap to ruler', which allows the text to run off the window.

### Solution:

Set the wrap option to wrap to screen under the 'Options...' in the 'View' menu.

- 1) Select 'Options...' from 'View' menu.
- 2) Choose the appropriate [wrap option](#).



[wrap options](#)

*NOTE 1: 'Wrap to screen' will display the entire text in the window.*

*NOTE 2: Wrap options are set for specific file types and not as a global setting. Choose the tabs that apply to the file types.*



## How To: Create a bulleted list in WordPad.

### Solution:

Select 'Bullet Style' from the 'Format' menu.

Do one of the following:

- 1) To create a bullet list while entering text:
  - a) Click where the bullet list is to start.
  - b) Select the 'Format' menu and select 'Bullet Style'. (A bullet will appear at the beginning of the line.)
  - c) Enter text.
  - d) Press ENTER at the end of the text line. (Another bullet is displayed on the next line.)
  - e) To end the bullet list, select the 'Format' menu and select 'Bullet Style' again.
- 2) To format a previously entered list of text to a bullet list:
  - a) Highlight the text to be formatted into a bullet list.
  - b) Select the 'Format' menu and select 'Bullet Style'.
  - c) Click elsewhere on the document to unhighlight the selection.





## How To: Change the font type, style and size in WordPad.

### Solution:

Select 'Font...' from the 'Format' menu and select the option desired.

- 1) Highlight the text to format.
- 2) Select the 'Format' menu and select 'Font...'. (The Font dialog box appears.)



font settings

- 3) Select the desired 'Font'.
- 4) Select the desired 'Font style'.
- 5) Select the desired font 'Size'. (A sample appears in the sample block.)
- 6) Choose 'OK.'



## How To: Set tab stops in WordPad.

### Solution:

Select 'Tabs...' from the 'Format' menu and enter tab positions.

- 1) Highlight the paragraph to set tabs for.
- 2) Select the 'Format' menu and select 'Tabs...'. (The 'Tab' dialog box appears.)



tab dialog box

- 3) Enter a tab position.  
EXAMPLE: '2.5' for a tab two and a half inches from the left margin.
- 4) Choose 'Set'.  
*NOTE: To delete a tab stop select it in the tab-stop list and choose clear.*
- 5) Choose 'OK'.



## How To: Set page margins in WordPad.

### Solution:

Select the 'File' menu and select 'Page Setup...' to enter margin values.

- 1) Select the 'File' menu and select 'Page Setup...'. (The Page Setup dialog box appears.)



[setting margins](#)

- 2) Enter the new values for the margins.
- 3) Choose 'OK'.



## How To: Change print options or printers in WordPad.

### Solution:

Choose the 'Printers...' from the 'Page Setup...' in the 'File' menu.

- 1) Select the 'File' menu and select 'Page Setup...'. (The Page Setup dialog box appears.)



Page Setup dialog box

- 2) Choose 'Printers...'. (The 'Printers' dialog box appears.)



Printers dialog box

- 3) Select desired printer from the list.
- 4) (Optional) Choose 'Properties...' to access printer options.

*NOTE: Printer options vary. Refer to the documentation supplied by the printer manufacturer as needed.*

- 5) Choose 'OK'.
- 6) Choose 'OK'.



## How To: Embed or link a new object in WordPad.

### Solution:

Select 'New object...' from the 'Insert' menu.

- 1) Select the 'Insert' menu and select 'New object...'.
- 2) Select the 'Create New' radio button.



[create new object](#)

- 3) Select the object type to create.
- 4) Choose 'OK'. (The software program associated with the object type is launched within the WordPad window.)
- 5) Create the object.
- 6) Click the mouse outside the object to return to WordPad.



## How To: Edit linked object in WordPad.

### Solution:

Select the object and then select the last item in the 'Edit' menu and select 'Edit' from the submenu.

- 1) Select the object by clicking the mouse pointer on it.
- 2) Select last menu item on the 'Edit' menu. (A menu appears.)



Edit menu selection

EXAMPLE: 'Bitmap Image Object'

- 3) Select 'Edit'.
- 4) Make the desired changes.
- 5) Click the mouse outside the object to return to WordPad.



## How To: Draw straight line.

### Solution:

Choose the straight line tool and drag mouse pointer.

- 1) Choose the straight line tool in the tool box.



straight line tool

- 2) Choose a color for the line.
- 3) Choose the line width.
- 4) Drag the mouse pointer to draw the line.

*NOTE: To draw a perfectly horizontal, vertical, or 45-degree diagonal line, press and hold down SHIFT while dragging the mouse pointer.*



## How To: Draw a free-form line in Paint.

### Solution:

Choose the pencil tool and drag mouse pointer.

- 1) Choose the pencil tool in the tool box.



pencil tool

- 2) Choose a color for the line.
- 3) Drag the mouse pointer to draw the free form line.





## How To: Draw a curve in Paint.

### Solution:

Choose the curve tool and drag mouse pointer to create a straight line. Click and drag on the line to create a curve.

- 1) Choose the curve tool in the tool box.



curve tool

- 2) Choose a color for the curve.
- 3) Choose the line width.
- 4) Drag the mouse pointer to draw a straight line.
- 5) Click where the curve is to occur on the line just created and drag the mouse pointer to adjust the curve.
- 6) (Optional) Repeat step 5) for a second arc.



## How To: Draw a circle in Paint.

### Solution:

Choose the ellipse tool and drag mouse pointer. Hold down SHIFT while dragging to create a circle.

- 1) Choose the ellipse tool in the tool box.



ellipse tool

- 2) Choose a color for the ellipse:
  - a) Choose an outline color with the left-click.
  - b) Choose a fill color with the right-click.
- 3) Choose a fill style.
- 4) Drag the mouse pointer to draw the ellipse.

*NOTE: To draw a perfect circle, press and hold down SHIFT while dragging the mouse pointer.*



## How To: Draw a square in Paint.

### Solution:

Choose the rectangle tool and drag mouse pointer. Hold down SHIFT while dragging to create a square.

- 1) Choose the rectangle tool in the tool box.



rectangle tool

- 2) Choose a color for the rectangle:
  - a) Choose an outline color with the left-click.
  - b) Choose a fill color with the right-click.
- 3) Choose a fill style.
- 4) Drag the mouse pointer to draw the rectangle.

*NOTE: To draw a perfect square, press and hold down SHIFT while dragging the mouse pointer.*



## How To: Draw a polygon in Paint.

### Solution:

Using the polygon tool, click and drag to each corner and double-click at the last corner.

- 1) Choose the polygon tool in the tool box.



\_\_polygon tool

- 2) Choose a color for the polygon outline.
- 3) (Optional) Right-click a color for a solid color polygon.
- 4) To draw the polygon:
  - a) Click and drag the mouse pointer.
  - b) Click the mouse at each corner.
  - c) Double-click at the last corner.

*NOTE: To use only 45- and 90-degree angles, press and hold down SHIFT while dragging the mouse pointer.*



## How To: Use custom colors in Paint.

### **Solution:**

Select 'Edit Colors...' from the 'Options' menu.

- 1) Choose the color to customize.
- 2) Select the 'Options' menu and select 'Edit Colors...'.
- 3) Choose 'Define Custom Colors...'.
- 4) Do one of the following (color is sampled in the 'Color|Solid' window):
  - a) Enter new values in the RGB (Red, Green, Blue) model.
  - b) Enter new values in the HSL (Hue, Saturation, Luminescence) model.
  - c) Select color with mouse pointer.
    - 1] Drag the mouse to the selected color on the palette.
    - 2] Point the arrow on the right to the desired height.
- 5) Choose 'Add to Custom Colors'. (The color is added to the right.)
- 6) Choose 'OK'. (The color replaces the one chosen in step 1.)



## How To: Change existing line color in Paint.

### Solution:

Choose the fill tool, position on line and click.

- 1) Choose the fill tool in the tool box.



fill tool

- 2) Choose a color to change the color of the line to.
- 3) Position the paint pointer so that it is touching the line and click. (The line changes to desired color.)

*NOTE: To make sure the paint pointer is positioned directly on the line, zoom the picture to a larger size.*



## How To: Erase a very small area in Paint.

### Solution:

Use the smallest eraser tool.

- 1) Choose the eraser tool in the tool box.



eraser tool

- 2) Choose the smallest size for the eraser.
- 3) Click and drag the mouse pointer over the item to be erased.

*NOTE: To make the most accurate erasures, zoom the picture to a larger size.*



## How To: Erase a very large area in Paint.

### Solution:

Delete the selection made with the selection tool.

- 1) Choose the selection tool in the tool box.



Selection tool

- 2) Click and drag the mouse pointer over the item to be erased.
- 3) Select 'Clear Selection' from the 'Edit' menu.

*NOTE: The current backgrounds color will be used to fill the cleared area.*





## How To: Resize a picture in Paint.

### Solution:

Select the area and drag a handle to re-size the area.

- 1) Choose the selection tool in the tool box.



Selection tool

- 2) Click and drag the mouse pointer over the item to be re-sized.
- 3) Position the mouse pointer over a handle. (A double-headed arrow appears.)
- 4) Drag the handle to re-size the selection.

*NOTE: The Free-form selection tool, positioned to the left of the selection tool, can be used to select irregular shaped areas.*



## How To: Stretch or skew an object in Paint.

### Solution:

Select the object and select 'Stretch/Skew...' from the 'Image' menu.

- 1) Choose the selection tool in the tool box.

*NOTE: The Free-form selection tool, positioned to the left of the selection tool, can be used to select irregular shaped areas.*



Selection tool

- 2) Click and drag the mouse pointer over the item to stretch or skew.
- 3) Select 'Stretch/Skew...' from 'Image' menu.



Stretch and Skew

- 4) Select the desired stretch and skew radio buttons.
- 5) Enter the desired stretch or skew percentage.
- 6) Choose 'OK'.



## How To: Insert a bitmap into a picture on screen.

### Solution:

Use 'Paste From...' from the 'Edit' menu.

- 1) Select 'Paste From...' from the 'Edit' menu.
- 2) Select the bitmap file to be inserted.
- 3) Choose 'Open'. (The bitmap is placed in the Paint file.)
- 4) Position the mouse pointer on the newly inserted object and drag to desired location.
- 5) Click outside the selection.

*NOTE: The 'Draw Opaque' option in the 'Options' menu affects the pasting of objects.*



## How To: Use Paint picture as desktop background.

### Solution:

Save the file and select it as wallpaper in the 'Display' properties sheet in 'Control Panel'.

- 1) Save the Paint file in the WINDOWS directory.
  - a) Choose the 'File' menu and select 'Save As...'.
    - b) Select the WINDOWS directory.  
EXAMPLE C:\WINDOWS
    - c) Enter the file name.
    - d) Choose 'Save'.
- 2) Choose the file as the wallpaper in the 'Display' properties:
  - a) Select the 'Start' menu and select 'Settings'.
  - b) Select 'Control Panel'.



Control Panel

- c) Open the 'Display' icon.



Display icon

- d) Choose the 'Background' tab. (The 'Background Properties' sheet appears.)



background sheet

- e) Select the file name entered in 1)c) from the 'Wallpaper' list box.
          - f) Do one of the following:
            - 1] Choose 'Tile' to cover the entire screen with small images of the wallpaper.
            - 2] Choose 'Center' to center one wallpaper image on the screen.
          - g) Choose 'Apply'.
          - h) Choose 'OK'.





**What is your Microsoft Fax problem or question?**



## How To: Select Microsoft Fax as the printer as a way of faxing a document.

### Solution:

Select Microsoft Fax as the printer and print the document to start the 'Compose Fax' Wizard.

- 1) Open the document to be sent.
- 2) Set the Printer selection to 'Microsoft FAX'.

*NOTE: Different software programs will have different methods for selecting a printer. A common command for this operation is to select the 'File' menu and then select 'Print Setup...'.*

- 3) Print the document. (The 'Compose Fax' Wizard is activated.)
- 4) (Optional) Specify dialing location and properties.
  - a) Choose 'Dialing Properties...'.
  - b) Choose 'OK'.
- 5) Choose 'Next'.
- 6) Do one of the following:
  - a) Enter the fax number manually:
    - 1] Enter the recipient's name in the 'To' box.
    - 2] Enter the recipient's fax number.
  - b) Use the 'Address Book':
    - 1] Choose 'Address Book' to display the 'Personal Address Book'.
    - 2] Select the addressee name from the 'Personal Address Book'.
    - 3] Choose 'To'.
    - 4] Choose 'OK'.

*NOTE: If sending to multiple recipients, choose 'Add to List' and repeat step six for each recipient.*



[Add to List](#)

- 7) Choose 'Next'.
- 8) Select whether or not a cover page is to be included:



cover page option

- a) Choose 'No' to send the fax without a cover page.
  - b) Choose 'Yes' to include a cover page.
    - 1) Select the cover page from the list box.
- 9) (Optional) Choose 'Options...' to customize sending options:



fax sending options

- a) Select the desired fax options.
  - b) Choose 'OK'.
- 10) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- 11) (Optional) Enter a subject and text of the fax.
- 12) Choose 'Next'.
- 13) Choose 'Finish'.





## How To: Send a fax from a program that has no send command.

### Solution:

Select 'Microsoft Fax' as the printer and print the document to start the 'Compose Fax' Wizard.

- 1) Open the document to be sent.
- 2) Set the Printer selection to 'Microsoft FAX'.

*NOTE: Different software programs will have different methods for selecting a printer. A common command for this operation is to select the 'File' menu and select 'Print Setup...'*

- 3) Print the document. (The 'Compose Fax' Wizard is activated.)

*NOTE: Different software programs will have different methods for printing. A common command for this operation is to select the 'File' menu and select 'Print...'*

- 4) (Optional) Specify dialing location and properties.

- a) Choose 'Dialing Properties...'
- b) Choose 'OK'.

- 5) Choose 'Next'.

- 6) Do one of the following:

- a) Enter the fax number manually:
  - 1] Enter the recipient's name in the 'To' box.
  - 2] Enter the recipient's fax number.
- b) Use the 'Address Book':
  - 1] Choose 'Address Book' to display the 'Personal Address Book'.
  - 2] Select the addressee's name from the 'Personal Address Book'.
  - 3] Choose 'To'.
  - 4] Choose 'OK'.

*NOTE: If sending to multiple recipients, choose 'Add to List' and repeat step six for each recipient.*



[Add to List](#)

- 7) Choose 'Next'.
- 8) Select whether or not a cover page is to be included:



cover page option

- a) Choose 'No' to send the fax without a cover page.
  - b) Choose 'Yes' to include a cover page.
    - 1) Select the cover page from the list box.
- 9) (Optional) Choose 'Options...' to customize sending options:



fax sending options

- a) Select the desired fax options.
  - b) Choose 'OK'.
- 10) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- 11) (Optional) Enter a subject and text of the fax.
- 12) Choose 'Next'.
- 13) Choose 'Finish'.



## How To: View a fax in Microsoft Exchange.

### Solution:

Double-click on the document in the 'Inbox'.

- 1) Open (double-click) 'Inbox' from the desktop to start 'Microsoft Exchange'.



[Microsoft Exchange Inbox](#)

*NOTE: If the 'Inbox' is not visible, Microsoft Exchange may not be installed. [Install Microsoft Exchange](#).*

- 2) Enter the 'Microsoft Exchange' password if prompted. (The 'Inbox' window opens listing all incoming messages.)
- 3) Double-click on the message title to open.
- 4) If the message is preceded by an icon, open the icon to view an attachment.



## How To: Send a password-protected fax.

### Solution:

Select 'Fax' from the 'Accessories' menu and use the 'Fax' Wizard. Choose the 'Options' button, then 'Security', and select 'Password-protect'.

*NOTE: Microsoft Fax only applies security to faxes that have been sent as editable files. Rendered faxes cannot be secured.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'Fax'.



Fax in Accessories menu

*NOTE: If Microsoft Fax is not present on the menu, use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 5) Select 'Compose New Fax'. (The 'Compose New Fax' Wizard appears.)
- 6) (Optional) Specify dialing location and properties.
  - a) Choose 'Dialing Properties...'.
    - 1] Enter the recipient's name in the 'To' box.
    - 2] Enter the recipient's fax number.
  - b) Choose 'OK'.
- 7) Choose 'Next'.
- 8) Do one of the following:
  - a) Enter the fax number manually:
    - 1] Enter the recipient's name in the 'To' box.
    - 2] Enter the recipient's fax number.
  - b) Use the Address Book:
    - 1] Choose 'Address Book' to display the 'Personal Address Book'.
    - 2] Select the addressee's name from the 'Personal Address Book'.
    - 3] Choose 'To'.
    - 4] Choose 'OK'.

*NOTE: If sending a fax to multiple recipients, choose 'Add to List' and repeat step eight for each recipient.*



Add to List

- 9) Choose 'Next'.
- 10) Select whether or not a cover page is to be included:



cover page option

- a) Choose 'No' to send the fax without a cover page.
  - b) Choose 'Yes' to include a cover page.
    - 1) Select the cover page from the list box.
- 11) Choose 'Options...' to customize sending options:



fax sending options

- a) Select 'Security...'
  - b) Select 'Password-protected'.
  - c) Choose 'OK'.
  - d) Choose 'OK'.
- 12) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- 13) Enter the subject and text of the fax.
- 14) Attach a file to the fax:
- a) Choose 'Add File'.
  - b) Select the file to be attached.

*NOTE: An attached file will print out as additional pages on the receiving fax machine.*

- 15) Choose 'Next'.
- 16) Choose 'Finish'.



## How To: Send an encrypted fax.

### Solution:

Exchange public keys and key-encrypt a fax.

*NOTE: Microsoft Fax only applies security to faxes that have been sent as editable files. Rendered faxes cannot be secured.*

- 1) Open 'Inbox' from the desktop to start 'Microsoft Exchange'.



[Microsoft Exchange Inbox](#)

*NOTE: If the 'Inbox' is not visible, Microsoft Exchange may not be installed. [Install Microsoft Exchange](#).*

- 2) Establish security:
  - a) In 'Microsoft Exchange', select the 'Tools' menu and select 'Tools for Microsoft Fax'. (A sub-menu appears.)
  - b) Select 'Advanced Security'. (The 'Advanced Security' dialog box appears.)



[Advanced fax security](#)

- c) Choose 'New Key Set'. (The 'New Key Set' dialog box appears.)
  - d) Enter and confirm password.
  - e) Choose 'OK'.
  - f) Choose 'Close'.
- 3) Exchange public keys with another user:
  - a) In 'Microsoft Exchange', select the 'Tools' menu and select 'Tools for Microsoft Fax'. (A sub-menu appears.)
  - b) Select 'Advanced Security'. (The 'Advanced Security' dialog box appears.)



[Advanced fax security](#)

- c) Choose 'Public Keys'. (The 'Managing Public Keys' dialog box appears.)



#### Managing public keys

- d) Choose 'Save'.
  - e) Select the names and choose the 'To' button.
  - f) Choose 'OK'. (The 'Save' dialog box appears.)
  - g) Enter a name for the public keys.
  - h) Choose 'Save'.
  - i) Choose 'Close'.
  - j) Choose 'Close'.
  - k) Send this key file to another user either through network communications or on a disk.
  - l) The recipient must import the public key into 'Microsoft Fax'.
- 4) Send a secured fax:
- a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Programs'.



#### Select programs

- c) Select 'Accessories'.
- d) Select 'Fax'.



#### Fax in Accessories menu

*NOTE: If 'Microsoft Fax' is not present on the menu, use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- e) Select 'Compose New Fax'. (The 'Compose New Fax' Wizard appears.)
- f) (Optional) Specify dialing location and properties.
  - 1] Choose 'Dialing Properties...'
  - 2] Choose 'OK'.
- g) Choose 'Next'.
- h) Do one of the following:
  - 1] Enter the fax number manually:
    - a] Enter the recipient's name in the 'To' box.
    - b] Enter the recipient's fax number.
  - 2] Use the Address Book:
    - a] Choose 'Address Book' to display the 'Personal Address Book'.
    - b] Select the addressee's name from the 'Personal Address Book'.
    - c] Choose 'To'.

- d] Choose 'OK'.

*NOTE: If sending to multiple recipients, choose 'Add to List' and repeat step 4)h) for each recipient.*



Add to List

- i) Choose 'Next'.  
j) Select whether or not a cover page is to be included:



cover page option

- 1] Choose 'No' to send the fax without a cover page.  
2] Choose 'Yes' to include a cover page.  
a] Select the cover page from the list box.  
k) Choose 'Options...' to customize sending options:



fax sending options

- 1] Select 'Security...'.



security options

- 2] Select 'Key-encryption'.  
3] Choose 'OK'.  
4] Choose 'OK'.  
l) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)  
m) Enter the subject and text of the fax.  
n) Attach a file to the fax:  
1] Choose 'Add File'.  
2] Select the file to be attached.

*NOTE: An attached file will print out as additional pages on the recipient's fax machine.*

- 5) Choose 'Next'.  
6) Choose 'Finish'.





## How To: Send a public key to fax recipients.

### Solution:

Use the 'Tools for Microsoft Fax' in the 'Tools' menu to activate the 'Advanced Security' and choose 'Public Keys'.

- 1) Open 'Inbox' from the desktop to start 'Microsoft Exchange'.



#### [Microsoft Exchange Inbox](#)

*NOTE: If the 'Inbox' is not visible, 'Microsoft Exchange' may not be installed. [Install Microsoft Exchange](#).*

- 2) Select the 'Tools' menu and select 'Tools for Microsoft Fax'. (A sub-menu appears.)
- 3) Select 'Advanced Security'. (The 'Advanced Security' dialog box appears.)



#### [Advanced fax security](#)

- 4) Choose 'Public Keys'. (The 'Managing Public Keys' dialog box appears.)



#### [Managing public keys](#)

- 5) Choose 'Save'.
- 6) Select the names and choose the 'To' button.
- 7) Choose 'OK'. (The 'Save' dialog box appears.)
- 8) Enter a name for the public keys.
- 9) Choose 'Save'.
- 10) Choose 'Close'.
- 11) Choose 'Close'.
- 12) Send this key file to another user either through network communications or on a disk.

*NOTE: The recipient must import the public key into Microsoft Fax.*



## How To: Send a key-encrypted fax.

### Solution:

Exchange public keys and key-encrypt a fax.

*NOTE: Microsoft Fax only applies security to faxes that have been sent as editable files. Rendered faxes cannot be secured.*

- 1) Establish security:
  - a) In 'Microsoft Exchange', select the 'Tools' menu and select 'Tools for Microsoft Fax'. (A sub-menu appears.)
  - b) Select 'Advanced Security'. (The 'Advanced Security' dialog box appears.)



#### Advanced fax security

- c) Choose 'New Key Set'. (The 'New Key Set' dialog box appears.)
  - d) Enter and confirm password.
  - e) Choose 'OK'.
  - f) Choose 'Close'.
- 2) Exchange public keys with another user.
  - a) In 'Microsoft Exchange', select the 'Tools' menu and select 'Tools for Microsoft Exchange'. (A sub-menu appears.)
  - b) Select 'Advanced Security'. (The 'Advanced Security' dialog box appears.)



#### Advanced fax security

- c) Choose 'Public Keys'. (The 'Managing Public Keys' dialog box appears.)



#### Managing public keys

- d) Choose 'Save'.
  - e) Select the names and choose the 'To' button.
  - f) Choose 'OK'. (The 'Save' dialog box appears.)
  - g) Enter a name for the public keys.

- h) Choose 'Save'.
  - i) Choose 'Close'.
  - j) Choose 'Close'.
  - k) Send this key file to another user either through network communications or on a disk.
  - l) The recipient must import the public key into 'Microsoft Fax'.
- 3) Send a secured fax.
- a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Programs'.



Select programs

- c) Select 'Accessories'.
- d) Select 'Fax'.



Fax in Accessories menu

*NOTE: If 'Microsoft Fax' is not present on the menu, use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- e) Select 'Compose New Fax'. (The 'Compose New Fax' Wizard appears.)
- f) (Optional) Specify dialing location and properties.
  - 1] Choose 'Dialing Properties...'
  - 2] Choose 'OK'.
- g) Choose 'Next'.
- h) Do one of the following:
  - 1] Enter the fax number manually:
    - a] Enter the recipient's name in the 'To' box.
    - b] Enter the recipient's fax number.
  - 2] Use the Address Book:
    - a] Choose 'Address Book' to display the 'Personal Address Book'.
    - b] Select the addressee's name from the 'Personal Address Book'.
    - c] Choose 'To'.
    - d] Choose 'OK'.

*NOTE: If sending to multiple recipients, choose 'Add to List' and repeat step 3)h) for each recipient.*



Add to List

- i) Choose 'Next'.

- j) Select whether or not a cover page is to be included:



cover page option

- 1] Choose 'No' to send the fax without a cover page.
- 2] Choose 'Yes' to include a cover page.
  - a] Select the cover page from the list box.
- k) Choose 'Options...' to customize sending options:



fax sending options

- 1] Select 'Security...':



security options

- 2] Select 'Key-encryption'.
- 3] Choose 'OK'.
- 4] Choose 'OK'.
- l) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- m) Enter the subject and text of the fax.
- n) Attach a file to the fax:
  - 1] Choose 'Add File'.
  - 2] Select the file to be attached.

*NOTE: An attached file will print out as additional pages on the recipient's fax machine.*
- 4) Choose 'Next'.
- 5) Choose 'Finish'.



**What is your System Monitor question?**



## How To: Start System Monitor.

### Solution:

Select 'System Monitor' from the 'System Tools' menu in the 'Accessories' menu.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Programs'.



[Select programs](#)

- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'System Monitor'.



[System Monitor from menu](#)



## How To: Add or change features to be monitored.

### Solution:

Select 'Edit Item...' from the 'Edit' menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'System Monitor'.



System Monitor from menu.

- 5) Select the 'Edit' menu and select 'Edit Item...'. (The 'Edit' dialog box appears.)



'Edit' menu



'Edit Item' dialog box

- 6) Click on a chart. (Statistics are displayed on the 'Status' bar below.)

*NOTE: 'Status Bar' must be checked in the 'View' menu.*



Status Bar



## How To: Change how chart displays in System Monitor.

### Solution:

Select the 'View' menu and then select a 'Chart' option.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Programs'.



[Select programs](#)

- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'System Monitor'.



[System Monitor from menu](#).

- 5) Select the 'Edit' menu and select one of the three chart options:
  - a) Line Charts.
  - b) Bar Charts.
  - c) Numeric Charts.



['View' menu](#)





**What is your Run DOS-Based Application (software program) problem or question?**



**What is your Cover Page question?**



**What is your Microsoft Exchange Security question?**



## How To: Change the password used by Exchange.

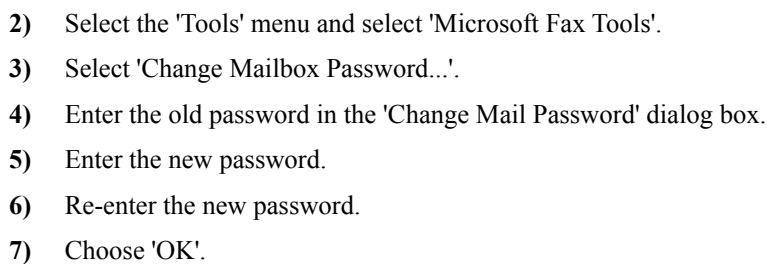
### Solution:

Open 'Mail and Fax' in 'Control Panel'.

- 1) Open 'Inbox' from the desktop to start 'Microsoft Exchange'.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Microsoft Fax Tools'.
- 3) Select 'Change Mailbox Password...'.  
A screenshot of the 'Change Mailbox Password' dialog box. It has a title bar 'Change Mailbox Password' and a 'Microsoft Exchange' button. The 'Old Password' field contains '12345678'. The 'New Password' field contains '12345678'. There is a 'Re-enter New Password' field which is empty. At the bottom are 'OK' and 'Cancel' buttons.
- 4) Enter the old password in the 'Change Mail Password' dialog box.
- 5) Enter the new password.
- 6) Re-enter the new password.
- 7) Choose 'OK'.

*NOTE: The above procedure is based on a built-in Exchange postoffice. If another electronic mail service is used, the procedure may vary.*



**What is your Sending and Receiving Faxes problem or question?**



## How To: Dial phone calls from the computer.

### Solution:

Select 'Programs', 'Accessories', and then select 'Phone Dialer'.

- 1) Choose the 'Start' button.
- 2) Select the 'Start' menu and select the 'Programs' menu.
- 3) Select 'Accessories'.
- 4) Select 'Phone Dialer'.



### Phone Dialer

- 5) Do one of the following:
  - a) Enter the number in the 'Number to Dial' list box.  
*NOTE: If the number is an international number it must be entered in international format. An internal or local number can be dialed exactly as it appears.*
  - b) Select an existing number from the drop-down list box.
- 6) (Optional) Enter a number as a speed dial number:
  - a) Select the 'Edit' menu and select 'Speed Dial...'.
  - b) Select a button from the 'Speed Dial' properties sheet.



### Edit Speed Dial

- c) Enter a name for the connection in the 'Name' box.
  - d) Enter a phone number in the 'Number' box.
  - e) Choose 'Save'. (The name appears in the 'Phone Dialer' 'speed dial' button.)
  - f) Choose the appropriate speed dial button to dial the call.
- 7) Choose 'Dial'. ('Dial' and 'Call Status' windows appear.)
- 8) Wait for computer to dial. (Dialing completes and phone begins to ring.)
- 9) Pickup Phone Receiver.
- 10) Choose 'Talk'.





## Number is not in correct international format; Enter number in correct format.

### Cause:

The number is not in the correct international format.

### Solution:

Open 'Phone Dialer' and enter the number in international format.

- 1) Choose the 'Start' button.
- 2) Select the 'Start' menu and select 'Programs'.
- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select 'Phone Dialer'.



### Phone Dialer

- 5) Enter the number in international format in the 'Number to Dial' list box as follows:  
+ CC (Area code) NUMBER  
(where 'CC' represents the country code and must be preceded with a 'PLUS SIGN').  
EXAMPLE: +49 (208) 14069 to dial Germany

*NOTE: Foreign countries do not necessarily have a fixed number of digits in the area code or the phone number.*





**What is your Profiles question?**



## Recycle Bin in hidden root directory; Enter DIR /A:H at root directory.

### Cause:

The Recycle Bin is located in a hidden directory in the root directory of the hard drive.

### Solution:

To view the 'Recycled' directory, from the root directory enter:

DIR /A:H

- 1) Open ['MS-DOS Prompt'](#).
- 2) Change to the root directory (for example, C:\)
- 3) Enter DIR /A:H R\*.\*

(The 'Recycled' directory will be listed.)



[Recycled directory](#)



## Were you able to locate the long filename?

**Action:**

- 1) Check the spelling of the long filename.
- 2) Make sure the root directory is specified in the 'Find: All Files' dialog box, 'Look in' box.
- 3) Make sure 'Include Subfolders' is checked.
- 4) Search for the file again.



## Saving in Win 3.1x destroyed filename; Resave with long filename in Win95 app.

### Cause:

The long filename has been destroyed. This occurs when saving the file in a Windows 3.1x or backing up a file with a utility that does not support long filenames.

### Solution:

Open the file in a Windows 95 application and re-save with a long filename. To prevent this from occurring in the future, use the 'LFNBK' utility to back up long filenames.

*CAUTION: The LFNBK utility should only be used by experienced users.*

- 1) Locate the 'LFNBK' folder on the installation CD-ROM or diskette and copy to the desktop:
  - a) Find the LFNBK folder on the Windows 95 installation CD-ROM or the supplemental diskette containing MS-DOS utilities.
  - b) Right-drag the 'LFNBK' folder from the 'Search results' window onto the desktop. (A popup menu displays.)



searching LFNBK

- c) Select 'Copy Here' to copy the 'LFNBK' folder onto the desktop.
- 2) Close all other running programs.
- 3) Open MS-DOS prompt.
- 4) Enter one of the following at the prompt:
  - a) LFNBK /V (to report actions on screen and backup and remove long filenames on the hard disk)
  - b) LFNBK /R (to restore long filenames which were previously backed up)
  - c) LFNBK /P (to locate long filenames but not convert them to 8.3 format. (This option lists existing long filenames and creation, access, and modification dates.)
- 5) Restart the computer.

*NOTE: When Windows 95 is restarted, the default 'Start' menu will appear. The original 'Start' menu will return when restoring the long filenames.*

- 6) Run the third-party disk utility as described in the utility instructions.
- 7) Run the 'LFNBK' utility again by entering: LFNBK /R to restore the long filenames.





## **Filename and/or path entered incorrectly; Correct the misspelling.**

### **Cause:**

The filename and/or path were entered incorrectly or the wrong directory was being searched.

### **Solution:**

Correct misspelling or path and make sure subfolders are included in the search.

Do one or more of the following:

- 1) Correct the spelling of the long filename.
- 2) Make sure the root directory is specified in the 'Find: All Files' dialog box, 'Look in' box.
- 3) Check 'Include Subfolders'.



## How To: Open a file in Quick View for editing.

### Solution:

- 1) Select 'Open File for Editing' from the 'File' menu in the Quick View window.



opened.) 'Open file' (The application associated with the file is

- 2) Select the 'File' menu and select 'Save' or 'Save As...' to save the edited file.



## **Disk write-protected or corrupt; Remove write-protection or use different disk.**

### **Cause:**

The diskette is write-protected or corrupt.

### **Solution:**

If the error message refers to write-protection, remove the write-protection tab from the diskette. Choose 'Retry' on the error message dialog box.



diskette.

write-protect error. If diskette is corrupt, use a different





## What does the format error message refer to?

### Action:

Check if error message refers to files, the WINDOWS directory or a compressed drive.



format error.



## Windows files are currently in use; Use the MS-DOS format utility.

### Cause:

The drive being formatted contains open Windows files.

### Solution:

Exit Windows, boot to the previous MS-DOS version and use the MS-DOS format utility.

*NOTE1: Before formatting a hard drive, make sure files are backed up by using the Backup utility. Preferably this solution should be referred to a qualified computer technician.*

*NOTE2: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Edit MSDOS.SYS and add the line BootMulti=1 to the [Options] section.
- 2) Shut down Windows and restart the computer.
- 3) When the computer restarts, press F4. (The message: 'Now booting to a previous version of MS-DOS.' appears.)
- 4) Enter the following at the MS-DOS prompt: `FORMAT C:`  
(where 'C:' refers to the hard drive to be formatted).



## **ERROR: Windows cannot format this drive... due to files being used by Windows.**

### **Error:**

Windows cannot format this drive because it contains files in use by Windows.

### **Cause:**

The drive being formatted contains the WINDOWS directory. Windows 95 does not allow formatting of a drive containing the WINDOWS directory.

### **Solution:**

Exit Windows, boot to the previous MS-DOS version and use the MS-DOS 'Format' utility.

*NOTE1: Before formatting a hard drive, make sure files are backed up. Preferably this solution should be referred to a qualified computer technician.*

*NOTE2: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Edit MSDOS.SYS and add the line BootMulti=1 to the [Options] section.
- 2) Shut down Windows and restart the computer.
- 3) When the computer restarts, press F4. (The message: 'Now booting to a previous version of MS-DOS.' appears.)
- 4) Enter the following at the prompt: `FORMAT C:`  
(where 'C:' refers to the hard drive to be formatted).



## Windows 95 cannot format compressed drive; Uncompress the disk first.

### Cause:

The drive is a compressed drive. Windows 95 cannot format a compressed drive.

### Solution:

Use the [DriveSpace](#) utility to uncompress the disk before formatting.

*NOTE: The [DriveSpace utility](#) should only be used by experienced computer users.*

- 1) Choose the 'Start' button to display the [Start menu](#).
- 2) Select the 'Start' menu and select 'Programs'.



[Select programs](#)

- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select the 'Accessories' menu and select 'System Tools'.
- 5) Select the 'System Tools' menu and select 'DriveSpace'.



[Starting DriveSpace](#)

- 6) Select the compressed drive.
- 7) Select the 'Options' menu and select 'Uncompress...'.  
8) Select 'Start'.
- 9) When prompted to back up, choose 'Backup files'.



[uncompress prompt](#)

- 10) When the files have been backed up, choose 'Uncompress'.
- 11) Proceed with formatting after the drive is uncompressed.





## Is the computer listed when opening the Entire Network?

### Action:

- 1) Open (double-click) Network Neighborhood icon on the desktop.



Network Neighborhood

- 2) Open (double-click) the 'Entire Network'.



Open Entire Network



## Is the server listed when opening the Entire Network?

### Action:

- 1) Open (double-click) Network Neighborhood icon on the desktop.



Network Neighborhood

- 2) Open (double-click) 'Entire Network'.



Entire Network



## Different workgroup or domain; View the server in the 'Entire Network'.

### Cause:

The server belongs to a different workgroup or domain than the user viewing the server. These are viewed in the 'Entire Network'.

### Solution:

- 1) Open Network Neighborhood on the desktop.



Network Neighborhood

- 2) Open 'Entire Network'.



Entire Network





## How To: Map a frequently used drive on a NetWare network.

### Solution:

Display the popup menu for the drive to be mapped and select the drive letter. Check 'Reconnect at Startup'.

- 1) Open 'Network Neighborhood' on the desktop.



Network Neighborhood

- 2) Do one of the following:
  - a) Open the network server icon.
  - b) If the network server is not visible, open 'Entire Network' and open the server.



Entire Network

- 3) Select a NetWare volume and right-click to display a popup menu.
- 4) Select 'Map Network Drive'. (A screen from which a network drive can be mapped is displayed.)
- 5) Select the 'Drive' menu and select the drive letter to be mapped.
- 6) Check 'Reconnect at Logon'.
- 7) Choose 'OK'.



## How To: Map to a frequently used network drive on a Windows network.

### Solution:

Display the popup menu for the drive to be mapped and select the drive letter. Check 'Reconnect at Startup'.

- 1) Open 'Network Neighborhood' on the desktop.



Network Neighborhood

- 2) Do one of the following:
  - a) Open the network server icon.
  - b) If the network server is not visible, open 'Entire Network'.



Entire Network and open the server.

- 3) Right-click on the drive to be mapped to display a popup menu.
- 4) Select 'Map Network Drive'. (A screen from which a network drive can be mapped is displayed.)
- 5) Select the 'Drive' menu and select the drive letter to be mapped.
- 6) Check 'Reconnect at Startup'. (This will maintain the mapping when the computer is restarted.)



## Different workgroup or domain; View the computer in the 'Entire Network'.

### Cause:

The computer being searched belongs to a different workgroup or domain than the user viewing the server. Computers in a different domain or workgroup may be displayed in the 'Entire Network'.

### Solution:

- 1) Open Network Neighborhood on the desktop.



Network Neighborhood

- 2) Open 'Entire Network'.



Entire Network



## Is the computer listed in the 'Find Results' box?

### Action:

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Computer...'.
  - 1] Click on the arrow in the 'Look In' box to display the drop-down list of network computers.
  - 2] Select the computer from the list.
- 3) Do one of the following:
  - a) Display the list:
    - 1] Click on the arrow in the 'Look In' box to display the drop-down list of network computers.
    - 2] Select the computer from the list.
  - b) Enter the EXACT NAME of the computer being searched for.
- 4) Choose 'Find Now'.



## Computer not listed in Network Neighborhood; Search for the computer.

### Cause:

The computer was not listed in the Network Neighborhood.

### Solution:

Use the Find utility and search for computers.

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Computer...'.
  - a) Display the list:
    - 1] Click on the arrow in the 'Look In' box to display the drop-down list of network computers.
    - 2] Select the computer from the list.
  - b) Enter the EXACT NAME of the computer being searched for.

*NOTE: Contact a qualified computer technician for the computer name if the name is not known.*
- 4) Choose 'Find Now'.



**Computer not connected or logged on; Refer to a qualified computer technician.**

**Cause:**

The computer is not connected to the network or not currently logged on.

**Solution:**

Refer this problem to a qualified computer technician.



## How To: Find a computer on a network.

### Solution:

Select the 'Computers...' option from the 'Find' menu or open 'Network Neighborhood'.

Do one of the following:

- 1) Use the 'Find' feature (recommended if the exact name of the computer is known).
  - a) Select the 'Start' menu and select 'Find'.
  - b) Select 'Computer...'.
    - c) Do one of the following:
      - 1] Select the computer from the list:
        - a] Click on the arrow in the 'Look In' box to display the drop-down list of network computers.
        - b] Select the computer from the list.
      - 2] Enter the EXACT NAME of the computer being searched for.
    - d) Choose 'Find Now'.
  - 2) Open Network Neighborhood on the desktop. (The computer should be listed in the 'Network Neighborhood' window.)



Network Neighborhood

- 3) If the computer is not visible, open 'Entire Network'.



Entire Network.



## How To: Play a Multimedia file on Media Player.

### Solution:

Open a multimedia file from the 'Media Player' in the 'Accessories', 'Multimedia' menu.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 5) Select the media device to play from the 'Device' menu.



Device menu

- 6) Select the file to play.
- 7) Choose 'Open'.
- 8) Choose the play button.



play button





## How To: Play an audio CD on Media Player.

### Solution:

Open the 'CD Player' in the 'Accessories', 'Multimedia' menu.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'CD Player'. (The 'CD Player' launches.)



CD Player

- 5) If the audio CD is not in the drive, insert it into the CD-ROM drive.
- 6) Select the play button. (The CD begins to play.)

*NOTE: The CD player program continues to play in minimized mode while other programs are in use.*



## How To: Rewind a multimedia file in Media Player.

### Solution:

Click and hold the mouse pointer on the rewind button.

- 1) Click and hold the mouse pointer on the rewind button. (The progress pointer moves to the left.)



rewind button

- 2) Release the mouse button to stop rewinding.



## How To: Fast forward a multimedia file in Media Player.

### Solution:

Click and hold the mouse pointer on the fast forward button.

- 1) Click and hold the mouse pointer on the fast forward button. (The progress pointer moves to the right.)



fast forward button

- 2) Release the mouse button to stop fast forwarding.



## How To: Rewind a multimedia file automatically.

### Solution:

Check the 'Auto Rewind' option from the 'Option' in the 'Edit' menu.

- 1) Select the 'Edit' menu and select 'Options'. (The options dialog box appears.)



Auto rewind option

- 2) Check the 'Auto Rewind' option.
- 3) Choose 'OK'.

*NOTE: This causes the progress pointer to reposition to the left once the file has finished playing.*



## How To: Change the window scale in Media Player.

### Solution:

Select the desired scale from the 'Scale' menu.

- 1) Select one of the following scales from the 'Scale' menu.



scale options

- a) 'Time' (for all multimedia playing).
- b) 'Frames' (for video playing).
- c) 'Tracks' (for audio CD playing).



## How To: Copy multimedia file into a document.

### Solution:

Copy the object from the 'Media Player' and paste it in the desired document.

- 1) Open the 'Media Player'.
  - a) Select the 'Start' menu and select 'Programs'.
  - b) Select 'Accessories'.
  - c) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- d) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 2) Select the 'Device' menu and select the media device to play.



Device menu

- 3) Select the file to copy.
- 4) Choose 'Open'.
- 5) (Optional) Set the options for the multimedia object in the destination document.
  - a) Select the 'Edit' menus and select 'Options'.



options

- b) Specify the desired options.

*NOTE: To gain an understanding of the options click the question mark (?) in the title bar of the 'Options' window and choose an item to see a brief definition of the option.*

- 6) Select the 'Edit' menu and select 'Copy Object'.
- 7) Open the document to which to copy the multimedia object.

- 8) Position the cursor where the object should appear.
- 9) Select the 'Edit' menu and select 'Paste'.

*NOTE: To play the multimedia file from within the document, double-click the object.*



## How To: Link a multimedia file between documents.

### Solution:

Copy the object from the 'Media Player' and paste-link in the desired document.

- 1) Open the 'Media Player':
  - a) Select the 'Start' menu and select 'Programs'.
  - b) Select 'Accessories'.
  - c) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- d) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 2) Select the 'Device' menu and select the media device to play.



Device menu

- 3) Select the file to copy.
- 4) Choose 'Open'.
- 5) (Optional) Set the options for the multimedia object in the destination document.
  - a) Select the 'Edit' menu and select 'Options'.



options

- b) Specify the desired options.

*NOTE: To gain an understanding of the options, click the question mark in the title bar of the options window and choose an item to see a brief definition of the option.*

- 6) Select the 'Edit' menu and select 'Copy Object'.
- 7) Open the document in which to copy the multimedia object.



- 8) Position the cursor where the object should appear.
- 9) Select the 'Edit' menu and select 'Paste Special...'.
- 10) Select the format to use.
- 11) Select 'Paste Link'.
- 12) Choose 'OK'.

*NOTE 1: If there is no 'Paste Special...' on the 'Edit' menu, the program does not support linking.*

*NOTE 2: To play the multimedia file from within the document, double-click the object.*



## How To: Copy a portion of a multimedia file into a document.

### Solution:

Mark a selection, copy it from the 'Media Player', and paste it in the desired document.

- 1) Open the 'Media Player'.
  - a) Select the 'Start' menu and select 'Programs'.
  - b) Select 'Accessories'.
  - c) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- d) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 2) Select the 'Device' menu and select the media device to play.



Device menu

- 3) Select the file to copy.
- 4) Choose 'Open'.
- 5) Mark the portion of the multimedia file to copy.
  - a) Drag the slider to the beginning of the desired selection.
  - b) Choose the 'Start selection' button in the 'Media Player' window.



marking a selection

- c) Drag the slider to the end of the desired selection.
  - d) Choose the 'End selection' button in the 'Media Player' window.

6) (Optional) Set the options for the multimedia object in the destination document.

a) Select the 'Edit' menu and select 'Options'.



options

b) Specify the desired options.

*NOTE: To gain understanding of the options, click the question mark (?) in the title bar of the 'Options' window and choose an item to see a brief definition of the option.*

7) Select the 'Edit' menu and select 'Copy Object'.

8) Open the document in which to copy the multimedia object.

9) Position the cursor where the object should appear.

10) Select the 'Edit' menu and select 'Paste'.

*NOTE: To play the multimedia file from within the document, double-click the object.*



## **How To: Play a multimedia file from within a document.**

### **Solution:**

Double-click the file's icon. NOTE: Depending on the [options](#) set for the object, it may be necessary to choose the 'Play' button to play the file.



## How To: Adjust volume control for all devices.

### Solution:

Choose the speaker icon on the Taskbar.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Select the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Audio' tab. (The Audio properties sheet displays.)



volume controls

- 5) Drag the volume lever to the desired volume level.
- 6) (Optional) Check the 'Show volume control on the Taskbar' option.
- 7) (Optional) When the above option is activated the following steps can fine tune the volume setting:
  - a) Click the speaker on the Taskbar. (The volume adjustment lever appears.)



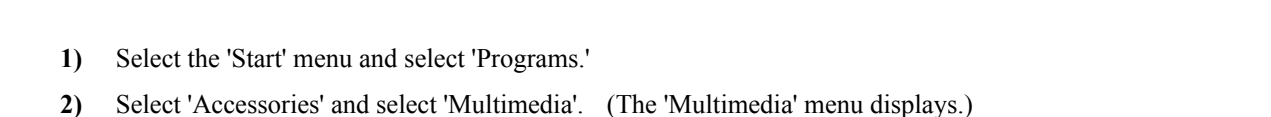
Taskbar speaker

- b) Drag the lever to the desired volume level.



## How To: Predefine a play list for a CD.

### Solution:

Select 'CD Player', select the 'Disc' menu and select 'Edit Play List...'.  


- 1) Select the 'Start' menu and select 'Programs.'
- 2) Select 'Accessories' and select 'Multimedia'. (The 'Multimedia' menu displays.)



### Multimedia menu

- 3) Select 'CD Player'.
- 4) Select the 'Disc' menu and select 'Edit Play List...'. (The Disc Setting dialog box appears.)



### Disc Settings

*NOTE: A CD must be in the player for the 'Edit Play List' option to be enabled.*

- 5) Enter the name of the artist in the 'Artist' box.
- 6) Enter the CD title in the 'Title' box.
- 7) Enter track names in the 'Track ##' box.
- 8) Choose 'Set Name'
- 9) Repeat Steps 4)-5) until all track names have been entered.
- 10) To set the order of audio track play back do the following:
  - a) Choose 'Clear All'.
  - b) Select the first track to play.
  - c) Choose 'Add'.
  - d) Repeat steps 7)b)-7)c) until the desired order is complete.

*NOTE: Windows 95 saves these entries even AFTER the CD is removed. The settings will reappear the next time the CD is inserted.*



## How To: Adjust the CD Player volume.

### Solution:

Choose 'Volume Control' from the 'View' menu.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'CD Player'. (The 'CD player' launches.)



CD Player

- 5) Select the 'View' menu and select 'Volume Control'. (The 'Volume Control' panel appears.)



volume control

- 6) Set the volume levers in the desired positions.
- 7) Select the 'Options' menu and select 'Exit'.



## How To: Play CDs automatically.

### Solution:

Uncheck 'Stop CD playing on exit' in the 'Options' dialog box in the 'CD player'.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'CD Player'. (The 'CD player' launches.)



CD Player

- 5) Select the 'Options' menus and select 'Preferences...'. (The 'Preferences' dialog box appears.)



Preferences dialog box

- 6) Uncheck 'Stop CD playing on exit'.

*NOTE: Even after the CD player closes, the computer launches the CD player and automatically starts to play every time an audio CD is inserted.*





## How To: Change the drive letter to which the CD-ROM drive is assigned.

### Solution:

Display the 'Properties' sheet for the CD-ROM device. Change the drive letter on the 'Settings properties' sheet.

- 1) Choose the 'Start Button'.



Start button

- 2) Select the 'Settings' menu.
- 3) Select 'Control Panel'.



Control Panel

- 4) Choose the 'System' icon.



System object

- 5) Choose the 'Device Manager' tab
- 6) Click the '+' next to the CD-ROM icon. (The installed CD-ROM device(s) are listed.)
- 7) Open the CD-ROM object. (The CD-ROM 'Properties' sheet display.)
- 8) Choose the 'Settings' tab.
- 9) Select the drive from the 'Reserved drive letter' list.



Drive letter

- 10) Choose 'OK'.

*NOTE: On some computers, this option may not be available.*

- 11) Choose 'OK' again.
- 12) Close 'Control Panel'.





## How To: Play animation files.

### Solution:

Open an animation file from the 'Media Player' in the 'Accessories', 'Multimedia' menu.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 5) Select the 'Device' menu and select 'Autodesk Animator (TM) Animation...'.



Device menu

- 6) Select the file to play.
- 7) Choose 'Open'.
- 8) Choose the play button.



play button



## How To: Play a MIDI file.

### Solution:

Open the MIDI file from the 'Media Player' in the 'Accessories', 'Multimedia' menu.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 5) Select the 'MIDI Sequencer...' from the 'Device' menu.



device menu

- 6) Select the file to play.
- 7) Choose 'Open'.
- 8) Choose the play button.



play button



## How To: Assign sounds to events.

### Solution:

Use the 'Sounds' utility in the Control Panel to assign sounds to events.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Choose the 'Sounds' icon.



Sounds icon

- 4) Select an event from the 'Events:' list.



assigning sound files

- 5) Do one of the following to assign a sound file:
  - a) Select a sound file from the Sound Name list.
  - b) Locate another sound file.
    - 1] Choose 'Browse'.
    - 2] Select the desired folder and sound file.
    - 3] Choose 'OK'.
- 6) (Optional) Save the current sound assignments as a scheme.



sound schemes

- a) Choose 'Save As...'
  - b) Enter a name for the sound scheme.
  - c) Choose 'OK'.
- 7) (Optional) Select a preset sound scheme from the schemes list box.

- 8)** Choose 'Apply'.
- 9)** Choose 'OK'.
- 10)** Close 'Control Panel'.



## How To: Edit sound files.

### Solution:

Use Sound Recorder in Accessories.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'Sound Recorder'. (The 'Sound Recorder' is launched.)



Sound Recorder

- 5) Select the 'Edit' menu and select 'Open...'.
  - 6) Select the sound file to edit.
  - 7) Choose 'Open'.
  - 8) Do one or more of the following:
    - a) Select effects from the 'Effects' menu.



Edit menu

- b) Select features from the 'Edit' menu.



Edit menu

- 9) To save the changes select the 'File' menu and select 'Save'.



## How To: Play a video.

### Solution:

Open a video file from the 'Media Player' in the 'Accessories', 'Multimedia' menu.

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 5) Select the 'Devices' menu and select 'Video for Windows...'.



Device menu

- 6) Select the video file to play.
- 7) Choose 'Open'.
- 8) Choose the play button.



play button





## Different window size; Select proper window size in Control Panel.

### Cause:

Video window size is set to a different size.

### Solution:

Select proper window size from the 'Video' tab sheet in the 'Multimedia' settings in the Control Panel.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Video' tab. (The 'Video Properties' sheet displays.)



Video Window size

- 5) Select a window size from the 'Window' list box.
- 6) Choose 'Apply'.
- 7) Choose 'OK'.



## How To: Configure video compression Codecs.

### Solution:

Select the driver in the Advanced tab of the Multimedia settings from the Control Panel. Choose 'Properties' to view the 'Settings'.

*NOTE: Video Compression Codes configurations can only be viewed and/or removed via the Control Panel.*

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Choose the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Advanced' tab. (The Advanced properties sheet displays.)



Video Compression Codecs

- 5) Select 'Video Compression Codecs'.
- 6) Select a video codec driver to view.
- 7) Choose 'Properties'.



video codes properties

- 8) Choose 'Settings'.

*NOTE: The setting button may not be available, indicating that there are no setting to be viewed.*

- 9) Choose 'OK'.
- 10) Choose 'OK'.
- 11) (Optional) repeat steps 6-10 if desired.
- 12) Choose 'OK'.





## How To: Insert a sound file into another sound file.

### Solution:

Select position to insert file. Select 'Insert File...' from the 'Edit' menu.

- 1) Open first sound file:
  - a) Select the 'File' menu and select 'Open...'.
  - b) Select sound file.
  - c) Choose 'Open'
- 2) Position the progress pointer where second file is to be inserted.



progress pointer

*NOTE: If progress pointer is at either end the second sound file will be appended to the first sound file. Position the pointer somewhere in the middle to have the second sound file inserted at the chosen position.*

- 3) Choose the 'Edit' menu and select 'Insert File...'.



edit menu

- 4) Select sound file.
- 5) Choose 'Open'.



## How To: Record sound files.

### Solution:

Choose the 'Record' button from the 'Sound Recorder' in the 'Accessories', 'Multimedia' menu.

*NOTE: Microphone must be installed to record live sounds.*

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- 4) Select 'Sound Recorder'. (The 'Sound Recorder' is launched.)



Sound Recorder

- 5) Choose the record button. (Recording from the microphone starts.)
- 6) When done recording choose the 'stop' button.
- 7) Select the 'File' menu and select 'Save' to save the changes.
- 8) Name the file.
- 9) Choose 'Save'.



## How To: Adjust the speed of a sound file.

### Solution:

Select the speed change from the 'Effects' menu.

- 1) Do one of the following:



'Effects' menu

- a) Select 'Increase Speed (by 100%)' from the 'Effects' menu.
  - b) Select 'Decrease Speed' from the 'Effects' menu.
- 2) Repeat step 1) until the desired speed is accomplished.
- 3) Select the 'File' menu and select 'Save' to save the changes.



## How To: Add an echo to a sound file.

### Solution:

Select 'Add Echo' from the 'Effects' menu.

- 1) Select 'Add Echo' from the 'Effects' menu.



'Effects' menu

- 2) Select the 'File' menu and select 'Save' to save the changes.



## How To: Mix sound files.

### Solution:

Select position to mix file. Select 'Mix File...' from the 'Edit' menu.

- 1) Open first sound file:
  - a) Select the 'File' menu and select 'Open...'.
  - b) Select sound file.
  - c) Choose 'Open'
- 2) Position the progress pointer where second file is to be mixed in.



progress pointer

*NOTE: If progress pointer is at either end the second sound file will be appended to the first sound file. Position the pointer somewhere in the middle to have the second sound file mixed over the first starting at the chosen position.*

- 3) Select the 'Edit' menu and select 'Mix with file...'.



edit menu

- 4) Select sound file.
- 5) Choose 'Open'.
- 6) Select the 'File' menu and select 'Save' to save the changes.





## How To: Play a sound file in reverse.

### Solution:

Select 'Reverse' from the 'Effects' menu.

- 1) Select 'Reverse' from the 'Effects' menu.



'Effects' menu

- 2) Choose the play button.
- 3) Select the 'File' menu and select 'Save' to save the changes.



## Is the screen saver selected in the list box?

### Action:

Make sure the screen saver is selected.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Display' icon.



[Display icon](#)

- 4) Choose the 'Screen Saver' tab. (The 'Screen Saver' properties sheet displays.)
- 5) Make sure the screen saver is selected in the 'Screen Saver' drop-down list box. (An example of the selected screen saver displays in the 'video display').



[screen saver sheet](#)



## Screen saver not selected; Enable screen saver.

### Cause:

The screen saver has not been selected.

### Solution:

Enable the screen saver using the 'Screen Saver' Properties sheet in Display.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display

- 4) Choose the 'Screen Saver' tab. (The Screen Saver Properties sheet displays.)
- 5) Make a selection from the 'Screen Saver' drop-down list box. (An example of the selected screen saver displays in the 'video display').



screen saver sheet

- 6) (Optional) Choose 'Settings...' to customize the screen saver settings.

*NOTE: Not all screen savers can be customized.*

- 7) (Optional) Enable password protection as follows:
  - a) Check 'Password protected'.
  - b) Choose 'Change...'. (The Change Password dialog box appears.)



password box

- c) Enter a password in the 'New password' box.
- d) Reenter the password in the 'Confirm new password' box.
- e) Choose 'OK'.

- 8) Choose 'Apply' to save all screen saver settings.
- 9) Choose 'OK'.



## Incorrect settings/corrupt file; Reduce screen saver wait time/change settings.

### Cause:

The screen saver file is corrupt or the settings are incorrect.

### Solution:

Reduce the screen saver wait time and/or change the screen saver settings.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display

- 4) Choose the 'Screen Saver' tab. (The Screen Saver Properties sheet displays.)
- 5) Do one or more of the following:
  - a) Make sure the 'Wait' time is not too long.
  - b) Choose 'Settings...' to customize the screen saver settings.

*NOTE: Not all screen savers can be customized. The settings dialog box varies.*
  - c) If the screen saver is a third-party program, refer to the documentation regarding correct file locations or settings.
- 6) Choose 'Apply' to save all screen saver settings.
- 7) Choose 'OK'.



## **Does the Taskbar become visible?**

**Action:**

Position the pointer where the Taskbar last appeared.




## **'Auto hide' feature is enabled; Disable Taskbar's 'Auto hide' feature.**

### **Cause:**

The Taskbar 'Auto hide' feature is enabled. This will cause the Taskbar to disappear until the pointer rests on its location on the desktop.

### **Solution:**

Open the 'Taskbar options' properties sheet and uncheck 'Auto hide'.

- 1) Press CTRL+ESC to display the ['Start' menu](#).
- 2) Select 'Taskbar...'.  


[Taskbar from menu](#)

- 3) Choose the 'Taskbar Options' tab.
- 4) Uncheck 'Auto hide'.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## **Does pointer become a double-sided arrow?**

**Action:**

- 1) Position the pointer on the edge of the screen where the Taskbar previously appeared.
- 2) Note if the pointer turns into a double arrow.





## **Taskbar is completely minimized; Resize the Taskbar.**

### **Cause:**

The Taskbar has been minimized completely.

### **Solution:**

Resize the Taskbar by dragging the double-edged pointer to the desired location.

- 1) Position the pointer on the edge of the screen until the pointer becomes a double-arrow.
- 2) Click and drag the Taskbar upwards to the desired size and release the mouse button.



## Corrupt Registry file; Rename SYSTEM.1ST to SYSTEM.DAT.

### Cause:

The Registry file which stores system and program settings in Windows 95 is corrupted.

### Solution:

Restart to MS-DOS. Remove the attributes and rename the SYSTEM.DAT and SYSTEM.DA0 files. Rename the SYSTEM.1ST file to SYSTEM.DAT and restart Windows.

*CAUTION: The following procedure will lose all settings for software programs installed after installing Windows 95.*

- 1) Shut down Windows and restart in MS-DOS mode.
- 2) Change to the root directory (EXAMPLE: enter CD\ until the C:\ prompt appears.)
- 3) Enter the following to remove the attributes for the SYSTEM.DAT files:  
ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DAT (press ENTER)  
ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DA0 (press ENTER)  
ATTRIB -H -R -S C:\SYSTEM.1ST (press ENTER)  
(where C:\ represents the root drive and can be replaced by the appropriate drive letter.)
- 4) Rename the SYSTEM.DAT and SYSTEM.DA0 files by entering:  
REN C:\WINDOWS\SYSTEM.DAT C:\WINDOWS\SYSTEM.111 (press ENTER)  
REN C:\WINDOWS\SYSTEM.DA0 C:\WINDOWS\SYSTEM.DA1 (press ENTER)
- 5) Copy the SYSTEM.1ST file created in step 3 over the SYSTEM.DAT file by entering:  
COPY C:\SYSTEM.1ST C:\WINDOWS\SYSTEM.DAT (press ENTER)
- 6) Restart Windows. (The system will boot to the original configuration.)

*NOTE: The user settings will be maintained when using the above procedure, since they are stored in the file USER.DAT.*



**What is your Security problem or question?**



## Password assigned to another software program; Disable password for the program.

### Cause:

A password has been assigned to another software program (such as Microsoft Network) running in Windows.

### Solution:

Disable the password for the application.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Passwords' icon.



Passwords

- 4) Choose the 'Change Passwords' tab.



Passwords Properties

- 5) Choose 'Change Windows Password...'. (The applications containing passwords are listed.)



Change Windows Password

- 6) Check the first listed software program.
- 7) Choose 'OK'.
- 8) Enter the current password in the 'Old password' box in the 'Change Windows Password' dialog box.



removing passwords

- 9) Leave the 'New password' and 'Confirm new password' boxes blank.

- 10)** Choose 'OK'.
- 11)** If any other software programs are listed, repeat steps 6 through 10 to disable their passwords.
- 12)** Choose 'Close'.



## Users set to use same settings; Allow users to customize their desktop.

### Cause:

The 'All users of this PC use the same preferences and desktop settings' option is enabled in 'Control Panel', 'Passwords'.

### Solution:

Select 'Control Panel', open 'Passwords', and choose the 'Users can customize their preferences and desktop' option.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Passwords' icon.



Passwords

- 4) Choose the 'User Profiles' tab.
- 5) Choose 'Users can customize their preferences and desktop settings.'



User Profiles

- 6) Check one or both of the following options in the 'User Profile Settings' section:
  - a) Include desktop icons and 'Network Neighborhood' contents in user settings.  
*NOTE 1: This option allows saving desktop shortcuts and 'Network Neighborhood' settings.*
  - b) Include 'Start' menu and Program groups in user settings.  
*NOTE 2: This option saves custom settings for the 'Start' menu and Program groups.*
- 7) Choose 'OK'.





## How To: Change the password when using a Novell NetWare network.

### Solution:

Change to the drive mapped to the NetWare server in the DOS Prompt. Locate and use the SETPASS command to enter a new password.

- 1) Connect to the network server.
- 2) Open 'MS-DOS Prompt'
- 3) Change to the drive mapped to the server by entering X: at the prompt (where 'X' represents the server drive).
- 4) Use the 'Find' utility to search for the 'Network' folder on the server containing the SETPASS command.
- 5) Enter the old password.
- 6) Enter the new password.

*NOTE: If the password has expired, contact the Network Administrator.*





## How To: Assign or change a password for Windows.

### Solution:

Open 'Passwords' in 'Control Panel'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Passwords' icon.



[Passwords](#)

- 4) Choose the 'Change Passwords' tab.



[Changing Passwords](#)

- 5) Choose 'Change Windows Password...'.
  - 6) Choose 'OK'.
  - 7) Do one of the following:
    - a) To change an existing password:
      - 1] Enter the current password in the 'Old password' box in the 'Change Windows Password' dialog box.
      - 2] Enter the new password in the 'New Password' box.
      - 3] Re-enter the new password in the 'New Password' box.



[changing passwords](#)

- b) To create a new password when no password is currently in effect:
    - 1] Enter the password in the 'New password' box.
    - 2] Re-enter the new password in the 'New Password' box.



[changing passwords](#)

- 8) Choose 'OK'.
- 9) Choose 'Close'.



## How To: Add or change a password on a Windows network.

### Solution:

Select 'Control Panel', 'Passwords', and then choose the 'Change Other Passwords' tab.

- 1) Choose the 'Start Button' to display the 'Start' menu.



Start button

- 2) Select the 'Start' menu.
- 3) Select 'Settings', and select 'Control Panel'.



Control Panel

- 4) Double-click 'Password'.



Password icon

- 5) Select the 'Change Other Passwords' tab from the 'Passwords Properties' screen.
- 6) From the 'Select Password' dialog box, select 'Microsoft Networking', and then click the 'Change' button.
- 7) Type the old password, then the new password. Retype the new password a second time to verify it.
- 8) Choose 'OK' to accept the new password.



## Software program is running in a full screen; Run software program in a window.

### Cause:

Software program is running in a full screen. Text cannot be pasted into an software program running full screen.

### Solution:

Change the application properties to run in a window.

Do the following to change the DOS window settings immediately:

- 1) Press ALT+TAB to display the Windows desktop and Taskbar.
- 2) Right-click on the 'DOS application' program button on the Taskbar.
- 3) Select 'Properties...' from the popup menu. (The 'DOS program Properties' dialog box appears.)
- 4) Choose the 'Screen' tab.
- 5) Choose 'Window'.



[screen properties sheet](#)

*NOTE: Not all MS-DOS-based software programs can run in a window.*

- 6) (Optional) Select a window size from the 'Initial size' drop-down list box.
- 7) (Optional) Check 'Display toolbar'.
- 8) Choose 'Apply' for changes to take effect immediately.
- 9) Choose 'OK'.



## **Fast paste is used; Disable the 'Fast pasting' option.**

### **Cause:**

Some DOS software programs cannot process the characters properly when fast paste is used, which results in lost characters.

### **Solution:**

Uncheck the 'Fast pasting' option in the applications 'Misc' properties sheet.

- 1) Right-click on the DOS applications icon. (A popup menu appears.)
- 2) Select 'Properties...'. (A popup menu appears.)
- 3) Choose the 'Misc' tab. (The 'Misc' tab sheet appears)



[Misc tabsheet](#)

- 4) Uncheck the 'Fast pasting' option.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## **Status bar not set to be displayed; Select View menu and select Status Bar.**

### **Cause:**

The status bar has been unchecked in the 'View' menu.

### **Solution:**

Select 'Status Bar' from the 'View' menu.



**What is your Moving Data Between Applications  
(software programs) problem or question?**



## Could not process characters; Disable the 'Fast pasting' option.

### Cause:

Some DOS software programs cannot process the characters properly when fast paste is used, which results in lost characters.

### Solution:

Uncheck the 'Fast pasting' option in the applications 'Misc' 'Properties'.

- 1) Right-click on the DOS applications icon. (A popup menu appears)
- 2) Select 'Properties...'. (A popup menu appears)
- 3) Choose the 'Misc' tab. (The Misc tab sheet appears.)



Misc tabsheet

- 4) Uncheck the 'Fast pasting' option.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.





## How To: Use the DriveSpace utility.

### Solution:

'DriveSpace' is located in the 'System Tools' folder in the 'Accessories' folder in the 'Program' menu.

*NOTE: The DriveSpace utility should only be used by experienced computer users.*

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select 'Accessories'.
- 3) Select 'System Tools'.
- 4) Select 'DriveSpace'.
- 5) Select the disk drive on which to run DriveSpace.
- 6) Choose the operation from either 'Drive' or 'Advanced'



Advanced menu



## How To: Utilize HyperTerminal.

### Solution:

Select the 'Hypertrm' icon after opening the HyperTerminal [folder](#) from the 'Accessories' menu.

- 1) Choose the 'Start' button and select the ['Start' menu](#).
- 2) Select the 'Programs' menu.



[Select programs](#)

- 3) Select the 'Accessories' menu.
- 4) Select 'HyperTerminal'.



[HyperTerminal in Accessories menu](#)

- 5) Open 'HyperTrm'. (A 'New Connection' dialog box appears.)



[Hypertrm icon](#)

- 6) Enter the name of the new connection in the 'Name' box.
- 7) Select an icon from the 'Icon' scroll list.
- 8) Choose 'OK'. (The 'Phone Number' dialog box appears.)
- 9) Enter a phone number.
- 10) Choose 'OK'. (The 'Connect' dialog box appears.)
- 11) Choose 'Dial'. (A connection is made.)
- 12) (Optional) Select the 'File' menu and select 'Save as...' and enter a name for the file to save the connection.



## How To: Use AT commands in HyperTerminal.

### Solution:

Create a new connection in 'HyperTerminal' and select 'Direct to COMx'. Enter the commands on the blank screen.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'HyperTerminal'.



HyperTerminal in Accessories menu

- 5) Open 'HyperTerm.exe'. (A 'New Connection' dialog box appears.)
- 6) Enter the name of the new connection in the 'Name' box.
- 7) Select an icon from the 'Icon' scroll list.
- 8) Choose 'OK'. (The 'Phone Number' dialog box appears.)
- 9) Select 'Direct to COMx' from the 'Connect Using' drop-down list box (where COMx represents the number of the COM port.)



direct to COMx

*NOTE: The 'Phone number' options will become grayed out when this option is chosen.*

- 10) Choose 'OK'. (The 'COMx Properties' sheet appears.)
- 11) Select the COM port properties.
- 12) Choose 'OK'. (A blank screen appears with a counter on the lower left hand side.)
- 13) Enter the desired AT commands.
- 14) (Optional) Select the 'File' menu and select 'Save as...'; enter a name for the file to save the connection.





## How To: Send a fax.

### Solution:

Select 'Fax' from the 'Accessories' menu and use the 'Fax' Wizard.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



Select programs

- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select the 'Accessories' menu and select 'Fax'.



Fax in Accessories menu

*NOTE: If Microsoft Fax is not present on the menu use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 5) Select 'Compose New Fax'. (The 'Compose New Fax' Wizard appears.)
- 6) (Optional) Specify dialing location and properties.
  - a) Choose 'Dialing Properties...'
  - b) Choose 'OK'.
- 7) Choose 'Next'.
- 8) Do one of the following:
  - a) Enter the fax number manually:
    - 1] Enter the recipient's name in the 'To' box.
    - 2] Enter the recipient's fax number.
  - b) Use the 'Address Book':
    - 1] Choose 'Address Book' to display the 'Personal Address Book'.
    - 2] Select the addressee name from the 'Personal Address Book'.
    - 3] Choose 'To'.
    - 4] Choose 'OK'.

*NOTE: If sending a fax to multiple recipients, choose 'Add to List' and repeat step eight for each recipient.*



[Add to List](#)

- 9) Choose 'Next'.
- 10) Select whether or not a cover page is to be included:



[cover page option](#)

- a) Choose 'No' to send the fax without a cover page.
- b) Choose 'Yes' to include a cover page.
  - 1) Select the cover page from the list box.
- 11) (Optional) Choose 'Options...' to customize sending options:



[fax sending options](#)

- a) Select the desired fax options.
- b) Choose 'OK'.
- 12) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- 13) Enter the subject and text of the fax.
- 14) (Optional) Attach a file to the fax:
  - a) Choose 'Add File'.
  - b) Select the file to be attached.

*NOTE: An attached file will print out as additional pages on the recipient's fax machine.*

- 15) Choose 'Next'.
- 16) Choose 'Finish'.



## How To: Control properties for DOS command line session.

### Solution:

Right -click on the 'MS-DOS Prompt' shortcut or on the COMMAND file and change the 'Window Properties' on the 'Screen Properties' sheet to 'Full screen'.

1) Do one of the following:

a) Locate the MS-DOS prompt shortcut in the 'Start' menu:

1] Right-click on the 'Start' button.



Start button

2] Select 'Open' from the popup menu.



Open from Start menu popup

3] Open the 'Programs' folder.



folder

4] Right-click on the 'MS-DOS Prompt' shortcut.

b) Find the DOS COMMAND file by selecting the 'Start' menu and selecting 'Find':

1] Use the Find feature and enter COMMAND in the 'Named' box.



enter Command

2] Locate the correct 'Command' file in the 'Search results' window. (The file type will be 'MS-DOS application and located in the WINDOWS directory or its subdirectory.)



Command file

- 3] Right-click on the Command file.
- 2) Select 'Properties...' from the popup menu.



properties from popup

- 3) Choose the 'Screen' tab.
- 4) Choose the 'Full Screen' radio button in the 'Usage' section.
- 5) (Optional) Check 'Display Toolbar' from the 'Window' section.

*NOTE: Not all MS-DOS-based software programs allow a toolbar to be visible.*

- 6) Check the 'Restore Settings on Startup' check box.
- 7) Choose the 'Apply' button.
- 8) Choose 'OK'.
- 9) Close the program and 'Startup' Windows.





## **How To: Delete an entire directory tree using DOS commands.**

### **Solution:**

- 1) Enter DELTREE DIRNAME, where 'DIRNAME' is the name of the parent directory to be deleted.
- 2) Enter 'Y' when prompted to delete all subdirectories.



## **How To: Change from a DOS full screen to a DOS window (or reverse).**

**Solution:**

Press ALT+ENTER.



## How To: Pause the execution of a command.

### Solution:

Press CTRL+S or PAUSE to stop a DOS command line action. Press CTRL+BREAK or CTRL+C to stop Windows 95 from completing an action.

- 1) To pause a command action in an MS-DOS window: Press CTRL+S or PAUSE.

*NOTE: Press any key except PAUSE to resume the command action.*

- 2) To stop Windows 95 from completing a command: Press CTRL+BREAK or CTRL+C

*NOTE: Any actions performed by Windows prior to these keystrokes cannot be undone.*



## How To: Restore a backup made using MSBACKUP in previous version of DOS.

### Solution:

Remove the attributes from MSDOS.SYS, edit the file and add BootMulti=1. Press F4 when starting the computer to go to the previous MS-DOS version.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Choose the 'Start' button to display the Windows 95 'Start' menu.
- 2) Select the 'Start' menu and select 'Find'.
- 3) Select the root directory to search in. Example: C:
- 4) Enter 'MSDOS.SYS' in the 'Named' box.



enter MSDOS

- 5) Choose the 'Find Now' button.
- 6) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 7) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 8) Right-click on the MSDOS.SYS file again.
- 9) Select 'Properties...' from the popup menu.



properties from popup

- 10) Choose the 'General' tab.
- 11) Uncheck 'Read-only', 'Hidden', and 'Archive' check boxes.

*NOTE: This removes the MSDOS.SYS default attributes and enables the file to be edited.*



remove attributes

- 12) Choose the 'Apply' button.
- 13) Choose 'OK'.
- 14) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The search results window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*

- 15) Select the 'File' menu and select 'Open with...'. (The 'Open With' dialog box displays.)
- 16) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 17) Enter the following in the 'Options' section:

BootMulti=1



BootMulti=1

- 18) Select the 'File' menu and select 'Save As...'. (The 'Save As' dialog box displays.)
- 19) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 20) Shut down Windows and choose the 'Restart the Computer' radio button.
- 21) When the computer starts again, press F4. (A prompt stating the previous version of MS-DOS is being loaded appears.)



## How To: Access Help from a DOS prompt.

### Solution:

Open 'MS-DOS Prompt' and enter the following: `TOPIC /?` (where 'topic' represents the MS-DOS command to request help on.)

EXAMPLE: `RENAME /?`

1) Open ['MS-DOS Prompt'](#).

2) Enter the following at the command prompt:

`TOPIC /?` (where 'TOPIC' represents the MS-DOS command to request help being queried.)

EXAMPLE: `RENAME /?`

3) (Optional) To view the MS-DOS Help dialog one screen at a time, enter `|MORE` after the command.

EXAMPLE: `RENAME /?|MORE`



## How To: Run APPEND with a DOS program.

### Solution:

Add the APPEND.EXE command from the previous MS-DOS version to the 'SETVER' table to make it work in Windows 95.

Use the 'SETVER' command to enable the use of APPEND.EXE for a program or device.

- 1) Open 'MS-DOS Prompt'.
- 2) Change to the previous MS-DOS directory:
  - a) If the prompt is in the WINDOWS directory, enter CD\ to change to the root directory.
  - b) Enter CD\DOS (where DOS represents the directory containing the previous version of MS-DOS)

*NOTE: The version of MS-DOS used by Windows 95 is located in the \WINDOWS\COMMAND directory.*

- 3) Enter the following at the prompt: SETVER APPEND.EXE 7.00
- 4) Make sure the batch file required to run the program contains the APPEND.EXE statement. (A message appears requesting the computer be restarted for the command to take effect.)



SETVER

- 5) Shut down Windows and choose the 'Restart' radio button.



## ERROR: Cannot make directory entry using COPY due to long filenames.

### Error:

Cannot make directory entry <filename>.

### Cause:

Windows uses additional directory entries to store long filenames. All available directories are used on the root drive, which may be less than the standard DOS allowance of 512 directories.

### Solution:

Check the drive for invalid long filenames and then defragment.

- 1) Check the drive for invalid long filenames (which do not meet [long filename standards](#)):


- a) Open 'My Computer' or ['Windows Explorer'](#)



[My Computer](#)



[Explorer in Start menu](#)

- b) Right-click on the drive icon containing the long filenames.
    - c) Select 'Properties...' from the popup menu.
    - d) Choose the 'Tools' tab.
    - e) Choose 'Check Now...'.  


[Check Now](#)

- f) If invalid filenames are found, perform the default correction.
    - g) Choose 'Defragment Now' to defragment the disk.
  - 2) Rename files or [folders](#) in the root directory using uppercase [8.3-compliant](#) directory or filenames.
  - 3) [Move some files](#) or folders out of the root directory.







## ERROR: Incorrect version of MS-DOS or Windows due to older version.

### Error:

Incorrect DOS version.

### Cause:

The backup was made on a previous version of MS-DOS or a different versions of Windows, which Windows 95 does not recognize.

### Solution:

Enable a multiple boot to the previous MS-DOS version. Remove the attributes from MSDOS.SYS, edit the file and add BootMulti=1. Press F4 when starting the computer to go to the previous MS-DOS version.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Select the 'Start' button to display the 'Start' menu.
- 2) Select 'Find'.
- 3) Select the root directory to search in.

EXAMPLE: C:4) Enter 'MSDOS.SYS' in the 'Named' box.



enter MSDOS

- 4) Choose the 'Find Now' button.
- 5) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 6) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 7) Right-click on the MSDOS.SYS file again.
- 8) Select 'Properties...' from the popup menu.



properties from popup

- 9) Choose the 'General' tab.
- 10) Uncheck the 'Read-only', 'Hidden', and 'Archive' check boxes.

*NOTE: This removes the MSDOS.SYS default attributes and enables the file to be edited.*



remove attributes

- 11) Choose the 'Apply' button.
- 12) Choose 'OK'.
- 13) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The 'Search results' window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS, a system file.*

- 14) Select the 'File' menu and select 'Open with...'. (The 'Open With' dialog box displays.)
- 15) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 16) Enter the following in the 'Options' section:

BootMulti=1



BootMulti=1

- 17) Select the 'File' menu and select 'Save As...'. (The 'Save As' dialog box displays.)
- 18) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 19) Restart the computer.



## ERROR: Error when running BACKUP, RESTORE or UNDELETE due to long filenames.

### Error:

Windows has disabled direct disk access to protect long filenames.

### Cause:

The multiple boot option is not enabled in MSDOS.SYS. The MS-DOS version used in Windows 95 does not include certain [MS-DOS commands from previous versions](#).

### Solution:

Remove the attributes from [MSDOS.SYS](#), edit the file and add BootMulti=1. Press F4 when starting the computer to go to the previous MS-DOS version.

*NOTE: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Find'.
- 3) Select the root directory to search in. EXAMPLE: C:\ Enter 'MSDOS.SYS' in the 'Named' box.



[enter MSDOS](#)

- 4) Choose the 'Find Now' button.
- 5) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 6) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



[send to](#)

- 7) Right-click on the MSDOS.SYS file again.
- 8) Select 'Properties...' from the popup menu.



properties from popup

- 9) Choose the 'General' tab.
- 10) Uncheck the 'Read-only', 'Hidden', and 'Archive' check boxes.

*NOTE: This removes the MSDOS.SYS default attributes and enables the file to be edited.*



remove attributes

- 11) Choose the 'Apply' button.
- 12) Choose 'OK'.
- 13) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The 'Search results' window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS, a system file.*

- 14) Select the 'File' menu and select 'Open with...'. (The 'Open With' dialog box displays.)
- 15) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 16) Enter the following in the 'Options' section:

BootMulti=1



BootMulti=1

- 17) Select the 'File' menu and select 'Save As...'. (The 'Save As' dialog box displays.)
- 18) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 19) Shut down Windows and choose the 'Restart the Computer' radio button.
- 20) When the computer starts again, press F4. (A prompt stating the previous version of MS-DOS is being loaded appears.)
- 21) Run UNDELETE or RESTORE.



## **ERROR: Incorrect DOS version (running APPEND) due to not recognized by Win 95.**

### **Error:**

Incorrect DOS version (when running APPEND).

### **Cause:**

Windows 95 DOS does not include the APPEND command.

### **Solution:**

Add the APPEND.EXE from the previous MS-DOS version to the SETVER table to make it work in Windows 95.

Use the SETVER command to enable the use of APPEND.EXE for a program or device.

*CAUTION: Using the APPEND utility from an earlier version of MS-DOS may prevent Windows 95 and Windows-based software programs from creating valid path names for files.*

- 1) Open 'MS-DOS Prompt'.
- 2) Change to the previous MS-DOS directory:
  - a) If the prompt is in the WINDOWS directory, enter CD\ to change to the root directory.
  - b) Enter CD\DOS (where DOS represents the directory containing the previous version of MS-DOS)

*NOTE: The version of MS-DOS used by Windows 95 is located in the \WINDOWS\COMMAND directory.*

- 3) Enter the following at the prompt:  
SETVER APPEND.EXE 7.00
- 4) Make sure the batch file required to run the program contains the APPEND.EXE statement. (A message appears requesting the computer be restarted for the command to take effect.)



SETVER

- 5) Shut down Windows and choose 'Restart'.



## **CONFIG.SYS not needed to start Win95; CONFIG.SYS overrides IO.SYS parameters.**

### **Cause:**

CONFIG.SYS is no longer required to start Windows 95. Its function has been replaced by the Windows 95 IO.SYS. However, any non-Windows 95 drivers (such as older Windows 3.1 drivers) that must be loaded are still loaded by the lines in CONFIG.SYS.

### **Solution:**

The switches or parameters in CONFIG.SYS override the switches or parameters for the drivers and settings that are loaded by IO.SYS.

*NOTE: The 'FILES=', 'BUFFERS=', and 'STACKS=' parameters in CONFIG.SYS must be set to AT LEAST the default value used in IO.SYS.*



## File Manager not on desktop by default; Use Windows Explorer or My Computer.

### Cause:

File Manager tasks are handled by 'Windows Explorer' and 'My Computer' in Windows 95. Although the File Manager file is shipped with Windows 95, by default it does not appear on the desktop.

### Solution:

Open Windows Explorer or open 'My Computer' on the desktop.

- 1) Open 'My Computer', 'Windows Explorer' or the folder containing the files.



Explorer in Start menu

- 2) Select the 'View' menu and select 'Arrange Icons'.



view files by type

- 3) Select 'By Type' from the popup menu.

*NOTE: The settings for this window are saved when the window is closed and will remain in effect until they are changed.*

- 4) Locate the type of files to be deleted.
- 5) Press SHIFT while clicking on the files to be deleted.
- 6) Select the 'File' menu and select 'Delete'.

(OPTIONAL): Use one of the following methods to run 'File Manager' instead of using 'Windows Explorer':

- 1) Run WINFILE.EXE which is included with Windows 95.
  - a) Choose the 'Start' button to display the Start menu.
  - b) Select 'Programs'.
  - c) Select 'Windows Explorer'.



Explorer from Programs menu

- d) Double-click on the Windows folder in the left-hand window. (The files in the directory are displayed in the



right-hand window.)

- e) Double-click on 'Winfile' to open Windows 3.1 File Manager.



- f) (Optional) Create a shortcut for 'File Manager' on the desktop. Winfile in Explorer
- 2) Convert the Windows 3.1x Main program group to Windows 95 format. ('File Manager' displays in the 'Start' menu as a folder.)



## Disk space allocated for virtual memory; Use Control Panel to view details.

### Cause:

Windows 95 is different from Windows 3.1x in that it dynamically allocates disk space as virtual memory as required.)

### Solution:

Open 'System' in 'Control Panel' and choose 'Virtual Memory' from the 'Performance' properties sheet.

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Virtual Memory...'. (The 'Virtual Memory' properties sheet appears.)



virtual memory

*CAUTION: It is advisable to let Windows adjust the virtual memory settings automatically. Manually adjusting settings should be done under the supervision of a technical support professional.*



## Notepad is located in 'Accessories' menu; Use the 'Start', 'Accessories' menu.

### Cause:

Windows 95 has improved Notepad. By default this software program is located in the 'Accessories' menu.

### Solution:

Open the 'Accessories' by selecting the 'Start' menu, then 'Programs' menu or, locate Notepad in the WINDOWS directory and add it to the 'Programs' menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Programs' menu.



### Select programs

- 3) Select 'Accessories'.
- 4) Select the 'Accessories' menu and select 'Notepad'.

*NOTE: If Notepad is not available from the 'Start' menu, use 'Control Panel' to add this software programs as described below.*

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Taskbar...'



### Taskbar from menu

- 3) Choose the 'Start menu Programs' tab. (The 'Start' menu properties sheet appears.)
- 4) Choose 'Add...'. (The 'Add Shortcuts/Folders' window appears.)
- 5) Choose 'Browse...'
- 6) Open the folder containing the WINDOWS directory.
- 7) Select 'Notepad'.
- 8) Choose 'Open'.
- 9) Choose 'Next' to display the 'Select Program Folder' dialog box.
- 10) Select an existing folder.

*NOTE: Select the 'Start' menu folder to place the program in the 'Start' menu.*

- 11) Choose 'Next'.
- 12) Enter a name such as 'Notepad'.
- 13) Choose 'Finish'.





## Win3.1x groups converted to folders; Add CALENDAR.EXE to the Programs menu.

### Cause:


Windows 95 does not include a new version of the Windows 3.1x Calendar software program. When Windows 95 is installed over Windows 3.1x, Windows 95 setup converts all Windows 3.1x Program Manager groups to folders that are located inside the Programs folder on the Start menu. All program icons are converted to shortcuts.

### Solution:

Locate CALENDAR.EXE (in the WINDOWS directory) and add it to the Programs menu or copy the file from the original Windows 3.1x installation diskettes or CD-ROM.

*NOTE 1: The following procedure may only be applied if Windows 95 was installed next to or over Windows 3.1x.*

*NOTE 2: If Windows 95 was installed on a computer that does not contain any version of Windows 3.1x, copy 'CALENDAR.EXE' from the original Windows 3.1x installation diskettes or CD-ROM into the current Windows 95 directory and follow the procedures below.*

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Taskbar...'.  


Taskbar from menu

- 3) Choose the 'Start menu Programs' tab. (The 'Start' menu properties sheet appears.)
- 4) Choose 'Add...'. (The 'Add Shortcuts/Folders' window appears.)
- 5) Choose 'Browse...'
- 6) Open the folder containing the WINDOWS directory.
- 7) Select 'CALENDAR.EXE'.
- 8) Choose 'Open'.
- 9) Choose 'Next' to display the 'Select Program Folder' dialog box.
- 10) Select an existing folder in which to place the 'Calendar' program.

*NOTE: Select the 'Start' menu folder to place the program in the Start menu.*

- 11) Choose 'Next'.
- 12) Enter a name, such as 'Calendar'.
- 13) Choose 'Finish'.





## Win3.1x groups converted to folders; Add CARDFILE.EXE to the Programs menu.

### Cause:


Windows 95 does not include a new version of the Windows 3.1x CARDFILE software program. When Windows 95 is installed over Windows 3.1x, Windows 95 setup converts all Windows 3.1x Program Manager groups to folders that are located inside the Programs folder on the 'Start' menu. All program icons are converted to shortcuts.

### Solution:


Locate CARDFILE.EXE (in the WINDOWS directory) and add it to the 'Programs' menu or copy the file from the original Windows 3.1x installation diskettes or CD-ROM.

*NOTE 1: The following procedure may only be applied if Windows 95 was installed next to or over Windows 3.1x.*

*NOTE 2: If Windows 95 is installed on a computer that does not contain any version of Windows 3.1x, copy 'CARDFILE.EXE' from the original Windows 3.1x installation diskettes or CD-ROM into the current Windows 95 directory and follow the procedures below.*

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Taskbar...'.  


Taskbar from menu

- 3) Choose the 'Start menu Programs' tab. (The properties sheet for the 'Start' menu displays.)
- 4) Choose 'Add...'. (The 'Add Shortcuts/Folders' window appears.)
- 5) Choose 'Browse...'
- 6) Open the folder containing the WINDOWS directory.
- 7) Select 'CARDFILE.EXE'.  


CARDFILE.EXE

- 8) Choose 'Open'.
- 9) Choose 'Next' to display the 'Select Program Folder' dialog box.
- 10) Select an existing folder in which to place the 'CARDFILE' program.

*NOTE: Select the 'Start' menu folder to place the program in the 'Start' menu.*

- 11)** Choose 'Next'.
- 12)** Enter a name such as 'CARDFILE'.
- 13)** Choose 'Finish'.





## Character Map not installed; Use Control Panel to add Character Map.

### Cause:

Windows 95 does not install Character Map during Setup unless the 'Custom' option is selected during installation. Currently, the Character Map software program is only available on the CD-ROM installation.

### Solution:

If a custom setup was performed, Character Map can be located by selecting the Programs menus and then selecting the Accessories menu. Otherwise, add Character Map from the installation CD-ROM via the Add/Remove Programs option of the Control Panel menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Programs' menu.



Select programs

- 3) Select the 'Accessories' menu.
- 4) Select 'Character Map'.

*NOTE: If 'Character Map' is not available from the 'Start' menu, use 'Control Panel' to add this software program as described below:*

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Add/Remove Programs' icon.



Add/Remove programs

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.



Select Accessories

- 6) Choose 'Details...'.  
7) Check 'Character Map'.



Character Map

- 8) Choose 'OK'.  
9) Choose 'Apply'.  
10) Insert the Windows 95 installation CD-ROM when prompted.

*NOTE 1: The following tables list Windows 95 components that can be installed during different types of installations:*



Installable Components Table 1



Installable Components Table 2

*NOTE 2: Items that are included only on CD-ROM must be manually selected using the 'Custom Setup' option.*



## 'Calculator' not installed; Use Control Panel to add CALCULATOR.EXE.

### Cause:

Windows 95 does not install 'Calculator' during Setup unless the 'Typical' or 'Custom' option is selected during installation. If these options are chosen, then Calculator is located in the 'Accessories' sub-menu of the 'Programs' menu.

### Solution:

Open the 'Accessories' menu by selecting the 'Start' menu, then selecting 'Programs', or add CALCULATOR.EXE via 'Control Panel'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'Calculator'.

*NOTE: If 'Calculator' is not available from the 'Start' menu, use 'Control Panel' to add this software program as described below.*

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Add/Remove Programs' icon.



Add/Remove programs

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.



Select Accessories

- 6) Choose 'Details...'.  
7) Check 'Calculator'.  
8) Choose 'OK'.  
9) Choose 'Apply'.  
10) Insert the Windows 95 installation CD-ROM when prompted.

*NOTE: The following tables list Windows 95 components that can*

be installed during different types of installations:



Installable Components Table 1



Installable Components Table 2

Items that are included only on CD-ROM must be manually selected using the 'Custom Setup' option.



**What is your Windows 3.1 or 3.11 Accessories problem  
or question in relation to?**



**What type of disk or drive is being formatted?**



## What does error message refer to?

### Action:

Check if error message refers to running Windows programs or the WINDOWS directory.



format error.



## Not allowed to format drive with WINDOWS; Use the MS-DOS format utility.

### Cause:

The drive being formatted contains the WINDOWS directory. Windows 95 does not allow formatting of a drive containing the WINDOWS directory.

### Solution:

Exit Windows, boot to previous MS-DOS version and use the MS-DOS format utility.

*NOTE1: Before formatting a hard drive, make sure files are backed up. Preferably this solution should be referred to a qualified computer technician.*

*NOTE2: The following procedure will only work if the previous MS-DOS version still exists on the drive. In some cases the user has elected to remove the previous MS-DOS files prior to setup.*

- 1) Edit MSDOS.SYS and add the line BootMulti=1 to the [Options] section.
- 2) Shut down Windows and Restart the computer.
- 3) When the computer restarts, press F4. (The message: 'Now booting to a previous version of MS-DOS.' appears.)
- 4) Enter the following at the prompt: `FORMAT C:`  
(where 'C:' refers to the hard drive to be formatted).





## Drive is compressed; Uncompress the drive.

### Cause:

The drive being formatted has been compressed. A compressed drive cannot be formatted.

### Solution:

Uncompress the drive using DriveSpace.

*NOTE: The DriveSpace utility should only be used by experienced computer users.*

- 1) Choose the 'Start' button to display the Start menu.
- 2) Select the 'Start' menu and select 'Programs'.



Select programs

- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select the 'Accessories' menu and select 'System Tools'.
- 5) Select the 'System Tools' menu and select 'DriveSpace'.



Starting DriveSpace

- 6) Select the compressed drive.
- 7) Select the 'Options' menu and select 'Uncompress...'.  
8) Select 'Start'.
- 9) When prompted to back up, choose 'Backup files'.



uncompress prompt

- 10) When the files have been backed up, choose 'Uncompress'.
- 11) Proceed with formatting after the drive is uncompressed.



**Win removes format command from network; Refer to qualified computer technician.**

**Cause:**

Windows automatically removes the format command from the network drive object to prevent accidental formatting.

**Solution:**

Refer this problem to a qualified computer technician.



## **Corrupt or write-protected diskette; Remove write-protection/use other disk.**

### **Cause:**

The diskette is write-protected or corrupt.

### **Solution:**

If the error message refers to write-protection, remove the write-protection tab from the diskette. Choose 'Retry' on the error message dialog box.



diskette.

write-protect error. If diskette is corrupt, use a different



## How To: DiskCopy from one diskette to another (as in MS-DOS).

### Solution:

Use the Disk Copy feature in 'My Computer' or 'Windows Explorer'.

*NOTE: Make sure both diskettes are of the same type and density.*

- 1) Open 'My Computer', 'Windows Explorer'.



Explorer in Start menu



My Computer

- 2) Select the drive icon containing the disk to be copied from. (Example: A:)
- 3) Select the 'File' menu and select 'Copy Disk'.
- 4) Select the disk drive to be copied from.
- 5) Select the disk drive to be copied to.

*NOTE: The same drive may be used for both diskettes.*

- 6) Choose 'Start'. (The 'Disk copy' dialog box showing progress appears.)



disk copy

- 7) Insert the diskette to receive the information when the prompt appears.



disk copy prompt

- 8) Choose 'OK'.
- 9) Repeat the above steps until all information has been copied.





## How To: Run ScanDisk every time Windows starts.

### Solution:

Add a [shortcut](#) to ScanDisk in the 'Startup' folder.

- 1) Right-click on the 'Start' button.



[Start button](#)

- 2) Select 'Open' from the popup menu.



[Open from Start menu popup](#)

- 3) Open the 'Startup' folder.



[Startup folder](#)

- 4) Select the 'File' menu and select 'New'.
- 5) Select 'Shortcut'. (The 'Shortcut' Wizard displays.)
- 6) Enter the following in the command line:  
SCANDISKW.EXE
- 7) Choose 'Next'.
- 8) Enter ScanDisk as the shortcut name.
- 9) Choose 'Finish'.
- 10) Right-click on the 'ScanDisk' shortcut to display the popup menu.
- 11) Select 'Properties...'.



[ScanDisk shortcut popup](#)

- 12) Choose the 'Shortcut' tab.
- 13) Enter a space after the command line in the 'Target Box' and add one or more of the following.



#### ScanDisk switches

- a) Enter X: to specify the drive(s) to be checked (where X: represents the drive).
- b) Add one or more of the following switches:
  - 1] Add /A to check ALL local, fixed hard drives.
  - 2] Add /N to starts and close ScanDisk automatically.
  - 3] Add /P to prevent ScanDisk from correcting any errors.

EXAMPLE 1: C:\WINDOWS\COMMAND\SCANDISK.EXE C: /P /N

(ScanDisk will check drive C:, will not correct any found errors, and will close when it is finished.)

EXAMPLE 2: C:\WINDOWS\COMMAND\SCANDISK.EXE C: D:

(ScanDisk will check both drives C: and D:)



## How To: Put a swap file on a different drive.

### Solution:

Open 'System' in 'Control Panel' and display the 'Performance' properties sheet. Choose 'Virtual Memory...'.

*NOTE: It is advisable to defragment the hard drive to optimize performance of the swap file.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Virtual Memory...'. (The 'Virtual Memory' properties sheet displays.)



virtual memory

*CAUTION: It is advisable to let Windows adjust the virtual memory settings automatically. Manually adjusting settings should be done under the supervision of a qualified computer technician.*

- 6) Choose 'Let me specify my own virtual memory settings.'
  - a) Enter the hard disk on which the swap file is to be created. (The disk with the most free space and fastest CPU should be selected.)

*NOTE 1: A drive that has been compressed using a third-party compression utility should not be used. Enter the minimum size of the swap file in the 'Set Minimum' box. (Windows will not decrease the size of the swap file below this number.)*

- b) Enter the maximum size of the swap file.

*NOTE 2: The size of the swap file depends on how much RAM the computer has. For example, if the computer has 4 MB of RAM, at least 10 MB of free disk space is required for a swap file. If the computer has 16 MB of memory, very little disk space is required for a swap file.*

- 7) Choose 'OK'.
- 8) Restart the computer.







## **Does redetecting tape drive solve the problem?**

**Action:**

- 1) Select 'Tools' from the 'Options' menu in the 'Backup' dialog box.
- 2) Select 'Redetect Tape Drive'.



## **Backup utility did not detect tape; Select the 'Redetect Tape Drive' option.**

### **Cause:**

The Backup utility did not detect the tape properly.

### **Solution:**

- 1) Select 'Tools' from the menu bar in the 'Backup' dialog box.



Selecting Tools

- 2) Select 'Redetect Tape Drive'.



## **Are tape and drive connections correct?**

**Action:**

- 1) Make sure the tape is properly inserted in the drive.
- 2) Make sure the tape backup unit is properly connected. (Refer to the hardware documentation.)



## **Tape in wrong or faulty hardware; Check insertion and connections.**

### **Cause:**

The tape is not properly inserted or the tape drive or hardware connections are faulty.



Tape Drive not detected

### **Solution:**

- 1) Make sure the tape is properly inserted in the drive.
- 2) Make sure the tape backup unit is properly connected. (Refer to the hardware documentation.)



**Does using a different tape solve the problem?**

**Action:**

- 1) Remove the tape from the drive.
- 2) Insert a different formatted backup tape.



## **Damaged tape; Use a new, formatted tape.**

### **Cause:**

The tape being used for the backup was damaged.

### **Solution:**

Insert a new, formatted tape into the tape drive.



## Is the tape drive supported by Windows 95?

**Action:**

- 1) Refer to the tape drive documentation for a description of the drive.
- 2) Make sure the tape drive is supported by Windows 95.





## **Tape backup unit not supported; Obtain tape drive supported by Win95.**

### **Cause:**

The tape backup unit being used is not supported by Windows 95.

### **Solution:**

Obtain a tape drive unit that is supported by Windows 95.



## **Corrupt backup utility files; Remove and reinstall backup program.**

**Cause:**

The Windows 95 Backup utility files may be corrupt.

**Solution:**

Remove the backup program and reinstall it from the Windows 95 setup diskettes or CD-ROM.



**What is your ScanDisk problem or question?**



**Does replaying the video solve the problem?**

**Action:**

- 1) Replay the video at least one more time.
- 2) Close all other open applications and windows to free up memory.



## **Insufficient memory; Close other software programs & replay video.**

**Cause:**

Insufficient memory allocations.

**Solution:**

Close other applications and windows. Replay the video. (Memory allocation can be re-shuffled by Windows 95 so the video will run smoother on the next playback.)



## Does increasing graphics acceleration solve the problem?

### Action:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open (double click) the 'System' icon.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Graphics...!'



Graphics button

- 6) Move the 'Hardware acceleration' slider bar to the right (full position).



Graphics Hardware acceleration



## Graphics acceleration rate too low; Increase graphics acceleration rate.

### Cause:

The hardware graphics acceleration rate is too slow. This will cause the video to jump.

### Solution:

Open 'System', choose the 'Performance' tab and choose 'Graphics...'. Move the 'hardware acceleration' slider bar for graphics to the right.

- 1) Select the ['Start' menu](#) and select 'Settings'.
- 2) Select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'System' icon.



[System icon](#)

- 4) Choose the 'Performance' tab.
- 5) Choose 'Graphics...'.



[Graphics button](#)

- 6) Move the 'Hardware acceleration' slider bar to the right (full position).



[Graphics Hardware acceleration](#)



## **How To: Install Windows 95 in a different directory than Windows 3.1x or WFWG.**

### **Solution:**

Enter a destination directory in Windows 95 Setup that DOES NOT contain a previous version of Windows.

EXAMPLE: C:\WIN95 instead of C:\WINDOWS

*NOTE: Previous programs and groups will NOT be automatically set up in Windows 95.*





## Setup not designed to run in Win NT; Run DOS or Win3.x version of Win95 Setup.

### Cause:

The Microsoft Windows 95 Setup program DOES NOT run under Microsoft Windows NT. This behavior is as designed.

*CAUTION: Windows 95 MUST be installed in a different directory than Windows NT or a shared Windows 3.x and Windows NT configuration.*

### Solution:

Start the computer with MS-DOS (version 5.0 or later) and run the DOS OR Windows 3.x version of Windows 95 Setup.

Do one of the following to setup Windows 95 under Microsoft Windows NT:

1) Computer multiboots DOS and Windows NT:

- a) Shut Down Windows NT.
- b) Start MS-DOS.
- c) Run Windows 95 Setup.

*CAUTION: Windows 95 MUST be installed in a different directory than Windows NT or a shared Windows 3.x and Windows NT configuration.*

2) Computer DOES NOT multiboot DOS and Windows NT: Do one of the following:

- a) Setup multiboot and then Windows 95:
  - 1] Setup the computer to multiboot DOS and Windows NT (to run Windows 95 Setup).
  - 2] Setup Windows 95 by following the procedures in step 1).
- b) Boot the computer from a DOS diskette (to run Windows 95 Setup).



**What is your Install New Hardware Devices problem  
or question?**



## **Most special functions are part of Win95; Install the keyboard driver.**

### **Cause:**

No specific driver for the Microsoft Natural Keyboard is included with Windows 95. Most of the special functions provided by the Natural Keyboard driver are already part of Windows 95.

### **Solution:**

Install the 'Standard 101/102-key or Microsoft Natural Keyboard' keyboard driver.

*NOTE: Use the 'Keyboard' applet in the Control Panel to change keyboard properties.*



Keyboard



## How To: Setup new hardware with the Windows 95 Add New Hardware Wizard.

### Solution:

Open 'Add New Hardware' from the Windows 95 Control Panel to start the 'Add New Hardware Wizard', and follow the displayed instructions.

Do the following to setup new hardware with the 'Add New Hardware Wizard':

- 1) Choose the 'Start' button and select 'Control Panel'. (The Windows 95 Control Panel appears.)



[Select Control Panel](#)

- 2) Open the 'Add New Hardware' icon. (The 'Add New Hardware Wizard' starts.)
- 3) Choose 'Next'.
- 4) Do one of the following:
  - a) Allow Windows 95 to search for the new hardware:
    - 1] Select the 'Yes' radio button.  
*NOTE: This radio button should be selected by default.*
    - 2] Choose 'Next'.
    - 3] Wait for Windows 95 to complete its hardware detection process.  
*NOTE: Be patient. Automatic hardware detection may take several minutes.*
    - 4] Do one of the following, depending upon the results of the search:
      - a] Windows 95 correctly detects the new hardware: Follow the displayed instructions to allow Windows 95 to automatically install and configure the new hardware.
      - b] Windows 95 DOES NOT detect any new hardware (or detects it incorrectly): Continue this procedure with step 4)b).
  - b) Manually specify the new hardware:
    - 1] Select the 'No' radio button.
    - 2] Choose 'Next'. (A Wizard page with a list of hardware types displays.)
    - 3] Double-click the new device type. (A list of available manufacturers and/or models appears.)
    - 4] (Optional) Device types are listed by manufacturer: Select the manufacturer of the device from the 'Manufacturers:' scroll box.
    - 5] Do one of the following:

- a]** The correct device model is in the list: Select the correct device from the list of device models.
  - b]** The correct device model is NOT in the list:
    - 1}** Choose 'Have Disk'.
    - 2}** Enter the drive letter and path that contains the drivers for the new hardware in the 'Copy Manufacturer's files from:' box.
    - 3}** Follow all displayed instructions, and wait for Windows 95 to copy and configure the new hardware device drivers.
- 5)** Shut down and restart Windows 95.



## How To: Install a new Plug-and-Play device.

### Solution:

Install the device. Allow Windows 95 to automatically detect and setup the new device/device driver as it boots.

Do the following to install a new Plug-and-Play device in Windows 95:

- 1) Shut Down Windows 95 and turn off the computer.
- 2) Install the new device (for example, a display adapter card).

*NOTE: In most cases, hardware devices should be installed by a qualified computer technician.*

*CAUTION: Carefully follow ALL installation instructions given in the device's Installation or User Manual.*

- 3) Turn on the computer and allow Windows 95 to boot. (Windows 95 should automatically detect the new Plug-and-Play device.)
- 4) Do one of the following:
  - a) A driver for the new device is already installed: Wait for Windows 95 to setup the correct device driver and automatically configure the new device to work with existing hardware and software program 1] Insert a diskette containing the correct device driver in the floppy drive when Windows 95 requests it.
  - b) Follow the on screen instructions to install the new device driver.



## **ERROR: Cannot open file \*.INF (during Setup) due to not enough memory.**

### **Error:**

Cannot open file \*.INF.

### **Cause:**

There is not enough available memory to run the Windows 95 Setup program.

### **Solution:**

Free additional memory before running Windows 95 Setup.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Do one or more the following to free additional memory:

- 1) Close other open Windows software programs.
- 2) Check Clipboard Viewer (typically located in the Main program group) and save or delete its contents.
- 3) If the computer has less than 8 megabytes of RAM, remove any RAM drives.
- 4) Deactivate SMARTDrive:
  - a) Exit Windows.
  - b) Enter the following commands at the MS-DOS prompt:  
CD\ (returns the prompt to the root directory)  
EDIT AUTOEXEC.BAT
  - c) Find a line in the AUTOEXEC.BAT file that looks like the following:  
C:\WINDOWS\SMARTDRV.EXE  
*NOTE: The above line loads the version of SMARTDrive that is provided with Microsoft Windows.*
  - d) Enter the following command to the beginning of the line to deactivate it:  
REM (Causes DOS to treat the line as a non-executable comment)
  - e) Save the changes to AUTOEXEC.BAT.
  - f) Exit the editor.
  - g) Press CTRL+ALT+DEL to restart the computer and make the change take effect.
  - h) Restart Windows.

- i) Restart Windows 95 Setup.





## **ERROR: B1 error message during Windows 95 Setup due to an old 80386 CPU.**

### **Error:**

Error B1.

### **Cause:**

Intel 80386 processors that were manufactured before April, 1987 are called B1 stepping CPUs. These processors CANNOT perform 32-bit operations without making random mathematics errors. Look for a 'For 16-bit operations only' label or a CPU date BEFORE April, 1987 to confirm that the processor is this older 80386 type. This error should NOT occur on newer 80386 processors, 486s, or Pentiums.

### **Solution:**

Upgrade the computer to an 80386 with a manufacturing date AFTER April, 1987 or to a higher grade processor like the 486, Pentium, or P6.

*NOTE: CPU upgrades should be performed by a qualified computer technician.*



## Too many files or full 'Recycle Bin'; Backup/delete unnneeded files/empty 'Bin'.

### Cause:

The computer is low on disk space possibly because the Recycle Bin needs to be emptied. Low disk space may create problems when running software programs or starting Windows 95.

### Solution:

Empty the 'Recycle Bin'. Backup and delete unnneeded files. Reduce the 'Recycle Bin' disk space requirements.

Do one or more of the following to free up disk space:

- 1) Delete files from the 'Recycle Bin'.
  - a) Double-click the 'Recycle Bin' icon on the desktop.



#### Recycle Bin

- b) Select 'File' from the 'Recycle Bin' menu bar, and then select the 'Empty Recycle Bin' option.

*CAUTION: Selecting 'Empty Recycle Bin' purges ALL of the files from the 'Recycle Bin'. To delete only some of the files in the 'Recycle Bin', select the file(s) to be deleted (hold down the CTRL key to select multiple items), and then select the 'Delete' option from the 'File' menu. To delete individual items, right-click the item to be purged and then select 'Delete' from the right mouse button menu that appears.*

- 2) Back up and delete unnneeded files from the drive:
  - a) Select the 'Start' menu and select 'Programs'.



#### Select programs

- b) Choose the 'System Tools' tab.
- c) Choose 'Backup'.



#### Selecting Backup

- d) Run a backup.
- 3) Delete unnecessary Windows files.
- 4) Reduce the amount of disk space reserved for the 'Recycle Bin'.

- a) Right-click on the 'Recycle Bin' icon to display the popup menu.



Recycle Bin

- b) Select 'Properties' from the popup menu.



Recycle Bin menu popup

- c) Choose the 'Global' tab.  
d) Move the slider to the left in the 'Maximum size of Recycle Bin section' to decrease the size of the 'Recycle Bin'. (The percentage of the drive dedicated to deleted files is displayed.)



changing disk space for Recycle Bin



## How To: Send a file to another computer by fax.

### Solution:

Open the connection to be dialed in 'HyperTerminal' and use the 'Send' option from the 'Transfer' menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



Select programs

- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select the 'Accessories' menu and select 'HyperTerminal'.



HyperTerminal in Accessories menu

- 5) Open the connection to be dialed. (If no connections are listed, create a connection).
- 6) Do one of the following:
  - a) Select the 'Transfer' menu and select 'Send...' to send a non-text file.
  - b) Select the 'Transfer' menu and select 'Send Text...' to send a text file.
- 7) Do one of the following:
  - a) Enter the filename to be sent in the 'Filename' box.
  - b) Choose 'Browse...' and locate the file.
- 8) Make sure the correct protocol is selected in the 'Protocol' box.



protocol

*NOTE: The protocols for both the sending and receiving modem must be the same.*

- 9) Select the 'Call' menu and select 'Connect' to place the call.



## How To: Receive a file from another computer.

### Solution:

Open the connection to be dialed in 'HyperTerminal' and use the 'Receive file' option from the 'Transfer' menu. Make sure the correct protocol is selected.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



Select programs

- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select the 'Accessories' menu and select 'HyperTerminal'.



HyperTerminal in Accessories menu

- 5) Open the connection to be dialed. (If no connections are listed, create a connection.)
  - 6) Select the 'Transfer' menu and select 'Receive file...'.  
7) Enter the path where file is to be stored in the 'Receive file in the following folder' box.
  - 8) Select the protocol from the 'Use receiving protocol' drop-down list box.
- NOTE: The protocols for both the sending and receiving modem must be the same.*
- 9) Select the 'Call' menu and select 'Connect' to place the call.



## How To: Set up and configure MS FAX.

### Solution:

Configure the modem for receiving faxes using 'Fax Tools' in 'Microsoft Exchange'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Microsoft Exchange'. (The 'Microsoft Exchange' software program is launched.)



Select Microsoft Exchange

*NOTE: If the Microsoft Fax is not present on the menu use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 4) Select the 'Tools' menu and select 'Services...'. (The 'Services Properties' sheet displays listing the available services for the current profile.)
- 5) Do one of the following:
  - a) If 'Microsoft Fax' is not listed:
    - 1] Choose 'Add'.
    - 2] Select 'Microsoft Fax'
    - 3] Choose 'OK'.
    - 4] Choose 'Properties'.
  - b) If 'Microsoft Fax' is listed, choose 'Properties'.
- 6) Select the modem properties.
  - a) Choose the 'Modem' tab.
  - b) Select a fax modem from the 'Available fax modems' list box.
  - c) Choose 'Set as Active Fax Modem'.
  - d) Choose 'Properties...'. (The 'Fax Modem Properties' dialog box appears.)



Fax Modem Properties

- e) Choose one of the following options from the 'Answer Mode' section:
  - 1] 'Answer after \_ rings' if the phone line is used primarily to answer faxes. (Enter the number of rings.)
  - 2] Choose 'Manual' if the phone is used mainly for voice calls.
- f) (Optional) Choose 'Advanced' to fine tune the modem settings.
  - 1] Check 'Reject pages received with errors' to prevent garbled reception.
  - 2] Adjust the 'error tolerance' to increase the fax modem sensitivity to errors.
  - 3] Choose 'OK'.
- g) Choose 'OK'
- 7) Choose 'OK'.



## Various possible causes; Choose 'Send Again'.

### Cause:

Fax could not be delivered. Various possible causes could include, wrong fax number entered, problem on line, problem with receiving end.

### Solution:

Open the message and choose 'Send Again'.

- 1) Open 'Inbox' from the desktop to start 'Microsoft Exchange'.



### Microsoft Exchange Inbox

*NOTE: If the Microsoft Fax is not present on the menu use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 2) Double-click on the undeliverable fax. (The fax is opened.)
- 3) Choose 'Send Again'. (The fax is opened for changes.)
- 4) (Optional) Make any desired changes before sending again.
- 5) Select the 'File' menu and select 'Send'.





## How To: Set up a postoffice.

### Solution:

Decide the location of the postoffice and who is to be the administrator. Then enable 'Sharing with workgroup users'.

- 1) Choose on the 'Start Button'.



Start button

- 2) Select 'Settings' 'Start' menu.
- 3) Select 'Control Panel'.



Control Panel

- 4) Open 'Microsoft Mail Postoffice'. (The 'Postoffice' Wizard displays.)
- 5) Choose 'Create a new Workgroup Postoffice'.
- 6) Choose 'Next'.
- 7) Enter the path (including network drive, if applicable) of the workgroup postoffice.
- 8) Choose 'Next'. (The complete path of the new postoffice appears. If this path is not correct, choose 'Back' to return to the previous screen.)
- 9) Choose 'Next'. (The 'Administrator account details' dialog box appears.)
  - 10) Enter information about the Account Administrator: (These details may be obtained from the postoffice administrator.)
    - a) Enter the name.
    - b) Enter the name of the administrator's mailbox.
    - c) Enter the phone number.
    - d) Enter the location of the administrator's workgroup.
- 11) Choose 'OK'.



## How To: Attach a file to E-mail or fax.

### Solution:

Open 'Microsoft Exchange' and select 'File', 'Message' or 'Object' from the 'Insert' menu. Make sure the folder containing the object or file is shared.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Microsoft Exchange'. (The 'Microsoft Exchange' software program is launched.)



Select Microsoft Exchange

*NOTE: If the Microsoft Fax is not present on the menu, use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 4) Open the 'Outbox' folder.



Microsoft Exchange Outbox

- 5) Double-click on the e-mail message to attach a file to. (The message is opened for editing.)
- 6) Position the insertion point where the item is to be attached.
- 7) Do one of the following:
  - a) Select the 'Insert' menu and select 'File...' to attach a text file.
  - b) Select the 'Insert' menu and select 'Message...' to attach a message received.
  - c) Select the 'Insert' menu and select 'Object...' to insert an existing or create a new object and do one of the following:
    - 1] Choose 'Create New' to create a new object.
      - a] Select the software program in which to create the object. (The software program opens to create the object.)
      - b] Create the object.
    - 2] Choose 'Create from File' to select an existing object.
      - a] Select the object.

- 3] Check 'Display as icon' to represent the object as an icon in the message.
- 8) Locate the file, message, or object to be inserted or attached.
- 9) Do one of the following:



Insert As options

- a) Select 'Text Only' to display the file as unformatted text.
- b) To have the file represented as an icon in the message:
  - 1] Select 'An Attachment'.
  - 2] (Optional) 'Link Attachment To Original File'.

*NOTE: The file that is linked must be accessible to the recipient. For example, if it is located on a network drive, it must be on a shared drive or directory.*

- 10) Choose 'OK'.



## How To: View modem settings.

### Solution:

Choose 'Properties' from the 'Modems Properties' sheet which is displayed by opening 'Modems' in the 'Control Panel'.

- 1) Select the 'Start' menu and select the 'Settings' menu.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Modems' icon.



Modems icon

- 4) Choose 'Properties'. ('Modems Properties' sheet appears.)
- 5) Choose 'Connection' tab.
- 6) (Optional) Choose 'Port Settings...'
- 7) (Optional) Choose 'Advanced...'
- 8) (Optional) Make any desired changes.
- 9) Do one of the following:
  - a) Choose 'OK' (respectively) to accept any changes and return.
  - b) Choose 'Cancel' (respectively) to return without changes.



## How To: Install a modem.

### Solution:

Activate the 'Install New Modem' Wizard through the 'Modems' icon in 'Control Panel'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Modems' icon.



Modems icon

*NOTE: If no modem is currently installed on the computer, the 'Install New Modem' Wizard starts. Otherwise, Windows 95 will continue with the option of adding an additional modem.*

- 4) If installing an additional modem, Choose 'Add...'. (The 'Install New Modem' Wizard starts.)



Modem Wizard

- 5) Choose 'Next>'. (Modem detection and identification begins.)

*NOTE 1: If a modem is not detected hardware troubleshooting might be necessary.*

*NOTE 2: If a modem's model number cannot be identified the Wizard picks a standard configuration that is usually compatible.*

- 6) Choose 'Next>'. (Modem identification is accepted.)
- 7) Choose 'Finish'.
- 8) Choose 'OK'.



## How To: Find and put Bcc: in a fax cover sheet.

### Solution:

Select the 'Bcc: Box' (Blind Carbon Copy) from the 'View' menu while composing a message.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Microsoft Exchange'. (The Microsoft Exchange software program is launched.)



Select Microsoft Exchange

*NOTE: If the 'Microsoft Exchange' object is not present on the menu, add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 4) Select the 'Compose' menu and select 'New Message'.
- 5) Select the 'View' menu and select 'BCC:Box'.



View menu

*NOTE: This option will appear in all future messages.*



## How To: Configure modem dialing options.

### Solution:

Choose 'Dialing Properties' on the 'General' tab of the 'Modems Properties' sheet. Select the location and adjust the properties for that location.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Modems' icon.



Modems icon

- 4) Select the modem from the list.
- 5) Choose 'Dialing Properties'.
- 6) Do one of the following:
  - a) Select an existing location from the 'I am dialing from' list box.
  - b) If no locations exist:
    - 1] Choose 'New...'.
    - 2] Enter a name for the location.
- 7) Enter the local area code.
- 8) Select the country from the 'I am in' list box.
- 9) Enter the number to access a local outside line. (Some phone companies require this.)
- 10) Enter the number required to access long distance.
- 11) (Optional) Check 'Dial Using Calling Card' on the 'My Locations' Properties sheet. (The 'Change Calling Card' dialog box appears.)



Use Calling Card

- 12) Do one of the following:



#### Selecting CallingCard

- a) use a defined calling card type:
  - 1] Select the calling card type from the 'Calling Card to Use' list box.
  - 2] (Optional) Choose 'Advanced...' to modify the dialing rules.



#### Dialing Rules box

- b) Create a new calling card type:
  - 1] Choose 'New'. (The 'Create New Calling Card' dialog box appears.)



#### New Calling Card.

- 2] Enter a name for the calling card.
- 3] Choose 'OK'.
- 4] Choose 'Advanced...' to define the dialing rules.

*NOTE: Dialing rules can be defined from scratch or copied from a previously-defined card and then customized as needed.*





## Win95 Exact make and model not detected; Select make and model in Wizard.

### Cause:

Windows 95 was unable to detect the exact make and model of a modem. This does not indicate a problem. Most communications software programs work correctly with the standard modem option. Some features, such as, speaker volume, error control and compression will not be utilized.

### Solution:

Run the 'Install New Modem' Wizard and select the make and model from the list.

To manually select a modem make and model:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Modems' icon.



[Modems icon](#)

*NOTE: If no modem is currently installed on the computer, the 'Install New Modem' Wizard starts. Otherwise, Windows 95 will continue with the option of adding an additional modem.*

- 4) If installing an additional modem, Choose 'Add...'. (The 'Install New Modem' Wizard starts.)



[Modem Wizard](#)

- 5) Check the 'Don't detect my modem; I will select it from a list' box.
- 6) Choose 'Next>'. (A list of manufacturers and models appears.)



[modem selections](#)

7) Select a manufacturer.

8) Select a model.

*NOTE: If the make and model are not present, a similar model may be selected. Check the modem documentation for compatible modem types.*

9) Choose 'Next>'.

10) Select the COM port for the modem.

11) Choose 'Next>'.

12) Choose 'Finish'.

13) Choose 'Close'.



## COM port not removed; Remove the COM port in 'Device Manager'.

### Cause:

After removing an internal modem that was assigned to a COM port that does not physically exist on the computer, the port may need to be removed in the 'Device Manager'.

### Solution:

Use the 'Device Manager' tab found in the 'System' settings in 'Control Panel' to remove the COM port.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose 'Device Manager' tab.
- 5) Double-click 'Ports'. (The tree expands to show the types of ports available on the computer.)



communication ports

- 6) Select the COM port to remove.
- 7) Choose 'Remove'.
- 8) Confirm the removal of the COM port by choosing 'OK'. (The 'COM port Properties' sheets appears.)
- 9) Choose 'OK'.



## How To: Configure a communications (COM) port.

### Solution:

Use the 'Device Manager' tab in the 'System' settings in the 'Control Panel'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'System' icon.



[System icon](#)

- 4) Choose the 'Device Manager' tab.
- 5) Double-click 'Ports'. (The tree expands to show the types of ports available on the computer.)



[communication ports](#)

- 6) Select the communications port to configure.
- 7) Choose 'Properties...'. (The 'COM port Properties' sheets appears.)
- 8) Choose the 'Resources' tab.
- 9) Uncheck the 'Use automatic settings' box. (This allows the user to choose different configurations.)



[configuration settings](#)

- 10) Select the desired configuration.
- 11) (Optional) Choose the 'Driver' tab to specify driver files.



[driver files](#)

- 12) (Optional) Choose the 'Port Settings' tab to specify port settings.



port settings

- 13) Choose 'OK'.



## Speed too low or other computer in use; Retry, increase speed, change settings.

### Cause:

The modem speed is set too low or the other computer is being accessed by others.

### Solution:

Retry the call, increase the modem speed, or change the [modem settings](#).

Do one of the following:

- 1) Disconnect the transfer and try the call at a later time. (If the remote computer is heavily accessed, the transfer time may slow.)
- 2) Increase the modem transmission speed:
  - a) Choose the 'Start' button to display the ['Start' menu](#).
  - b) Select the 'Programs' menu.



[Select programs](#)

- c) Select 'Accessories'.
- d) Select 'HyperTerminal'.



[HyperTerminal in Accessories menu](#)

- e) Open the connection to be dialed. (The 'Connect' dialog box appears.)
- f) Choose 'Modify...'.
  - g) Choose the 'Phone Number' tab.
  - h) Choose 'Configure...'.
    - i) Increase the modem speed in the 'Maximum speed' section.
    - j) Choose 'OK'.

*NOTE: Refer to the modem hardware documentation for the maximum speed.*

- 3) (Optional) Adjust the advanced connection properties:
  - a) Choose the 'Connection' tab.

- b)** Choose 'Advanced...'.  
**c)** Check 'User error control'. NOTE: This option is not available for some older modems.  
**d)** Check 'Compress Data' to increase transmission speeds by compressing data.

*CAUTION: If data has already been compressed using a third-party utility, checking this option may cause errors in the data.*

- e)** Choose 'OK'.



## Incompatible protocol settings; Change protocol for the file transfer.

### Cause:

The protocol settings of the sending and receiving computers are not compatible.

### Solution:

Open the connection and change the protocol for the file transfer.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'HyperTerminal'.



HyperTerminal in Accessories menu

- 5) Open the connection to be dialed.
- 6) Select the 'Transfer' menu and select 'Send...' to send a non-text file.
- 7) Do one of the following:
  - a) Enter the filename to be sent in the 'Filename' box.
  - b) Choose 'Browse...' and locate the file.
- 8) Make sure the correct protocol is selected in the 'Protocol' box.



protocol

- a) If using Kermit, try using XModem.
- b) If using Y-Modem-G Transfer, select Y-Modem instead.

*NOTE: The protocols for both the sending and receiving modems must be the same. XModem is the most common protocol.*



- 9) Select the 'Call' menu and select 'Connect' to place the call.



## How To: Create a new directory.

### Solution:

Select 'New', 'Folder', from the 'File' menu with the desired folder open.

1) Do one of the following:

a) Create a directory from an open window: Open 'My Computer' or ['Windows Explorer'](#).



[My Computer,](#)



[Explorer in Start menu](#)

b) Create a directory on the desktop: Right-click on an empty area of the desktop to display the popup menu.



[new folder](#)

2) Select the 'File' menu and select 'New'.

3) Select 'Folder'. (A folder appears on the desktop with the title 'New Folder'.)

4) Enter a new name for the folder. (The current name is automatically deleted.)

5) Press ENTER to accept the new name.

*NOTE: A directory in Windows 95 is represented by a folder.*




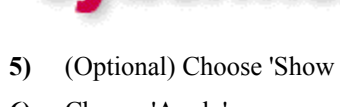
## Extensions are hidden from view; View the file extensions and then rename.

### Cause:

The file has been renamed with file extensions hidden from view, which causes the extensions to remain the same throughout the renaming process.

### Solution:

Change the 'View' options to allow the file extensions to be seen, then rename the file.

- 1) Open the folder containing the file(s) to be renamed.
- 2) Select the 'View' menu and select 'Options...'.  

- 3) Choose the 'View' tab to display the 'File viewing' properties sheet.
- 4) Uncheck 'Hide MS-DOS file extensions for file types that are registered'.  




[view files sheet](#)

- 5) (Optional) Choose 'Show all files' to display hidden files and their extensions also.
- 6) Choose 'Apply'.
- 7) Choose 'OK' to return to the original folder window.
- 8) Select the 'View' menu and select 'Refresh' to update the file display.

*NOTE: The above solution may apply to any folder containing files.*

- 9) To rename the file, do one of the following:
  - a) Use the 'File' menu:
    - 1] Click on the file to select it.
    - 2] Select the 'File' menu and select 'Rename'.
  - b) Display the file's popup menu:
    - 1] Right-click on the file.
    - 2] Select 'Rename' from the popup menu.



[rename from popup](#)

**10)** Begin entering the new name. (The existing name will automatically be replaced.)

*NOTE: To assign a file type, the new name must end in a period followed by the desired three-letter extension.*



## **There is a space in the file's pathname; Move file to pathname without spaces.**

### **Cause:**

This is a bug in the program. A file is located in a path name that contains a space in one of the parent folder's name. Even though the folder name is valid and accepted by Window 95, this is a problem.

### **Solution:**

Move the file to pathname that does not contain spaces.

Do one of the following:

- 1) Move the file to a path name that does not contain spaces.
- 2) Rename the parent directory to a name that does not contain spaces.



## How To: Add Briefcase to the desktop.

### Solution:

Use the 'Add/Remove Programs' utility in the Windows 95 Control Panel.

*NOTE: The Briefcase is automatically installed during Windows 95 setup if the 'Custom' or 'Portable' setup options were chosen.*

Do one of the following to install the Briefcase after installing Windows 95:

- 1) Add the Briefcase with the 'Add/Remove Programs' utility:
  - a) Select the 'Start' menu and select 'Settings'.
  - b) Select 'Control Panel'. (The Windows 95 Control Panel window opens.)



Control Panel

- c) Open the 'Add/Remove Programs' icon.



Add/Remove Programs icon

- d) Choose the 'Windows Setup' tab. (The Windows Setup properties sheet displays.)
  - e) Check 'Accessories'.



Accessories from Add/Remove

- f) Choose 'Details'.
  - g) Check 'Briefcase'.
- 2) Create a new briefcase from an existing desktop briefcase:

- a) Open 'My Computer' or 'Windows Explorer'.



My Computer



Explorer in Start menu

- b)** Select or open the folder that will contain the new Briefcase.
- c)** Select the 'File' menu and select 'New'.
- d)** Select 'Briefcase' from the drop down menu. (A new Briefcase object appears.)



New Briefcase



## How To: Send a fax from a remote location.

### Solution:

Use the 'Compose New Fax' Wizard and specify the modem properties and dialing location.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'Fax'.



Fax in Accessories menu

*NOTE: If Microsoft Fax is not present on the menu use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 5) Select 'Compose New Fax'. (The Compose New Fax Wizard appears.)

*NOTE: If this is the first time the user has attempted to send a Fax, the 'Compose New Fax Wizard' must be followed in order to configure the Fax options. This step is only completed once.*

- 6) Specify dialing location and properties.
  - a) Choose 'Dialing Properties...'.
    - b) Choose 'OK'.
- 7) Choose 'Next'.
- 8) Do one of the following:
  - a) Enter the fax number manually:
    - 1] Enter the recipient's name in the 'To' box.
    - 2] Enter the recipient's fax number.
  - b) Use the Address Book
    - 1] Choose 'Address Book' to display the Personal Address Book.
    - 2] Select the addressee's name from the Personal Address Book.
    - 3] Choose 'To'.
    - 4] Choose 'OK'.



*NOTE: If sending to multiple recipients, choose 'Add to List' and repeat step 8 for each recipient.*



Add to List

- 9) Choose 'Next'.
- 10) Select whether or not a cover page is to be included:



cover page option

- a) Choose 'No' to send the fax without a cover page.
- b) Choose 'Yes' to include a cover page.
  - 1) Select the cover page from the listbox.
- 11) (Optional) Choose 'Options...' to customize sending options:



fax sending options

- a) Select the desired fax options.
- b) Choose 'OK'.
- 12) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- 13) Enter the subject and text of the fax.
- 14) (Optional) Attach a file to the fax:
  - a) Choose 'Add File'.
  - b) Select the file to be attached.

*NOTE: An attached file will print out as additional pages on the recipient's fax machine.*

- 15) Choose 'Next'.
- 16) Choose 'Finish'.



## How To: Install Windows 95 on a laptop or notebook computer.

### **Solution:**

Select the 'Portable' [installation option](#) in Windows 95 Setup.



## How To: Synchronize files updated remotely.

### Solution:

Select the 'Briefcase' menu and select 'Update All...' to update all documents in the Briefcase.

- 1) To move files to be updated FROM the remote computer TO a floppy, do the following:
  - a) Right-click on the briefcase icon on the remote computer.
  - b) Select 'Send to' from the popup menu.



send to

- c) Insert a diskette in the floppy drive.
  - d) Choose the floppy destination for the files (files are copied from the briefcase to the diskette).
- 2) To update the files on the local PC FROM the briefcase on the floppy, do the following:
  - a) Open 'Windows Explorer' where 'My Briefcase' is stored.



Explorer in Start menu

- b) Select the drive that contains the diskette.  
*NOTE: The Briefcase icon disappears after it is copied to the diskette.*
  - c) Right-click on 'My Briefcase'.
  - d) Do one of the following:
    - 1] Select 'Update All...' from the 'Briefcase' menu to update all documents in the Briefcase.
    - 2] Do one of the following to select the document(s) to update:
      - a] Select the document to update.
      - b] To select more than one file, do one of the following:
        - 1} Press and hold CTRL and select multiple documents.
        - 2} Press and hold SHIFT and select several consecutive documents.
  - e) Choose 'update'. All files on the local PC are updated from 'My Briefcase'.
  - f) Close the briefcase.
  - g) Move the briefcase back to the desktop.





**What is your Connection problem or question?**



## How To: Create a new connection for remote access to a dial-up server.

### Solution:

Use the 'Make New Connection' wizard in Dial-Up Networking and select the type of modem and dial-up server.

*NOTE: Make sure Dial-Up Networking is installed before creating a connection.*

- 1) Open (double-click) 'My Computer'.



My Computer

- 2) Open 'Dial-Up Networking'.



Dial-Up Networking

- 3) Do one of the following:
  - a) If the 'Make New Connection' wizard appears, choose 'Next'.
  - b) Open 'Make New Connection'.
- 4) Enter a name for the computer which is being dialed.
- 5) Select a modem.
- 6) (Optional) Configure the modem by selecting 'Configure...'.- 7) Choose 'Next'.
- 8) Enter the area code, telephone number, and country code.
- 9) Choose 'Next'.
- 10) Enter a name for the connection.
- 11) Choose 'Finish'. (The connection is saved in the 'Dial-Up Networking' window.)
- 12) Double-click the connection object to start the dial-up connection.
- 13) Once the connection has been set up, select the type of server to which to connect.
  - a) Select the connection icon created in steps 1)-13).
  - b) Select the 'File' menu and select 'Properties'.
  - c) Choose 'Server Type...'.



choose server type

- d) Select the server protocol from the 'Type of Dial Up Server' list box.
- e) Select the advanced options:
  - 1] (Optional) Choose 'Log on to network' to log onto the network automatically using the user's current Windows password.
  - 2] (Optional) If PPP was selected as a protocol, choose 'TCP/IP Settings...' to connect to the Internet.
- 14) Choose 'OK' twice to return to the Dial-Up Networking window.
- 15) Double-click the connection object to connect to a remote server.

*NOTE: Advanced options not available for a selected server protocol will be grayed out.*

- 16) Choose 'OK'.



## How To: Create a client connection to a remote Novell NetWare server.

### Solution:

Edit an existing connection in Dial-Up Networking or create a new connection. Select 'NRN: NetWare Connect' from the 'Type of Dial-Up Server' list box.

*NOTE: Accessing NetWare resources with the following method allows data access but does NOT allow remote computer control. Use NetWare Connect client software from the Novell Corporation to enable remote computer control.*

- 1) Open 'My Computer'.



My Computer

- 2) Open 'Dial-Up Networking'.



Dial-Up Networking

- 3) Select an existing connection.



Existing connection

*NOTE: Create a connection if no connection exists.*

- 4) Select the 'File' menu and select 'Properties'. (The General properties sheet displays.)
- 5) Choose 'Server Type'.



General Properties sheet

- 6) Select 'NRN: NetWare Connect' from the 'Type of Dial-Up Server' list box.



NRN NetWare (The IPX/SPX box is automatically checked).

- 7) (Optional) Choose 'Log on to network' to log onto the network automatically using the user's current



Windows password.

- 8) Choose 'OK' twice.
- 9) Double-click the connection object to connect to a remote server.



## How To: Set up a MIDI instrument.

### Solution:

Select the 'Media Player' menu. Select 'Devices' and select the 'Properties' menu while a MIDI file is open. Then choose 'Add New Instrument'.

*NOTE: The current multimedia file must be a MIDI file to add a MIDI instrument.*

- 1) Open the Media Player.
  - a) Select the 'Start' menu and select 'Programs'.
  - b) Select 'Accessories'.
  - c) Select 'Multimedia'. (The 'Multimedia' menu displays.)



Multimedia menu

- d) Select 'Media Player'. (The Media Player launches.)



Media Player

- 2) Select the 'Device' menu and select 'MIDI Sequencer...'.
  - 3) Select the file to play.
  - 4) Choose 'Open'. (The Media Player is ready to play MIDI file.)
  - 5) Select the 'Device' menu and select 'Properties'.
  - 6) Choose the 'Add New Instrument'. (The MIDI Instrument Installation Wizard is launched.)



device menu

- 7) Select the MIDI Part that the new instrument is connected to.
  - 8) Choose 'Next'.
  - 9) Select the instrument definition.



Add New Instrument button

- 10)** Choose 'Next'.
- 11)** Enter the instrument name.
- 12)** Choose 'Finish'.
- 13)** Choose 'OK'.



## How To: Change the audio recording quality.

### Solution:

Open 'Sound Recorder' and select a quality in the 'Audio Properties' sheet.

- 1) Select 'Audio Properties' from the 'Edit' menu in the 'Sound Recorder' software program. (The 'Audio Properties' sheet appears)
- 2) Do one of the following:
  - a) Select a quality setting from the 'Preferred quality' list box.



[preferred quality list](#)

- b) Choose 'Customize...' to define a custom recording quality.



[customize audio quality](#)

- 1] Select a format from the 'Format' list box.
    - 2] Select an attribute from the 'Attributes' list box.
    - 3] Choose 'Save As...'.    - 4] Enter a name for the audio format.
    - 5] Choose 'OK'.
- 3) Choose 'OK'.
- 4) Choose 'Apply'.
- 5) Choose 'OK'.



## How To: Change priority of audio compression drivers.

### Solution:

Select the driver in the Advanced tab of the Multimedia settings from the Control Panel. Choose 'Properties' and change the priority.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Advanced' tab. (The Advanced properties sheet displays.)



Audio Compression Codes

- 5) Select 'Audio Compression Codes'.
- 6) Select the audio code driver for which to change the priority.
- 7) Choose 'Properties'.
- 8) (Optional) Select 'Use this media control device'.
- 9) Select new priority from drop-down list.



priority change

- 10) Choose 'Apply'.
- 11) Choose 'OK'.
- 12) Choose 'OK'.





**What is your Recording and Editing question?**



**What is your Play-Back problem or question?**





**What is your Setup and Customizing question?**



## How To: Send a file to another computer.

### Solution:

Open the connection to be dialed in 'HyperTerminal' and use the 'Send' option from the 'Transfer' menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'HyperTerminal'.



HyperTerminal in Accessories menu

- 5) Open the connection to be dialed. (If no connections are listed, create a connection.)
- 6) Do one of the following:
  - a) Select the 'Transfer' menu and select 'Send...' to send a non-text file.
  - b) Select the 'Transfer' menu and select 'Send Text...' to send a text file.
- 7) Do one of the following:
  - a) Enter the filename to be sent in the 'Filename' box.
  - b) Choose 'Browse...' and locate the file.
- 8) Make sure the correct protocol is selected in the 'Protocol' box.



protocol

*NOTE: The protocols for both the sending and receiving modems must be the same.*

- 9) Select the 'Call' menu and select 'Connect' to place the call.



## How To: Set up a default printer.

### Solution:

Select 'Printers' from 'Settings' in the 'Start' menu. Right-click the printer and select 'Set As Default'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Select 'Set As Default'. (Printer is then set as default.)

*NOTE: A check mark will appear to the left of this 'Set As Default' menu selection which can be viewed by repeating step 3.*



## Is the 'File and Print Sharing' button available?

### Action:

- 1) Select the 'Start' menu and from the 'Start' menu, select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Network' icon.



Network icon

- 4) Choose the 'Configuration' tab.
- 5) Check if the 'File and Print Sharing' button is able to be selected.



File and Print Sharing button



## Are the network drives Xed out?

### Action:

- 1) Open (double-click) the 'My Computer' icon.



My Computer

- 2) Check if network drives are 'Xed' out.



network drives



## **Not connected to network; Restart and log onto network.**

### **Cause:**

The computer is not connected to the network.

### **Solution:**

Shut down and restart the computer to Windows and log onto the network.

- 1) Shut down and restart the computer to Windows, and then log onto the network.
- 2) If restarting does not work, please refer this problem to a qualified computer technician.



## **File sharing disabled; Request file sharing rights.**

**Cause:**

The network administrator has disabled file sharing on the network.

**Solution:**

Contact the Network Administrator and request file sharing rights.



## Does enabling file and print sharing solve the problem?

### Action:

- 1) Choose 'File and Print Sharing'.



[file and print sharing properties sheet](#)

- 2) Check 'I want to give other access to my files.'
- 3) Check 'I want to be able to allow others to print to my printers.'
- 4) Try sharing the folder again.





## File and print sharing disabled; Enable file and print sharing.

### Cause:

The properties for the folder do not enable file or print sharing.

### Solution:

Open 'Network' in 'Control Panel' and enable file and print sharing.

- 1) Select the 'Start' menu, and from the 'Start' menu select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Network' icon.



Network icon

- 4) Choose the 'Configuration' tab.
- 5) Choose 'File and Print Sharing'.



File and Print Sharing button

- 6) Check 'I want to give other access to my files'.
- 7) Check 'I want to be able to allow others to print to my printers.'



**Network connections; Refer to a qualified computer technician.**

**Cause:**

Unknown.

**Solution:**

Please refer this problem to a qualified computer technician.



## How To: Print directly from the Windows desktop.

### Solution:

Drag-and-drop the document icon onto the printer icon.

- 1) Create a [clipboard](#) to a printer on the desktop:
  - a) Select the ['Start' menu](#) and select 'Settings'.
  - b) Select 'Printers'.



[Printers in Settings menu](#)

- c) [Right-drag](#) the printer from the 'Printers' window to the desktop.
  - d) Select 'Create Shortcut Here'.
- 2) Drag a document onto the printer icon. (The document is sent to the printer.)



**Was Windows 95 installed over Windows 3.1 or 3.11?**



## **Macro Recorder not feature of Windows 95; There is no workaround.**

### **Cause:**

Currently, Windows 95 does not have a replacement for the Windows 3.1 or 3.11 Macro Recorder or any other recording device.

### **Solution:**

Presently there is no workaround for this problem.



## Recorder not a feature of Windows 95; Use Recorder provided with Windows 3.x.

### Cause:

Currently, Windows 95 does not have a replacement for the Windows 3.1 or 3.11 Macro Recorder or any other recording device.

### Solution:

Use the Recorder provided with Windows 3.1 or 3.11.

- 1) Display the Start menu.
- 2) Select the 'Start' menu and select 'Find'.
- 3) Select 'Files and Folders'.
- 4) Enter RECORDER
- 5) Locate the Recorder icon in the search results window.

*NOTE: This is an software program usually located in the WINDOWS directory.)*

- 6) Right-drag the Recorder icon onto the desktop. (A popup menu appears when the mouse button is released.)
- 7) Select 'Create Shortcut(s) Here'.
- 8) Open 'Shortcut to Recorder' and create a macro in the same manner as in previous Windows versions.



## System Monitor not installed; Use Control Panel to add System Monitor.

### Cause:

When Windows 95 was installed, the 'Typical' installation option was chosen. Windows 95 does not automatically install System Monitor when a 'Typical' installation is selected.

### Solution:

Add System Monitor from the installation CD-ROM or diskette via the 'Add/Remove Programs' option in 'Control Panel'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Add/Remove Programs' icon.



Add/Remove programs

- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.



Select Accessories

- 6) Choose 'Details...'
- 7) Check 'System Monitor'.
- 8) Choose 'OK'.
- 9) Choose 'Apply'.
- 10) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.
- 11) (Optional) Create a shortcut for 'System Monitor' on the desktop for easier accessibility:
  - a) Use the Find feature and enter 'System Monitor' in the 'Find What' box.
  - b) Create a shortcut for System Monitor on the desktop.

*NOTE 1: Additional Windows programs may be added in this manner.*



*Installable Components Table 1*



*Installable Components Table2*

*NOTE 2: Items that are included only on CD-ROM must be manually selected using the 'Custom Setup' option.*





## **ERROR: <program name> caused an exception due to memory conflict.**

### **Error:**

<program name> caused an exception <number> in module KERNEL32.DLL at <address>.

### **Cause:**

The program has caused a memory conflict. This may occur when running Windows 3.1x 16-bit software programs in Windows 95.

### **Solution:**

Shut down any running programs and restart.

- 1) Press any key to end the program.

*NOTE: Any unsaved data may be lost.*

- 2) Close any open programs.
- 3) Shut down the computer and restart to Windows.
- 4) Run the program causing the error again.

*NOTE: If the error occurs frequently it is advisable to reinstall the software program.*



## Does disabling AUTOEXEC.BAT and CONFIG.SYS solve the problem?

### Action:

Rename AUTOEXEC.BAT and CONFIG.SYS to disable at startup:

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select the root directory in which to search. EXAMPLE: C:3) Enter AUTOEXEC.BAT in the 'Named' box.
- 3) Choose 'Find Now'.
- 4) Right-click on AUTOEXEC.BAT in the 'Find Results' window to display the popup menu.
- 5) Select 'Rename'.
- 6) Enter a new name such as 'AUTOEXEC.XXX'.
- 7) Repeat steps 1-7 with CONFIG.SYS and rename to CONFIG.XXX.
- 8) Shut down the computer and reboot to Windows.
- 9) Run the program causing the error again.



## Program, device, or driver conflict; Rename AUTOEXEC.BAT and CONFIG.SYS.

### Cause:

The AUTOEXEC.BAT or CONFIG.SYS are loading programs, devices, or drivers which conflict with the operation of the Windows program. This occurs primarily when running Windows 3.1x software programs.

### Solution:

Rename the AUTOEXEC.BAT and CONFIG.SYS, restart and run the program again.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Rename AUTOEXEC.BAT and CONFIG.SYS to disable at startup:

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select the root directory in which to search. EXAMPLE: C:3) Enter AUTOEXEC.BAT in the 'Named' box.
- 3) Choose 'Find Now'.
- 4) Right-click on AUTOEXEC.BAT in the 'Find Results' window to display the popup menu.
- 5) Select 'Rename'.
- 6) Enter a new name such as 'AUTOEXEC.XXX'.
- 7) Repeat steps 1) - 7) with CONFIG.SYS and rename to CONFIG.XXX.
- 8) Shut down the computer and restart to Windows.
- 9) Run the program causing the error again.
- 10) Edit CONFIG.SYS and remove any unnecessary devices loading.
- 11) Edit AUTOEXEC.BAT and remove any unnecessary programs.



## **ERROR: <program name> caused an exception <number> due to corrupt ...**

### **Error:**

<program name> caused an exception <number> in module KERNEL32.DLL at <address>.

### **Cause:**

The software program may be corrupt or the software program's DLL file was overwritten by Windows 95.

### **Solution:**

Reinstall the 16 bit application program or purchase 32 bit upgrade to software.



## **ERROR: This program does not run under Windows.**

### **Error:**

This program does not run under Windows.

### **Cause:**

The MS-DOS-based software program was designed to check for the existence of Windows and fail if it detected that Windows is running.

### **Solution:**

Change the advanced properties of the MS-DOS-based program to prevent it from detecting Windows.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The 'Properties' window appears.)
- 3) Choose the 'Program' tab. (The 'Program' tab sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Setting' window appears.)
- 5) Check 'Prevent MS-DOS-based programs from detecting Windows'.

*NOTE: Choosing this option will prevent any Windows-based software programs from running at the prompt.*

- 6) Choose 'OK'.



**Unknown cause for video problem; Refer to a qualified computer technician.**

**Cause:**

Unknown.

**Solution:**

Refer this problem to a qualified computer technician.



## How To: Change the properties for a dial-up networking client.

### Solution:

Display the properties for the existing connection.

*NOTE: Make sure Dial-up Networking is installed before creating a connection.*

- 1) Open 'My Computer'.



My Computer

- 2) Open 'Dial-Up Networking'.



Dial-Up Networking

- 3) Right-click on an existing connection to display the pop-up menu.

*NOTE: If no connections have already been created, make a new connection.*

- 4) Select 'Properties...' from the pop-up menu. (The 'General' properties sheet displays.)
- 5) Choose 'Server Type'.



Server Type

- 6) Select from one of the following types of servers and connections:
  - a) PPP: Windows 95, Windows NT 3.5, Internet: Allows automatic detection and connection to remote access servers running TCP/IP, NetBEUI, or IPX/SPX over PPP
  - b) NRN: NetWare Connect: Connect to Novell NetWare Connect running IPX/SPX over NetWare Connect
  - c) Windows for Workgroups and Windows NT 3.1 Windows 95 dial-up server; Windows NT version 3.1 or 3.5; Windows for Workgroups version 3.11 running NetBEUI over RAS
  - d) SLIP: UNIX Connection: Any SLIP server over TCP/IP
  - e) CSLIP: UNIX Connection with IP Header Compression: Any SLIP server over TCP/IP that supports IP header compression
- 7) (Optional) Choose 'Log on to network' to log onto the network automatically using the user's current Windows password.

- 8) (Optional) If option 6)a) was selected above, choose 'TCP/IP Settings...' to connect to the Internet.
- 9) Choose 'OK' twice to return to the Dial-Up Networking window.
- 10) Double-click the connection object to connect to a remote server.





## File and Printer Sharing enabled; Disable File and Printer Sharing Service.

### Cause:

This can occur if the File and Printer Sharing option is enabled on a NetWare network.

### Solution:

Disable File and Printer Sharing Service for NetWare Networks when making the dial-up connection.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Network' icon.



Network icon

- 4) Choose the 'Configuration' tab.
- 5) Choose 'File and Print Sharing'.



File and Print Sharing button

- 6) Uncheck both of the following options:
  - a) 'I want to be able to give others access to my files.'
  - b) 'I want to be able to allow others to print to my printer(s).'
- 7) Choose 'OK'.
- 8) Choose 'OK' and retry the connection.



## How To: Monitor battery status on a laptop.

**Solution:**

*NOTE: The computer must have automatic power management (APM).*

Click the battery icon on the Taskbar to monitor battery status.



## Bringing up terminal window is disabled; Check the option in 'Options' sheet.

### Cause:

The 'Bring Up Terminal Window After Dialing' option is not enabled. This option is unchecked by default.

### Solution:

Choose 'Bring Up Terminal Window After Dialing' on the 'Options' property sheet for the connection.

- 1) Open 'My Computer'.



My Computer

- 2) Open 'Dial-Up Networking'.



Dial-Up Networking

- 3) Right-click the connection to display the pop-up menu.
- 4) Select 'Properties' from the pop-up menu.
- 5) Choose 'Configure...' on the 'General' properties sheet.
- 6) Choose the 'Options' tab.
- 7) Choose 'Bring Up Terminal Window After Dialing'.
- 8) Choose 'OK'.



**Is the local printer a new printer?**



## Is new printer connected and running?

**Action:**

- 1) Make sure the printer is turned on.
- 2) If printer is turned on, turn off, wait for 5-10 seconds and turn back on.
- 3) Make sure the cables are connected properly to the computer.
- 4) Make sure the printer has paper.
- 5) Make sure the printer is not jammed.



**Is the printer icon showing in the Printers window?**

**Action:**

- 1) Select the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Printers'.



[Printers in Settings menu](#)



## Does generic driver test page print?

### Action:

Print to a generic/text only driver from Windows:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Open (double-click) the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



[Add Printer icon](#)

- 4) Choose 'Next'.
- 5) Choose 'Local Printer' or 'Network Printer' from the 'Add Printer' Wizard.
- 6) Choose 'Next'.
- 7) Select 'Generic' from the 'Manufacturer' list box. (The generic/text only driver appears in the Printers list box.



[generic driver](#)

- 8) Choose 'Next'.
- 9) Select the printer port.



[Selecting printer port](#)

- 10) Choose 'Next'.
- 11) Choose 'No' when prompted to make this the default printer.
- 12) (Optional) Enter a name for the printer.
- 13) Choose 'Yes' to print a test page.



## Is the print job paused?

### Action:

Check for paused print job:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Printers'.



Printers in Settings menu

- 3) Right-click on the printer object to display the popup menu.



Printer popup menu

- 4) Make sure 'Pause printer' is not selected.



pause printer.





## Print job is paused; Select the printer and unpause it.

### Cause:

The print job is paused. By default, Windows 95 will pause a print job if no printer is available at the time. This enables the user to use deferred printing if using a portable laptop.

### Solution:

Display the popup menu for the printer and deselect 'Pause Printer'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

- 3) Right-click on the printer object to display the popup menu.



Printer popup menu

- 4) Make sure 'Pause printer' is not selected.



Pause printer.



**Turned off/wrong connection/no paper/jam; Check if on, cables, paper, clear jam.**

**Cause:**

The printer is not turned on, improperly connected, or jammed.

**Solution:**

- 1) Make sure the printer is turned on.
- 2) Make sure the cables are connected properly to the computer.
- 3) Make sure the printer has paper.
- 4) Make sure the printer is not jammed.



## Printer driver not installed; Install printer driver.

### Cause:

Although the printer is connected, a printer driver has not been installed in Windows 95.

### Solution:

Install the printer driver using the Printer Wizard.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

- 3) Open (double-click) the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



Add Printer icon

- 4) Choose 'Next'.
- 5) Select printer location. Do one of the following:
  - a) Select 'Local Printer' if the printer is attached directly to the computer.
  - b) Select 'Network Printer' if the printer is attached to another computer.
    - 1] Choose 'Next'.



Network printer wizard screen

- 2] Enter the network path.
  - 3] Select whether or not to print from MS-DOS-based programs.
  - 4] Choose 'Next'.
- 6) Choose 'Next'.
- 7) Do one of the following:



#### Selecting a printer

- a) Select from available printers:
  - 1] Select a manufacture in the 'Manufacturer' list.
  - 2] Select a printer model in the 'Printer' list.
- b) Use manufacturer's disk:
  - 1] Choose 'Have Disk...'
  - 2] Enter the path to the disk.
  - 3] Choose 'OK'.
  - 4] Select printer from the list.
- 8) Choose 'Next.'
- 9) Select printer port.



#### Selecting printer port

- 10) (Optional) Enter a name for the printer.



#### Name and default option

- 11) Select 'Yes' or 'No' to assign this printer as the default printer for windows.
- 12) Choose 'Next'.
- 13) Select 'Yes' or 'No' to print a test page.
- 14) Choose 'Finish'.



**Was the document printed from within a software program or dragged to the printer icon?**



## **Does a small document print from within the software program?**

### **Action:**

- 1) Return to the software program.
- 2) Check the print settings in the software program.
- 3) Create a small 1-line document in the software program.
- 4) Print the small document.



## Does increasing disk space solve the problem?

### Action:

Make sure the system has at least 3 MB of disk space in the directory containing the TEMP files.

*CAUTION: The following should only be performed by experienced computer users.*

Check free disk space:

- 1) Exit Windows.
- 2) Reboot and start in Safe Mode:
  - a) Select the 'Start' menu and select 'Shut Down'.
  - b) Choose 'Restart the Computer'.
  - c) When the 'Starting Windows 95' message appears, IMMEDIATELY press F8.
  - d) Select 'Safe Mode'.
- 3) At the DOS prompt enter the following:  
SET  
(The location of the TEMP directory displays.)
- 4) Change to the temp directory determined in step 3:  
For example, if the information returned in Step 3 shows that the TEMP directory is C:\WINDOWS\TEMP, enter the following at the DOS prompt:  
CD\WINDOWS\TEMP
- 5) Delete any temporary files by entering:  
DEL \*.TMP
- 6) Enter CD.. to return to the WINDOWS directory
- 7) Enter CD WINDOWS\SPOOL\PRINTERS
- 8) Delete spool files by entering: DEL \*.SPL
- 9) Enter EXIT and restart Windows in normal mode.
- 10) Try printing again.



## Does lowering the graphics resolution solve the problem?

### Action:

- 1) Change the printer resolution from within the document.
- 2) Change the printer resolution in Windows 95:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

- c) Right-click on the printer icon to change settings. (A popup menu appears.)
- d) Choose 'Properties' from the popup menu.
- e) Choose the 'Graphics' tab.
- f) Select a lower resolution from the resolution drop-down list box.



change resolution

- g) (Optional) Choose 'Coarse'.
  - h) Choose 'OK'.
- 3) Print the document again.





## Print resolution too high or memory low; Lower resolution, and get more memory.

### Cause:

The print resolution is set too high for the printer's memory capacity.

### Solution:

Lower the printer resolution. Obtain more memory for the printer.

To implement a workaround solution of lowering the printer resolution, do the following:

*NOTE: It is advisable to obtain more memory for the printer.*

- 1) Change the printer resolution from within the document.
- 2) Change the printer resolution in Windows 95:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

- c) Right-click on the printer object to change settings. (A popup menu appears.)
- d) Choose 'Properties' from the popup menu.
- e) Choose the 'Graphics' tab.



Graphics tab

- f) Select a lower resolution from the resolution drop-down list box.



Change resolution

- g) (Optional) Choose 'Coarse'.
- h) Choose 'OK'.





## Corrupt printer driver; Delete and reinstall printer driver.

### Cause:

The printer driver is corrupt.

### Solution:

Delete the existing printer driver and reinstall the printer driver.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to display the popup menu.



[Printer popup menu](#)

- 4) Select 'Delete' from the popup menu.
- 5) Choose 'Yes' if prompted to remove all files associated with the printer.
- 6) Open 'Add Printer'. (The 'Add Printer' Wizard is launched.)



[Add Printer icon](#)

- 7) Choose 'Next'.
- 8) Select 'Local Printer' if the printer is attached directly to the computer, or select 'Network Printer' if the printer is attached to another computer.
- 9) Choose 'Next'.
- 10) Do one of the following:



[Selecting a printer](#)

- a) Select from available printers:
  - 1] Select a manufacture from the 'Manufacturer' list.

- 2] Select a printer model in the 'Printer' list.
- b) Use manufacturer's disk:
  - 1] Choose 'Have Disk...'
  - 2] Enter the path to the disk.
  - 3] Choose 'OK'.
  - 4] Select a printer from the list.
- 11) Choose 'Next.'
- 12) Select the printer port.



Selecting printer port

- 13) (Optional) Enter a name for the printer.



Name and default option

- 14) Select 'Yes' or 'No' the have this printer the default printer for windows.
- 15) Choose 'Next'.
- 16) Select 'Yes' or 'No' to print a test page.
- 17) Choose 'Finish'.



## Does the test page print?

### Action:

Change the spool settings:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and then select 'Printers'.



Printers in Settings menu

- 3) Right-click on the printer icon to change settings. (A popup menu appears.)



Printer popup menu

- 4) Choose 'Properties' from the popup menu. (The 'Printers' properties sheet displays.)
- 5) Choose the 'Details' tab.
- 6) Choose 'Spool Settings...'.



spool settings

- 7) Choose 'Print Directly to the Printer'.
- 8) (Optional) If 'Bi-directional for this printer' options are not grayed out, choose 'Disable bi-directional support for this printer'.

*NOTE: Not all printers have this option.*

- 9) Choose 'OK'.
- 10) Choose 'Apply'.
- 11) Choose the 'General' tab.
- 12) Choose 'Print Test Page'. (Wait for the prompt stating the print job has printed.)



## Are any device conflicts listed?

### Action:

Check the printer port:

- 1) Right-click on 'My Computer'.



My Computer

- 2) Select 'Properties...' from the popup menu.
- 3) Choose the 'Device Manager' tab.
- 4) Choose 'Devices by Type'.



Device Manager

- 5) Double-click on 'Ports (COM & LPT)'.
- 6) Double-click on the 'Printer Port'.
- 7) Choose the 'Resources' tab.
- 8) Make sure there are no conflicts in the 'Conflicting Device' list box.



## **Device conflict; Refer to a qualified computer technician.**

### **Cause:**

The port being used by the printer is also being accessed by another device.

### **Solution:**

The IRQ address for the device must be changed. Please refer this problem to a qualified computer technician.



## Incorrect printer spool settings; Change printer spool settings.

### Cause:

The printer spool settings are incorrect.

### Solution:

Enable 'Print Directly to the Printer', disable Bi-directional printing and select RAW if EMF spool data format is selected.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu. (The 'Printers' properties sheet displays.)
- 5) Choose the 'Details' tab.



[details tab](#)

- 6) Choose 'Spool Settings...'.



[spool settings](#)

- 7) Choose 'Print Directly to the Printer'.
- 8) (Optional) If 'Bi-directional for this printer' options are not grayed out, choose 'Disable bi-directional support for this printer'.

*NOTE: Not all printers have this option.*

- 9) If 'EMF' is selected, select 'RAW' from the 'Spool Data Format' list box.



- 10)** Choose 'OK'.
- 11)** Choose 'Apply'.
- 12)** Choose the 'General' tab.
- 13)** Choose 'Print Test Page'. (Wait for the prompt stating the print job has printed.)



## Insufficient disk space; Increase disk space for TEMP file folder.

### Cause:

The system does not have enough disk space in the directory containing the TEMP files.

### Solution:

Make sure the system has at least 3 MB of disk space in the directory containing the TEMP files.

*CAUTION: The following should only be performed by experienced computer users.*

- 1) Exit Windows.
- 2) Restart and choose 'Safe Mode command prompt':
  - a) Select the 'Start' menu and select 'Shut Down'.
  - b) Choose 'Restart the Computer'.
  - c) When the 'Starting Windows 95' message appears, IMMEDIATELY press F8.
  - d) Select 'Safe Mode'.
- 3) Enter SET and press ENTER (The location of the TEMP directory displays.)
- 4) Change to the temp directory determined in step 3):  
Enter CD\WINDOWS\TEMP
- 5) Delete any temporary files enter DEL .TMP
- 6) Enter CD WINDOWS\SPOOL\PRINTERS
- 7) Delete spool files by entering DEL \*.SPL
- 8) Enter EXIT and restart Windows in normal mode.
- 9) Try printing again.



## Is printer connection correct?

**Action:**

- 1) Make sure the printer is turned on.
- 2) If printer is turned on, turn off, wait for 5-10 seconds and turn back on.
- 3) Make sure the cables are connected properly to the computer.
- 4) Make sure the printer has paper.
- 5) Make sure the printer is not jammed.



## **Printer off, or bad connection; Turn off and on, and check cables.**

### **Cause:**

The printer connection is faulty or the printer is not turned on.

### **Solution:**

Turn printer OFF and ON; check the cables and paper.

- 1) Make sure the printer is turned on.
- 2) If printer is turned on, turn off, wait for 5-10 seconds and turn back on.
- 3) Make sure the cables are connected properly to the computer.
- 4) Make sure the printer has paper.
- 5) Make sure the printer is not jammed.



**Is the modem an internal or external modem?**



## **Is the modem turned on and properly connected?**

### **Action:**

- 1) Make sure modem is turned on.
- 2) Make sure the modem is properly connected to the computer.
- 3) Check the phone outlet connections.
- 4) Try plugging the phone cable into a different line.
- 5) Retry the call.



**Modem off, or improper connection; Ensure modem is on, & check connections.**

**Cause:**

The modem is not turned on or is improperly connected.

**Solution:**

- 1) Make sure modem is turned on.
- 2) Make sure the modem is properly connected to the computer.
- 3) Check the phone outlet connections.
- 4) Try plugging the phone cable into a different line.



## Is the modem listed in 'Control Panel'?

### Action:

- 1) Select 'Settings' from the ['Start' menu](#).
- 2) Select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) 'Modems' icon.



[Modems icon](#)

- 4) Choose 'General'.
- 5) Make sure the modem is listed.





## Modem not installed; Install a new modem.

### Cause:

The modem has not been installed in Windows 95.

### Solution:

Use the 'Add New Hardware' Wizard to install a new modem.

Do the following to setup new hardware with the 'Add New Hardware' Wizard:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'. (The Windows 95 Control Panel appears.)
- 3) Open (double-click) the 'Modems' icon.



Modems icon

- 4) Choose the 'General' tab.
- 5) Open 'Add New Hardware'. (The Add New Hardware Wizard starts.)
- 6) Choose 'Next'.
- 7) Select the 'No' radio button to manually specify hardware.
- 8) Choose 'Next'. (A Wizard page with a list of hardware types displays.)
- 9) Double-click on the modem.



modem device

- 10) Check 'Don't detect my modem'.
- 11) Choose 'Next'. (A list of available manufacturers and/or models appears.)
- 12) (Optional) Device types are listed by manufacturer: Select the manufacturer of the device from the 'Manufacturers:' scroll box.
- 13) Do one of the following:
  - a) The correct modem model is in the list: Select the correct device from the list of device models.



list of modems

- b) The correct modem model is NOT in the list: Choose 'Have Disk'.

*NOTE: If the modem driver is not available, select a Hayes-compatible option or the generic driver.*

- 14) Select the communications port.

- 15) Choose 'Finish' and wait while Windows 95 installs the new modem.



## Is communication with modem successful?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open 'Modems'.



[Modems icon](#)

- 4) Choose the 'Diagnostics' tab.
- 5) Select the installed modem from the list.
- 6) Choose 'More Info...'. (A 'Communicating with modem' dialog box appears.)



## Corrupt or incorrect modem driver; Remove and reinstall modem.

### Cause:

The modem driver is corrupt or incorrect.

### Solution:

Remove the modem and re-install the modem using 'Control Panel'.

- 1) Remove the modem driver:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- c) Open the 'Modems' icon.



Modems icon

- d) Choose 'Properties'. (The 'Modem' properties sheet appears.)
  - e) Choose 'Remove' to remove the present modem.
- 2) Re-install the modem using a Windows 95 driver:
  - a) Choose 'Add'. (The 'Install New Modem Wizard' screen appears.)
  - b) Uncheck 'Don't detect my modem.'
  - c) Choose 'Next'. (Wait while Windows detects the modem.)
  - d) Choose 'Next'.
  - e) Do one of the following:
    - 1] If the modem model was not detected by Windows 95, do one of the following:
      - a] Select the modem and model from the list.
      - b] If the modem is not listed, select a compatible modem from the list.
    - NOTE 1: In most cases a Hayes-compatible modem will suffice.*
    - c] Select the correct modem speed.

*NOTE 2: Refer to the modem documentation for the maximum modem speed.*

- f)** Choose 'Next'.
- g)** Choose the correct COM Port.
- h)** Choose 'Finish'.



## **Is COMM.DRV the driver listed on the Diagnostics properties sheet?**

### **Action:**

- 1) Choose 'OK' to return to the 'Diagnostics' properties sheet.
- 2) Select the modem.
- 3) Choose 'Driver...'. (The driver name and size will be listed.)



## Incompatible modem driver; Remove and reinstall the modem.

### Cause:

The modem driver is not compatible with Windows 95.

### Solution:

Remove the modem using 'Control Panel', 'Modems'. Then use the 'Modem Wizard' to re-install and redetect the modem.

- 1) Remove the modem driver:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- c) Open the 'Modems' icon.



Modems icon

- d) Choose 'Properties'. (The 'Modem' properties sheet appears.)
  - e) Choose 'Remove' to remove the present modem.
- 2) Re-install the modem using a Windows 95 driver:
  - a) Choose 'Add'. (The 'Install New Modem Wizard' screen appears.)
  - b) Uncheck 'Don't detect my modem.'
  - c) Choose 'Next'. (Wait while Windows detects the modem.)
  - d) Choose 'Next'.
  - e) Do one of the following:
    - 1) If the modem model was not detected by Windows 95, do one of the following:
      - a) Select the modem and model from the list.
      - b) If the modem is not listed, select a compatible modem from the list.

*NOTE 1: In most cases a Hayes-compatible modem will suffice.*
      - c) Select the correct modem speed.

*NOTE 2: Refer to the modem documentation for the maximum modem speed.*

- f)** Choose 'Next'.
- g)** Choose the correct COM Port.
- h)** Choose 'Finish'.





## Are any device conflicts listed?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) 'System' icon.



[System icon](#)

- 4) Choose the 'Device Manager' tab.
- 5) Open 'Ports'. (A list of installed LPT and COM ports appears.)
- 6) Select the communications port to which the modem is connected.
- 7) Choose 'Devices by Type'.



[Device Manager](#)

- 8) Double-click on 'Ports (COM & LPT)'.
- 9) Double-click on the 'Printer Port'.
- 10) Choose the 'Resources' tab.



**Is the CD-ROM driver needed to install Windows 95?**



## CD-ROM driver not included with Win95; Add DOS/Win3.1x driver to CONFIG.SYS.

### Cause:

Windows 95 does NOT include drivers for every CD-ROM on the market. However, Windows 95 can use many older drivers that were originally designed for DOS and Windows 3.x by loading the driver and MSCDEX (the Microsoft CD-ROM extensions) from CONFIG.SYS and AUTOEXEC.BAT. If older drivers are installed when Windows 95 Setup begins, it automatically detects and configures the older drivers.

### Solution:

Add a DOS/Windows 3.x real-mode driver to CONFIG.SYS, add MSCDEX to AUTOEXEC.BAT, and re-run Windows 95 Setup.

*NOTE: Contact the manufacturer to make sure a Windows 95 driver is not available. A Windows 95 CD-ROM driver should offer better performance.*

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Do the following as a workaround:

- 1) Start the computer with MS-DOS.
- 2) Do one of the following to install the DOS/Windows 3.x CD-ROM driver:
  - a) If an Install program was provided with the CD-ROM: Run the DOS/Windows 3.x CD-ROM driver Install program.
  - b) If no Install program was provided: Do the following to MANUALLY add the drivers:
    - 1] Determine the filename of the DOS/Windows 3.x CD-ROM driver.
    - 2] Copy this file to a directory on the hard disk.
    - 3] Edit CONFIG.SYS.
    - 4] Add the following line to CONFIG.SYS:  
DEVICE=C:\<path>\<driver name> /D:<driver ID>  
(where <path> is the hard disk directory that contains the DOS CD-ROM driver, <driver name> is the CD-ROM driver filename, and <driver ID> is a maximum eight character identifier for the CD-ROM driver).  
EXAMPLE: The following is a CONFIG.SYS device driver line for a Mitsumi IDE CD-ROM drive:  
DEVICE=C:\CDROM\MTMCDAL.SYS /D:MTMIDE01
- 5] Save the changes to CONFIG.SYS.
- 6] Enter EDIT AUTOEXEC.BAT

- 7] Add the following line to AUTOEXEC.BAT:

```
C:\WINDOWS\MSCDEX /D:<driver ID> /L:D
```

(where <driver ID> is the same driver ID that was specified in the CD-ROM device driver line in CONFIG.SYS, and the 'D' in '/L:D' is the drive letter to assign to the CD-ROM while running Windows 95).

EXAMPLE: The following is the MSCDEX line in AUTOEXEC.BAT for a Mitsumi CD-ROM drive:

```
C:\DOS\MSCDEX.EXE /D:MTMIDE01 /L:D
```

*NOTE: The <driver ID> matches that in the example of a device driver line from CONFIG.SYS.*

- 8] Save the changes to AUTOEXEC.BAT and exit the editor.
- 3) Press CTRL+ALT+DEL to restart the computer.
  - 4) Make sure the CD-ROM drivers load correctly, and that the CD-ROM drive is accessible from MS-DOS.
  - 5) Re-run Windows 95 Setup. (Windows 95 will automatically detect and configure the older drivers.)



## How To: Require a password when connecting to a server.

### Solution:

Choose 'Server Type' from the connection properties sheet and check 'Require Encrypted Password'.

- 1) Open (double-click) 'My Computer'.



My Computer

- 2) Open 'Dial-Up Networking'.



Dial-Up Networking

- 3) Select an existing connection.



existing connection

*NOTE: Create a connection if no connection exists.*

- 4) Select the 'File' menu and select 'Properties'. (The General properties sheet displays.)
- 5) Choose 'Server Type'.



General Properties sheet

- 6) Check 'Require Encrypted Password'.
- 7) Choose 'OK'



## CD-ROM driver not included with Win95; Install the real-mode CD-ROM driver.

### Cause:

Windows 95 does NOT include drivers for every CD-ROM on the market. However, Windows 95 can use many older drivers originally designed for DOS and Windows 3.x by loading the driver and MSCDEX (the Microsoft CD-ROM extensions) from CONFIG.SYS and AUTOEXEC.BAT.

### Solution:

Run the DOS/Windows 3.x Install program to install the real-mode driver for the CD-ROM.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Do one of the following:

- 1) If an Install program is provided:
  - a) Select 'Run' from the 'Start' menu.
  - b) Enter the path and filename of the DOS/Windows 3.x install program.
  - c) Choose 'OK'.
  - d) Wait for the Install program to install the real-mode CD-ROM driver.
  - e) Shut down and restart Windows 95.
- 2) If no Install program is provided do one of the following:
  - a) Add the older drivers with the 'Add New Hardware' utility:

*NOTE: This procedure will not work if an .INF file is not provided with the CD-ROM driver.*

- 1] Select the 'Start' menu and select 'Control Panel'.



Select Control Panel

- 2] Open the 'Add New Hardware' icon.
- 3] Choose 'Next'.
- 4] Select 'No'.
- 5] Choose 'Next'.
- 6] Select the 'CD-ROM' device icon.

- 7] Choose 'Next'.
- 8] Choose 'Have Disk'.
- 9] Insert the diskette or CD-ROM that contains the CD-ROM driver in the drive.
- 10] Enter the correct drive letter and pathname in the 'Copy manufacturer's files from:' box.
- 11] Choose 'OK'.
- 12] Wait for Windows 95 to install the driver.

*NOTE: If this procedure fails at this point, skip to step 2)b).*

- 13] Shut down and restart Windows 95.

**b) MANUALLY add the drivers:**

- 1] Determine the filename of the DOS/Windows 3.x CD-ROM driver.

*NOTE: Consult the documentation provided with the CD-ROM drive for assistance with this step.*

- 2] Select the 'Start' menu and select the 'MS-DOS Prompt'.
- 3] Enter the following command to copy the driver file to a directory on the hard disk:

```
COPY A:\<path>\<driver name> C:\WINDOWS\SYSTEM
```

(where A: is the drive letter of the floppy drive or other disk that contains the driver, <path> is the full directory path to the driver, <driver name> is the filename of the driver, and C:\WINDOWS\SYSTEM is an example of a possible destination directory).

EXAMPLE: The following command copies a MicroSolutions Backpack CD-ROM driver from diskette to the hard drive:

```
COPY A:\BPCDDRV.SYS C:\WINDOWS\SYSTEM
```

- 4] Edit CONFIG.SYS.

- 5] Add the following line to CONFIG.SYS:

```
DEVICE=C:\<path>\<driver name> /D:<driver ID>
```

(where <path> is the hard disk directory that contains the CD-ROM driver, <driver name> is the CD-ROM driver filename, and <driver ID> is a maximum eight character identifier for the CD-ROM driver).

EXAMPLE: The following is a CONFIG.SYS device driver line for a Mitsumi IDE CD-ROM drive:

```
DEVICE=C:\CDROM\MTMCDAL.SYS /D:MTMIDE01
```

- 6] Save the changes to CONFIG.SYS.

- 7] Edit AUTOEXEC.BAT.

- 8] Add the following line to AUTOEXEC.BAT:

```
C:\WINDOWS\MSCDEX /D:<driver ID> /L:D
```

(where <driver ID> is the same driver ID that was specified in the CD-ROM device driver line in CONFIG.SYS, and the 'D' in '/L:D' is the drive letter to assign to the CD-ROM while running Windows 95).

EXAMPLE: The following is the MSCDEX line in AUTOEXEC.BAT for a Mitsumi CD-ROM drive:

```
C:\DOS\MSCDEX.EXE /D:MTMIDE01 /L:D
```

*NOTE: The <driver ID> matches that in the example of a device driver line from CONFIG.SYS.*

- 9] Save the changes to AUTOEXEC.BAT

- 10]** Exit the editor.
- 11]** Enter 'EXIT' at the MS-DOS prompt to exit DOS and return to Windows 95.
- 12]** Select the 'Start' menu and select 'Shut Down' to restart Windows 95.





## **Does modem connect successfully to other party?**

### **Action:**

- 1) Make sure the modem is properly connected to the computer.
- 2) Check the phone outlet connections.
- 3) Try plugging the phone cable into a different line.
- 4) Retry the call.



## **Improper connection or disturbance; Check modem connections.**

### **Cause:**

The modem line was not connected properly or there was a disturbance during the connection.

### **Solution:**

- 1) Make sure the modem is properly connected to the computer.
- 2) Check the phone outlet connections.
- 3) Try plugging the phone cable into a different line.
- 4) Retry the call.



## Is Disable Call Waiting checked?

### Action:

Check for Call Waiting:

- 1) Choose the 'Start' button to display 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) 'Modems' icon.



Modems icon

- 4) Choose the 'General' tab.
- 5) Select the modem being used from the list.
- 6) Choose 'Dialing Properties...'. (The 'Modem' properties sheet appears.)
- 7) Locate the 'This location has call waiting.' option



call waiting



## **Call waiting is enabled; Obtain code to disable call waiting.**

### **Cause:**

Call waiting is enabled. This may cause the modem to disconnect if another call comes in.

### **Solution:**

- 1) Contact the phone company and request a code to disable call waiting.
- 2) Check 'This location has call waiting. To disable it dial'
- 3) Enter the code obtained from the phone company.
- 4) Choose 'OK twice to close the Modem Properties sheet.



## Does lowering the modem speed solve the problem?

### Action:

Lower the modem speed:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) 'Modems' icon.



Modems icon

- 4) Choose the 'General' tab.
- 5) Select the modem being used from the list.
- 6) Choose 'Properties'.
- 7) Choose the 'General' tab.
- 8) Select a lower speed from the 'Maximum Speed' drop-down list box.



maximum speed

- 9) Choose 'OK'.
- 10) Choose 'Close'
- 11) Retry the call again.



## Modem speed too high; Change modem speed in Control Panel.

### Cause:

The modem speed was too high. This may cause increased errors in transmission.

### Solution:

Open 'Modems' in 'Control Panel'.

Lower the modem speed:

- 1) Select 'Settings' from the ['Start' menu](#).
- 2) Select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Modems' icon.



[Modems icon](#)

- 4) Choose the 'General' tab.
- 5) Select the modem being used from the list.
- 6) Choose 'Properties'.
- 7) Choose the 'General' tab.
- 8) Select a lower speed from the 'Maximum Speed' drop-down list box.



[maximum speed](#)

- 9) Choose 'OK'.
- 10) Choose 'Close'
- 11) Retry the call again.



## Are the connection protocols compatible?

### Action:

Make sure the protocols are compatible:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) 'Modems' icon.



[Modems icon](#)

- 4) Choose the 'General' tab.
- 5) Select the modem being used from the list.
- 6) Choose 'Properties'.
- 7) Choose the 'Connection' tab.
- 8) Make sure the [connection settings](#) are compatible with those of the remote connection.
- 9) Choose 'OK' to accept any changes.
- 10) Choose 'Close'.



## Incompatible protocols; Make sure protocols are compatible.

### Cause:

The connection protocols and settings are incompatible with those of the remote modem.

### Solution:

View the Modem Properties sheet and make sure the protocols are compatible with those of the remote modem.

Make sure the protocols are compatible:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Modems' icon.



[Modems icon](#)

- 4) Choose the 'General' tab.
- 5) Select the modem being used from the list.
- 6) Choose 'Properties'.
- 7) Choose the 'Connection' tab.
- 8) Make sure the [connection settings](#) are compatible with those of the remote connection.
- 9) Choose 'OK' to accept any changes.
- 10) Choose 'Close'.





## **Possible faulty connection; Contact operator of the other computer.**

### **Cause:**

Unknown. This may be caused by a faulty connection on the other computer.

### **Solution:**

Contact the operator of the other computer to determine any problems there or contact a qualified computer technician.



## How To: Add the Windows 95 Control Panel to the Start menu as a cascading menu.

### Solution:

Create a new folder on the 'Start' menu with Windows Explorer that has the following name (including the curly braces and numbers):

Control Panel.{21EC2020-3AEA-1069-A2DD-08002B30309D}

Do the following to add the Windows 95 Control Panel to the 'Start' menu:

*NOTE: Dragging the Control Panel object to the Start menu will create a shortcut to the 'Control Panel' folder. It will NOT create the cascading menu created by the following procedure.*

- 1) Position the mouse pointer over the Windows 95 'Start' button on the task bar.



Start button

- 2) Right-click to activate the Start button pop-up menu (NOT the same as the 'Start' menu).



'Start' button pop-up menu

- 3) Select 'Explore'. (Windows Explorer appears with the current directory set to '\WINDOWS\Start' menu.)
- 4) Right-click in the RIGHT pane of the Explorer window.
- 5) Select 'New'. (The 'New' submenu appears.)
- 6) Select 'Folder'. (A new folder appears.)
- 7) Enter the following name for the new folder on a SINGLE line, including the period, curly braces, and hyphens:  
Control Panel.{21EC2020-3AEA-1069-A2DD-08002B30309D}
- 8) Click the mouse outside the new folder to save the new name.
- 9) (Optional) Do the following to test the new cascading menu:
  - a) Select 'Control Panel' from the 'Start' menu. (A cascaded 'Control Panel' sub-menu appears.)
  - b) Select a 'Control Panel' utility or applet from the sub-menu.





## How To: Change the way Windows 95 converts long to short filenames.

### Solution:

Create a 'NameNumericTail' binary value of '0' (zero) for the Windows 95 'File System' Registry entry.

*NOTE: This will make the automatically-generated short filenames closer to the original long filenames.*

Do the following to change the way Windows 95 automatically converts long to short filenames:

EXAMPLE: The following procedure will change the long filename 'File Name Example.TXT' to 'FileName.TXT', instead of (the default) 'FileNa~1.TXT'.

- 1) Select the 'Start' menu and select 'Run'.
- 2) Enter the following command in the 'Open:' box to start the Windows 95 Registry Editor:

REGEDIT



### Registry editor

- 3) Select the plus sign just to the left of the HKEY\_LOCAL\_MACHINE entry in the Registry Editor window. (The HKEY\_LOCAL\_MACHINE sub-menu opens.)



### HKEY\_LOCAL\_MACHINE

- 4) Select 'System'. (The 'System' sub-menu opens.)
- 5) Select 'CurrentControlSet'.
- 6) Select 'Control'.
- 7) Highlight the 'File System' folder (but do NOT open it). (The Windows 95 'File System Registry' values appear in the right-hand window.)



### Registry File System

- 8) Right-click the mouse button in the right pane of the 'Registry Editor' window. (The Registry pop-up menu appears.)
- 9) Select 'New'. (The 'New' sub-menu appears.)
- 10) Select 'Binary Value'.



Binary value

- 11) Enter the following in the new 'Registry value' dialog box:  
NameNumericTail
- 12) Press ENTER.
- 13) Double-click the new 'NameNumericTail' value. (The 'Binary Value' dialog box appears.)
- 14) Enter '0' (zero) as the new binary value.
- 15) Choose 'OK'.
- 16) Shutdown and restart Windows 95.



## How To: Create hardware profiles for docked and undocked configurations.

### Solution:

Make sure both Docked and Undocked configurations are set up in Hardware Profiles.

Make sure docked and undocked hardware profiles exist:

- 1) Right-click 'My Computer'



My Computer

- 2) Select 'Properties...' from the pop-up menu.
- 3) Choose the 'Hardware Profiles' tab.
- 4) Do one of the following:
  - a) If Docked and Undocked profiles do not exist:
    - 1] Select 'Original Configuration'.
    - 2] Choose 'Rename...'



rename to undocked

- 3] Enter 'Docked'.
- 4] Choose 'OK'.
- 5] Select 'Docked'.
- 6] Choose 'Copy'.
- 7] Enter 'Undocked' in the 'Copy Profile' Dialog box.
- 8] Choose 'OK'.
- b) If Docked AND Undocked are listed, choose 'OK'.
- 5) Make sure the display driver is set up for docked:
  - a) Right-click on 'My Computer'.



My Computer

- b) Select 'Properties...' from the pop-up menu.
- c) Choose the 'Device Manager' tab.
- d) Choose 'Devices by Type'.



- e) Double-click 'Display Adapters.'
  - f) Select the display adapter installed.
- [devices by type](#)



- g) Make sure the 'Docked' option is checked.
- [display adapter](#)



- h) Make sure the 'Undocked' option is unchecked.
  - i) Choose 'OK'.
  - 6) Double-click 'Network Adapters' on the 'Device Manager' properties sheet.
  - 7) Double-click the network card.
- [Docked for display](#)



- 8) Uncheck 'Undocked'.
  - 9) Choose 'OK'.
  - 10) To enable remote network access:
    - a) Double-click the dial-up adapter.
- [network card](#)



- b) Uncheck 'Docked'.
  - c) Choose 'OK'.
  - 11) Choose 'Close'.
- [dial-up adapter](#)



## How To: Deactivate math coprocessor on a Pentium computer to avoid division bug.

### Solution:

Select the 'Never use the numeric processor' radio button on the 'Device Manager Numeric Processor' properties sheet.

Do the following to deactivate the Pentium math coprocessor:

*NOTE: The Pentium math coprocessor may produce numerical errors when dividing large numbers. This should NOT affect day-to-day operation or the execution of most office software programs. However, intensive numerical calculation, such as a Monte Carlo simulation or 'number crunching', may be adversely affected.*

- 1) Select the 'Start' menu and select 'Control Panel'.



Control Panel

- 2) Open the 'System' icon. (The 'System Properties' sheet appears.)
- 3) Select the 'Device Manager' tab.



Device Manager

- 4) Click the plus sign next to the 'System devices' icon in the 'Device Manager' tree.
- 5) Double-click the 'Numeric Data Processor' icon. (The 'Numeric Data Processor Properties' sheet appears.)



Numeric Data Processor

- 6) Choose the 'Settings' tab.
- 7) Select 'Never use the numeric processor'.
- 8) Choose 'OK'.
- 9) Choose 'OK'. (The 'System Properties' sheet closes.)
- 10) Choose 'Yes' to restart Windows 95 and activate the new setting.

*NOTE: A fix for the Pentium division bug is available from Intel.*







## Wrong shortcuts or folder; Remove StartUp apps & correct Registry.

### Cause:

Shortcuts to the software programs are in the 'Windows 95 StartUp' folder, or the Windows 95 Registry points to the incorrect 'StartUp' folder.

### Solution:

Remove unwanted applications from the 'StartUp' folder or correct the 'Windows 95 StartUp Registry' entry.

Do one or both of the following to keep unwanted software programs from automatically starting:

- 1) Delete unwanted software programs from the 'StartUp' folder:
  - a) Right-click the 'Start' button. (The 'Start' button popup menu appears. This is different from the 'Start' menu.)



#### Start button pop-up menu

- b) Select 'Explore'. (The Windows 95 'Explorer' appears.)
- c) Double-click the 'Programs' folder.
- d) Double-click the 'StartUp' folder.
- e) Select the unwanted software program objects in the 'StartUp' folder.

*NOTE: To select more than one software program at a time, press and hold CTRL while selecting the software programs with the mouse.*

- f) Press DELETE. (The 'Are you sure you want to send these x items to the Recycle Bin?' confirmation box appears, where x is the number of selected items.)
  - g) Choose 'Yes'.
- 2) Make sure the Windows 95 'StartUp Registry' entry is correct:
    - a) Run the Windows 95 'Registry editor'.



#### Registry Editor

- b) Select the plus sign next to the 'HKEY\_CURRENT\_USER' folder. (The Registry tree expands to reveal sub-levels.)
- c) Select the plus sign next to the 'Software' folder.

- d)** Select the plus sign next to the 'Microsoft' folder.
- e)** Select the plus sign next to the 'Windows' folder.
- f)** Select the plus sign next to the 'CurrentVersion' folder.
- g)** Select the plus sign next to the 'Explorer' folder.
- h)** Select the 'Shell Folders' folder. (A list of 'Name' and 'Date' values appears in the right pane of the 'Registry Editor' window.)
- i)** Make sure the 'Startup=' value is one of the following:

<WINDOWS DIR>\Start menu\Programs\Startup

<WINDOWS DIR>\Profiles\<user name>\Start menu\Programs\Startup

(where <WINDOWS DIR> is the directory that contains Windows 95, and <user name> is the login name of a particular user in a multi-user Windows 95 Setup).

*NOTE: The first entry above is for the 'Startup' value on a computer with a single user. The second entry is for a computer on which different users can maintain their own desktop and 'Start' menu settings.*

- j)** Do one of the following:
  - 1]** Startup Registry entry is correct: Close the 'Registry editor'.
  - 2]** Startup Registry entry is INCORRECT:
    - a]** Double-click the 'Startup' icon in the right pane of the Registry editor. (The 'Edit String' dialog box appears.)
    - b]** Correct the entry in the 'Value data:' box to match one of the above two possibilities.

*NOTE: Be sure to enter the correct user name in a multi-user configuration.*
    - c]** Choose 'OK'.
    - d]** Close the 'Registry editor'.



## How To: View resources in use by a device.

### Solution:

Use 'Device Manager' to view the 'Resources' page of the device's properties sheet.

Do the following to view the resources used by a hardware device:

- 1) Select the 'Start' menu and select 'Control Panel'.



Select Control Panel

- 2) Open the 'System' icon. (The 'System Properties' sheet appears.)
- 3) Choose the 'Device Manager' tab.



Device Manager

- 4) Click the mouse on the plus sign next to the device type for which to view resources. (The device tree expands to reveal individual devices.)
- 5) Double-click the device in the 'Device Manager List' to open it. (The <device name> Properties options notebook appears.)  
(Where the <device name> is the name of the specific device chosen.)
- 6) Choose the 'Resources' tab.
- 7) View the resources used by the device in the 'Resource Settings' box.

*NOTE 1: Device resources include memory or port addresses, IRQ settings, and DMA channel settings.*

*NOTE 2: Windows 95 indicates any conflicting devices (such as those with an IRQ conflict) in the 'Conflicting Devices' box.*



## How To: Synchronize files automatically between laptop and desktop(s).

### Solution:

Create briefcases on each desktop computer and keep the files on the portable computer. Drag documents from the portable computer to the Briefcase on each desktop. Files synchronize when connected to a docking station.

Repeat the following procedure for each desktop PC to which the laptop is to be docked:

- 1) Open 'My Computer' or '[Windows Explorer](#)'.



[My Computer](#)



[Explorer in Start menu](#)

- 2) Select or open the folder to contain the new Briefcase.
- 3) Select the 'File' menu and select 'New'.
- 4) Select 'Briefcase' from the drop down menu. (A new Briefcase object appears.)



[New Briefcase](#)

- 5) [Copy](#) the files into the Briefcase.

*NOTE: When the portable is connected to a docking station files will automatically synchronize.*



## How To: Create a second docking configuration for different hardware settings.

### Solution:

Copy the Undocked profile to a different name and select the hardware options in Device Manager.

- 1) Make sure the computer has the desired configuration.
- 2) Right-click on 'My Computer'.



My Computer

- 3) Select 'Properties...' from the pop-up menu.
- 4) Choose the 'Hardware Profiles' tab.
- 5) Select 'Undocked'.
- 6) Choose 'Copy'.
- 7) Enter a unique name in the 'Copy Profile Dialog' box.
- 8) Choose 'OK'.
- 9) Right-click on 'My Computer'.



My Computer

- 10) Select 'Properties...' from the pop-up menu.
- 11) Choose the 'Device Manager' tab.
- 12) Choose 'Refresh'.



## How To: Edit a document in Explorer.

### Solution:

Double-click on the file to be edited.

- 1) Open the folder containing the files to be edited.
- 2) Do one of the following:
  - a) Do one of the following to activate the software program associated with the file:
    - 1] Double-click on the file to be edited.
    - 2] Use the popup menu:
      - a] Right-Click on the file.
      - b] Select 'Open' from the popup menu.
  - b) Activate the 'Quick View' before editing by doing one of the following:
    - 1] Use the 'File' menu:
      - a] Click on the file to select it.
      - b] See if the file is readable from 'Quick View'.



### Quick View

- c] Select the 'File' menu and select 'Quick View'.
- 2] Display the file's popup menu:
  - a] Right-click on the file.
  - b] Select 'Quick View' from the popup menu.



### Quick View on popup

- 3] Select the 'File' menu in the Quick View window and select 'Open File for Editing'.



### 'Open file' (The software program

associated with the file is opened.)

- 3) Select the 'File' menu and select 'Save' or 'Save As...' to save the edited version of the file.







## How To: Go to a parent folder.

### Solution:

Click on the 'Toolbar' button with the up arrow in the folder pictured.

*NOTE: If toolbar is already present skip steps 1) and 2).*

- 1) Pull down the 'View' menu.
- 2) Check 'Toolbar' to display the 'Toolbar' menu.
- 3) Click on the yellow folder with an up arrow in the toolbar.



yellow folder button

*NOTE: In order for the toolbar to be inherited by each open window, the browse options must be set to 'Browse folders by using a single window that changes as you open each folder'.*



## **ERROR: A .WAV driver is not installed due to never being initially installed.**

### **Error:**

Error: A .WAV driver is not installed.

### **Cause:**

A .WAV driver is not installed and this is required to play .WAV files.

### **Solution:**

Choose the 'Wave Audio Device' icon on the 'Advanced' properties sheet in the 'Multimedia' settings.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Advanced' tab. (The 'Advanced Properties' sheet displays.)
- 5) Select 'Media Control Devices'.



Media control devices

- 6) Select 'Wave Audio Devices'.
- 7) Choose 'Properties.'
- 8) Select 'Use this media control device'.
- 9) Choose 'OK'.
- 10) Choose 'Apply'.
- 11) Choose 'OK'

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**CD-ROMs contain data files, not audio tracks; Insert an audio CD to play sounds.**

**Cause:**

The CD Player software program plays audio CDs and does not play CD-ROMs. CD-ROMs contain data files, not audio tracks. (Although joint-venture technology is currently in the development stages.)

**Solution:**

Insert an audio CD to play sounds.



## Unrecognized MS-DOS HELP command; Enter the Windows 95 TOPIC command.

### Cause:

The MS-DOS command-line HELP command is not recognized by the Windows 95 version of MS-DOS.

### Solution:

Enter the Windows 95 'TOPIC /?' command syntax. EXAMPLE:

RENAME /? (where the MS-DOS command RENAME is the 'TOPIC')

- 1) Open '[MS-DOS Prompt](#)'.
- 2) Enter the following at the command prompt:

TOPIC /?

(where 'TOPIC' represents the MS-DOS command for which help is requested.) EXAMPLE:  
RENAME /?

- 3) (Optional) To view the MS-DOS Help dialog one screen at a time, enter '|MORE' after the command.  
EXAMPLE: RENAME /?|MORE



## **Win95 removed files from CONFIG.SYS; Add SMARTDRV statement to AUTOEXEC.BAT.**

### **Cause:**

Windows 95 removes SMARTDRV.SYS and SMARTDRV.EXE from CONFIG.SYS during installation.

### **Solution:**

SMARTDRV statement has been removed from AUTOEXEC.BAT. SMARTDRV is only required when running an application in MS-DOS mode, or to boot to a command prompt.

Do not use the SMARTDRV command in CONFIG.SYS when running Windows-based programs. Disk caching is now built in and double-buffering is provided by DBLBUFF.SYS. SMARTDRV is only required when running an software program in MS-DOS mode or to boot to a command prompt.



## How To: Add an attachment to a fax.

### Solution:

Select 'Fax' from the 'Accessories' menu and use the 'Fax' Wizard, activated by selecting 'Compose New Fax'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select 'Accessories'.
- 4) Select 'Fax'.



Fax in Accessories menu

*NOTE: If the Microsoft Fax is not present on the menu, use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 5) Select 'Compose New Fax'. (The 'Compose New Fax' Wizard appears.)
- 6) (Optional) Specify dialing location and properties.
  - a) Choose 'Dialing Properties...'
  - b) Choose 'OK'.
- 7) Choose 'Next'.
- 8) Do one of the following:
  - a) Enter the fax number manually:
    - 1] Enter the recipient's name in the 'To' box.
    - 2] Enter the recipient's fax number.
  - b) Use the 'Address Book':
    - 1] Choose 'Address Book' to display the 'Personal Address Book'.
    - 2] Select the addressee name from the 'Personal Address Book'.
    - 3] Choose 'To'.
    - 4] Choose 'OK'.

*NOTE: If sending to multiple recipients, choose 'Add to List' and repeat step eight for each recipient.*



[Add to List](#)

- 9) Choose 'Next'.
- 10) Select whether or not a cover page is to be included:



[cover page option](#)

- a) Choose 'No' to send the fax without a cover page.
  - b) Choose 'Yes' to include a cover page.
    - 1] Select the cover page from the list box.
- 11) (Optional) Choose 'Options...' to customize sending options:



[fax sending options](#)

- a) Select the desired fax options.
  - b) Choose 'OK'.
- 12) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- 13) Enter the subject and text of the fax.
- 14) Attach a file to the fax:
  - a) Choose 'Add File'.
  - b) Select the file to be attached.

*NOTE: An attached file will print out as additional pages on the recipients fax machine.*
- 15) Choose 'Next'.
- 16) Choose 'Finish'.





## **DOS apps prevented from detecting Win; Disable MS-DOS mode.**

### **Cause:**

The MS-DOS program properties are set to prevent MS-DOS programs from detecting Windows.

### **Solution:**

Disable MS-DOS mode to disable 'Prevent MS-DOS programs from detecting Windows.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The properties window appears.)
- 3) Choose the 'Program' tab. (The 'Program' properties sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Setting' window appears.)
- 5) Uncheck 'MS-DOS mode'.
- 6) Choose 'OK'.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## How To: Change DOS program configurations using AUTOEXEC.BAT.

### Solution:

Specify the configuration under the 'Advanced' button in the 'Program' tab in 'Properties...' sheet for the DOS application.

Windows 95 allows the user to define the AUTOEXEC.BAT and CONFIG.SYS file configurations for DOS software programs.

- 1) Right-click on the DOS application's icon. (The popup menu appears.)
- 2) Select 'Properties...' from the popup menu. (The 'Properties' window appears.)
- 3) Choose the 'Program' tab. (The 'Program' tab sheet appears.)
- 4) Choose 'Advanced...'. (The 'Advanced Program Settings' window appears.)
- 5) Check the 'MS-DOS mode'.
- 6) Select the 'Specify a new MS-DOS mode:' radio button.



### specifying MS-DOS configuration

- 7) Enter the desired configuration in the edit windows for this DOS software program.

*NOTE: The configuration needed for the particular DOS software programs will vary from software program to software program. Refer to that software program's documentation.*

- 8) (Optional) Use common configuration options.

- a) Choose the 'Configuration...' button.

*NOTE: A warning window may appear, if so Choose 'Yes'.*



### configuration options

- b) Check the options that the DOS software program requires.
- c) Choose 'OK'.
- 9) Choose 'OK'.
- 10) Choose 'Apply'.
- 11) Choose 'OK'.





## Possible memory or disk space problem; End the task.

### Cause:

Software programs may freeze due to various causes such as memory or disk space.

### Solution:

Press CTRL+ALT+DEL and choose 'End Task'.

Alternative solutions to shutting down a DOS software program:

- 1) Press CTRL+ALT+DEL
- 2) Choose 'End Task'.

OR

- 1) Press ALT+TAB to close the DOS software program window.
- 2) Right-click on the software program button on the Taskbar.
- 3) Select 'Close'.

*NOTE: To prevent software programs from freezing, reduce the number of running software programs.  
Increase disk space if the problem still occurs.*



## **Sized wrong; Drag the Taskbar to resize it.**

### **Cause:**

The Taskbar has been sized wrong. The Taskbar is not static but can be resized, moved, and even hidden.

### **Solution:**

Resize-size the Taskbar by dragging the double-edged pointer to the desired location.

- 1) Position the pointer on the edge of the Taskbar until the pointer becomes a double-arrow.
- 2) Click and drag the Taskbar to the desired size and release the mouse button.



## **Corrupt or replaced program files; Reinstall or upgrade software program.**

### **Cause:**

Some of the software program files may have been corrupted or replaced by Windows 95 files when Windows 95 was installed.

### **Solution:**

Reinstall 16-bit application program or purchase 32-bit upgrade to software.



## How To: Change the system time and date.

### Solution:

Change the date and time by opening 'Date/Time' in the 'Control Panel'

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Date/Time' icon.



Date/Time

- 4) Set the date:



Setting date and time

- a) Select the month.
- b) Adjust the year.
- c) Select the day of the month.
- 5) Set the time:
  - a) Double-click on the hour.
  - b) Enter the hour from the keyboard.
  - c) Press tab to select the minutes.
  - d) Enter the minutes.
- 6) Choose 'Apply'.
- 7) To change the time zone:
  - a) Choose the 'Time Zone' tab.
  - b) Select the appropriate time zone from the drop-down list box.
  - c) Check 'Automatically adjust clock for daylight savings changes'.
  - d) Choose 'Apply'.
- 8) Choose 'OK'.







## How To: View messages received (incoming) in Microsoft Mail in Exchange.

### Solution:

Open the 'Inbox' and double-click on the message.

*NOTE: Microsoft Exchange must first be installed from the original Windows 95 installation diskettes or CD-ROM.*

- 1) Choose the 'Start' button.



Start button

- 2) Select 'Settings' from the 'Start' menu.
- 3) Select 'Control Panel'.



Control Panel

- 4) Open the 'Mail and Fax' icon.



Mail and Fax. (The 'Microsoft Exchange Properties' sheet

appears.)

- 5) Choose 'Show Profiles...'
- 6) Select the profile for which 'Microsoft Mail' is to be used.
- 7) Choose 'Properties'.
- 8) Choose the 'Services' tab.
- 9) Choose 'Add...'
- 10) From the 'Available Services' list select 'Microsoft Mail'.



Microsoft Mail

- a) (Optional) Choose 'Manually configure information services'.
- b) Choose 'OK'.
- 11) Choose 'OK'. (Insert the Windows 95 installation diskette or CD-ROM if prompted.)
- 12) Select 'Microsoft Mail' from the list.

13) Create a [profile](#).



## **Win95 does not come with a virus checker; Install a third-party virus utility.**

### **Cause:**

Windows 95 does not come with a virus checker. Therefore, VSAFE is not recognized as a command.  
[example: commands not included with Windows 95](#)

### **Solution:**

Obtain and install a third-party virus utility.



## Toolbar not set to be displayed; Set toolbar to be displayed.

### Cause:

The toolbar has not been set to be displayed.

### Solution:

Choose 'Toolbar' in the 'DOS application window' menu.

- 1) [Run the DOS application in a window.](#)
- 2) Open the window menu by clicking on the icon in the top-left corner of the window.



[DOS window menu](#)

- 3) Select 'Toolbar'. (A check marks the Toolbar selection and the menu disappears and the tool bar is displayed below the title bar.)

*NOTE: The toolbar can be [set to appear as a default](#) in the screen properties tab.*



[Toolbar property setting](#)



## How To: Adjust the volume control for all devices.

### Solution:

Click the speaker on the Taskbar.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Audio' tab. (The Audio properties sheet displays.)



volume controls

- 5) Drag the volume lever to the desired volume level.
- 6) (Optional) Check the 'Show volume control on the Taskbar' option.

*NOTE: When the above option is activated the following steps can fine tune the volume setting.*

- a) Click the speaker on the Taskbar. ('Volume adjusting' lever appears.)



Taskbar speaker


- b) Drag the lever to the desired volume level.




## How To: Remove a program from the Startup folder.

### Solution:

Choose 'Clear' in the 'Taskbar Settings' tab of the Taskbar properties window.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Taskbar...'.  


[Taskbar from menu](#)

- 3) Choose the 'Start menu Programs' tab. (The properties sheet for the 'Start' menu displays.)
- 4) Choose 'Clear'.  


[Clear Documents](#)

- 5) Choose 'OK'.



## How To: Remove password from Windows 95 startup.

### Solution:

Use the 'Passwords' option in 'Control Panel' to change the password.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Passwords' icon.



[Passwords](#)

- 4) Choose the 'Change Passwords' tab.



[Passwords Properties](#)

- 5) Choose 'Change Windows Password...'.  
6) Enter the current password in the 'Old password' box in the 'Change Windows Password' dialog box.



[removing passwords](#)


- 7) Leave the 'New password' and 'Confirm new password' boxes blank.
- 8) Choose 'OK'.
- 9) Choose 'Close'.



## How To: Change a file name extension with RENAME.

### Solution:

Change the 'View' options to allow the file extensions to be seen, then rename the file.

- 1) Open the folder containing the file(s) to be renamed.
- 2) Select the 'View' menu and select 'Options...'.  
A screenshot of the Windows Explorer 'View' menu. The 'Options...' option is highlighted in blue.
- 3) Choose the 'View' tab to display the 'File viewing' properties sheet.
- 4) Uncheck 'Hide MS-DOS file extensions for file types that are registered'.



[view files sheet](#)

- 5) (Optional) Choose 'Show all files' to display hidden files and their extensions also.
- 6) Choose 'Apply'.
- 7) Choose 'OK' to return to the original folder window.
- 8) Select the 'View' menu and select 'Refresh' to update the file display.

*NOTE: The above solution may apply to any folder containing files.*

- 9) To rename the file to one of the following:
  - a) Use the 'File' menu:
    - 1] Click on the file to select it.
    - 2] Select the 'File' menu and select 'Rename'.
  - b) Display the file's popup menu:
    - 1] Right-click on the file.
    - 2] Select 'Rename' from the popup menu.



[rename from popup](#)

- 10) Begin entering the new name. (The existing name will automatically be replaced.)

*NOTE: To assign a [file type](#), the new name must end in a period followed by the desired three-letter extension.*







## How To: Save desktop settings.

### Solution:

Shut down Windows 95 through the proper shut down procedure.

*NOTE 1: When Windows 95 is shut down successfully, the desktop settings are automatically saved. The next session of Windows 95 will return to previously saved status. If the computer is turned off without a proper shut down, the desktop settings are not saved.*

*NOTE 2: There is no known way to properly shut down Windows 95 and not save the desktop settings as there is in Windows 3.x.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Shut Down...'



Select Shut Down

('Shut Down Windows' dialog box appears)

- 3) Select the radio button of choice. (All radio buttons save the desktop settings.)



Shut Down Choices

*NOTE: Multiple user settings can be used to save multiple desktop settings and arrangements.*



## How To: Avoid the cold boot and POST when restarting Windows 95.

### **Solution:**

Press and hold SHIFT; then choose 'Yes' to restart Windows 95.

Do the following to avoid the lengthy cold boot and POST test when restarting Windows 95:

*NOTE: This is especially useful in those cases when device settings were changed, and Windows 95 must restart to activate those changes.*

- 1) Select the 'Start' menu and select 'Shut Down'. (The 'Shut Down Windows' dialog box appears.)
- 2) Select the 'Restart the computer' radio button.
- 3) Press and hold SHIFT.
- 4) Choose 'Yes'. (Windows 95 should shut down and restart more quickly, with the 'Restarting Windows 95...' message appearing without a memory or BIOS check.)



## **SCSI adapter hardware problem; Check installation & don't use same ID for 2 SCSI.**

### **Cause:**

There is a hardware problem with the SCSI adapter to which the CD-ROM drive(s) are connected. A legacy SCSI adapter that uses the same SCSI ID for more than one device is one cause of this problem. Improper card installation or SCSI termination also causes this problem.

### **Solution:**

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician.*

Carefully recheck the installation of the SCSI adapter and devices, and make sure that two SCSI devices do NOT use the same SCSI ID.



## How To: Install new Windows components after Windows 95 has been installed.

### Solution:

Choose the 'Windows Setup' tab of the 'Add/Remove Programs' found in 'Control Panel'.

Do the following to add additional Windows 95 components AFTER Windows 95 is installed:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.
- 3) Open the 'Add/Remove Programs' icon. (The 'Add/Remove Programs Properties' notebook appears.)
- 4) Choose the 'Windows Setup' tab of the notebook.
- 5) Check the check box for each additional Windows 95 component to install.

*NOTE: Check boxes for components that were previously installed should already be checked.*

- 6) (Optional) Change the details of what is installed for any component:

- a) Select the component for which to change installation details.
- b) Choose the 'Details' button.

EXAMPLE: Select 'Multimedia' and choose 'Details' to select specific sound schemes and/or multimedia utilities to install.

- 7) Choose 'OK'. (A message box appears that indicates the diskette or CD-ROM to insert in the drive.)
- 8) Insert the requested CD-ROM or Windows 95 diskette in the correct drive.
- 9) Choose 'OK'. (Windows 95 will install the requested components.)



## **Port device conflict; Refer to a qualified computer technician.**

### **Cause:**

The port being used by the modem is also being accessed by another device.

### **Solution:**

The IRQ address for the device must be changed. Please refer this problem to a qualified computer technician.



## How To: Select the HyperTrm icon from the HyperTerminal folder.

### Solution:

Select the 'Hypertrm' icon after opening the 'HyperTerminal' folder from the 'Accessories' menu.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Programs'.



[Select programs](#)

- 3) Select 'Accessories'.
- 4) Select 'HyperTerminal'.



[HyperTerminal in Accessories menu](#)

- 5) Open 'HyperTerminal'. (A 'New Connection' dialog box appears.)



[HyperTerminal icon](#)

- 6) Enter the name of the new connection in the 'Name' box.
- 7) Select an icon from the 'Icon' scroll list.
- 8) Choose 'OK'. (The 'Phone Number' dialog box appears.)
- 9) Enter a phone number.
- 10) Choose 'OK'. (The 'Connect' dialog box appears.)
- 11) Choose 'Dial'. (A connection is made.)
- 12) (Optional) Select the 'File' menu and select 'Save as...'; enter a name for the file to save the connection.



## Tilted paint can replaces Paint Roller; Fill object using tilted paint can.

### Cause:

The Paint Roller in Windows 3.1x PaintBrush has been replaced with a tilted paint can in Windows 95 Paint.

### Solution:

Both perform the same 'Fill With Color' operation.

- 1) Select the 'Fill With Color' tool in the tool box.



fill tool

- 2) Choose a change of color for the line.
- 3) Position the paint pointer to select the area to be filled with color, and click.

*NOTE 1: For small areas zoom the picture to a larger size to position the paint pointer.*

*NOTE 2: To view the descriptions of the tools in Paint pause the mouse on the tool and a description appears.*



available paint tools





## **Taskbar has many software programs open; Move mouse pointer to edge of Taskbar.**

### **Cause:**

Normally the user can click on an empty area of the Taskbar to display its popup menu. The Taskbar has no empty areas due to a large number of open software programs.

### **Solution:**

Move the mouse pointer to the edge of the task bar (not on a button) and right-click. This is useful the Taskbar is full of buttons.



## Enabled mouse software programs; Select 'Properties' and enable 'Exclusive mode'.

### Cause:

This is a design feature of Windows 95 and occurs when the mouse's 'Exclusive Mode' option for an MS-DOS-based software program is enabled. The window can only be controlled via the keyboard. Enabling this mode will also cause the sizing controls to disappear.

### Solution:

Select 'Properties' for the DOS application. Enable 'Exclusive mode'.

Do one of the following:

- 1) If the MS-DOS software program is running in full-screen:
  - a) Right-click on the DOS application title bar with the software program still running.
  - b) Select 'Properties...' from the popup menu.
  - c) Choose the 'Misc' tab. (The 'Misc' tab sheet appears)



[Misc tabsheet](#)

- d) Uncheck 'Exclusive Mode' in the 'Mouse' section.
  - e) Choose 'Apply'.
  - f) Choose 'OK'.
- 2) If the MS-DOS-based software program is running in a window:
  - a) Press ALT+ENTER to switch the software program to a full screen.
  - b) Press ALT+TAB until the software program is minimized.
  - c) Right-click on the software program's button on the Taskbar.
  - d) Select 'Properties...' from the popup menu.
  - e) Choose the 'Misc' tab. (The 'Misc' tab sheet appears)



[Misc tabsheet](#)

- f) Uncheck 'Exclusive Mode' in the Mouse section.
  - g) Choose 'Apply'.

**h)** Choose 'OK'.



## How To: Use DOSSHELL in Windows 95.

### Solution:

Do not start Windows 95 from within DOSSHELL.

Open the MS-DOS Prompt:

- 1) Choose the 'Start' button to display the [Start menu](#).
- 2) Select the 'Start' menu and select 'Programs'.



[Select programs](#)

- 3) Select 'MS-DOS Prompt'.
- 4) Enter DOSSHELL and any required switches.



## **Does printer self-test print correctly?**

**Action:**

Print a self-test page from the printer. (Refer to the printer documentation, if necessary.)



## **Too little printer mem/printer problem; Get more mem/use qualified technician.**

### **Cause:**

The printer does not have enough memory or there is a problem with the printer hardware.

### **Solution:**

Obtain more printer memory or contact a qualified computer technician.



## **Does underlining/strikethrough print correctly from a different software program?**

### **Action:**

Open document in a different software program which uses underlining and/or strikethrough.



## **Program corrupt/does not support font; Use different font/reinstall program.**

### **Cause:**

The software program from which the document was originally printed is corrupted or does not support the font being used.

### **Solution:**

Use a different font or reinstall the software program if necessary.





## **Does changing page orientation in software program solves the problem?**

### **Action:**

Change to a different page orientation from within the software program (landscaped or portrait).



## **Font does not support page orientation; Select font supporting page orientation.**

### **Cause:**

The font selected does not support the page orientation in which the document is printed.

### **Solution:**

Select a font from within the application that supports the desired page orientation.



## Is the printer a laser printer?

### Action:

Check if the printer selected is a laser printer:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and then select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to display the popup menu.
- 4) Select 'Properties...'
- 5) Choose the 'General' tab. (The name of the printer is listed on the 'General' properties sheet.



[Printer Properties](#)



**What is your Printing Fonts problem?**



**What is your Window Fonts problem or question?**



**Does Windows display a dialog box offering to restore the Registry?**



**Does choosing 'Restore' solve the problem?**

**Action:**

Choose 'Restore'.



## **SYSTEM.DAT and/or USER.DAT files damaged; Choose 'Restore' when prompted.**

### **Cause:**

The SYSTEM.DAT and/or USER.DAT files are damaged. Windows automatically makes a backup of these files with a .DA0 extension.

### **Solution:**

Choose 'Restore' when prompted. Windows automatically renames the backup versions of SYSTEM.DAT and USER.DAT, and restarts.





**Is a Windows 95 Startup diskette available?**



## **ERROR: Registry is damaged (during startup) due to damaged Setup files.**

### **Error:**

Registry is damaged.

### **Cause:**

The SYSTEM.DAT and/or USER.DAT Registry files are damaged, and no backup copy is available.

### **Solution:**

Restart the computer in '[Safe mode command prompt only](#)', and rerun Windows 95 Setup in Verify mode to replace and/or rebuild any missing files.



## **Does the Startup diskette contain the file named SYSTEM.DAT?**

**Action:**

- 1) Insert the Startup diskette in the floppy drive.
- 2) Open 'My Computer'.
- 3) Open the drive that contains the diskette.



## **ERROR: Registry is damaged due to damaged SYSTEM.DAT or USER.DAT file(s).**

### **Error:**

Registry is damaged.

### **Cause:**

The SYSTEM.DAT and/or USER.DAT Registry files are damaged. No backup copy is available, or all backup copies are also damaged.

### **Solution:**

Restart the computer in '[Safe mode command prompt only](#)', and re-run Windows 95 'Setup' in Verify mode to replace and/or rebuild any missing files.



## **ERROR: Registry is damaged due to corrupt SYSTEM.DAT.**

### **Error:**

Registry is damaged.

### **Cause:**

The SYSTEM.DAT file is corrupt, and Windows 95 can no longer read it during startup.

### **Solution:**

Restart with the Startup diskette, and copy SYSTEM.DAT from the Startup diskette over the existing SYSTEM.DAT.

- 1) Insert the Startup diskette in the floppy drive.
- 2) Restart the computer.
- 3) Enter the following command at the prompt:  
ATTRIB -S -H -R A:\SYSTEM.DAT
- 4) Enter the following command to replace the System Registry:  
COPY A:\SYSTEM.DAT C:\WINDOWS  
(where 'A:' is the floppy drive letter, and C:\WINDOWS is the drive and directory where Windows 95 is installed).
- 5) Enter the following command to restore the attributes of SYSTEM.DAT:  
ATTRIB +S +H +R C:\WINDOWS\SYSTEM.DAT  
(where C:\WINDOWS is the drive and directory where Windows 95 is installed).



## Does restoring the Registry from the backup Registry solve the problem?

### Action:

Do the following to restore a backup copy of the Registry.

- 1) Reboot the computer.
- 2) Press F8 IMMEDIATELY when the 'Starting Windows 95' message displays.
- 3) Select 'Command Prompt'.
- 4) Enter the following command at the prompt in the root directory of the Windows 95 drive (for example, C:\):  
`ATTRIB -S -H -R SYSTEM.1ST`
- 5) Enter the following command to change to the WINDOWS directory:  
`CD WINDOWS`
- 6) Enter the following command to remove the attributes from the Registry file:  
`ATTRIB -S -H -R SYSTEM.DAT`
- 7) Enter the following command to make a backup copy of SYSTEM.DAT:  
`COPY SYSTEM.DAT SYSTEM.XXX`
- 8) Enter the following command to copy the backup Registry over the system Registry:  
`COPY C:\SYSTEM.1ST SYSTEM.DAT`
- 9) Enter the following command to restore the attributes of SYSTEM.DAT:  
`ATTRIB +S +H +R SYSTEM.DAT`
- 10) Restart the computer.



## ERROR: Registry is damaged due to unreadable SYSTEM.DAT file.

### Error:

Registry is damaged.

### Cause:

The SYSTEM.DAT Registry file, which contains hardware and other computer configuration settings, is damaged. Windows 95 cannot read the file during startup.

### Solution:

Restart to Safe mode command prompt only. Remove all attributes from SYSTEM.1ST and copy it over the existing SYSTEM.DAT.

Do the following to restore a backup copy of the Registry:

- 1) Restart the computer.
- 2) Press F8.
- 3) Select 'Safe mode command prompt only'.
- 4) Enter the following command at the prompt in the root directory of the Windows 95 drive (e.g., C:\):  
ATTRIB -S -H -R SYSTEM.1ST
- 5) Enter the following command to change to the WINDOWS directory:  
CD WINDOWS
- 6) Enter the following command to remove the attributes from the Registry:  
ATTRIB -S -H -R SYSTEM.DAT
- 7) Enter the following command to make a backup of SYSTEM.DAT:  
COPY SYSTEM.DAT SYSTEM.XXX
- 8) Enter the following command to copy the backup Registry over the system Registry:  
COPY C:\SYSTEM.1ST SYSTEM.DAT
- 9) Enter the following command to restore the attributes of SYSTEM.DAT:  
ATTRIB +S +H +R SYSTEM.DAT
- 10) Press CTRL+ALT+DEL to restart the computer.







## Does restoring USER.DAT solve the problem?

### Action:

Restore the USER.DAT portion of the Registry:

*NOTE: This procedure will overwrite user customizations.*

- 1) Restart the computer.
- 2) Press F8 IMMEDIATELY when the 'Starting Windows 95' message displays.
- 3) Select 'Command Prompt'.
- 4) Enter the following command to change to the WINDOWS directory:  
CD WINDOWS
- 5) Enter the following command to remove the file attributes:  
ATTRIB +S +H +R USER\*. \*
- 6) Enter the following command to make a backup copy of USER.DAT:  
COPY USER.DAT USER.XXX
- 7) Enter the following command to copy the previous backup over the user Registry USER.DAT:  
COPY C:\USER.DA0 USER.DAT
- 8) Enter the following command to restore the attributes:  
ATTRIB +S +H +R USER.DAT
- 9) Restart the computer.



## ERROR: Registry is damaged due to corrupt USER.DAT.

### Error:

Registry is damaged.

### Cause:

The USER.DAT portion of the Registry is corrupt. This file contains user-specific information and settings.

### Solution:

Remove the attributes from the existing USER.DAT and rename the file.

Rename USER.DA0 to USER.DAT.

Restore the USER.DAT portion of the Registry:

*NOTE: This procedure will overwrite user customizations.*

- 1) Restart the computer.
- 2) Press F8 IMMEDIATELY when the 'Starting Windows 95' message displays.
- 3) Select 'Command Prompt'.
- 4) Enter the following command to change to the WINDOWS directory:  
CD WINDOWS
- 5) Enter the following command to remove the file attributes:  
ATTRIB +S +H +R USER\*.\*
- 6) Enter the following command to make a backup copy of USER.DAT:  
COPY USER.DAT USER.XXX
- 7) Enter the following command to copy the previous backup over the user Registry USER.DAT:  
COPY C:\USER.DA0 USER.DAT
- 8) Enter the following command to restore the attributes:  
ATTRIB +S +H +R USER.DAT
- 9) Restart the computer.





## **ERROR: Registry is damaged due to SYSTEM.DA0 missing.**

### **Error:**

Registry is damaged.

### **Cause:**

Both SYSTEM.DAT and SYSTEM.DA0 are missing or the MSDOS.SYS file is incorrect.

### **Solution:**

Restart to the command prompt and run Windows 95 'Setup' in 'Verify' mode. Restore any missing files.



## Is the path for cc:Mail correct?

### Action:

- 1) Display the shortcut path for the 'cc:Mail' object:

Do one of the following:

- a) If the shortcut or program object for 'cc:Mail' exists in the 'Start' menu:

- 1] Right-click on the 'Start' button.



Start button

- 2] Select 'Open' from the popup menu.



Open from Start menu popup

- 3] Open the 'Programs' folder.



open Programs folder

- 4] Open the folder containing the 'cc:Mail' executable file.
- 5] Right-click on the executable file to display the popup menu.

- b) If a shortcut for 'cc:Mail' exists on the desktop:

- 1] Right-click on the shortcut icon to display a popup menu.



properties on popup

- 2] Select 'Properties...'.  
3] Choose the 'Shortcut' tab.

- 2) Make sure the path is correct.



## **Path for cc:Mail executable object incorrect; Edit cc:MAIL properties shortcut.**

### **Cause:**

The path for the cc:Mail executable object is incorrect.

### **Solution:**

Edit the properties for the cc:MAIL shortcut.

- 1) Right-click on the cc:Mail icon to display the popup menu.
- 2) Select 'Properties'.
- 3) Choose the 'Shortcut' tab.
- 4) Enter the correct spelling and directory path in the appropriate fields.



## Does removing Exchange solve the problem?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open 'Remove/Add Programs'.



[Remove/Add Programs](#)

- 4) Choose the 'Windows Setup' tab.
- 5) Uncheck 'Microsoft Exchange'.
- 6) Choose 'OK'.
- 7) Choose 'Yes' when the warning prompt appears.
- 8) Shut down Windows 95 and restart the computer.



## The MAPI files may have been overwritten; Remove exchange' in 'Control Panel'.

### Cause:

When 'Microsoft Exchange' was installed, it may have overwritten the [MAPI](#) files required to run 'cc:Mail'.

### Solution:

Remove 'Microsoft Exchange' via 'Control Panel'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Remove/Add Programs' icon.



[Remove/Add Programs](#)

- 4) Choose the 'Windows Setup' tab.
- 5) Uncheck 'Microsoft Exchange'.
- 6) Choose 'OK'.
- 7) Choose 'Yes' when the warning prompt appears.
- 8) Shut down Windows 95 and restart the computer.





## AUTOEXEC.BAT exceeds 143 characters; Edit AUTOEXEC.BAT to reduce path size.

### Cause:

The path statement in AUTOEXEC.BAT contains more than 143 characters. This may occur on network workstations which require lengthy paths.

### Solution:

Edit AUTOEXEC.BAT and reduce the size of the path statement to less than 143 characters total.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

*CAUTION: The following action should only be performed by experienced users or administrators.*

- 1) Open the MS-DOS Prompt.
- 2) Enter PATH  
(The path listed in the AUTOEXEC.BAT appears.)
- 3) Enter EXIT to return to the desktop.
- 4) Edit AUTOEXEC.BAT.
- 5) Remove some unnecessary entries in the path statement. WARNING: Do NOT REMOVE C:\WINDOWS\COMMAND, C:\DOS or the path containing cc:Mail.



## Modem speed low/error control off; Increase modem speed, use 'Error control'.

### Cause:

The modem transmission speed may be set too low and/or error control is off.

### Solution:

Increase the modem transmission speed and use 'Error control' in the 'Advanced' settings.

Do one or more of the following:

- 1) Increase the modem transmission speed:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select the 'Start' menu and select 'Programs'.



Select programs

- c) Select the Programs' menu and select 'Accessories'.
- d) Select the 'Accessories' menu and select 'HyperTerminal'.



HyperTerminal in Accessories menu

- e) Open the connection to be dialed. (The 'Connect' dialog box appears.)
- f) Choose 'Modify...'
- g) Choose the 'Phone Number' tab.
- h) Choose 'Configure...'
- i) Increase the modem speed in the 'Maximum speed' section.
- j) Choose 'OK'.

*NOTE: Refer to the modem hardware documentation for the maximum speed.*

- 2) (Optional) Adjust the advanced connection properties:

- a) Choose the 'Connection' tab.
- b) Choose 'Advanced...'
- c) Check 'User error control'.

*NOTE: This option is not available for some older modems.*

- d)** Choose 'OK'.



## Assumes real- and protected-mode drivers are same; Assign different drive letter.

### Cause:

One CD-ROM drive uses real-mode drivers; the other CD-ROM drive uses protected-mode drivers. Windows 95 assumes that the real- and protected-mode drivers are for the SAME CD-ROM drive when it starts. Both CD-ROM drives are assigned the same drive letter, and ONLY the CD-ROM drive that uses protected-mode drivers is visible.

### Solution:

Assign a different drive letter to the CD-ROM that uses protected-mode drivers.

Do the following to change the drive letter for the CD-ROM that uses protected-mode drivers (such as drivers provided by Microsoft with Windows 95):

- 1) Select the 'Start' menu and select 'Control Panel'.



Select Control Panel

- 2) Choose the 'System' icon.



System icon

- 3) Choose the 'Device Manager' tab.
- 4) Click the mouse button on the plus sign next to the CD-ROM device icon.
- 5) Double-click on the CD-ROM drive letter to be changed. (The 'CD-ROM Properties' sheet appears.)
- 6) Choose the 'Settings' tab.
- 7) Select the drive letter to use from the 'Start Drive Letter' drop-down list box.



Drive letter

- 8) Select the same drive letter (used in step 7) from the 'End Drive Letter' drop-down list box.

*NOTE: Be sure to select a drive letter that is different from the second CD-ROM drive and ALL other drives on the computer, including regularly mapped network drives.*

- 9) Choose 'OK'.
- 10) Select the 'Start' menu and select 'Shut Down'.
- 11) Select 'Restart the computer'.
- 12) Choose 'Yes'. (Windows 95 should detect both CD-ROM drives when it restarts.)



## Extra lines added to SYSTEM.INI file; Remove lines in SYSTEM.INI.

### Cause:

The Windows 3.x driver installation program added lines to SYSTEM.INI that interfere with Windows 95 startup.

### Solution:

Remove the lines in SYSTEM.INI that were added by the Windows 3.x driver installation program, and delete the device in the 'Windows 95 Device Manager'.

Do the following as a workaround:

- 1) Boot Windows 95 in 'Safe Mode' (command prompt ONLY).
- 2) Enter the following commands at the MS-DOS prompt:

CD \WINDOWS (Change to the 'Windows 95' directory)

EDIT SYSTEM.INI (Edit the SYSTEM.INI file)

- 3) Make a backup copy of SYSTEM.INI.
  - a) Select the 'File' menu and select 'Save As'.
  - b) Enter SYSTEM.XXX in the 'File Name' section.
- 4) To comment out all SYSTEM.INI lines that were added by the driver installation program, enter: REM

*NOTE 1: Make sure REM is followed by a blank space.*

*NOTE 2: Consult the device manufacturer's documentation for help in identifying the lines added by the driver's installation program.*

- 5) Select the 'File' menu and select 'Save As'.
- 6) Enter SYSTEM.INI as the filename.
- 7) Select the 'File' menu and select 'Exit'.
- 8) Press CTRL+ALT+DEL to restart the computer.
- 9) Start Windows 95.
- 10) Delete the device in the 'Windows 95 Device Manager':
  - a) Select the 'Start' menu and select 'Control Panel'.
  - b) Open the 'System' icon. (The 'System Properties' sheet appears.)
  - c) Choose the 'Device Manager' tab.



#### Device Manager

- d) Click the plus sign next to the icon for the type of device to delete.
  - e) Select the specific device to remove.
  - f) Choose 'Remove'. (A 'device removal confirmation' dialog box appears.)
  - g) Double-check that the correct device is being removed.
  - h) Choose 'OK'.
- 11) Shutdown and restart Windows 95.
- 12) Re-install the device with Windows 95 drivers.
- NOTE: Contact the manufacturer of the device, if necessary, to get Windows 95 drivers that are not provided with Windows 95.*



## How To: Use System Monitor.

### Solution:

Open 'System Monitor' from 'System Tools' in the 'Accessories' menu.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



Select programs

- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'System Monitor'.



System Monitor from menu.

- 5) Select the 'Edit' menu and select 'Edit Item...'. (The 'Edit' dialog box appears.)



'Edit' menu



'Edit Item' dialog box

- 6) Click on a chart. (Statistics are displayed on the 'Status' bar below.)

*NOTE: 'Status Bar' must be checked in the 'View' menu.*



Status Bar





## Is the MIDI sequencer listed?

### Action:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open (double-click) 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Advanced' tab. (The 'Advanced Properties' sheet displays.)



Media control devices

- 5) Click on the '+' next to 'MIDI Devices and Instruments' to display installed MIDI devices.



## The MIDI sequencer not installed; Choose 'Add New Instrument'.

### Cause:

The MIDI sequencer has not been installed.

### Solution:

Select 'Properties' from the 'Devices' menu while a MIDI file is open. Then choose 'Add New Instrument'.

*NOTE: The current multimedia file must be a MIDI file to add a MIDI instrument.*

- 1) Open the Media Player:
  - a) Select the 'Start' menu and select 'Programs'.
  - b) Select 'Accessories'.
  - c) Select 'Multimedia'. (The 'Multimedia' menu displays.)




Multimedia menu

- d) Select 'Media Player'. (The 'Media Player' launches.)



Media Player

- 2) Select the 'Device' menu and select the 'MIDI Sequencer...'.

device menu

- 3) Select the file to play.
  - 4) Choose 'Open'. (The 'Media Player' is ready to play MIDI file.)
  - 5) Select the 'Device' menu and select 'Properties'.
  - 6) Choose the 'Add New Instrument'. (The 'MIDI Instrument Installation Wizard' is launched.)



[Add New Instrument button](#)

- 7) Select the MIDI Port to which the new instrument will be connected.
- 8) Choose 'Next'.
- 9) Select the instrument definition.
- 10) Choose 'Next'.
- 11) Enter the instrument name.
- 12) Choose 'Finish'.



## Is Use MIDI Features On This Device selected?

**Action:**

- 1) Choose 'Properties'.



[MIDI sequencer](#)

- 2) Choose the 'General' tab.



## **MIDI features option not set; Choose 'Use MIDI features on this device' option.**

### **Cause:**

MIDI features are not enabled for the device.

### **Solution:**

Choose the 'Use MIDI features on this device' option on the 'MIDI sequencer Properties' sheet.

- 1) Choose 'Properties'.



MIDI sequencer

- 2) Choose the 'General' tab.
- 3) Choose 'Use 'MIDI features on this device'.



Use MIDI

- 4) Choose 'Apply'.
- 5) Choose 'OK'.



## **The .INF file is corrupt or outdated; Reinstall .INF file.**

### **Cause:**

The .INF file is corrupt or outdated.

### **Solution:**

Reinstall the .INF file from manufacturer's disk or Windows disk. Please refer this problem to a qualified computer technician.



**What is your Install Windows95 With Other  
Operating System question?**



## How To: Install Windows NT on a computer running Windows 95.

### Solution:

Enter the following command from the directory that contains the source files for Windows NT:

WINNT /W

Do the following to install Windows NT on a computer that is running Windows 95:

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select the 'Programs' menus and select the 'MS-DOS Prompt'.
- 3) Enter the following command at the MS-DOS prompt:  
D:  
(where D: is the letter designation for the drive containing the Windows NT source files).
- 4) (Optional) Windows NT source files are not in the root directory: Enter the following command at the MS-DOS prompt:  
CD <pathname>  
(where <pathname> is the full pathname of the directory that contains the Windows NT source files).
- 5) Enter the following command at the MS-DOS prompt:  
WINNT /W  
(where '/W' is a switch to allow WINNT to run under Windows 95).

*NOTE: WINNT is a DOS software program that creates startup files for Windows NT Setup and copies Windows NT all system files to the hard disk. When Windows NT Setup is run this way, the CPU detection process is skipped and the computer does not automatically restart after Setup is complete.*





## How To: Install Windows 95 to dual boot with MS-DOS.

### Solution:

Install Windows 95, and set BootMulti=1 in MSDOS.SYS.

Do the following to install Windows 95 to dual boot with MS-DOS:

- 1) Run Windows 95 Setup.
- 2) Do one of the following:
  - a) Keep a previous version of Windows: Select a different directory than the one used by the previous Windows version.
  - b) Upgrade the previous version of Windows: Accept the Windows 95 Setup default directory.
- 3) Complete the Windows 95 installation.
- 4) Select the 'Start' menu and select 'Programs'.
- 5) Select the 'Programs' menu and select the 'MS-DOS Prompt'. (A DOS command prompt appears.)
- 6) Enter the following commands at the MS-DOS prompt:  
ATTRIB -S -H -R MSDOS.SYS  
EDIT MSDOS.SYS  
(MSDOS.SYS opens in the DOS editor.)
- 7) Find the '[Options]' section of MSDOS.SYS.
- 8) Add the following line after '[Options]':  
BootMulti=1
- 9) Save the changes to MSDOS.SYS.
- 10) Exit the editor.
- 11) Enter the following commands at the MS-DOS prompt:  
ATTRIB +S +H +R MSDOS.SYS  
EXIT  
(The MS-DOS window closes.)
- 12) Shut down and restart Windows 95.
- 13) (Optional) To boot the previous version of DOS:
  - a) Turn on the computer.
  - b) Wait for the 'Starting Windows 95' message to appear.
  - c) Press F8 IMMEDIATELY.

**d)** Select 'Previous DOS version' from the 'Shut Down Windows' popup menu.

*NOTE 1: To also dual boot to a previous version of Windows, install Windows 95 in a DIFFERENT directory than the previous Windows version.*

*NOTE 2: 'Dual boot' means that the computer can boot either of two operating systems (although NOT simultaneously).*

*NOTE 3: DR DOS and DOS versions older than 5.0 DO NOT dual boot with Windows 95.*



## Does this computer meet all conditions for using the uninstall utility?

### Action:

Do the following to check if the Windows 95 'Uninstall' utility is available for this computer:

*NOTE: If any one of the following conditions is NOT satisfied, the graphical uninstall utility CANNOT be used to uninstall Windows 95.*

- 1) Make sure the DOS version is 5.0 or later.
- 2) Make sure that the version of Windows 95 on the computer is not an upgrade to a previous version of Windows 95 (for example, the Windows 95 Preview Program).
- 3) Make sure that Windows 95 was not installed to a new directory that is NOT the same as a previous Windows version (that is, the current Windows 95 directory is NOT the \WINDOWS directory).
- 4) Make sure the user did NOT specifically choose to skip the save system files step (for later uninstall) during Windows 95 Setup.

*NOTE: The graphical uninstall utility depends on a Windows 95 Setup option to save system files for later use in uninstalling Windows 95. This Setup option is not available in any of the first three cases given above.*



## How To: Change the computer time and/or date.

### Solution:

Use the 'Date/Time' tab of the 'Date/Time' Control Panel utility.

Do the following to change the computer date and/or time:

- 1) Select the 'Start' menu and select 'Control Panel'.



[Select Control Panel](#)

- 2) Open the 'Date/Time' icon. (The 'Date/Time Properties' sheet appears.)
- 3) Choose the 'Date/Time' tab.
- 4) Do one of the following:
  - a) Change the time:
    - 1] Click the mouse on the part of the time to change.  
EXAMPLE: Click the hours number to change the hour of the day.
    - 2] Choose the up/down arrows with the mouse until the correct number (or symbol) displays.  
EXAMPLE: Select the 'AM' or 'PM' in the displayed time, and choose the up/down arrows to toggle between AM and PM.
    - 3] Repeat steps 5)a)1] and 5)a)2] for any additional parts of the current time to change.
    - 4] Choose 'OK' to save the changes and exit the 'Date/Time' utility.
  - b) Change the date:
    - 1] Change the month: Select the correct month from the drop-down list box.
    - 2] Change the year: Choose the up/down arrows with the mouse until the correct year is displayed.
    - 3] Change the day: Select the correct day from the calendar.
- 5) Choose 'OK' to save the changes and exit the 'Date/Time' utility.



## How To: Reserve a drive letter for removable media (including diskettes).

### Solution:

Open the drive object's 'Properties' sheet, and set a 'Start Drive Letter' and 'End Drive Letter' to reserve one or more drive letters.

Do the following to reserve drive letters for 'removable media' drives:

*NOTE: A 'removable media' drive can be a floppy drive or another data cartridge drive.*

- 1) Select the 'Start' menu and select 'Control Panel'.
- 2) Open the 'System' icon.



System icon

- 3) Choose the 'Device Manager' tab.
- 4) Select the device type for the removable media drive.
- 5) Double-click the device for which to reserve drive letters. (The drive's 'Properties' sheet appears.)
- 6) Choose the 'Settings' tab.
- 7) Select the first drive letter to assign to the device from the 'Start Drive Letter' drop-down list box (in the 'Reserved drive letters' section).
- 8) Select the last drive letter to assign to the device from the 'End Drive Letter' drop-down list box.
- 9) Choose 'OK'. (The 'Properties' sheet closes.)
- 10) Choose 'OK'. (The 'System Properties' sheet closes.)
- 11) Restart the computer when prompted to do so.



## Complete Help feature is not available; Use question mark in properties sheet.

### Cause:

The 'Help' menu or button is not available for the property sheet or dialog box. Although a complete Help feature is not available, a description of the Properties sheet options may be obtained by choosing the question mark in the top right corner of dialog box and clicking on the component to be defined.

### Solution:

Use the question mark at the top right corner of the properties sheet.

- 1) Choose the question mark in the top right corner of the dialog box. (The cursor then carries a question mark with it until an item is selected.)



Choosing Help button

- 2) Select an item for which help is desired.

*NOTE: If a dialog box does not have a question mark look for a Help button or try pressing F1.*



**What is the first letter of the error message that you received?**



## Does Setup complete successfully without device errors?

### Action:

Do the following as a workaround for the device problem:

- 1) Turn off the computer.
- 2) Wait a few seconds.
- 3) Turn on the computer.
- 4) Re-run Windows 95 Setup. (Setup should run in 'Safe Recovery' mode automatically when it detects DETCRASH.LOG.)

*NOTE 1: If a device stops responding during Windows 95 Setup, the automatic hardware detection may have caused the device to stop working.*

*NOTE 2: Setup automatically adds device problems caused by hardware detection to the file DETCRASH.LOG. This allows Setup to skip the action that caused the problem the next time it runs.*





## **ERROR: Indicates a device is not responding due to hardware detection error.**

### **Error:**

Device is not responding.

### **Cause:**

The automatic hardware detection process in Windows 95 Setup caused a device to stop working. This device failure is recorded by Setup in the file DETCRASH.LOG. Setup will run in 'Safe Recovery' mode and skip the action that caused the problem.

### **Solution:**

Turn the computer off and on; then re-run Setup in 'Safe Recovery' mode.

Do the following as a workaround for the device problem:

- 1) Turn off the computer.
- 2) Wait a few seconds.
- 3) Turn on the computer.
- 4) Re-run Windows 95 Setup. (Setup should run in 'Safe Recovery' mode automatically when it detects DETCRASH.LOG.)



## Hardware malfunction; Re-check installation of the device.

### Cause:

A device may be malfunctioning, or may not be correctly installed. The hardware malfunction is interfering with Windows 95 Setup.

### Solution:

Carefully re-check the installation of the device that Windows 95 Setup says is not responding.

Do one or both of the following until Setup runs successfully:

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician.*

- 1) To re-check the installation of the device that Setup says is not responding, do one or more of the following:
  - a) External devices only: Make sure the power is on.
  - b) Network problem: Carefully check the network cable connection to the network interface card.
  - c) Make sure all cables are securely and correctly connected.
  - d) Internal devices or interface cards only: Make sure all adapter cards are firmly seated in a compatible slot.
  - e) Re-check the connection and orientation of all data cables.
  - f) Run Setup to verify that all CMOS settings are correct for the problem device.
  - g) Re-run Windows 95 Setup in 'Safe Recovery' mode.
- 2) Run Setup without the device causing the problem:

*NOTE: This step will obviously not be possible if the device is REQUIRED for Setup to run.*

  - a) Disconnect or remove the device.
  - b) Re-run Windows 95 Setup in 'Safe Recovery' mode.



## How To: Determine the IRQ setting for a device.

### Solution:

Choose the 'Resource' tab from the 'Device Properties' sheet.

Do the following to determine a device's IRQ setting:

- 1) Select the 'Start' menu and select 'Control Panel'. (The Windows 95 Control Panel appears.)



[Select Control Panel](#)

- 2) Select 'System'. (The 'System Properties' sheet appears.)
- 3) Choose the 'Device Manager' tab.
- 4) Click the mouse button on the plus sign next to the device type for which to view resources. (The 'device' tree expands to reveal individual devices.)
- 5) Double-click the device in the Device Manager List to open it. (The '<device name> Properties' sheet appears, where the <device name> is the name of the specific device chosen.)
- 6) Choose the 'Resources' tab.
- 7) View the IRQ setting of the device in the 'Resource Settings' box.

NOTE : Windows 95 indicates any [IRQ conflict](#) in the 'Conflicting Devices' box.



## **Legacy SCSI adapter; Make sure two SCSI devices do NOT use the same SCSI ID.**

### **Cause:**

There is a hardware problem with the SCSI adapter to which the CD-ROM drive(s) are connected. A legacy SCSI adapter that uses the same SCSI ID for more than one device is one possible cause of this problem. Improper card installation or SCSI termination may also cause this problem.

### **Solution:**

Carefully re-check the installation of the SCSI adapter and devices, and make sure that two SCSI devices do NOT use the same SCSI ID.



## **ERROR: Standard Mode: Fault in MS-DOS Extender (during Setup) due to upper ...**

### **Error:**

Standard Mode: Fault in MS-DOS Extender.

### **Cause:**

There is an upper memory conflict that is preventing the DOS version of Windows 95 Setup from running.

### **Solution:**

Disable UMBs (upper memory blocks) and re-run Windows 95 Setup.

Do one or more of the following until Windows 95 Setup runs:

- 1) Disable UMBs:
  - a) Edit CONFIG.SYS.
  - b) Find the line that looks like one of the following:  
DOS=HIGH, UMB  
DOS=UMB
  - c) Edit the 'DOS=' line to replace 'UMB' with 'NOUMB', so that the line looks like one of the following:  
DOS=HIGH, NOUMB  
DOS=NOUMB
  - d) Save the changes to CONFIG.SYS.
  - e) Exit the editor.
  - f) Press CTRL+ALT+DEL to restart the computer and make the changes take effect.
  - g) Re-run Windows 95 Setup.
- 2) Disable EMM386:
  - a) Edit CONFIG.SYS.
  - b) Find the line that looks like the following:  
DEVICE=C:\DOS\EMM386.EXE NOEMS  
(where the C:\DOS directory may be different on some computers).
  - c) Add 'REM' to the line so that it looks like the following:  
REM DEVICE=C:\DOS\EMM386.EXE NOEMS

*NOTE: DOS treats a line with 'REM' in front of it as a comment.*

- d)** Save the changes to CONFIG.SYS.
  - e)** Exit the editor.
  - f)** Press CTRL+ALT+DEL to restart the computer and make the changes take effect.
  - g)** Re-run Windows 95 Setup.
- 3)** Run Windows 95 Setup from Windows 3.1.



## **ERROR: Incorrect DOS version (during Setup) due to early DOS version or 386MAX.**

### **Error:**

Incorrect DOS version.

### **Cause:**

The DOS version of Windows 95 Setup requires DOS 3.1 or later to run. Setup also fails to run on some computers that use the 386MAX memory management utility.

### **Solution:**

Upgrade DOS to version 3.1 or later.

*NOTE: Upgrade to DOS 5.0 or later to ensure maximum compatibility.*

Do one or both of the following until Windows 95 Setup runs:

- 1) ONLY if running 386MAX: Disable the 386MAX memory utility.

*NOTE: Consult the 386MAX user manual for help with this procedure.*

- 2) Upgrade the version of DOS used on the computer to 3.1 or later.



## Windows 95 is different from Windows 3.1x; Choose 'Start' on the Taskbar.

### Cause:

Windows 95 is different from Windows 3.1x.

### Solution:

The shut-down option is located in the 'Start' menu which is accessed by choosing the 'Start' button on the lower left-hand corner of the screen.

- 1) Choose the 'Start' button.



Start button

- 2) Select 'Shut Down...'.
  - a) Shut down windows.
  - b) Shut down and restart.
  - c) Shut down and restart in MS-DOS mode.
- 3) Select the desired option from the prompt that appears:

*NOTE: This option will boot to Windows 95 MS-DOS which may not recognize some of the commands of MS-DOS 6.22 and earlier.*

- d) Shut down and log on as another user.





## **No Program Manager in Win95 to show programs; Programs found under 'Start' menus.**

### **Cause:**

Windows 95 does not use Program Manager or program groups as in Windows 3.1x.

### **Solution:**

Installed applications are listed in the 'Programs' menu and the 'Accessories', 'Applications' sub-menus.

- 1) Choose the 'Start' button



Start button to display the 'Start' menu.

- 2) Select the 'Programs' menu.



Select programs

- 3) Select the 'Accessories' menu to access Windows 3.1x accessories.



## **Clicked on details; Click the filename/folder.**

### **Cause:**

The files are displayed in list format and the user clicked on the details following the file icon instead of on the filename or folder itself. This option has changed from Windows 3.1x File Manager where the file could be selected by selecting any portion of the details. This is working as designed to enable multiple-file selection by drawing a rectangle around multiple files to select them.

### **Solution:**

Click directly on the file or folder object to select.



## Computer without Plug and Play BIOS; Turn off, then dock, and get Plug and Play.

### **Cause:**

The computer does not have a Plug and Play BIOS. A Plug and Play BIOS is REQUIRED to support hot or warm docking and undocking.

### **Solution:**

Turn the computer off before docking or undocking. Contact the computer manufacturer to upgrade to a Plug and Play BIOS.

*NOTE: Some computer manufacturers will not supply a Plug and Play BIOS for certain computer models.*



## ERROR: Cannot open Briefcase when sending file because Briefcase is ...

### Error:

Error: The Briefcase cannot be opened because the disk is inaccessible. Verify that the disk is accessible.

### Cause:

The clipboard in the <Windows>\Send To folder does not point to an existing Briefcase. The original My Briefcase was renamed or moved to a different folder.

### Solution:

Edit the 'Send To' folder properties in the WINDOWS directory to point to an existing Briefcase.

- 1) Open 'Windows Explorer'.



Explorer in Start menu

- 2) Select the folder containing the directory in which Windows 95 is installed from the left-hand window.  
*NOTE: Windows 95 is installed in the WINDOWS directory by default.*
- 3) Open the 'Send To' folder.
- 4) Right-click on the 'Briefcase' to display the pop-up menu.
- 5) Select 'Properties'.
- 6) Choose the 'Shortcut tab'.
- 7) Change the path in the 'Target' box to that of an existing Briefcase.



## CMOS settings do not show floppy installed; Temporarily restart, and update CMOS.

### Cause:

The computer's CMOS settings do not indicate that a floppy disk drive is installed. This causes Windows 95 to incorrectly display the disk information.

### Solution:

Refer to the computer documentation or contact the hardware manufacturer about how to access and updated CMOS settings.

A temporary workaround: Shut-down and restart to [Safe Mode](#).

Shut down and restart Windows in [Safe Mode](#) as a workaround:

- 1) Select the 'Start' menu and select 'Shut Down'.
- 2) Choose 'Restart the Computer'.
- 3) When 'Starting Windows 95' text appears, press F8.
- 4) Select 'Safe Mode'.

*NOTE: Refer to the computer documentation or contact the hardware manufacturer about how to access and updated CMOS settings.*



## CMOS settings do not show a floppy is installed; Update the CMOS settings.

### Cause:

The computer's CMOS settings do not indicate that a floppy disk drive is installed. This causes Windows 95 to incorrectly display the disk information.

### Solution:

Refer to the computer documentation or contact the hardware manufacturer about how to access and update CMOS settings.

A temporary workaround is to shut down and restart in safe mode.

Shut down and restart Windows in Safe Mode as a workaround:

- 1) Select the 'Start' menu and select 'Shut Down'.
- 2) Choose 'Restart the Computer'.
- 3) When 'Starting Windows 95' text appears, press F8.
- 4) Select 'Safe Mode'.

*NOTE: Refer to the computer documentation or contact the hardware manufacturer about how to access and updated CMOS settings.*



## **Fonts not put in Registry when ATM installed; Run ATM Control Panel software.**

### **Cause:**

When ATM (Adobe Type Manager) is installed, the fonts are not included in the Registry. Windows 95 only displays fonts listed either in the Registry or in the [fonts] section of WIN.INI.

### **Solution:**

Run the ATM Control Panel application (ATMCNTRL.EXE) included with Adobe Type Manager.

- 1) Choose the 'Start' button to display the 'Start' menu .
- 2) Select 'Run...'
- 3) Choose 'Browse...'
- 4) Select the directory containing the ATM fonts.
- 5) Locate the ATMCNTRL.EXE file.
- 6) Choose 'Open'.
- 7) Choose 'OK'.



**This is the way the program works; There is no  
workaround.**

**Cause:**

The software program is drawing its own title bar which prevents the Windows 95 close button from being enabled. For example, Microsoft FoxPro for Windows, versions 2.5 and 2.6 is known to behave this way.

**Solution:**

There is no workaround for this problem.





## **HyperTerminal cannot delete characters from screen; Restart to clear window.**

**Cause:**

HyperTerminal is not capable of deleting characters from the screen.

**Solution:**

Exit HyperTerminal and restart it to clear the window.



## How To: Use XCOPY command with Windows 95 MS-DOS.

### Solution:

Enter XCOPY at the MS-DOS prompt followed by a backslash and one of the following switches:

- /T - Copy directory structure only
- /D - Copy files newer than the destination files
- /C - Continue even on error b
- /H - Copy hidden and system files also
- /R - Overwrite read-only files
- /U - Copy only files that already exist on the destination
- /N - Copy using short names
- /I - Copy more than one file to the destination (assumes destination is a directory)
- /Q - Copies files without showing filenames
- /F - Displays full path of the destination while copying files
- /L - Displays files that would be copied
- /K - Copies attributes

The following switches are included in both MS-DOS and Windows 95:

- /Y - Copy without confirming replacement of existing files
- /-Y - Confirm replacement of existing files
- /A - Copy source files that have Archive file attributes set
- /M - Copy source files that have Archive file attributes set; turns off source attributes.
- /D:date - Copies files modified on or after the specified date
- /P - Prompts to confirm whether to create each destination file
- /S - Copies directories and subdirectories unless they are empty
- /E - Copies any subdirectories, even if they are empty
- /V - Verifies each file as it is written to the destination file
- /W - Displays a message to press a key to begin copying files

*NOTE: Windows 95 ignores the /V switch.*





## **Certain types of fax/modems; Exit and restart software program.**

### **Cause:**

This behavior occurs with certain types of fax/modems.

### **Solution:**

Exit the application from which the settings are used (for example Microsoft Fax or Microsoft Exchange) and restart.

- 1) Open the 'Inbox'.
- 2) Select 'Options...' from the 'Tools' menu.
- 3) Select 'Microsoft Fax Tools'.
- 4) Select 'Options....'.
- 5) Choose the 'Modem' tab.
- 6) Choose 'Properties...'. .
- 7) Choose the desired modem properties from the 'Fax Modem Properties' dialog box.
- 8) Choose 'OK' twice to return to the 'Inbox'.
- 9) Select the 'File' menu and select 'Exit' to close the software program.
- 10) Re-open the software program.



## Bits-Per-Second setting too low; Change COM port's Bits-Per-Second setting.

### Cause:

The Bits-Per-Second setting for the COM port to which the modem is attached is too low. For example, if the user has a 14400 BPS modem but the COM port BPS is set to 9600, the maximum connection speed is only 9600.

### Solution:

Change the COM port's Bits-Per-Second setting by opening 'System' in 'Control Panel'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Select 'System'.



[System icon](#)

- 4) Choose the 'Device Manager' tab.
- 5) Double-click 'Ports'. (The tree expands to show the types of ports available on the computer.)



[communication ports](#)

- 6) Select the communications port (COM port) to configure.
- 7) Choose 'Properties...'. (The COM port properties sheet appears.)
- 8) Choose the 'Port Settings' tab.



[port settings](#)

- 9) Select a setting from the 'Bits-Per-Second' drop-down list box that equals or exceeds the carrier rate the modem uses.

*NOTE: The 19200 setting works for most computers.*

- 10)** Click OK until returning to Control Panel.

x



## How To: Use Phone Dialer.

### Solution:

Select 'Phone Dialer' from the 'Accessories' menu. Enter the number to be dialed and choose 'Dial'.

- 1) Display the 'Start' menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories'.
- 4) Select 'Phone Dialer'.



### Phone Dialer

- 5) Do one of the following:
  - a) Enter the number in the 'Number to Dial' list box.  
*NOTE: If the number is an international number, it must be entered in international format. An internal or local number can be dialed exactly as it appears.*
  - b) Select an existing number from the drop-down list box.
- 6) (Optional) Enter a number as a speed dial number:
  - a) Select the 'Edit' menu and select 'Speed Dial...'.  
Edit Speed Dial
  - b) Select a button from the 'Speed Dial' properties sheet.



### Edit Speed Dial

- c) Enter a name for the connection in the 'Name' box.
- d) Enter a phone number in the 'Number' box.
- e) Choose 'Save'. (The name appears in the 'Phone Dialer' speed dial button.)
- f) Choose the appropriate speed dial button to dial the call.
- 7) Choose 'Dial'. (Dial and Call Status windows appear.)
- 8) Wait for computer to dial. (Dialing completes and phone begins to ring.)
- 9) Pickup Phone Receiver.
- 10) Choose 'Talk'.







## How To: Install a Windows 3.1x driver.

### Solution:

Run the installation program provided with the Windows 3.1x driver or device.

Do one of the following to install a Windows 3.1 driver:

*NOTE: Procedure 2) may NOT always work, since it requires that a .INF file be included with this device driver.*

**1)** The Windows 3.1 driver includes an installation program:

- a)** Insert the diskette or CD-ROM that contains the driver installation program in the correct drive.
- b)** Select the 'Start' menu and select 'Run'.
- c)** Enter the full path and filename of the installation program in the 'Open:' box.

EXAMPLE: If the installation program is contained on a diskette in the 'A:' floppy drive, and is called SETUP.EXE, enter the following in the 'Open:' box:

A:\SETUP

- d)** Choose 'OK'.
- e)** Follow all instructions given by the installation program to install the Windows 3.1x driver.
- f)** Shut down and restart Windows 95.

**2)** The Windows 3.1 driver does NOT have an install program:

- a)** Select the 'Start' menu and select 'Settings'.
- b)** Select the 'Settings' menu and select 'Control Panel'.
- c)** Open the 'Add New Hardware' icon. (The 'Add New Hardware Wizard' appears.)
- d)** Choose 'Next>'.
- e)** Select the 'No' radio button.
- f)** Choose 'Next>'.
- g)** Select the device type for which to install a Windows 3.1 driver.
- h)** Choose 'Next>'.
- i)** Choose 'Have Disk'.
- j)** Do one of the following:

**1]** Windows 3.1 driver is contained on a diskette: Insert the diskette that contains the Windows 3.1 driver in the floppy drive.

**2]** Windows 3.1 driver is in another drive and/or folder (directory): Do the following:

- a]** Choose 'Browse'.
- b]** Select the drive from the drop-down list box.

- c]** Select the folder that contains the driver.
  - d]** Choose 'OK'. (The Browse dialog box closes.)
- k)** Choose 'OK'. (Windows 95 finds and installs the Windows 3.1 driver from the diskette or directory.)
- l)** Shut down and restart Windows 95.



## **ERROR: Excel caused an exception error due to unknown, possibly SYSTEM.INI.**

### **Error:**

<program name> caused an exception <number> in module KERNEL32.DLL at

### **Cause:**

Unknown. Possibly due to .386 drivers loading in SYSTEM.INI

### **Solution:**

Reinstall the application. If the problem continues after reinstalling, please refer this problem to a qualified computer technician.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Rename the AUTOEXEC.BAT and CONFIG.SYS to the correct names and restart:

- 1) Open 'Windows Explorer'.
- 2) Select the root folder (directory). EXAMPLE: C:3) Select AUTOEXEC.BAT from the right-hand window.
- 3) Select the 'File' menu and select 'Rename'.
- 4) Enter a different name such as AUTOEXEC.XXX (The existing name will automatically be replaced.)
- 5) Repeat steps 1 and 2 to rename CONFIG.SYS.
- 6) Shut down Windows.
- 7) Restart the computer.



## How To: Insert a graphic image on a fax cover page.

### Solution:

Open the 'Cover Page Editor' and select 'Object' from the 'Insert' menu. Select an existing file or create a new object file.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



select programs

- 3) Select 'Accessories'.
- 4) Select 'Fax'.



Fax in Accessories menu

*NOTE: If the 'Microsoft Fax' is not present on the menu, use 'Add/Remove Programs' in 'Control Panel' to add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 5) Select 'Cover Page Editor'. (The 'Cover Page Editor' appears.)
- 6) Choose 'Open...' from the 'File' menu.
- 7) Select a cover sheet to customize.
- 8) Choose 'Open'.
- 9) Select 'Object...' from the 'Insert' menu. (The 'Insert Object' dialog box appears.)
- 10) Do one of the following;
  - a) Choose 'New' to create a new object.
    - 1] Select the type of object to create. (The software program associated with the object will open.)
    - 2] Create the object.
    - 3] Save the object.
  - b) Choose 'Create from File' to use an existing file.
    - 1] Enter the filename and path in the 'File' box or choose 'Browse...' to locate the file.
    - 2] (Optional) Check 'Link' to link the object in the cover sheet to its original.
    - 3] (Optional) Check 'Icon' to display the file as an icon on the cover page.
    - 4] Choose 'OK'.
- 11) When finished select the 'File' menu and select 'Save'.





## Does Windows 95 uninstall successfully?

### Action:

Do the following to uninstall Windows 95:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Select Control Panel](#)

- 3) Open (double-click) the 'Add/Remove Programs' icon.
- 4) Choose the 'Install/Uninstall' tab.
- 5) Select 'Windows 95'.
- 6) Choose 'Remove'.
- 7) Wait for the uninstall process to complete, and for the computer to shut down.
- 8) Watch carefully to make sure the uninstall process completes successfully.



## How To: Delete Windows 95 System Files from the Command Prompt.

### Solution:

Boot to the command prompt and delete all Windows 95 system files, run ScanDisk, boot from a DOS system diskette, and reinstall the DOS system files.

Do the following to uninstall Windows 95 from the command line:

- 1) Make sure a bootable DOS diskette that contains the SYS.COM file is available.

*CAUTION: Do not continue this procedure if a bootable diskette is NOT available.*

- 2) Turn on the computer.
- 3) Wait for the 'Starting Windows 95' message to appear.
- 4) Press F8 IMMEDIATELY.
- 5) Select 'Command prompt only'.
- 6) Enter the following commands at the command prompt:

`COPY \WINDOWS\COMMAND\DELTREE.EXE C:`

`COPY \WINDOWS\COMMAND\SCANDISK.* C:`

- 7) Do the following to configure ScanDisk to remove invalid (for a previous DOS version) filename characters and volume names:
  - a) Enter the following command:  
`EDIT SCANDISK.INI`
  - b) Find the line that looks like the following:  
`labelcheck=off`
  - c) Edit the line to look like the following:  
`labelcheck=on`
  - d) Find the line that looks like the following:  
`spacecheck=off`
  - e) Edit the line to look like the following:  
`spacecheck=on`
  - f) Save the changes to SCANDISK.INI and exit the editor.
- 8) Enter the following command:  
`SCANDISK C:`  
(where C: is the drive that contains Windows 95).

*NOTE: Consult the ScanDisk Help if ScanDisk detects errors during it's file system check.*

- 9) Enter the following commands at the MS-DOS prompt:

DELTREE <Windows 95 DIR>

(where <Windows 95 DIR> is the directory that contains Windows 95 files).

*CAUTION: Before performing this step, make sure that no important files (that have not been backed up) are contained in the Windows 95 directory or any of its subdirectories. The DELTREE command deletes all files AND all subdirectories.*

- 10) Enter the following commands to delete the Windows 95 configuration files:

DELTREE CONFIG.SYS

DELTREE AUTOEXEC.BAT

- 11) Enter the following command:

DIR WINBOOT.\*

- 12) Do one of the following:

a) DIR WINBOOT command reports no files found: Skip to step 13).

b) DIR WINBOOT command shows one or more WINBOOT.\* files: Enter the following command:

DELTREE WINBOOT.\*

- 13) Enter the following commands to delete the Windows 95 log files:

DELTREE SETUPLOG.\*

DELTREE BOOTLOG.\*

DELTREE DETLOG.\*

- 14) Do one of the following:

a) Boot drive is compressed (for example, with DriveSpace or Stacker): Enter the following commands:

H:

DELTREE IO.SYS

DELTREE MSDOS.SYS

(where H: is the correct drive letter for the host drive of the compression software).

b) No compression: Enter the following commands:

DELTREE IO.SYS

DELTREE MSDOS.SYS

- 15) Do one of the following:

a) Using Stacker version 3.1: Skip to step 16).

b) Using other compression software: Enter the following command:

DELTREE D??SPACE.BIN

c) NOT using compression software: Skip to step 16).

- 16) Enter the following command to delete the Windows 95 command processor:

DELTREE COMMAND.COM

- 17) Insert the bootable DOS diskette in the floppy drive.

- 18) Press CTRL+ALT+DEL to restart the computer from the diskette.



- 19)** Enter the following command from the diskette to reinstall the DOS system files on the hard drive:  
SYS C:  
(where C: is the letter designation of the drive that contains Windows 95).
- 20)** (Optional) Start the DOS system with the previous configuration files: Enter the following commands:  
COPY C:\CONFIG.DOS C:\CONFIG.SYS  
COPY C:\AUTOEXEC.DOS C:\AUTOEXEC.BAT
- 21)** ONLY if using MS-DOS 6.0 and DoubleSpace disk compression: Enter the following command at the MS-DOS prompt:  
COPY C:\DOS\DBLSPACE.BIN C:
- 22)** ONLY if CONFIG.SYS contains a 'SHELL=' line that references COMMAND.COM in a different directory than the root directory: Enter the following command:  
COPY C:\DOS\COMMAND.COM C:  
(where C:\DOS should be the directory that contains the COMMAND.COM referenced in the CONFIG.SYS SHELL statement).



## How To: Uninstall Windows 95 By Using the Add/Remove Programs in Control Panel.

### Solution:

'Remove' Windows 95 with the 'Add/Remove' Programs Control Panel utility.

Do the following to uninstall Windows 95:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Select Control Panel](#)

- 3) Open the 'Add/Remove Programs' icon.
- 4) Choose the 'Install/Uninstall' tab.
- 5) Select 'Windows 95'.
- 6) Choose 'Remove'.
- 7) Wait for the uninstall process to complete, and for the computer to shut down.
- 8) Watch carefully to make sure the uninstall process completes successfully.



## How To: Uninstall Windows 95 from the Command Line Prompt.

### **Solution:**

Boot to the command line only, and enter the UNINSTALL command.

Do the following to workaround the uninstall utility problem:

- 1) Restart the computer.
- 2) Wait for the 'Starting Windows 95' message to appear.
- 3) Press F8 IMMEDIATELY.
- 4) Select 'Command prompt only'.
- 5) Enter the following command at the Windows 95 command prompt:  
UNINSTALL



## How To: View installed hardware information.

### Solution:

Use the 'Device Manager' sheet of the 'Control Panel System Properties' utility to view installed hardware devices and review hardware properties.

Do the following:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Select Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Device Manager' tab. (The 'Device Manager' device tree displays the installed devices, including the integral components of the computer's main board and CPU.)



Device Manager

- 5) Do one or more of the following:
  - a) View installed devices sorted by type: Select the 'View devices by type' radio button.
  - b) View installed devices sorted by connection: Select the 'View devices by connection' radio button.
  - c) Display installed devices of a specific type: Click the plus sign to the left of the device type.
  - d) View properties of a specific device: Double-click the icon for that device. (The device's properties sheet appears.)



## How To: Format diskette.

### Solution:

Display the floppy disk dialog box 'My Computer' and select the 'Format' option.

- 1) Open 'My Computer'.
- 2) Do one of the following to display the 'Format floppy disk' dialog box:
  - a) Use the 'File' menu:
    - 1] Click on the 'floppy drive' icon to select it.



- drive object
  - 2] Select the 'File' menu and select 'Format...'
- b) Display the drive's popup menu:
  - 1] Right-click on the 'floppy drive' icon.



- drive object
  - 2] Select 'Format...' from the popup menu.
- 3) Choose the 'General' tab. (The 'Properties' sheet displaying disk information appears.)
- 4) Select the diskette capacity from the 'Capacity' drop-down list box.
- 5) Choose a format type:
  - a) Choose 'Quick' to erase a disk completely that was previously formatted. (This option is handy when only the diskette contents must be erased.)
  - b) Choose 'Full' to format a new diskette that has not yet been formatted. This option also detects bad sectors.
  - c) Choose 'Make Bootable Only' only if the diskette is already formatted. This option copies system files to the diskette to create a boot disk.
- 6) Do one of the following:
  - a) Enter a disk label in the 'Label' box. (The label may be up to 11 characters - 8 characters with a 3-character extension.)
  - b) Check 'No Label' to format a diskette without any label. (A label may be added at a later date.)
- 7) (Optional) Check 'Result Details Report' to display a dialog box with disk information after the format is complete. This option is advisable to identify bad sectors, disk capacity and other disk information.

- 8) (Optional) Check 'Make Disk Bootable' to enable Windows to place system files on the diskette while it is being formatted.
- 9) Choose 'Start' to begin formatting the diskette."



## Font not installed, or wrong font selected; Install font, & select correct font.

### Cause:

The selected font has not been installed in Control Panel or the wrong font is selected in the software program.

### Solution:

Make sure the correct font is selected or install the font in Control Panel.

Install the font using 'Control Panel'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Fonts' icon.



[Fonts icon](#)

- 4) Select the 'File' menu and install 'Install new font...'.  
5) Select the drive containing the new font from the 'Drives' drop-down list box.  
6) Check 'Copy fonts to font folder'.



[install fonts](#)

- 7) Choose 'OK'.



## How To: Restore a backup set.

### Solution:

Select 'Options...' from the 'Restore' properties sheet and select the desired options.

- 1) [Open Backup.](#)
- 2) Choose the 'Restore' tab.
- 3) Select the 'Settings' menu and select 'Options...'.
- 4) Choose the 'Restore' tab.
- 5) Select the desired restore options.



[restore options](#)

- 6) Select the drive containing the backup files.



[select drive](#)

- 7) Select the backup set to be restored.



[backup set](#)

- 8) Choose 'Next Step'.
- 9) Choose 'Start Restore'.





## How To: Determine the COM (Serial) port that a device uses.

### Solution:

Open 'System' or 'Printers' from the Windows 95 'Control Panel' (depending upon the device to examine) to examine the properties of the serial device.

*NOTE: Modems, mice, and serial printers are examples of serial devices.*

Do the following to determine the serial (COM) port used by a hardware device:

*NOTE: COM ports are typically used by modems and mice, and occasionally by serial printers.*

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



### Select Control Panel

- 3) Do one of the following to determine the correct serial (COM) port, depending upon the device type:
  - a) Modem: Do the following:
    - 1] Open the 'System' icon. (The 'System Properties' options notebook displays.)
    - 2] Choose the 'Device Manager' tab.



### Device Manager

- 3] Select the plus sign (+) to the left of the modem device type. (The specific installed modem appears.)
  - 4] Double-click the modem. (The 'Device Properties' notebook opens.)
  - 5] Choose the 'Modem' tab of the 'Modems Properties' notebook. (The modem's serial port displays in the 'Port:' box.)
- b) Serial Printer: Do the following:
  - 1] Open 'Printers'.
  - 2] Right-click the serial printer for which to determine the COM port. (The printer's pop-up menu appears.)
  - 3] Select 'Properties' from the printer's pop-up menu.
  - 4] Choose the 'Details' tab. (The printer port displays in the 'Print to the following port' box.)

**c) Serial Mouse: Do one of the following:**

- 1]** View the resources used by the mouse:
  - a]** Click the plus sign next to the 'Mouse' icon to reveal the installed mouse.
  - b]** Double-click the mouse icon. (The 'Mouse Properties' sheet displays.)
  - c]** Choose the 'Resource' tab.
  - d]** Check to see if the COM port in use is listed.
- 2]** Determine the COM port that the mouse uses by the process of elimination.
  - a]** Click the plus sign next to the 'Ports' icon to determine the total number of installed serial ports.
  - b]** Follow steps 2)a) and/or 2)b) (above) to determine the COM ports used by the installed modem or serial printer (if any).
  - c]** Eliminate the ports determined in step 2)c)2)b]. (The mouse must be installed on one of the remaining COM ports.)
  - d]** Eliminate any serial port used only by an internal adapter card.

*NOTE: Most IBM-compatible personal computers have only two serial ports that use external interfaces.*



## Win95 prints TrueType as graphics on old printer; Use TT as Bitmaps or Graphics.

### Cause:

Windows rasterizes each set of characters for each font size before sending output to the HP LaserJet II or III printer as a separate bitmap font. Windows 95 prints TrueTypes as graphics with the earlier laser printers.

### Solution:

Choose TrueTypes as Bitmaps for an HP LaserJet II and III or above or TrueTypes as Graphics for an earlier model.

- 1) Choose the 'Font' tab for the laser printer.
- 2) Do one of the following:
  - a) If the printer is an HP LaserJet II and III or compatible printer choose 'Download TrueType Fonts as Bitmaps'.



TrueType as bitmaps.

- b) If the printer is an earlier HP LaserJet or LaserJet Plus model choose 'Print TrueType Fonts as Graphics'.
- 3) Choose 'Apply'.
- 4) Choose 'OK'.



## Low printer memory or system resources; Increase printer memory or resources.

### Cause:

The printer does not have enough memory to handle the print job well or the system is low on resources.

### Solution:

Increase system resources or increase printer memory.

Do the following to increase system resources:

- 1) Close other open software programs:
  - a) Click on the taskbar button for the software program.
  - b) Choose the 'Close button' to close the software program.



close button

- 2) Delete unnecessary files.



## **Unknown printer problem; Refer to a qualified computer technician.**

**Cause:**

Unknown.

**Solution:**

Please refer this problem to a qualified computer technician.



**Unknown modem dial out problem; Refer to a qualified computer technician.**

**Cause:**

Unknown.

**Solution:**

Please refer this problem to a qualified computer technician.



**What is your Networks problem or question?**



## How To: Create a shortcut for frequently used MS-DOS commands.

### Solution:

Open the WINDOWS\COMMAND directory using 'Windows Explorer' and right-click on the desired command. Select the 'Create Shortcut(s)' option and drag the shortcut onto the desktop or desired folder.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Programs' menu and select 'Windows Explorer'.
- 3) Open the 'Windows' folder.
- 4) Open the 'Command' folder. (This folder contains the Windows 95 MS-DOS commands.)
- 5) Locate the command for which to create a shortcut in the right-hand window.



Command directory

- 6) Right-click on the command to display the popup menu.
- 7) Select 'Create Shortcut' from the popup menu. (A shortcut is created in the directory.)



DOS command shortcut

- 8) Drag-and-drop the shortcut onto the desktop from the 'Windows Explorer' window.
- 9) Double-click on the shortcut to run the command.





## How To: Install a new mouse driver.

### Solution:

Open 'Mouse' in Control Panel and add a driver using the 'General' tab sheet. Select an existing driver or insert a diskette containing the driver.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Mouse' icon.



Mouse

- 4) Choose the 'General' tab.
- 5) Choose 'Change...'.- 6) Choose 'Show All devices'.- 7) Do one of the following:
  - a) Use a driver listed.
    - 1] Select the manufacturer from the 'Manufacturers' list box.  
*NOTE: If the manufacturer is not listed choose 'Standard Mouse Types'.*
    - 2] Select the model type from the 'Models' list box.
  - b) Use a manufacturer-supplied driver diskette.
    - 1] Choose 'Have Disk...'.    - 2] Insert the manufacturer's diskette in the drive.
    - 3] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'.    - 8) Choose 'OK'.    - 9) Choose 'Close' to return to the desktop.

*NOTE: It is recommended that a Windows 95 compatible driver be installed. Contact the mouse manufacturer for the latest driver.*





## **ERROR: Error loading C:\MOUSE\MOUSE.DRV after installing Microsoft Mouse driver.**

### **Error:**

Error loading C:\MOUSE\MOUSE.DRV.

### **Cause:**

This error occurs with MS Mouse driver versions 9.0 and 9.01. These versions are not Windows 95-compatible. These drivers replace a driver in the SYSTEM.INI keyboard= statement but the initialization files are not updated.

### **Solution:**

Start Windows in 'Safe Mode, Command Prompt' and edit mouse.drv statement.

- 1) Exit Windows.
- 2) Restart and start in 'Safe Mode command prompt':
  - a) Select the 'Start' menu and select 'Shut Down'.
  - b) Choose 'Restart the Computer'.
  - c) When the 'Starting Windows 95' message appears, IMMEDIATELY press F8.
  - d) Select 'Safe Mode'.
- 3) Enter the following at the prompt to change to the directory containing Windows:  
CD WINDOWS  
(where 'WINDOWS' represents the directory in which Windows 95 is installed).
- 4) Make a backup copy of SYSTEM.INI.
  - a) Select the 'File' menu and select 'Save As'.
  - b) Enter SYSTEM.XXX in the File Name section.
- 5) Locate the following line in the [boot] section:  
mouse.drv=c:\mouse\mouse.drv
- 6) Edit the line located in step 5) to read as follows:  
mouse.drv=mouse.drv
- 7) Locate one of the following lines in the [386enh] section:
  - a) keyboard=c:\mouse\mousevkd.386
  - b) keyboard=c:\msinput\msinput.386

- 8) Edit the line located in step 7) to read:  
keyboard=\*vkd9) Select 'Save As' from the 'File' menu.
- 9) Enter SYSTEM.INI as the filename.
- 10) Press ALT+F+O and enter WIN.INI in the 'FileName' section.
- 11) Locate the 'load=' statement in the [windows] section.
- 12) Remove one of following entries from the load= line:
  - a) c:\mouse\pointer.exe
  - b) c:\msinput\pointer.exe

*CAUTION: DO NOT REMOVE ANY OTHER ENTRY from the load= line.*
- 13) Press ALT+F+S to save WIN.INI.
- 14) Press ALT+F+X to exit the DOS Editor.
- 15) Enter WIN to start Windows 95 normally.
- 16) Press ALT+S to display the 'Start' menu.
- 17) Press UP ARROW until 'Settings' is selected.
- 18) Press RIGHT ARROW to select 'Control Panel'.
- 19) Press ENTER.
- 20) Press the ARROW keys until 'Mouse' is selected.
- 21) Press ENTER to open the 'Mouse Properties' sheet.
- 22) Press RIGHT ARROW keys to choose the 'General' tab.
- 23) Press ALT+C to display the 'Select Devices' dialog box.
- 24) Press ALT+A to display all devices.
- 25) Select the desired mouse driver from the list.
- 26) Choose 'OK' when prompted to restart Windows



**Win95 does not have this option; Log off, then log on again as different user.**

**Cause:**

Windows NT has a 'Connect As' option in the 'Connect Network Drive' dialog box that allows the user to connect to a network resource as a different user. Windows 95 does not have this option in its 'Map Network Drive' dialog box.

**Solution:**

Log off the network and log on again as a different user.



## User profile option disabled; Enable saving multiple user settings.

### Cause:

The user profile option has been disabled. This causes Windows 95 to revert back to the original profile that existed prior to enabling multi-user profile options.

### Solution:

Short term: Open the user's profile folder and drag the desired icons back onto the desktop. Long term: Enable saving multiple user settings by opening 'Control Panel' and selecting 'Passwords'.

- 1) Choose the 'Start' button to display the 'Start' menu and open [Windows Explorer](#).
- 2) Open the 'Windows' folder.
- 3) Open the 'Profiles' folder. (All existing user profile folders will be listed.)
- 4) Open the desired user profile folder.
- 5) Open the 'Desktop' folder. (A list of all objects and folders on the desktop will be displayed.)
- 6) Press SHIFT while selecting the objects to be moved back onto the desktop.
- 7) Select 'Copy' from the 'Edit' menu.
- 8) Right-click on any blank area of the desktop. (A popup menu displays.)
- 9) Select 'Paste'. (The objects selected in step 6 are copied onto the desktop.)
- 10) Arrange the objects as desired.

*NOTE: To enable user profiles do the following:*

- a) Choose the 'Start' button to display the ['Start' menu](#).
- b) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- c) Open the 'Passwords' icon.



[Passwords](#)

- d) Choose the 'User Profiles' tab.
- e) Choose 'Users can customize their preferences and desktop settings.'



#### User Profiles

**f)** Check one or both of the following options in the 'User Profile Settings' section:

- 1]** Include desktop icons and Network Neighborhood contents in user settings.

*NOTE 1: This option allows saving desktop shortcuts and Network Neighborhood settings.*

- 2]** Include 'Start' menu and program groups in user settings.

*NOTE 2: This option saves custom settings for the 'Start' menu and program groups.*

**g)** Choose 'OK'.



## **ERROR: Cannot access shared Windows for Workgroups fax due to Win95 ...**

### **Error:**

The specified network server is not running. Please contact the Administrator of the server.

### **Cause:**

The user is trying to access a Windows for Workgroups shared fax from a workstation using Windows 95. Windows 95 fax servers cannot communicate with At Work Fax clients due to incompatible interface protocols.

### **Solution:**

Upgrade all fax servers and clients to run Windows 95 or connect to a fax server which is running the same version of Windows.





## **ERROR: Specified network server does... due to fax server is At Work Fax.**

### **Error:**

The specified network server does not exist. Please check name entered or the server itself.

### **Cause:**

The user is trying to access a Windows for Workgroups shared fax from a workstation using Windows 95. Windows 95 fax servers cannot communicate with At Work Fax clients due to incompatible interface protocols.

### **Solution:**

Upgrade all fax servers and clients to run Windows 95 or connect to a fax server which is running the same version of Windows. This task should be performed by a qualified computer technician.



## **Abnormal termination of DOS software program; Exit DOS program properly.**

### **Cause:**

The MS-DOS-based software program was terminated abnormally the last time it was run. For example, the computer was turned off while the program was still running.

### **Solution:**

Exit the MS-DOS-based application properly. Windows will then start in a normal manner.



## **By Win95 default and 8.3 standard; Include an extended character in filename.**

### **Cause:**

By default Windows 95 only capitalizes the first letter of filenames or folders when displayed. Windows reads an all uppercase names as an 8.3 standard.

### **Solution:**

Include an extended character in the filename to trick windows into treating the filename as a long filename.

#### **EXAMPLE:**

Saving a file named MYWORK.DOC will display as Mywork.doc

Add a character such as a comma or a space to the name:

MYWORK,.DOC

Windows will now treat the name as a long filename.



## Does renaming SYSTEM.DAT solve the problem?

### Action:

Restore the Registry to the state when Windows was last started:

- 1) Shut down Windows and restart in MS-DOS mode.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Shut Down...'. (The 'Shut Down Windows' dialog box appears.)
  - c) Choose 'Restart the computer in MS-DOS mode?'



Shut Down Windows

- d) Choose 'Yes'.
- 2) Change to the root directory. (EXAMPLE: Enter `CD\` to get the `C:\` prompt to appear.)
- 3) Enter the following to remove the attributes for the SYSTEM.DAT files:  
`ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DAT` (press ENTER)  
(where 'WINDOWS' is the directory in which Windows 95 is installed.)
- 4) Enter the following command: `REN SYSTEM.DAT SYSTEM.BAD`
- 5) Restart the computer.



## Does restoring the Registry to its original state solve the problem?

### Action:

Force Windows to use the Registry used when Windows was initially installed:

- 1) Shut down Windows and restart in MS-DOS mode.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Shut Down...'. (The 'Shut Down Windows' dialog box appears)
  - c) Choose 'Restart the computer in MS-DOS mode?'



Shut Down Windows

- d) Choose 'Yes'.
- 2) Change to the root directory (EXAMPLE: enter `CD\` to get the `C:\` prompt to appear.)
- 3) Enter the following to remove the attributes for the SYSTEM.DAT files:  
`ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DAT` (press ENTER)  
(where 'WINDOWS' is the directory in which Windows 95 is installed.)
- 4) Enter: `REN SYSTEM.DAT SYSTEM.XXX`
- 5) Enter: `ATTRIB SYSTEM.1ST -R -S -H`
- 6) Enter: `REN SYSTEM.1ST SYSTEM.DAT`.
- 7) Restart the computer.



## ERROR: Not enough memory to load Registry due to SYSTEM.DAT corrupt.

### Error:

There is not enough memory to load the Registry.

### Cause:

The SYSTEM.DAT file is corrupt. Windows automatically searches for and uses this file at startup. If this file is not available, Windows uses SYSTEM.DA0.

### Solution:

Remove attributes and rename the SYSTEM.DAT file to force Windows to use SYSTEM.DA0.

Force Windows to use the Registry used when Windows was initially installed:

- 1) Shut down Windows and restart in MS-DOS mode.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Shut Down...'. (The Shut Down Windows dialog box appears)
  - c) Choose 'Restart the computer in MS-DOS mode?'



Shut Down Windows

- d) Choose 'Yes'.
- 2) Change to the root directory (EXAMPLE: enter CD\ to get the C:\ prompt to appear.)
- 3) Enter the following to remove the attributes for the SYSTEM.DAT files:  
ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DAT (press ENTER)  
(where 'WINDOWS' is the directory in which Windows 95 is installed.)
- 4) Enter: REN SYSTEM.DAT SYSTEM.XXX
- 5) Enter: ATTRIB SYSTEM.1ST -R -S -H
- 6) Enter: REN SYSTEM.1ST SYSTEM.DAT.
- 7) Restart the computer.





## ERROR: Not enough memory to load Registry due to corrupt SYSTEM.DAT.

### Error:

There is not enough memory to load the Registry.

### Cause:

The SYSTEM.DAT file is corrupt. Windows automatically searches for and uses this file at startup. If this file is not available, Windows uses SYSTEM.DA0.

### Solution:

Force Windows to use the SYSTEM.DA0 file by renaming SYSTEM.DAT and removing its attributes.

Restore the Registry to the its state when Windows was last started:

- 1) Shut down Windows and restart in MS-DOS mode.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Shut Down...'. (The 'Shut Down Windows' dialog box appears)
  - c) Choose 'Restart the computer in MS-DOS mode?'



Shut Down Windows

- d) Choose 'Yes'.
- 2) Change to the root directory (EXAMPLE: enter `CD\` to get the `C:\` prompt to appear.)
- 3) Enter the following to remove the attributes for the SYSTEM.DAT files:  
`ATTRIB -H -R -S C:\WINDOWS\SYSTEM.DAT` (press ENTER)  
(where 'WINDOWS' is the directory in which Windows 95 is installed.)
- 4) Enter: `REN SYSTEM.DAT SYSTEM.BAD`
- 5) Restart the computer.





## **ERROR: There is not enough memory to run the Registry due to corrupt versions.**

**Error:**

There is not enough memory to run the Registry.

**Cause:**

All versions of the Registry file are corrupt.

**Solution:**

Reinstall Windows 95 to recreate the Registry files.



## **ERROR: (TCP/IP) Lost Connection when downloading from America Online.**

**Error:**

(TCP/IP) Lost Connection.

**Cause:**

This error occurs when America Online is configured to use a TCP/IP Winsock connection.

**Solution:**

Contact America Online and upgrade the software to Version 2.5 or later.



**Does the test proceed without any errors?**

**Action:**

Choose 'Test' when prompted 'What do you want to do?'. (Windows will test if it is safe to remove the device before undocking.)



## **ERROR: Windows cannot determine if it can... due to undocking difficulties.**

**Error:**

Windows cannot determine if it can remove this device safely.

**Cause:**

The computer contains a device which is not compatible with warm undocking in Windows 95.

**Solution:**

Choose 'Cancel' to cancel the undocking procedure. Or, if the computer is frozen, restart.

*CAUTION: Do not try to warm undock this computer again.*



## **ERROR: Windows cannot determine if it can remove this device safely due to ...**

### **Error:**

Windows cannot determine if it can remove this device safely.

### **Cause:**

Before undocking, Windows must remove the devices in the docking station. This is accomplished by prompting drivers and programs if it is safe to remove a device. In this case, Windows is not sure whether to remove the device.

### **Solution:**

Check 'Device can be removed safely. Do not display this message again' after the test is run successfully.



## **Exchange Mail Client incorrectly handles dynamic hardware; Close & do undocking.**

### **Cause:**

This problem occurs when the main computer is connected to a network running Microsoft Exchange Mail Client. The Microsoft Exchange Mail Client does not handle dynamic hardware correctly. Microsoft Corporation has confirmed this to be a bug in Windows 95.

### **Solution:**

Close Microsoft Exchange on the main computer. Perform the undocking operation then restart Microsoft Exchange.



## How To: Install a Windows 3.1x display driver.

### Solution:

Select 'Control Panel', 'Display', and change the display type in the 'Settings' properties sheet.

*NOTE: It is recommended that Windows 95-compatible display drivers be used to derive the full benefits of Windows 95 features. Contact the driver manufacturer for the latest display drivers.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



change display type

- 6) Choose 'Change...' in the 'Adapter Type' section.
- 7) Choose 'Have Disk...'.
- 8) Do one of the following:
  - a) Enter the letter of the drive and path containing the OEMSETUP.INF file.
  - b) Choose 'Browse...' to locate the OEMSETUP.INF file on the disk.
- 9) Choose 'OK'.
- 10) Choose 'Close'.
- 11) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 12) Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.







## Mouse moved after choosing Preview; Do not move mouse when previewing.

### Cause:

The mouse was moved immediately after choosing the Preview button. This may cause the preview to disappear or not to start at all.

### Solution:

Choose 'OK' or 'Cancel' to close the 'Display' properties sheet. Re-open the properties sheet. Make sure the mouse is not moved immediately after choosing 'Preview'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display

- 4) Choose the 'Screen Saver' tab. (The 'Screen Saver' properties sheet displays.)
- 5) Make a selection from the 'Screen Saver' drop-down list box. (An example of the selected screen saver displays in the Video display.).



screen saver sheet

- 6) Choose 'Preview'.
- CAUTION: Do not move the mouse pointer after choosing Preview.*
- 7) Click anywhere on the preview display to close the window.
  - 8) Choose 'Apply' to save all screen saver settings.
  - 9) Choose 'OK'.





## **ERROR: Error after formatting a secondary drive when copying files to...**

### **Error:**

Select File Name. The destination does not support long file names. Please enter a name for this file.

### **Cause:**

This error occurs when copying files to a new, secondary drive which was configured using FDISK and FORMAT was used to format the new drive. After running FORMAT, the Windows 95 cache containing information on the drive's long filename capabilities is not updated. Windows thinks the new drive does not support long filenames.

### **Solution:**

Restart the computer. This will update the Windows 95 disk cache file.



## Win95 Setup remarks out MSCDEX.EXE; Load MSCDEX.EXE, and load CD-ROM driver.

### Cause:

The MSCDEX.EXE file required to run a CD-ROM in MS-DOS is remarked out of the AUTOEXEC.BAT by Windows 95 setup and replaced by a protected-mode CD-ROM driver.

### Solution:

Load MSCDEX.EXE in the AUTOEXEC.BAT and load the manufacturer's CD-ROM driver into the CONFIG.SYS.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

1) Edit AUTOEXEC.BAT.

2) Add the following line:

C:\WINDOWS\COMMAND\MSCDEX.EXE

(where 'WINDOWS' represents the directory containing Windows 95.)

*NOTE: Refer to the manufacturers driver instructions before completing step 3).*

3) Edit CONFIG.SYS and add the manufacturer-supplied driver.

4) Restart the computer.



## How To: Rearrange icons on the desktop to a preferred location.

### **Solution:**

Move the icons to the desired position on the desktop. Right-click on the desktop and select or deselect 'Auto Arrange' and 'Line up Icons'.

Use one of the following methods to rearrange icons on the desktop:

- 1) Auto Arrange: Inserts icons to the nearest invisible column on the desktop. Icons will always jump back to this columnar arrangement regardless of where they are moved.
  - a) Right-click on any blank area of the desktop. (A popup menu displays.)
  - b) Select 'Arrange Icons'. (Another popup menu appears.)
  - c) Select 'Auto Arrange' to place a check mark next to this option.
- 2) Disable Auto Arrange: Icons may be placed anywhere on the desktop and will not move to a columnar arrangement.
  - a) Right-click on any blank area of the desktop. (A popup menu displays.)
  - b) Select 'Arrange Icons'. (Another popup menu appears.)
  - c) Click on 'Auto Arrange' until the check mark next to this option is removed.
  - d) (Optional) Select 'Line up Icons'. (This method will line icons up in straight rows and columns. The user can still move icons to the desired area.)
  - e) Drag the icons to the desired location on the desktop.
- 3) Uncheck both options 1 and 2 and do not select 'Line up Icons'. (The icons will remain exactly where the user moves them.)



## How To: Access and open Taskbar program buttons using the keyboard (not a mouse).

### **Solution:**

Press CTRL+ESC, then press ESC. Use the ARROW keys to move to the various buttons. Press ENTER to open.

*NOTE: The following procedure may not work unless all software programs are minimized.*

- 1) Press CTRL+ESC to activate the 'Start' button. (The 'Start' menu will pop up.)
- 2) Press ESC. (This removes the 'Start' menu and keeps the focus on the 'Start' button.)
- 3) Press ALT+M to minimize all open software programs.
- 4) Press the RIGHT ARROW key to select the desired Taskbar button.
- 5) Press ENTER to open the software program window.



## **How To: Rename the My Computer object (icon).**

### **Solution:**

Right-click on 'My Computer' and select 'Rename' from the popup menu. Enter a new name. Or, select 'My Computer' and press F2.



## **How To: Rename the Network Neighborhood object (icon).**

**Solution:**

Right-click on 'Network Neighborhood' and select 'Rename' from the popup menu. Enter a new name. Or, select 'Network Neighborhood' and press F2.





## How To: Add more software programs to the popup 'Send To' menu.

### Solution:

Right-drag the application to the 'Send To' folder in the Windows directory.

- 1) Open 'Windows Explorer' from the 'Start' menu.
- 2) Open the 'Windows' folder. (Or the folder in which Windows 95 was installed.)
- 3) Open the 'Send To' folder. (The software programs listed in the 'Send To' popup menu are listed.)
- 4) Repeat steps 1-3 to open another 'Explorer' window.
- 5) Scroll in the left-hand 'Explorer' window until the 'Start' folder is displayed.

*NOTE: Any folder containing an software program may be selected.*

- 6) Open the 'Programs' folder.
- 7) Open the folder containing the desired software program.
- 8) Right-drag the new the software program onto the 'Explorer' window opened in step 1).
- 9) Release the mouse button to display a popup menu.
- 10) Select 'Copy Here'.
- 11) Close the Explorer window.



## How To: Set up Direct Cable Connection between a portable and stationary PC.

### Solution:

Connect the cable to both computers. Make sure Direct Cable Connection is installed in Windows and run the wizard to set up the Host, then the Guest.

*NOTE: Before setting up the connection obtain either a serial-to-serial or parallel-to-parallel cable (LapLink style) capable of data transfer. (Although shorter in length, parallel cables provide faster connections.)*

- 1) Shut down both computers.
- 2) Connect the null modem cable to the desired ports on both computers.
- 3) Determine which computer will serve as the Host and which computer will serve as the Guest.
- 4) Turn on both computers.
- 5) Display the Start menu.
- 6) Select 'Programs'.



select programs

- 7) Select 'Accessories'.
- 8) Do one of the following:
  - a) If Direct Cable Connection is not listed in 'Accessories' it must first be installed via 'Control Panel' as follows:
    - 1] Select the 'Start' menu and select 'Settings'.
    - 2] Select 'Control Panel'.



Control Panel

- 3] Open the 'Add/Remove Programs' icon.



Add/Remove programs

- 4] Choose the 'Windows Setup' tab.
- 5] Check 'Communications'.
- 6] Choose 'Details...'
- 7] Check 'Direct Cable Connection'.

- 8] Choose 'OK' and insert the Windows 95 installation CD-ROM or diskette when prompted.
- b) If Direct Cable connection is listed, select this option. (The 'Direct Cable Connection Wizard' starts.)
- 9) Choose 'Host'.



Choose Host

- 10) Choose 'Next'. (Wait while the ports are configured.)
- 11) Select the type of port to use.
- NOTE 1: The host and the guest must both use the same type of port.*
- NOTE 2: The type of port selected depends on the type of null modem cable hooked up.*
- 12) Choose 'Next'.
- 13) (Optional) Check 'Use Password Protection' to require the Guest computer to enter a password when logging onto the Host.
- a) Choose 'Set Password...'
  - b) Enter the password.
  - c) Reenter the password to confirm.
  - d) Choose 'OK'.
- 14) Choose 'Finish'. (A prompt appears asking 'Is the Guest Computer Running?' Ignore this prompt and close the dialog box.)
- 15) Set up the resources to share with the Guest:
- a) Enable files or folders to be shared.
  - b) Enable resource sharing.
- 16) Repeat steps 5-7 above to install the Guest computer.
- 17) Select the 'Accessories' menu and select 'Direct Cable Connection'.
- 18) Choose 'Guest'.
- 19) Repeat steps 10-14 above.



## How To: Connect to another computer using Direct Cable Connection (null modem).

### Solution:

Make sure Direct Cable Connection has been configured. Open DCC from both the Host (choose 'Listen') and the Guest computer (choose 'Connect').

- 1) Make sure the Direct Cable Connection has been configured. [Example: configuring DCC](#).
- 2) Do the following from the [Host](#) computer:
  - a) Display the ['Start' menu](#).
  - b) Select 'Programs'.



[select programs](#)

- c) Select 'Accessories'.
- d) Select 'Direct Cable Connection'.
- e) Choose 'Listen' from the 'Direct Cable Connection' dialog box.



[Choose Listen](#)

- 3) Do the following from the [guest](#) computer:
  - a) Display the ['Start' menu](#).
  - b) Select 'Programs'.



[select programs](#)

- c) Select 'Accessories'.
- d) Select 'Direct Cable Connection'.
- e) Choose 'Connect' from the 'Direct Cable Connection' dialog box.



[Choose Connect](#)

- 4) Wait for the dialog boxes to complete their activity as the computers connect. (A small dialog box stating 'Connected via cable' appears on both computers.

- 5) If the Guest computer is prompted for a name, enter the name assigned to the Host computer.
- 6) Choose 'OK'. (Shared drives and folders are listed in the window of the Guest computer.)
- 7) When work has been completed, choose 'Close' to terminate the connection.



## LapLink for Windows prevents Win95 from loading; Edit SYSTEM.INI.

### Cause:

LapLink for Windows is not compatible with Windows 95 because it alters the [boot] section of SYSTEM.INI, which prevents Windows from loading.

### Solution:

Edit the [Boot] section of SYSTEM.INI and remove the LLVIDEO.DRV line.

- 1) Restart the computer.
- 2) Press F8.
- 3) Select 'Safe mode command prompt only'.
- 4) Enter the following command to change to the directory containing Windows 95:  
CD WINDOWS
- 5) Enter the following command:  
EDIT SYSTEM.INI
- 6) Make a backup copy of SYSTEM.INI.
  - a) Select the 'File' menu and select 'Save As'.
  - b) Enter SYSTEM.XXX in the 'File Name' section.
- 7) Locate the [boot] section.
- 8) Change the following lines:  
;display.drv=<Display Driver>.drv  
;LLVIDEO -- Video driver used by TSI Products  
display.drv=c:\windows\tsi\llvideo.drv  
tsivideo=<Display Driver>.drv  
to:  
display.drv=<Display Driver>.drv  
;LLVIDEO -- Video driver used by TSI Products  
;display.drv=c:\windows\tsi\llvideo.drv  
;tsivideo=<Display Driver>.drv
- 9) Select the 'File' menu and select 'Save As'.
- 10) Enter the following file name:

SYSTEM.INI

**11)** Restart the computer.

*NOTE: The above procedure will fix the problem except LapLink for Windows cannot be used to control a remote computer.*



## Is Enable Power Management support checked?

### Action:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'System' icon.



System icon

- 4) Choose the 'Device Manager' tab.
- 5) Double-click on 'System Devices'. (The System Devices tree expands.)
- 6) Select 'Advanced Power Management'.



Advanced Power Management

- 7) Choose 'Properties'.
- 8) Choose the 'Settings' tab.





## Does Enabling Power Management Support solve the problem?

### Action:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'System' icon.



System icon

- 4) Choose the 'Device Manager' tab.
- 5) Double-click on 'System Devices'. (The System Devices tree expands.)
- 6) Select 'Advanced Power Management'.



Advanced Power Management

- 7) Choose 'Properties'.
- 8) Choose the 'Settings' tab.
- 9) Check 'Enable Power Management Support'.
- 10) Choose 'OK'.
- 11) Choose 'Yes' when prompted to restart the computer.



## Does enabling Force APM 1.0 Mode solve the problem?

### Action:

- 1) Check 'Force APM 1.0 Mode'.



[Check Force APM](#)

*NOTE: Enabling this option will force Windows 95 to use an APM 1.1 BIOS in 1.0 mode.*

- 2) Choose 'OK'.
- 3) Choose 'Yes' to when prompted to shut down the computer.



## Wrong BIOS; Enable 'Force APM 1.0 Mode' & use BIOS to support APM.

### Cause:

The [BIOS](#) installed in the portable computer is not compatible with Automatic Power Management.

### Solution:

Enable 'Force APM 1.0 Mode'. Contact the computer manufacturer for a BIOS that supports APM.

- 1) Check 'Force APM 1.0 Mode'.



[Check Force APM](#)

*NOTE: Enabling this option will force Windows 95 to use an APM 1.1 BIOS in 1.0 mode.*

- 2) Choose 'OK'.
- 3) Choose 'Yes' when prompted to shut down the computer.
- 4) Contact the computer manufacturer for a [BIOS](#) that supports Automatic Power Management.



## Not enabled; Enable 'Advanced Power Management'.

### Cause:

Power Management software was not enabled for the portable when Windows 95 was installed. This prevented Windows from detecting this capability.

### Solution:

Open 'Control Panel' and enable 'Advanced Power Management' in Device Manager.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Device Manager' tab.
- 5) Double-click on 'System Devices'. (The System Devices tree expands.)
- 6) Select 'Advanced Power Management'.



Advanced Power Management

- 7) Choose 'Properties'.
- 8) Choose the 'Settings' tab.
- 9) Check 'Enable Power Management Support'.
- 10) Choose 'OK'.
- 11) Choose 'Yes' when prompted to restart the computer.



## **Does computer have APM capabilities?**

**Action:**

Refer to the documentation accompanying the portable computer and check if the hardware has power management capabilities.



## BIOS or network adapter; Update BIOS, use protected mode network adapter driver.

### Cause:

The BIOS may be outdated or the computer may contain a real mode network adapter driver. Windows 95 does not accept APM if an NDIS 2 (real mode) network driver is installed.

### Solution:

Make sure the BIOS is up-to-date and that the network adapter driver is a protected mode driver.

Do one or both of the following:

- 1) Obtain an updated BIOS for the computer.
- 2) If the computer contains a network adapter, make sure the driver is a protected mode driver (NDIS 3.1) and not a real mode driver (NDIS 2):
  - a) Right-click on 'Network Neighborhood'.



Network Neighborhood

- b) Select 'Properties' from the pop-up menu.
- c) Select the network card installed on the computer from the 'Following network components are installed' list box.



network adapter

- d) Choose 'Properties'.
- e) Choose the 'Driver' tab.
- f) Make sure the 'Enhanced mode (32-bit and 16-bit NDIS driver)' option is enabled.



32-bit driver

*NOTE: Obtain a protected mode network driver card if this option is not enabled.*





## **Computer not APM-capable; Contact computer manufacturer.**

### **Cause:**

This is a hardware limitation. The portable computer does not support Automatic Power Management.

### **Solution:**

Please contact the computer manufacturer for more information.





## How To: Setup and enable Advanced Power Management (APM) on a portable laptop.

### Solution:

Make sure the computer is APM-capable and that network adapters are protected mode adapters. Open 'Device Manager' and enable APM.

1) Check the following before configuring APM:

- a) Refer to the portable computer documentation and make sure the computer is capable of enabling Advanced Power Management.

*NOTE: It may be advisable to get the latest BIOS from the hardware manufacturer to take best advantage of Windows 95 APM features.*

- b) If the computer contains a network adapter, make sure the driver is a protected mode driver (NDIS 3.1) and not a real mode driver (NDIS 2):

- 1] Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2] Select 'Properties' from the pop-up menu.

- 3] Select the network card installed on the computer from the 'Following network components are installed' list box.



network adapter

- 4] Choose 'Properties'.

- 5] Choose the 'Driver' tab.

- 6] Make sure the 'Enhanced mode (32-bit and 16-bit NDIS driver)' option is enabled.



32-bit driver

*NOTE: Obtain a protected mode network driver card if this option is not enabled.*

2) Configure and enable APM:

- a) Select the 'Start' menu and select 'Settings'.

- b) Select 'Control Panel'.



#### Control Panel

- c) Open the 'System' icon.



#### System icon

- d) Choose the 'Device Manager' tab.
- e) Double-click on 'System Devices'. (The System Devices tree expands.)
- f) Select 'Advanced Power Management'.



#### Advanced Power Management

- g) Choose 'Properties'.
- h) Choose the 'Settings' tab.
- i) Enable or disable the following options:
  - 1] Check 'Force APM 1.0 Mode' to force Windows 95 to use an APM 1.1 BIOS in 1.0 mode.



#### Check Force APM

- 2] (Special Case) If the computer uses an SL chipset, uncheck 'Disable Intel SL Support'.
- 3] Check 'Disable Power Status Polling' to prevent Windows95 from checking the battery status.

*NOTE: This will also disable the battery status display.*

- j) Choose 'OK'.
- 3) Choose 'Yes' when prompted to shut down the computer.
- 4) Do the following to fine-tune the APM settings in the Control Panel:
  - a) Select the 'Start' menu and select 'Settings'.
  - b) Select 'Control Panel'.
  - c) Open the 'Power' icon. (The Power Properties sheet displays.)



#### Power object

- d) Select one of the following options from the 'Power Management' drop-down list box:
  - 1] Standard: Uses only the power management features supported by the computer. Battery status monitoring will be disabled.
  - 2] Advanced: Utilizes all Windows 95-provided features and those provided by the computer's BIOS.
  - 3] Off: Turns off power management.
- e) Choose which option to display the suspend command.
- f) Choose 'Apply'

- g)** Choose 'OK'.

*NOTE: Computers using the Intel SL processor (e.g., 486SL) will display an 'SL button' on the properties sheet. Choose 'SL' to display the SL Enhanced Options dialog box.*

- 5)** Select one or more of the following options:

- a)** CPU Speed: Controls how the CPU is managed.

- 1]** Choose 'Auto' to run the computer at full speed but power down when not in use to conserve power.
- 2]** Choose 10, 25 or 50 percent to specify the reduced speed at which the CPU runs.
- 3]** Choose '100 percent' to run at full speed with NO power down.

- b)** Manual Speed: This option will control the way the system powers down when the PC is running in suspend mode.

- 1]** Choose 'Immediately' to immediately suspend the PC when closing the display or activating the suspend button.

*NOTE: All software programs will be suspended even if they are currently processing.*

- 2]** Choose 'Delayed until idle' to force Windows to wait for software programs to finish processing before powering down.

- c)** Choose 'Auto Suspend' to control automatic power down after no keyboard or mouse activity.

*NOTE: This option controls shutdown of the entire system.*



## LCD not sufficiently updating; Increase size of pointer.

### Cause:

The LCD display typically provided with a laptop is not updating fast enough to display the pointer as it moves across the screen.

### Solution:

Enable 'Mouse Trails' in 'Control Panel' and/or increase the size of the pointer.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Mouse' icon.



Mouse

- 4) Choose the 'Motion' tab.
- 5) Check 'Show pointer trails'.
- 6) (Optional) Change the size of the pointer:
  - a) Choose the 'Pointers' tab.
  - b) Select 'Windows Standard (extra large)' from the drop-down list box in the 'Scheme' section.
- 7) Choose 'Apply'.
- 8) Choose 'OK'.



## How To: Install a new network card adapter.

### Solution:

Open 'Add New Hardware' from the Windows 95 Control Panel to start the 'Add New Hardware Wizard', and follow the displayed instructions.

*NOTE 1: For best results, install a network adapter protected mode driver rather than a real mode driver used by older network cards.*

*NOTE 2: Obtain a Plug-and-Play device BIOS for easier network detection by Windows.*

Do the following to setup new hardware with the 'Add New Hardware Wizard':

- 1) Install the network card in the computer per manufacturer's instructions (if not already installed).
- 2) Select 'the 'Start' menu and select 'Settings'.
- 3) Select 'Control Panel'.



### Select Control Panel

- 4) Open the 'Add New Hardware' icon. (The 'Add New Hardware Wizard' starts.)
- 5) Choose 'No' when prompted to let Windows detect installed hardware.
- 6) Choose 'Next'. (A Wizard page with a list of hardware types appears.)
- 7) Select 'Network Adapters' from the 'Hardware Types' list box.
- 8) Choose 'Next'.
- 9) Do one of the following:
  - a) Select the card manufacturer from the 'Manufacturer' list box:
    - 1] Select the type of card installed.
    - 2] Select the model from the 'Models' list box.
  - b) If the manufacturer is not listed:
    - 1] Choose 'Have Disk...'.    - 2] Insert the manufacturer's diskette provided with the network card in the floppy drive.
    - 3] Enter the drive letter and path that contains the drivers for the new hardware in the 'Copy Manufacturer's files from:' box.
- 10) Windows displays the configuration information for the selected card (either as currently-detected settings or recommended settings). Refer to the card manufacturer's instructions for any necessary hardware settings, and use the scroll buttons to select the correct settings.
- 11) Insert the Windows 95 installation CD-ROM or diskette when prompted.
- 12) Choose 'Finish'.
- 13) Restart the computer.





## How To: Change the default folder to which Explorer opens.

### Solution:

Edit the target line of the 'Explorer' shortcut and add C:\DIRECTORY to the end of the line.

- 1) Right-click on the Start button.



Start button

- 2) Select 'Open' from the popup menu.



Open from Start menu popup

- 3) Open the 'Programs' folder.



open Programs folder

- 4) Right-click on the 'Windows Explorer' shortcut to display the popup menu.
- 5) Select 'Properties' from the popup menu.
- 6) Choose the 'Shortcut' tab.

*NOTE: The default path for Explorer is listed in the 'Target' box as follows: C:\WINDOWS\EXPLORER.EXE /n,/e,C:*

- 7) Edit the path listed in the 'Target' box as follows:

Enter: C:\WINDOWS\EXPLORER.EXE /n,/e,C:\DIRECTORY

(where 'DIRECTORY' represents the directory to which Explorer should initially open.)



changing Explorer target

- 8) Choose 'OK'.







**Is the 'Receive fax' icon present on the taskbar?**

**Action:**

Check the taskbar on the desktop for a fax icon.



receive fax icon



## Is 'Microsoft Fax' listed in the Services window?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



- select programs
- 3) Select the 'Programs' menu and select 'Microsoft Exchange'. (The Microsoft Exchange application is launched.)



- select Microsoft Exchange
- 4) Select the 'Tools' menu and select 'Services...'. (The 'Services Properties' sheet displays listing the available services for the current profile.)



## **Is the modem on the list of available fax modems?**

**Action:**

- 1) Select 'Microsoft Fax' on the 'Services' tab page.
- 2) Select 'Properties'. (The Microsoft Fax Properties sheet appears.)
- 3) Select the 'Modem' tab. (A list of available fax modems appears.)



## Fax modem not installed in Exchange; Add fax modem and add in Exchange.

### Cause:

The fax modem device driver has not been installed in Windows 95.

### Solution:

Make sure the modem is a fax modem and use the Modem Wizard in Exchange to add the modem.

*NOTE: Refer to the modem documentation and ensure that the modem is capable of receiving faxes.*

- 1) Select 'Microsoft Fax' on the 'Services' tab page.
- 2) Select 'Properties'. (The 'Microsoft Fax Properties' sheet appears.)
- 3) Select the 'Modem' tab. (A list of available fax modems appears.)
- 4) Choose 'Add...' on the Modem Properties sheet.
- 5) Select 'Fax Modem'.
- 6) Choose 'OK'. (The Fax Modem Wizard appears.)



### Modem Wizard

- 7) Choose 'Next'. (Modem detection and identification begins.)

*NOTE 1: If modem is not detected, hardware trouble shooting might be necessary.*

*NOTE 2: If a Modem's model cannot be identified, then the Wizard picks a standard configuration that is usually compatible.*

- 8) Choose 'Next>'. (Modem identification is accepted.)
- 9) Choose 'Finish'.
- 10) Choose 'OK' to return to the Modem Properties sheet. (The modem will now appear on the 'Available fax modems' list box.)
- 11) Select a fax modem from the 'Available fax modems' list box.
- 12) Choose 'Set as Active Fax Modem'.
- 13) Choose 'Properties...'. (The 'Fax Modem Properties' dialog box appears.)



### Fax Modem Properties

- 14) Choose one of the following options from the 'Answer Mode' section:



Fax Modem Properties

- a) 'Answer after \_ rings' if the phone line is dedicated to answering faxes. (Enter the number of rings.)
  - b) Choose 'Manual' if the phone is used mainly for voice calls.
  - c) (Optional) Choose 'Advanced' to fine tune the modem settings.
    - 1] Check 'Reject pages received with errors' to prevent garbled reception.
    - 2] Adjust the 'error tolerance' to increase the fax modem sensitivity to errors.
    - 3] Choose 'OK'.
  - d) Choose 'OK'
- 15) Choose 'OK' until all windows are closed.



## Does changing fax settings solve the problem?

### Action:

- 1) Select the correct fax modem from the 'Available fax modems' list box.
- 2) Choose 'Set as Active Fax Modem'.
- 3) Choose 'Properties...'. (The Fax Modem Properties dialog box appears.)
- 4) Choose one of the following options from the 'Answer Mode' section:



### Fax Modem Properties

- a) 'Answer after \_ rings' if the phone line is dedicated to answering faxes. (Enter the number of rings.)
  - b) Choose 'Manual' if the phone is used mainly for voice calls.
  - c) (Optional) Choose 'Advanced' to fine tune the modem settings.
    - 1] Check 'Reject pages received with errors' to prevent garbled reception.
    - 2] Adjust the 'error tolerance' to increase the fax modem sensitivity to errors.
    - 3] Choose 'OK'.
  - d) Choose 'OK'.
- 5) Choose 'OK' until all windows are closed.



## Wrong fax modem settings; Select fax modem and set as active, adjust settings.

### Cause:

The fax modem answer options are incorrect.

### Solution:

Select the fax modem and set as active. Adjust options in the Answer Mode section.

- 1) Select the correct fax modem from the 'Available fax modems' list box.
- 2) Choose 'Set as Active Fax Modem'.
- 3) Choose 'Properties...'. (The Fax Modem Properties dialog box appears.)
- 4) Choose one of the following options from the 'Answer Mode' section:



#### Fax Modem Properties

- a) Choose 'Answer after \_ rings' if the phone line is dedicated to answering faxes. (Enter the number of rings.)
  - b) Choose 'Manual' if the phone is used mainly for voice calls.
  - c) (Optional) Choose 'Advanced' to fine tune the modem settings.
    - 1] Check 'Reject pages received with errors' to prevent garbled reception.
    - 2] Adjust the 'error tolerance' to increase the fax modem sensitivity to errors.
    - 3] Choose 'OK'.
  - d) Choose 'OK'.
- 5) Choose 'OK' until all windows are closed.



**Unknown fax problem; Refer to a qualified computer technician.**

**Cause:**

Unknown.

**Solution:**

Please refer this problem to a qualified computer technician.





## Is Microsoft Exchange running?

**Action:**

Make sure 'Microsoft Exchange' is running by locating the 'Microsoft Exchange' button on the taskbar.



## Microsoft Exchange not running; Open Microsoft Exchange.

### Cause:

Microsoft Exchange is not running. The computer cannot receive a fax unless this software program is open.

### Solution:

Open 'Microsoft Exchange' from the 'Start' menu, or open 'Inbox' from the desktop.

Do one of the following to open Exchange:

- 1) Use the 'Start' menu.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select the 'Start' menu and select 'Programs'.



- select programs
  - c) Select the 'Programs' menu and select 'Microsoft Exchange'. (The Microsoft Exchange software program is launched.)



select Microsoft Exchange

*NOTE: If the Microsoft Exchange object is not present on the menu, add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 2) Open (double-click) the 'Inbox' icon on the desktop.
- 3) (Optional) To ensure that 'Microsoft Exchange' is always running, add this program to the 'Startup' folder as follows:
  - a) Right-click on the 'Start' button.



'Start' button

- b) Select 'Open' from the popup menu.



Open from Start menu popup

- c) Open the 'Startup' folder.



Startup folder

- d) Right-drag the 'Inbox' object onto the open 'Startup' folder.
- e) Select 'Create Shortcut(s) Here' from the popup menu.
- f) Close the 'Startup' folder.



## Does installing MS-Fax solve the problem?

### Action:

- 1) Choose the 'Start' button to open the [Start' menu](#).



[Start button](#)

- 2) Select 'Settings'.
- 3) Select 'Control Panel'.



[Control Panel](#)

- 4) Open (double-click) the 'Add/Remove Programs' icon.



[Add/Remove Programs icon](#)

- 5) Choose the 'Windows Setup' tab. (The Windows 95 Setup Properties sheet displays.)
- 6) Check 'Microsoft Fax'.
- 7) Choose 'Details'.
- 8) Check Microsoft Fax Services.
- 9) Check Microsoft Fax Viewer.
- 10) Choose 'OK'.
- 11) Choose 'OK'.
- 12) Reboot the computer when prompted.



## **MS-Fax not installed; Install Microsoft Fax.**

### **Cause:**

Microsoft Fax has not been installed in Microsoft Exchange.

### **Solution:**

Use Add/Remove Programs in Control Panel to install Microsoft Fax.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Add/Remove Programs' icon.




Add/Remove Programs icon

- 4) Choose the 'Windows Setup' tab. (The Windows 95 Setup Properties sheet displays.)
- 5) Check 'Microsoft Fax'.
- 6) Choose 'Details'.
- 7) Check Microsoft Fax Services.
- 8) Check Microsoft Fax Viewer.
- 9) Choose 'OK'.
- 10) Choose 'OK'.
- 11) Restart the computer when prompted.



## How To: Share a local printer on a network.

### Solution:

Make sure a local printer is installed. Then right-click on the printer object and select 'Sharing...'.  


- 1) Install the local printer if it is not already installed:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings' and select 'Printers'.



Printers in settings menu

- c) Open the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



Add Printer icon

- d) Choose 'Next'.
    - e) Select 'Local Printer'
    - f) Choose 'Next'.
    - g) Do one of the following:



selecting a printer

- 1] Select from the available printers:
        - a] Select a manufacturer in the 'Manufacturer' list.  
[b] Select a printer model in the 'Printer' list.
      - 2] Use manufacturer's disk:
        - a] Choose 'Have Disk...'
        - [b] Enter the path to the disk.
    - h) Choose 'OK'.
    - i) Choose 'Next.'
    - j) Select the printer port.



selecting printer port

- k) (Optional) Enter a name for the printer.



Name and default option

- l) Select 'Yes' to make this printer the default printer for Windows; otherwise, choose 'No'.
  - m) Choose 'Next'.
  - n) Select 'Yes' or 'No' to print a test page.
  - o) Choose 'Finish'.
- 2) Enable 'File and Print Sharing':
- a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open the 'Network' icon.



Network icon

- d) Choose the 'Configuration' tab.
- e) Choose 'File and Print Sharing'.



File and Print Sharing button

- f) Check 'I want to give other access to my files.'.
- g) Check 'I want to be able to allow others to print to my printers.'
- h) Choose 'OK'.
- i) Restart the computer.



## How To: Create a Personal Distribution List in Address Book.

### Solution:

Open Microsoft Exchange and select 'Address Book' from the 'Tool' menu. Select 'New Entry...' from the 'File' menu. Select an existing address book and select names to be added to the Personal Distribution book.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



select programs

- 3) Select 'Microsoft Exchange'. (The Microsoft Exchange software program is launched.)



select Microsoft Exchange

*NOTE: If Microsoft Exchange is not present on the menu, add this program from the original Windows 95 installation diskettes or CD-ROM.*

- 4) Select the 'Tool' menu and select 'Address Book'. (The Address Book managing window appears.)



Address Book on Tool menu

- 5) Select the 'File' menu and select 'New Entry...'.
  - 6) Select 'Personal Distribution List' from the 'Entry Type' list box.
  - 7) Choose 'OK'.
  - 8) Enter the name for the personal distribution list in the 'Name' box.
  - 9) Choose 'Add/Remove Members...'.
    - 10) Select the address book from the 'Show Names from the' drop-down list box. (A list of names contained in the selected address book displays.)
    - 11) Do one of the following:
      - a) Select a name from the displayed list.
      - b) Enter the first few letters of a name contained in the list.
    - 12) Choose 'Members'. (The name will be added to the Personal Distribution List.)



**13)** Choose 'Apply'.

**14)** Choose 'OK'.



## How To: Set up Microsoft Mail for remote access.

### Solution:

Display the 'Microsoft Mail Properties' sheets in 'Microsoft Exchange'. Select or create a dial-up connection then change settings on various properties sheets.

- 1) Choose the 'Start' button.



[Start button](#)

- 2) Select 'Settings' from the [Start menu](#).
- 3) Select 'Control Panel'.



[Control Panel](#)

- 4) Open the 'Mail and Fax' icon.



[Mail and Fax](#). (The 'Microsoft Exchange Properties' sheet

appears.)

- 5) Choose the 'Services' tab.
- 6) Select 'Microsoft Mail' from the list of installed information services.



[Microsoft Mail](#)

- 7) Choose 'Properties'.
- 8) Choose the 'Dial-Up Networking' tab.
- 9) Do one of the following:



[Select connections](#)

- a) Select an existing connection from the 'Use the following dial-up networking connection' list box.
- b) Choose 'Add Entry' to [create a new connection](#).



[select a connection](#)

- 10) Choose the 'Connection' tab.
- 11) Choose 'Remote using a modem and dial-up networking' under 'Select how this service should connect at startup'.



[choose remote](#)

- 12) Choose the 'Remote Configuration' tab.
- 13) Uncheck 'Use Remote Mail' to enable automatic downloading of mail after dial-up connection.



[Use Remote Mail](#)

- 14) Choose the 'Remote Session' tab.



[remote session sheet](#)

- 15) (Optional) Check 'When this service is started' to automatically start a 'Dial-Up Networking' session when connecting remotely.
- 16) Choose 'Apply'.
- 17) Choose 'OK'.



## How To: Schedule a remote session using Microsoft Mail.

### Solution:

Display the 'Remote Session Properties' sheet for 'Microsoft Mail' in 'Exchange'. Choose 'Schedule Mail Delivery', add a connection, and select the delivery times.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open the 'Mail and Fax' icon.



[Mail and Fax](#). (The 'Microsoft Exchange Properties' sheet appears.)

- 4) Choose the 'Services' tab.
- 5) Select 'Microsoft Mail' from the list of installed information services.



[Microsoft Mail](#)

- 6) Choose 'Properties'.
- 7) Choose the 'Remote Session' tab.
- 8) Choose 'Schedule Mail Delivery'.



[Schedule Mail Delivery](#)

- 9) Choose 'Add...'
- 10) Select the dial-up connection to use.
- 11) Select an interval.



intervals

*NOTE 1: If 'Every' is selected, a time must be specified.*

*NOTE 2: If 'Weekly on' is selected, specify a day and time.*

**12)** Choose 'Apply'.

**13)** Choose 'OK'.



## How To: Associate more than one software program with a file type.

### Solution:

Edit the initial application associated from the 'Registered File Types' list. Add a new action description and enter the path containing the second application. Right-click on a file and select the second application.

- 1) Open 'My Computer'.



[My Computer](#)

- 2) Select the 'View' menu and select 'Options...'.  
3) Choose the 'File Types' tab.

*NOTE: The following example will add the option to open a Microsoft Word for Windows document with WordPad.*

- 4) Select 'Microsoft Word Document' from the 'Registered File Types' list.



[Select Word Document](#)

- 5) Choose 'Edit...'.  
6) Choose 'New...' from the 'Edit File Type' dialog box.  
7) Enter 'Open with WordPad' in the 'Action' box.  
8) Do one of the following:
  - a) Enter the complete path of the program file in the 'Application used to perform action' box:  
EXAMPLE: "C:\Program Files\Accessories\Wordpad.exe"  
(where 'C' represents the root directory.)  
*NOTE: Include quotation marks before and after the path as indicated below.*
  - b) If the path or filename are not known:
    - 1] Choose 'Browse...'.  
2] Locate the folder and software program filename.  
3] Choose 'OK'. (The selected filename and path appear enclosed in quotation marks in the 'Application used to perform action' box.



enter path

- 9) Choose 'OK' to close the box.
- 10) Do the following to open the file with WordPad instead of Microsoft Word:
  - a) Locate the file in 'Windows Explorer' or 'My Computer'.
  - b) Right-click on the file to display the popup menu.
  - c) Select 'Open with WordPad' from the popup menu.



Open with WordPad

*NOTE: If the file is opened in the regular manner (by double-clicking), it opens in Microsoft Word.*



## Was the server found using Find?

### Action:

*NOTE: In order to perform the following search, the name of the server must be known. Contact the server administrator for the correct name if necessary.*

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Computer...'.
- 3) Enter the EXACT NAME of the computer being searched for.
- 4) Choose 'Find Now'.





## Is the name of the server workgroup the same as the user workgroup?

### Action:

- 1) Right-click on the server object in the 'Find' window. (A popup menu appears.)
- 2) Select 'Properties' from the popup menu.
- 3) Note the workgroup name of the server.



Server properties

- 4) Close the 'Find' window.
- 5) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 6) Select 'Properties' from the popup menu.
- 7) Choose the 'Identification' tab.
- 8) Note the name listed in the 'Workgroup' box.



workgroup name



## **Different workgroup than client; Double-click on the server.**

### **Cause:**

The server is located in a different workgroup than the user's computer. Therefore the server does not appear in 'Network Neighborhood'.

### **Solution:**

Use 'Find' to locate the server and double-click on the server.

- 1) Right-click on 'Network Neighborhood'. (A popup menu appears.)
- 2) Select 'Find Computer' from the popup menu.
- 3) Enter the correct name of the server.
- 4) Choose 'Find Now'.
- 5) Double-click on the server object in the 'Find' window to display the server contents.

*NOTE: If contents do not display, contact the a qualified computer technician regarding server access.*



## Is 'Client for Microsoft Networks' listed?

### Action:

Verify that 'Client for Microsoft Networks' is installed:

- 1) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Locate 'Client for Microsoft Networks' in the installed components window.



## **Client has not been installed; Add 'Client for Microsoft Networks'.**

### **Cause:**

The network client has not yet been set up in Windows 95.

### **Solution:**

Display 'Network Neighborhood Configuration' properties sheet and add a 'Client for Microsoft Networks'.

- 1) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Choose 'Add'.
- 5) Select 'Client'.



select client

- 6) Choose 'Add...'
- 7) Select 'Microsoft' from the 'Manufacturer' window.
- 8) Select 'Client for Microsoft Networks'.



Client for Microsoft Networks

- 9) Choose 'OK'.
- 10) Insert the Windows 95 installation CD-ROM or diskette if prompted.



## Is File and Printer Sharing listed?

### Action:

Verify that 'File and Printer Sharing' is installed:

- 1) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Locate 'File and Printer Sharing' in the 'Installed Components' window.



File and printer sharing



## Does installing file/print sharing correct the problem?

### Action:

Install 'File and Printer Sharing':

- 1) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Choose 'Add...'.
  - 5) Select 'Service' from the 'Type of network component to install' list.
  - 6) Choose 'Add...'. (A list of manufacturers and services appears.)
  - 7) Select 'Microsoft'.
  - 8) Select 'File and printer sharing for Microsoft networks'.



Install file and printer sharing

- 9) Choose 'OK'.
- 10) Insert the Windows 95 installation CD-ROM or diskette if prompted.

*NOTE: Wait for about 15 minutes before attempting to browse the server again.*



## **No file and print sharing; Select Microsoft file and printer sharing.**

### **Cause:**

'File and Printer Sharing' services are not installed on the client computer. Therefore the computer cannot browse or share any files with the server.

### **Solution:**

Display the 'Network Neighborhood' 'Configuration' properties sheet. Choose 'Add' and select 'Service'. Select Microsoft file and printer sharing.

- 1) Right-click on 'Network Neighborhood'.



[Network Neighborhood](#)

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Choose 'Add...'.
- 5) Select 'Service' from the 'Type of network component to install' list.
- 6) Choose 'Add...'. (A list of manufacturers and services appears.)
- 7) Select 'Microsoft'.
- 8) Select 'File and printer sharing for Microsoft networks'.



[Install file and printer sharing](#)

- 9) Choose 'OK'.
- 10) Insert the Windows 95 installation CD-ROM or diskette if prompted.

*NOTE: Wait for about 15 minutes before attempting to browse the server again.*



## Is the correct NetBIOS protocol listed?

### Action:

Make sure a common NetBIOS protocol is installed:

- 1) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Make sure the same adapter is listed in the 'Installed Components' list as installed on the server. (Contact the Network Administrator for the installed-server protocol.)

*NOTE: Adapters are NetBEUI, IPX/SPX and TCP/IP*





## Incompatible NetBIOS; Add a protocol which the server is using.

### Cause:

The NetBIOS being used by the server is different than that used by the workstation (client).

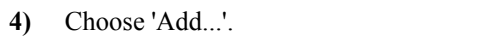
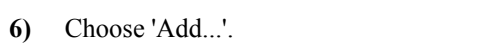
### Solution:

Add a protocol which the server is using via the 'Configuration' properties sheet for 'Network Neighborhood'.

- 1) Right-click on 'Network Neighborhood'.



[Network Neighborhood](#)

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Choose 'Add...'.  

- 5) Select 'Protocol'.
- 6) Choose 'Add...'.  

- 7) Select 'Microsoft' from the 'Manufacturer' list.
- 8) Select the same network protocol installed on the server.



[network protocols](#)

- 9) Choose 'OK'.
- 10) Insert the Windows 95 installation diskette or CD-ROM when prompted.



## Does a browse list display?

### Action:

Make sure the 'Master Browse Server' is enabled:

- 1) Open 'MS-DOS Prompt'.
- 2) Enter the following at the command prompt:

NET VIEW /WORKGROUP:GroupName

(where GroupName is the name of the workgroup.)

*NOTE: If the workgroup name contains spaces, enclose it in quotation marks.*

- 3) Press ENTER.



## **No browsing enabled; Refer to a qualified computer technician.**

### **Cause:**

A backup browse server on the network is not functioning correctly. Each network must have a browse server to enable network browsing by workstations.

### **Solution:**

Please refer this problem to a qualified computer technician.



**Unknown cause; Refer to Network Administrator.**

**Cause:**

Unknown cause.

**Solution:**

Please refer this problem to the Network Administrator.



## **No user rights; Refer this problem to the Network Administrator.**

**Cause:**

The user does not have access rights to the server or domain containing the server.

**Solution:**

Refer this problem to the Network Administrator.



**What is your Network Browsing and Sharing problem  
or question?**



## **ERROR: <path>:\ is not accessible opening mapped network drive due to password.**

### **Error:**

<path>:\ is not accessible. The specified network password is not correct.

### **Cause:**

The share to which the network drive is mapped is password-protected and the 'Save This Password' option is not enabled. 'Quick Logon' has also been enabled on the 'Client For Microsoft Network' property sheet.

### **Solution:**

Open 'Network Neighborhood', remap the drive and check 'Reconnect at Logon'. Open 'Networks' in 'Control Panel' and enable 'Logon and restore network connections'.

1) Re-map the network drive as follows:

a) Open 'Network Neighborhood' on the desktop.



Network Neighborhood

b) Do one of the following:

1] Open the network server icon.

2] If the network server is not visible, open 'Entire Network'.



Entire Network and open the server.

c) Right-click on the drive to be mapped to display a popup menu.

d) Select 'Map Network Drive...'. (A screen from which a network drive can be mapped is displayed.)

e) Select the drive letter to be mapped from the 'Drive' menu.

f) Check 'Reconnect at Logon'. (This will maintain the mapping when the computer is restarted.)

2) Disable 'Quick Logon':

a) Choose the 'Start' button to display the 'Start' menu.

b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open 'Network'.



Network icon

- d) Choose the 'Configuration' tab.
  - e) Select 'Client for Microsoft Networks'.
  - f) Choose 'Properties'.
  - g) Choose 'Logon and restore network connections'.
  - h) Choose 'OK'.
  - i) Choose 'Yes' when prompted to restart the computer.





## Does increasing hardware acceleration solve the problem?

### Action:

- 1) Right-click on 'My Computer' to display the popup menu.



My Computer

- 2) Select 'Properties' from the popup menu. (The 'System Properties' dialog box appears.)
- 3) Choose the 'Performance' tab.
- 4) Choose 'Graphics...'.  
Graphics button



Graphics button

- 5) Move the hardware acceleration slider bar to the right (full position).  
graphics acceleration



graphics acceleration

- 6) Choose 'OK'.



## Cursor-drawing locking; Adjust hardware acceleration slider bar.

### Cause:

The cursor-drawing is overwritten while locking the screen. This causes the next screen drawing task to fail. Microsoft Corporation has confirmed this to be a problem with Windows 95.

### Solution:

Adjust hardware acceleration slider bar in Control Panel, System, Advanced Graphics to 'Most Accelerator Functions'.

- 1) Right-click on 'My Computer' to display the popup menu.



My Computer

- 2) Select 'Properties' from the popup menu. (The System Properties dialog box appears.)
- 3) Choose the 'Performance' tab.
- 4) Choose 'Graphics...'



Graphics button

- 5) Move the hardware acceleration slider bar to the right (full position).



graphics acceleration

- 6) Choose 'OK'.



## Overwritten cursor; Add LockCursor=1 to the [display] section in SYSTEM.INI.

### Cause:

The cursor-drawing is overwritten while locking the screen. This prevents the next screen drawing task to fail. Microsoft Corporation has confirmed this to be a problem with Windows 95.

### Solution:

Add LockCursor=1 to the [display] section in SYSTEM.INI.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Run...'
- 3) Enter: SYSTEM.INI (The SYSTEM.INI file located in the Windows directory will open up in a text editor.)
- 4) Make a backup copy of SYSTEM.INI.
  - a) Select the 'File' menu and select 'Save As...'
  - b) Enter 'SYSTEM.XXX'
- 5) Locate the [display] section.
- 6) Enter the following line:  
LockCursor=1
- 7) Select the 'File' menu and select 'Save As...'
- 8) Enter SYSTEM.INI in the 'File Name' box.
- 9) Select the 'File' menu and select 'Exit'.



## Does increasing the refresh rate solve the problem?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



Change Display

- 6) Choose 'Change' in the 'Monitor Type' section.



change monitor

- 7) Select a higher refresh rate. (The refresh rate is indicated by the number followed by 'Hz'.)  
*NOTE: At least 70 Hertz at 800x600 resolution is recommended.*
- 8) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 9) Choose 'Yes' to enable settings immediately.



## Low vertical refresh rate; Increase vertical refresh rate in Control Panel.

### Cause:

The monitor Hertz settings are too low. The screen is not being repainted frequently enough. This will cause flicker and low refresh rates.

### Solution:

Increase the number in the display 'Settings' in Control Panel, Display.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



Change Display

- 6) Choose 'Change' in the 'Monitor Type' section.



change monitor

- 7) Select a higher refresh rate. (The refresh rate is indicated by the number followed by 'Hz'.)

*NOTE: At least 70 Hertz at 800x600 resolution is recommended.*

- 8) Choose 'Apply'. (A Systems Setting Change dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 9) Choose 'Yes' to enable settings immediately.





**Is the slider bar completely to the left (less)?**

**Action:**

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab. (The Settings Properties sheet displays.)



## Does increasing the desktop area solve the problem?

### Action:

- 1) Drag the slider bar for the 'Desktop Area' resolution.



'Desktop Area' to the left.

*NOTE: This increases the size of the desktop.*

- 2) Choose 'Apply'. (A Display Properties dialog box appears confirming the size change process.)



Display Properties dialog box

- 3) Choose 'OK'. (The size change will take place and a 'Monitor Settings' dialog box appears.



Monitor Settings dialog box)

- 4) Choose 'Yes' to enable settings.





## Desktop area not compatible with monitor; Display less desktop.

### Cause:

The desktop resolution is set too high. This may cause screen flicker.

### Solution:

Open 'Display' in 'Control Panel' and move the slider bar on the settings Properties sheet to the left to display less desktop.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab. (The Settings Properties sheet displays.)
- 5) Drag the slider bar for the 'Desktop Area' resolution.



'Desktop Area' to the left.

*NOTE: This increases the size of the desktop.*

- 6) Choose 'Apply'. (A 'Display Properties' dialog box appears confirming the size change process.)



Display Properties dialog box

- 7) Choose 'OK'. (Size change will take place and a Monitor Settings dialog box appears.)



Monitor Settings dialog box)

**8)** Choose 'Yes' to enable settings.



## Does changing monitor settings solve the problem?

### Action:

Change the monitor settings:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



Change Display

- 6) Choose 'Change' in the 'Monitor Type' section.



change monitor

- 7) Choose 'Show all devices'.
- 8) Select a lower resolution from the 'Models' list.  
*NOTE: The currently selected resolution is highlighted.*
- 9) Choose 'OK'.
- 10) Choose 'Apply'. (A Systems Setting Change dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)
- 11) Choose 'Yes' to enable settings immediately.
- 12) If flicker still occurs, repeat the above steps, lowering the resolution each time.



## Monitor resolution set too high; Lower resolution.

### Cause:

The selected resolution is not supported by the monitor. Selecting a higher resolution than recommended by the monitor manufacturer may cause damage to the monitor.

### Solution:

Lower the resolution on the Display Properties sheet in Control Panel.

Change the monitor settings:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



Change Display

- 6) Choose 'Change' in the 'Monitor Type' section.



change monitor

- 7) Choose 'Show all devices'.
- 8) Select a lower resolution from the 'Models' list.

*NOTE: The currently selected resolution is highlighted.*

- 9) Choose 'OK'.

- 10) Choose 'Apply'. (A Systems Setting Change dialog box appears prompting whether or not to restart the computer. The computer must be restarted for the settings to take effect.)

- 11) Choose 'Yes' to enable settings immediately.
- 12) If flicker still occurs, repeat the above steps, lowering the resolution each time.



## **Hardware problems; Refer to a qualified computer technician.**

### **Cause:**

The video data cable may be poorly shielded or an older interlaced display unit (new technology uses non-interlaced) is being used.

These situations can contribute to excessive eye strain and headaches after prolonged use.

### **Solution:**

Refer to a qualified computer technician for possible replacement of video cable (wired into display unit) or upgrading display unit and video card.

Try one of the following, in sequence:

- 1) Adjust or shift the display unit slightly.
- 2) Move the display unit to other side of desk and a different angle.
- 3) Move the computer and display unit across room or to another room away from fluorescent lights, laser printer, power lines in wall or another device.



## How To: Set the power management options on an Intel SL processor.

### Solution:

Make sure APM is configured, then open 'Power' in 'Control Panel' and choose the 'SL' button.

1) If Automatic Power Management is not configured, configure it by doing the following:

- a) Select the 'Start' menu and select 'Settings'.
- b) Select 'Control Panel'.



Control Panel

c) Open the 'System' icon.



System icon

- d) Choose the 'Device Manager' tab.
- e) Double-click 'System Devices'. (The System Devices tree expands.)
- f) Select 'Advanced Power Management'.



Advanced Power Management

- g) Choose 'Properties'.
- h) Choose the 'Settings' tab.
- i) Enable or disable the following options:
  - 1] Check 'Force APM 1.0 Mode' to force Windows 95 to use an APM 1.1 BIOS in 1.0 mode.



Check Force APM

- 2] Uncheck 'Disable Intel SL Support'.
- 3] (Optional) Check 'Disable Power Status Polling' to prevent Windows 95 from checking the battery status.

*NOTE: This will also disable the battery status display.*
- j) Choose 'OK'.

- 2) Choose 'Yes' when prompted to shut down the computer.
- 3) After restarting, select the 'Start' menu and select 'Settings'.
- 4) Select 'Control Panel'.



Control Panel

- 5) Open the 'Power' icon.

*NOTE: This object is created when power management is enabled (as in step 1).*

- 6) Choose 'SL' to display the 'SL Enhanced Options' dialog box.
- 7) Select one or more of the following options:
  - a) CPU Speed: Controls how the CPU is managed.
    - 1] Choose 'Auto' to run the computer at full speed but power down when not in use to conserve power.
    - 2] Choose 10, 25 or 50 percent to specify the reduced speed at which the CPU runs.
    - 3] Choose '100 percent' to run at full speed with NO power down.
  - b) Manual Speed: This option will control the way the system powers down when the PC is running in suspend mode.
    - 1] Choose 'Immediately' to immediately suspend the PC when closing the display or activating the suspend button.

*NOTE: All software programs will be suspended even if they are currently processing.*
    - 2] Choose 'Delayed until idle' to force Windows to wait for software programs to finish processing before powering down.
  - c) Choose 'Auto Suspend' to control automatic power down after no keyboard or mouse activity.

*NOTE: This option controls shutdown of the entire system.*

    - 1] Choose 'After' to specify the amount of inactivity before powering down.
    - 2] Choose 'Delayed Until Idle' to power down ONLY IF no software programs are active.
  - d) Choose 'Resume' to control how the system resumes activity after it has been suspended.
    - 1] Choose 'On Modem Ring' to enable the system to resume when detecting an incoming call on the modem line.
    - 2] Choose 'On Date/Time' to specify the time and date when the system resumes activity.





## Modem is being used; Choose 'Resource' tab from 'Device' properties sheet.

### Cause:

Another device is trying to use the same interrupt as the modem. An example: The modem is connected to COM3 and a mouse is connected to COM1. Both COM ports use the same interrupt.

### Solution:

Choose the 'Resource' tab from the 'Device' properties sheet.

Do the following to determine a device's IRQ setting:

Select the 'Start' menu and select the 'Settings' menu.

Select 'Control Panel'. (The Windows 95 'Control Panel' appears.)



### Select Control Panel

- a Open the 'System' icon from 'Control Panel'. (The 'System Properties' sheet appears.)
- b Choose the 'Device Manager' tab.
- c Choose 'View devices by type'.



### Device Manager Properties sheet

- d Click the mouse button on the plus sign (+) next to the device type for which to view resources. (The device tree expands to reveal individual devices. Devices which have an IRQ conflict are listed with a yellow exclamation point (!).)
- e Double-click the device to open it.
- f Choose the 'Resources' tab.
- g View the IRQ setting of the device in the 'Resource Settings' box.  
*NOTE: Windows 95 indicates the IRQ conflicts in the 'Conflicting Devices' box*
- h Change the IRQ settings for the device or start the Windows troubleshooter.



## Suspend feature not supported; Disable Suspend command.

### Cause:

The computer does not support the Suspend feature. Since Windows 95 is not capable of detecting whether or not the computer supports Suspend, the Suspend command is automatically included in the Start menu whenever Automatic Power Management is enabled.

### Solution:

Disable the Suspend command by opening 'Power', in Control Panel and selecting 'Never' in the 'Show Suspend' command on 'Start' Menu.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Power' icon.



Power object (The 'Power Properties' sheet displays.)

- 4) Choose 'Never' in the 'Show Suspend Command on Start Menu' section.
- 5) Choose 'Apply'
- 6) Choose 'OK'.



## No CD-ROM installed; Install Direct Cable Connection & enable drive sharing.

### Cause:

The laptop does not have an external or internal CD-ROM device.

### Solution:

Install Direct Cable Connection on both the portable and a PC containing a CD-ROM drive. Enable drive sharing. Connect to the Host computer and map the CD-ROM drive.

- 1) Install Direct Cable Connection on both the portable and a PC containing Windows 95 and a CD-ROM drive.
- 2) Enable sharing for the CD-ROM drive on the Host computer:
  - a) Insert the CD-ROM into the drive.
  - b) Open 'My Computer' on the desktop.



My Computer

- c) Right-click on the CD-ROM drive.
  - d) Select 'Sharing...' from the pop-up menu.
  - e) Choose 'Shared As'.
  - f) Enter a name in the Share Name box.
  - g) Choose 'Apply'.
  - h) Choose 'OK'.
  - i) Close 'My Computer'.
- 3) Do the following from the host computer:
    - a) Choose the 'Start' button to display the 'Start' menu.
    - b) Select 'Programs'.



select programs

- c) Select the 'Programs' menu and select 'Accessories'.
- d) Select the 'Accessories' menu and select 'Direct Cable Connection'.
- e) Choose 'Listen' from the 'Direct Cable Connection' dialog box.



Choose Listen

- 4) Do the following from the Guest computer:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Programs'.



select programs

- c) Select 'Accessories'.
- d) Select 'Direct Cable Connection'.
- e) Choose 'Connect' on the 'Direct Cable Connection' dialog box.



Choose Connect

- 5) Wait for the dialog boxes to complete their activity as the computers connect. (A small dialog box that says 'Connected via cable' appears on both computers.)
- 6) If the Guest computer is prompted for a name, enter the name assigned to the Host computer.
- 7) Choose 'OK'. (Shared drives and folders are listed in the window of the Guest computer.)
- 8) Insert the installation CD-ROM in the Host computer's CD-ROM drive.
- 9) Select the CD-ROM icon.
- 10) Select the 'File' menu and select 'Map Network Drive'.
- 11) Select a drive letter from the drop-down list box.
- 12) Choose 'OK'.
- 13) When work has been completed, choose 'Close' to terminate the connection.



## Is the diskette operating properly?

**Action:**

- 1) Make sure the diskette is properly inserted in the drive.
- 2) Make sure the diskette is not write-protected.
- 3) Insert a new formatted diskette to determine if problem still persists.



## Does changing floppy controller configuration solve the problem?

### Action:

- 1) Shut down Windows and restart Windows in [Safe Mode](#).
  - a) Wait for the 'Starting Windows 95' message to appear.
  - b) Press F5. (A Windows 95 'Startup option' menu appears.)
- 2) Right-click on 'My Computer'.



[My Computer](#)

- 3) Select 'Properties...' from the popup menu.
- 4) Choose the 'Device Manager' tab.
- 5) Choose 'Devices by Type'.



[devices by type](#)

- 6) Double-click on 'Floppy Disk Controllers'.
- 7) Select the floppy disk drive controller which is having problems.
- 8) Choose 'Properties'.
- 9) UNCHECK 'Original Configuration (Current)'.
- 10) Choose 'OK'.
- 11) Reboot and start Windows 95 normally.



## Floppy controller configurations; Uncheck 'Original Configuration' restart.

### Cause:

The floppy disk controller may not be supported in protected mode or there is a driver conflict.

### Solution:

Restart to safe mode and uncheck 'Original Configuration' for the floppy drive controller. Restart to normal mode.

- 1) Shut down Windows and restart Windows in Safe mode.
  - a) Wait for the 'Starting Windows 95' message to appear.
  - b) Press F5. (A Windows 95 'Startup option' menu appears.)
- 2) Right-click on 'My Computer'.



My Computer

- 3) Select 'Properties...' from the popup menu.
- 4) Choose the 'Device Manager' tab.
- 5) Choose 'Devices by Type'.



devices by type

- 6) Double-click on 'Floppy Disk Controllers'.
- 7) Select the floppy disk drive controller which is having problems.
- 8) Choose 'Properties'.
- 9) UNCHECK 'Original Configuration (Current)'.
- 10) Choose 'OK'.
- 11) Restart and start Windows 95 normally.

*NOTE: Try repeating the above procedure and CHECK 'Original Configuration (Current)' to restore the original controller configuration. If this does not work, refer the problem to a qualified computer technician.*



## **Disk controller damaged; Refer errors to a qualified computer technician.**

### **Cause:**

The floppy disk controller may be damaged.

### **Solution:**

Open 'MS-DOS Prompt' and copy the files on the diskette to a NUL device to display error messages. Refer these messages to a qualified computer technician.

- 1) Insert the diskette in the floppy drive.
- 2) [Open 'MS-DOS Prompt'](#)
- 3) Enter the following:  
COPY A:\\*.\* NUL  
(where 'A:\' represents the floppy drive letter.)
- 4) The above command copies files to a NUL device. Note any error messages that appear on screen and refer to a qualified computer technician.





## **Damaged, protected, or improper install; Insert properly & run ScanDisk.**

### **Cause:**

The diskette is either not properly installed, write-protected or damaged.

### **Solution:**

Insert the diskette in the drive and select 'ScanDisk' from the 'System Tools' menu located in 'Accessories'.

- 1) Choose the 'Start' button to display the [Start menu](#).
- 2) Select the 'Start' menu and select 'Programs'.



- [select programs](#)
- 3) Select the 'Programs' menu and select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'ScanDisk'.



- [ScanDisk from menu.](#)
- 5) Select the floppy drive from the 'Drive' list.



- [ScanDisk Options](#)
- 6) Check 'Standard' (to check for file and [folder](#) errors.)
- 7) Check 'Automatically fix errors'.
- 8) Choose 'Start'. (A 'Results' window appears when complete.)
- 9) Choose 'Close' (to close the 'Results' window).
- 10) Choose 'Close' (to close ScanDisk).



**Is the CD an audio CD?**

**Action:**

Make sure the CD being played is an audio CD.



## **Are speakers and volume operating correctly?**

### **Action:**

- 1) Make sure the speakers are connected properly to the PC.
- 2) Make sure the manual speaker volume is adjusted to an audible level.



## **Speaker connections &/or volume setting; Check speaker connections & up volume.**

### **Cause:**

The speakers are not properly connected to the computer and to each other or the volume is adjusted too low on the speaker.

### **Solution:**

Securely and properly connect all speakers and increase the volume.



**Does the Taskbar contain a speaker icon?**

**Action:**

Locate a speaker icon on the Taskbar.



## Does adjusting volume control solve the problem?

### Action:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Audio' tab. (The 'Audio Properties' sheet displays.)



volume controls

- 5) Drag the 'volume lever' to a higher volume level.
- 6) Check the 'Show volume control on the Taskbar' option.
- 7) Choose the 'CD Music' tab.
- 8) Slide the 'Headphone' slider to the right if possible.
- 9) Choose 'OK'.
- 10) Play the CD-ROM again.



## Wrong volume control setting; Adjust volume control.

### Cause:

The 'volume control' setting on the 'Audio Properties' sheet is too low.

### Solution:

Open 'Multimedia' in Control Panel and adjust the volume control on the 'Audio' properties sheet and the 'CD Music Properties' sheet.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open the 'Multimedia' icon.



Multimedia icon

- 4) Choose the 'Audio' tab. (The 'Audio Properties' sheet displays.)



volume controls

- 5) Drag the 'volume lever' to a higher volume level.
- 6) Check the 'Show volume control on the Taskbar' option.
- 7) Choose the 'CD Music' tab.
- 8) Slide the 'Headphone' slider to the right if possible.
- 9) Choose 'OK'.
- 10) Play the CD-ROM again.



## Does removing MSCDEX solve the problem?

### Action:

Make sure the Windows 3.1x CD-ROM file system drivers are not being used:

- 1) Edit AUTOEXEC.BAT.
- 2) Make sure any lines containing MSCDEX.EXE are preceded by 'REM'.
- 3) Restart the computer.





## MSCDEX driver being loaded; Remove references to MSCSEX & restart.

### Cause:

Windows 95 is using a CD-ROM driver originally designed for DOS and Windows 3.x by loading the driver and MSCDEX (the Microsoft CD-ROM extensions). If older drivers are installed when Windows 95 Setup begins, it automatically detects and configures the older drivers.

### Solution:

Remove any references to MSCDEX in AUTOEXEC.BAT and restart.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

- 1) Edit AUTOEXEC.BAT.
- 2) Make sure any lines containing MSCDEX.EXE are preceded by 'REM'.
- 3) Restart the computer.



## Are any IRQ conflicts listed in the 'Conflicting Devices' box?

### Action:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



### Control Panel

- 3) Select (double-click) the 'System' icon. (The 'System Properties' sheet appears.)
- 4) Choose the 'Device Manager' tab.
- 5) Click on the plus sign next to the device type to view its resources. (The 'device tree' expands to reveal the individual devices.)
- 6) Double-click on the device in the 'Device Manager List' to open it. (The <device name> properties sheet.) (Where the <device name> is the name of the specific device chosen.)
- 7) Choose the 'Resources' tab.
- 8) View the IRQ setting of the device in the 'Resource Settings' box.



### device conflict list



## **Unknown possible hardware problem; Refer to qualified Computer Technician.**

### **Cause:**

Unknown. Possibly due to a hardware problem.

### **Solution:**

Please refer this problem to a qualified Computer Technician.



## Device conflict; Change IRQ settings in 'Device Manager'.

### Cause:

There is a device conflict between the CD-ROM and another device using the same IRQ address.

### Solution:

View and change the IRQ settings in 'Device Manager'.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



### Control Panel

- 3) Select the 'System' icon. (The 'System Properties' sheet appears.)
- 4) Choose the 'Device Manager' tab.
- 5) Click on the plus sign next to the device type to view its resources. (The 'device tree' expands to reveal the individual devices.)
- 6) Double-click the device in the 'Device Manager List' to open it. (The '<device name> Properties' sheet appears, where the <device name> is the name of the specific device chosen.)
- 7) Choose the 'Resources' tab.
- 8) View the IRQ setting of the device in the 'Resource Settings' box.
- 9) Change the IRQ settings for the device or start the 'Windows troubleshooter' and let Windows change the IRQ settings.



### interrupt setting



## Are the mixer settings properly set?

**Action:**

- 1) Double-click the speaker icon on the Taskbar. (A volume control 'system mixer' appears.)
- 2) Ensure that 'Mute' boxes are unchecked.
- 3) Ensure that volume levels are sufficiently high.



## **System mixer settings are muted or wrong; Check volume levels & disable mute.**

### **Cause:**

The system mixer settings are muted or incorrect.

### **Solution:**

- 1) Double-click the speaker icon on the Taskbar. (A volume control 'system mixer' appears.)
- 2) Ensure that 'Mute' boxes are unchecked.
- 3) Ensure that volume levels are sufficiently high.



## NWREDIR protected mode; Map network drive & remove Map command.

### Cause:

The 'Microsoft Client for NetWare' networks has been installed. This client uses NWREDIR (a protected mode driver) instead of NETX or VLM as the network redirector. NETX or VLM are processed in the AUTOEXEC.BAT which is processed before starting network services.

### Solution:

Map each network drive to reconnect at logon and remove the Map commands from AUTOEXEC.BAT.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

- 1) Re-map the network drives:
  - a) Open 'Network Neighborhood' on the desktop.



Network Neighborhood

- b) Do one of the following:
    - 1] Open the network server icon.
    - 2] If the network server is not visible, open 'Entire Network' and open the server..



Entire Network

c) Select a NetWare volume and right-click to display a popup menu.

- c) Select 'Map Network Drive'. (A screen from which a network drive can be mapped is displayed.)
  - d) Select the 'Drive' menu and select the drive letter to be mapped.
  - e) Check 'Reconnect at Logon'.
  - f) Choose 'OK'.
  - g) Repeat steps 1) b) - 1) g) for each drive to be mapped.
- 2) Set up a network printer:
  - a) Choose the 'Start' button to display the 'Start' menu.

- b) Select 'Settings', and select 'Printers'.



[Printers in settings menu](#)

- c) Open the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.



[Add Printer icon](#)

- d) Choose 'Next'.
- e) Select 'Network Printer' if the printer is attached to another computer.
- f) Choose 'Next'.



[network printer wizard screen](#)

- g) Enter the network path. (The path must include the network drive letter.)
- h) Select whether or not to print from MS-DOS-based programs.
- i) Choose 'Next'.
- j) Choose 'Next'.
- k) Select printer from the list.
- l) Choose 'Next'.
- m) Select printer port.



[selecting printer port](#)

- n) (Optional) Enter a name for the printer.



[Name and default option](#)

- o) Select 'Yes' to make this printer the default printer for Windows; otherwise, choose 'No'.
- p) Choose 'Next'.
- q) Select 'Yes' or 'No' to print a test page.
- r) Choose 'Finish'.

3) Remove the Map and printer commands from AUTOEXEC.BAT.

- a) [Edit AUTOEXEC.BAT.](#)
- b) Enter REM in front of the statements mapping drives and printer.
- c) Save AUTOEXEC.BAT.







## ERROR: MAPISP32 fault starting Microsoft Exchange due to damaged Outbox message.

### Error:

MAPISP32 fault.

### Cause:

The Outbox contains a message that is damaged or has a damaged address. The MAPI spooler attempts to send the damaged message when Exchange is started. The message will remain in the Outbox if Exchange shuts down before it is sent.

### Solution:

Uncheck Enable Incoming Mail and Outgoing Mail on the Mail and Fax Delivery properties sheet. Delete the message from the Inbox. Reopen Mail and Fax and check Enable Incoming and Outgoing mail.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Mail and Fax' icon.



Mail and Fax. (The Microsoft Exchange properties sheet

appears.)

- 4) Double-click on 'Microsoft Mail'. (The properties sheet displays.)
- 5) Choose the 'Delivery' tab.
- 6) Uncheck 'Enable Incoming Mail Delivery'.
- 7) Choose 'OK' twice.
- 8) Open 'Inbox' from the desktop to start Microsoft Exchange.



Microsoft Exchange Inbox

- 9) Open the 'Outbox' folder.



#### Microsoft Exchange Outbox

- 10) Select the damaged message.
- 11) Select the 'File' menu and select 'Delete'.
  - 12) Create a new message.
  - 13) Repeat steps 1-5.
  - 14) Check 'Enable Incoming Mail Delivery' and 'Enable Outgoing Mail Delivery'.
  - 15) Choose 'OK' twice.
  - 16) Exit Exchange.
  - 17) Restart Exchange.



## Is the 'Microsoft Mail' service selected?

### Action:

Determine what type of mail service is being used:

- 1) Select the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Mail and Fax' icon. (The Microsoft Exchange properties sheet appears.)



Mail and Fax

- 4) Choose the 'Services' tab. (A list of installed services appears.)



## ERROR: MAPISP32 fault starting Microsoft Exchange due to damaged address.

### Error:

MAPISP32 fault.

### Cause:

The Outbox contains a message that is damaged or has a damaged address. The MAPI spooler attempts to send the damaged message when Exchange is started. The message will remain in the Outbox if Exchange shuts down before it is sent.

### Solution:

Open 'Mail and Fax' in Control Panel and add another profile. Exit and restart Microsoft Exchange. Exit Exchange and reopen Mail and Fax to reselect the original profile.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open the 'Mail and Fax' icon.



Mail and Fax. (The Microsoft Exchange properties sheet

appears.)

- 4) Choose the 'Services' tab.
- 5) Choose 'Show Profiles...' to view existing profiles. (The 'General' properties sheet appears listing all the profiles set up on the computer.)



list of profiles

- 6) Choose 'Add'. (The Inbox Setup Wizard appears.)



#### Inbox Setup Wizard

- 7) Choose 'Manually configure information services'.
- 8) Choose 'Next'.
- 9) Enter a name for the profile in the 'Profile Name' box.
- 10) Choose 'Add...'.
- 11) Select 'Personal Folders'.
- 12) Choose 'OK'.
- 13) Enter the .PST file location. (C:\EXCHANGE\MAILBOX.PST is the default.)
  - 14) Choose 'OK' twice to return to the Inbox Setup Wizard.
  - 15) Choose 'Next'.
  - 16) Choose 'Finish'.
  - 17) Select the new profile from the 'When starting Microsoft Exchange use this profile' list box.
  - 18) Choose 'Close'.
  - 19) Start Microsoft Exchange.
  - 20) Exit Microsoft Exchange.
  - 21) Open the 'Mail and Fax' icon in 'Control Panel'.



#### Mail and Fax. (The Microsoft Exchange properties

sheet appears.)

- 22) Choose the 'Services' tab.
- 23) Choose 'Show Profiles...'.
- 24) Select the original profile from the 'When starting Microsoft Exchange use this profile' list box.



## How To: Find and display messages meeting certain criteria in MS Exchange.

### Solution:

Open Exchange and select 'Find...' from the 'Tools' menu. Enter the criteria for the search. Minimize the 'Find' window to enable a continuing search on all incoming messages or choose 'Find Now'.

- 1) Open 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Find...'. (The Find dialog box appears.)
- 3) Choose 'Folder...' to specify what folder to start in.
- 4) Select the folder in which to begin the search.



[Find Items in Folder](#)

- 5) Check 'Choose all subfolders'.
- 6) Choose 'OK'.
- 7) Enter information to be searched in the fields on the 'Find' dialog box.



[Find dialog box in Exchange](#)

- 8) (Optional) Choose 'From...' or 'Send To...' to display address books containing names.
- 9) Check 'Sent directly to me' or 'Copied (Cc) to me'.
- 10) (Optional) Choose 'Advanced...' to specify detailed properties.
  - a) Enter the message size to search for in the 'Size (kilobytes)' section.
  - b) Specify a date range in the 'Received' section.
  - c) Check 'Importance' and specify a level.
  - d) Check 'Sensitivity' and specify a sensitivity level.
  - e) Choose 'OK' to return to the 'Find' dialog box.

**11)** Do one of the following:

- a)** Minimize the 'Find' window to allow continuous searches on all incoming messages.
- b)** Choose 'Find Now' to begin the search immediately.

*NOTE: Find results are listed in the 'Find' window.*





## How To: Change how messages are displayed in Microsoft Exchange.

### Solution:

Select 'Columns...' from the Inbox 'View' menu. Select columns to be added and removed.

- 1) Open 'Inbox' from the desktop.



#### Microsoft Exchange Inbox

- 2) Select the 'View' menu and select 'Columns...'.
  - 3) Select a column from the list of available columns.
  - 4) Add existing columns to the view:
    - a) Choose 'Add'. (The column name is added to the Show the Following Columns list box.)



#### Add columns to view

- b) Choose 'Move Up' or 'Move Down' to determine what order the column is displayed in relation to the other columns.
        - c) Enter the preferred width of the column.
        - d) Repeat steps 4)a)-4)c) for each column to be viewed.
  - 5) Remove any columns that are not to be viewed:
    - a) Select a column from the 'Show the Following Columns' list box.
    - b) Choose 'Remove'.
    - c) Repeat steps 5)a)-5)b) for each column to be removed.
  - 6) Choose 'OK'. (The selected columns will now appear in the order selected in the Inbox window.)



## **ERROR: Setup Error G1 due to EMM386.EXE loading or wrong BIOS.**

### **Error:**

Setup Error G1. Windows 95 Setup cannot install from MS-DOS with EMM386.EXE or similar utilities loaded on this machine. You will need to remove EMM386.EXE from your CONFIG.SYS file and restart your machine before running Setup.

### **Cause:**

This error may occur when installing Windows 95 from MS-DOS on a Gateway 2000 computer equipped with BIOS chip sets. EMM386.EXE or a similar memory manager is loading in CONFIG.SYS.

### **Solution:**

Remove EMM386.EXE from CONFIG.SYS prior to installing or install from Windows 3.1x if available.

Do one of the following:

- 1) If Windows 3.1x is still installed on the computer, run setup from within Windows.
- 2) Remove EMM386.EXE from CONFIG.SYS.
  - a) Enter EDIT CONFIG.SYS in the root directory to bring up the MS-DOS Editor.
  - b) Enter REM in front of the EMM386.EXE statement (or statement for other memory manager).
- 3) Upgrade the BIOS on the computer.

*NOTE: The Phoenix 486 ROM BIOS Plus dated 1/15/88 is known to cause this error.*



## **ERROR: Generic Install Error. Invalid GenInstall INF file due to WIN.INI ...**

### **Error:**

Generic Install Error. Invalid GenInstall INF file. (Exiting with error code =402 (0x192) .]

### **Cause:**

Windows 95 is being installed on a computer which contains a WIN.INI file. The WIN.INI file contains a Load statement that does not have an equal sign (=). SETUP.DLL is a setup file that parses the WIN.INI file and searches for a Load= statement. A missing equal sign following 'Load' will cause this error.

### **Solution:**

Edit WIN.INI and add an equal sign after the 'Load' entry.

- 1) Change to the directory containing Windows 3.1x (EXAMPLE: CD WINDOWS)
- 2) Enter EDIT WIN.INI
- 3) Locate Load in the [windows] section.
- 4) Enter = after load.
- 5) Select the 'File' menu and select 'Save'.
- 6) Select the 'File' menu and select 'Exit' to exit the editor.
- 7) Run Windows setup again.



## ERROR: The path <x> is invalid.

### Error:

ERROR: The path <x> is invalid.

### Cause:

The drive on which Windows is being installed has zero bytes of available space.

### Solution:

Install Windows onto a different drive or increase disk space.

Do one of the following:

- 1) Install Windows 95 on a different drive (if available).
- 2) Free up disk space on the drive:

*NOTE: Windows 95 requires at least 20 MB for a local installation or 10 MB free for a compact installation. Example: disk space requirements*

- a Delete all temporary files (.TMP) often. (Only when Windows is NOT running.)
- 3) Delete software programs no longer in use.
- 4) Delete unnecessary files from disk (especially Windows files). These include .BAK files, README files, installation programs, unnecessary drivers for video, printers etc. that are installed but not available as devices, unnecessary fonts.

*CAUTION: Do NOT delete files without certain knowledge of their purpose. This could disable certain programs. See user manuals for details.*



## **ERROR: Insufficient disk space (during setup).**

### **Error:**

Insufficient disk space.

### **Cause:**

There is not enough available disk space on the drive on which Windows 95 is being installed.

### **Solution:**

Install Windows onto a different drive or increase disk space.

Do one of the following:

1) Install Windows 95 on a different drive (if available).

2) Free up disk space on the drive:

*NOTE: Windows 95 requires at least 20 MB for a local installation or 10 MB free for a compact installation. Example: disk space requirements*

a )Delete all temporary files (.TMP) often. (Only when Windows is NOT running.)

3) Delete software programs no longer in use.

4) Delete unnecessary files from disk (especially Windows files). These include .BAK files, README files, installation programs, unnecessary drivers for video, printers etc. that are installed but not available as devices, unnecessary fonts.

*CAUTION: Do NOT delete files without certain knowledge of their purpose. This could disable certain programs. See user manuals for details.*



## How To: Disable sharing of a network printer.

### Solution:

Open Net Watcher and view printers by shared folders. Select the printer from the list and select 'Stop Sharing Folder' from the 'Administer' menu.

- 1) Display the [Start menu](#).
- 2) Select 'Programs'.



[select programs](#)

- 3) Select 'Accessories'.
- 4) Select 'Net Watcher'.
- 5) Select the 'View' menu and select 'View by Shared Folders'. (A list of shared printers and folders appears.)
- 6) Select the shared printer from the list.
- 7) Select the 'Administer' menu and select 'Stop Sharing Folder'.
- 8) Choose 'Yes' when prompted to stop sharing.



## How To: Share a fax modem over a network.

### Solution:

Check 'Let other people on the network use my modem' on the 'Microsoft fax modem' properties sheet.

- 1) Make sure the computer from which the fax modem operates has enough memory and processing speed:
  - a) For a dedicated fax server, use a minimum of 8 Mb of memory and a 486 processor.
  - b) For a dual-purpose fax server and workstation, use a minimum of 12 Mb of memory and a 486 processor.
- 2) Install 'Microsoft Fax and Microsoft Exchange' on the fax server and any other workstations (computers) accessing the fax modem.

Example: How to install Exchange and MS Fax.

- 3) Configure Microsoft Fax:
  - a) Click on the 'Start Button' to display the 'Start' menu.



Start button

- b) Select 'Settings'.
- c) Select 'Control Panel'.



Control Panel

- d) Open (double-click) the 'Mail and Fax' icon. (The 'Microsoft Exchange' properties sheet appears.)



Mail and Fax

- e) Choose the 'Services' tab.
- f) Select 'Microsoft Fax' from the list of installed information services.
- g) Choose 'Properties'. (The 'Microsoft Fax Properties' sheet appears.)
- h) Choose the 'Modem' tab.
- i) Select the modem to share.
- j) Check 'Let other people on the network use my modem'.
- k) Choose 'Properties...'. (The NetFax dialog sheet appears.)



[NetFax sheet](#)

- l)** Enter a name in the 'Share Name' box.
- m)** (Optional) Enter a comment.
- n)** Choose the type of access.
- o)** Enter a password.
- p)** Re-enter the password when the 'Confirmation of Password' dialog box appears.
- q)** Choose 'OK' as needed.





## Is File and Print Sharing enabled on the host?

### Action:

Check if 'File and Print Sharing' is enabled on the Host computer:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Network' icon.



Network icon

- 4) Choose the 'Configuration' tab.
- 5) Choose 'File and Print Sharing'.



File and Print Sharing button



## File sharing; Enable 'File and Print Sharing'.

### Cause:

'File and Print Sharing' has not been enabled on the Host computer. Also, individual resource properties must be set for sharing in order for the Guest to have access to these resources.

### Solution:

Enable 'File and Print Sharing' on the Host computer. Also, change the properties for individual resources or files to 'shared'.

1) Enable 'File and Print Sharing' on the Host computer:

- a) Select the 'Start' menu.
- b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open the 'Network' icon.



Network icon

- d) Choose the 'Configuration' tab.
- e) Choose 'File and Print Sharing'.



File and Print Sharing button

- f) Check 'I want to give others access to my files.'
  - g) Check 'I want to be able to allow others to print to my printers.'
- 2) Share individual files and resources on the Host computer:
- a) Open 'My Computer' or 'Windows Explorer'.



My Computer



#### Explorer in Start menu

- b) Select the folder, drive or printer to be shared.
- c) Select the 'File' menu and select 'Properties...'.
  - d) Choose the 'Sharing' tab.
  - e) Choose 'Shared as'.



#### Sharing tab page

- f) (Optional) Enter a name for the shared folder or accept the default.
- g) (Optional) Add any comments to other users in the 'Comments' box.
- h) Select a Guest from the user list.



#### user list

- i) Do one of the following:
  - 1] Choose 'Read Only'. (The user name or group appears in the 'Read Only' list box.)  
*NOTE: The user cannot edit the folder or its contents with Read Only rights.*
  - 2] Choose 'Full Access'. (The user name or group appears in the 'Full Access' list box.)
  - 3] Choose 'Custom' to customize access rights. (The 'Change Access Rights' dialog box appears.)



#### custom access

- a] Check the access rights to be assigned.
- b] Choose 'OK'.
- j) Choose 'Apply'.
- k) Choose 'OK'.
- l) Close the folder.



## Browsing disabled; Enable 'Browse Master'.

### Cause:

By default, Windows 95 turns off browsing capability when a 'Dial-Up Networking' or a Direct-Cable Connection is installed. With this feature off, the speed of a direct-cable connection will be increased. Computers will not be visible in the 'Network Neighborhood' if this feature is turned off.

### Solution:

Open 'Network' in 'Control Panel' on the Host computer. Display the file and 'Printer sharing' properties sheet. Enable 'Browse Master'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Network' icon.



Network icon

- 4) Choose the 'Configuration' tab.
- 5) Select 'File and printer sharing for Microsoft networks'.
- 6) Choose 'Properties'.
- 7) Select 'Browse Master' from the 'Properties' list box.
- 8) Select 'Enabled' from the 'Value' drop-down list box.
- 9) Choose 'OK' twice.
- 10) Choose 'Yes' when prompted to restart the computer.



## How To: Enable remote network administration.

### Solution:

Open 'Passwords' in Control Panel and check 'Enable Remote Administration' on the Remote Administration properties sheet.

1) Set up 'Remote Administration' in 'Control Panel':

- a) Select the 'Start' menu.
- b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open (double-click) the 'Passwords' icon.
  - d) Choose the 'Remote Administration' tab.
  - e) Check 'Enable Remote Administration of this server'.
  - f) Enter a password in the 'Password' box.
  - g) Reenter the password in the 'Confirm password' box.
  - h) Choose 'OK'.
- 2) Run NetWatcher:
- a) Choose the 'Start' button to display the Start menu.
  - b) Select 'Programs'.



select programs

- c) Select the 'Programs' menu, and select 'Accessories'.
- d) Select the 'System Tools' menu, and select 'NetWatcher'.



## How To: Use NetWatcher to administer network remotely.

### Solution:

Open 'NetWatcher' in 'System Tools' and determine the type of view and action to be performed.

- 1) Make sure 'Remote Administration' is enabled on the computer.
- 2) Choose the 'Start' button to display the 'Start' menu.
- 3) Select 'Programs'.



select programs

- 4) Select 'Accessories'.
- 5) Select the 'System Tools' menu, and select 'NetWatcher'.
- 6) Select the 'View' menu, and select one of the following options, depending on the task to be performed:
  - a) Select 'By Connections' to show users connected to the server. (Users connected to the server appear in the left-hand screen. Folders and printers to which the users are connected and open files are listed on the right-hand side of the screen. )
  - b) Select 'By Shared Folders' to view folders that are shared on the server.
  - c) Select 'By Open Files' to view open files, the share name of the server containing the file, which computer is currently accessing the file, and whether the file is open for read-only or reading and writing.
- 7) To disconnect a user from accessing shared resources:
  - a) Select the 'View' menu, and select 'By Connections'.
  - b) Select the user to be disconnected.
  - c) Select the 'Administer' menu, and select 'Disconnect User'.
  - d) Choose 'Yes' when prompted whether to disconnect the user.  
*CAUTION: Disconnecting a user may cause the user to lose data.*
- 8) To add a shared resource or folder:
  - a) Select the 'View' menu, and select 'By Shared Folders'.
  - b) Select the 'Administer' menu and select 'Add Shared Folder'.
  - c) Enter the path for the shared folder or choose 'Browse...'.
  - d) Choose 'OK'. (The 'Folder' dialog box containing sharing options appears.)

- e) Choose 'Shared as' on the folder dialog box.



Sharing tab page

- f) Enter a name for the shared folder or accept the default.
- g) (Optional) Add any comments to other users in the 'Comments' box.
- h) Specify who has rights to the folder:
  - 1] Choose 'Add...' to display the 'Add Users' dialog box.
  - 2] Select a user, or group of users, from the user list.



user list

- 3] Do one of the following:
  - a] Choose 'Read Only'. (The user name or group appears in the 'Read-Only' list box.)

*NOTE: The user cannot edit the folder or its contents with Read-Only rights.*
  - b] Choose 'Full Access'. (The user name or group appears in the 'Full Access' list box)
  - c] Choose 'Custom' to customize access rights. (The 'Change Access Rights' dialog box appears.)



custom access

- 1} Check the access rights to be assigned.
  - 2} Choose 'OK'.
  - 3} Choose 'Apply'.
- d] Choose 'OK'.



## How To: Delete a component or resource from the network.

### Solution:

Display the Configuration properties sheet for the network, select the installed component from the list, and choose 'Remove'.

- 1) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Select the network component to remove from the 'The following network components are installed' list box.
- 5) Choose 'Remove'.
- 6) Choose 'OK'.





## 'Energy Star Compliant' not selected; Check Monitor is Energy Star Compliant.

### Cause:

The 'Energy Star Compliant' option is not enabled in the 'Change Display Type' dialog box. Windows does not detect that the monitor supports this function.

### Solution:

Choose 'Change Display Type' from the 'Display Settings' properties sheet and check 'Monitor is Energy Star Compliant'.

- 1) Right-click on any empty area of the desktop. (A popup menu displays.)
- 2) Select 'Properties...' from the popup menu.



Properties

- 3) Choose the 'Settings' tab.
- 4) Choose 'Change Display Type...'.



change display

- 5) Check 'Monitor is Energy Star Compliant'.  
*NOTE: 'Energy Star Compliant' means that the monitor can utilize energy saving features when sitting idle.*
- 6) Choose 'Close'.
- 7) Choose the 'Screen Saver' tab.
- 8) Select the desired energy saving settings.



## Does enabling Energy Star Compliant solve the problem?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Display' icon.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



Change Display

- 6) Choose 'Change' in the 'Monitor Type' section.
- 7) Check 'Monitor is Energy Star Compliant'.
- 8) Close the dialog box.
- 9) Choose the 'Screen Saver' tab.



## Does enabling APM solve the problem?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'System' icon.



System icon

- 4) Choose the 'Device Manager' tab.
- 5) Double-click on 'System Devices'. (The System Devices tree expands.)
- 6) Select 'Advanced Power Management'.



Advanced Power Management

- 7) Choose 'Properties'.
- 8) Choose the 'Settings' tab.
- 9) Check 'Enable Power Management Support'.
- 10) Choose 'OK'.
- 11) Choose 'Yes' when prompted to restart the computer.



## Does force APM 1.0 mode solve the problem?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'System' icon.



System icon

- 4) Choose the 'Device Manager' tab.
- 5) Double-click on 'System Devices'. (The System Devices tree expands.)
- 6) Select 'Advanced Power Management'.



Advanced Power Management

- 7) Choose 'Properties'.
- 8) Choose the 'Settings' tab.
- 9) Check 'Enable Power Management Support'.
- 10) Check 'Force APM 1.0 Mode'.



Check Force APM

*NOTE: Enabling this option will force Windows 95 to use an APM 1.1 BIOS in 1.0 mode.*

- 11) Choose 'OK'.
- 12) Choose 'Yes' when prompted to restart the computer.



## Computer not using APM; Enable 'Force APM 1.0 Mode' & check BIOS.

### Cause:

The BIOS installed in the computer is not compatible with Automatic Power Management.

### Solution:

Enable 'Force APM 1.0 Mode'. Contact the computer manufacturer for a BIOS that supports APM.

- 1) Check 'Force APM 1.0 Mode'.



[Check Force APM](#)

*NOTE: Enabling this option will force Windows 95 to use an APM 1.1 BIOS in 1.0 mode.*

- 2) Choose 'OK'.
- 3) Choose 'Yes' to when prompted to shut down the computer.
- 4) Contact the computer manufacturer for a BIOS that supports APM.



## Outdated BIOS or real mode network; Update BIOS & driver is protected mode.

### Cause:

The BIOS may be outdated. Or, the computer contains a real mode network adapter driver. Windows 95 does not accept APM if an NDIS 2 (real mode) network driver is installed.

### Solution:

Make sure the BIOS is up-to-date and that the network adapter driver is a protected mode driver.

Do one or both of the following:

- 1) Obtain an updated BIOS for the computer.
- 2) If the computer contains a network adapter, make sure the driver is a protected mode driver (NDIS 3.1) and not a real mode driver (NDIS 2):
  - a) Right-click on 'Network Neighborhood'.



Network Neighborhood

- b) Select 'Properties' from the popup menu.
- c) Select the network card installed on the computer from the 'Following network components are installed' list box.



network adapter

- d) Choose 'Properties'.
- e) Choose the 'Driver' tab.
- f) Make sure 'Enhanced mode (32-bit and 16-bit NDIS driver)' option is enabled.



32-bit driver

*NOTE: Obtain a protected mode network driver card if this option is not enabled.*





## APM not configured; Check 'Enable Power Management Support'.

### Cause:

APM (Advanced Power Management) has not been configured on the computer. The Energy Saving option is not available unless this feature has been configured.

### Solution:

Open 'System' in Control Panel and select 'Advanced Power Management' from the 'Devices' Properties sheet. Check 'Enable Power Management Support'.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'System' icon.



System icon

- 4) Choose the 'Device Manager' tab.
- 5) Double-click on 'System Devices'. (The System Devices tree expands.)
- 6) Select 'Advanced Power Management'.



Advanced Power Management

- 7) Choose 'Properties'.
- 8) Choose the 'Settings' tab.
- 9) Check 'Enable Power Management Support'.
- 10) Choose 'OK'.
- 11) Choose 'Yes' when prompted to restart the computer.





## How To: Set up and connect to more than one network.

### Solution:

Add the network client via the network 'Configuration Properties' sheet. Restart the computer and Windows will detect the new client.

- 1) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab.
- 4) Choose 'Add'.
- 5) Select 'Client'.



select client

- 6) Choose 'Add...'.
- 7) Select the network manufacturer from the 'Manufacturer' window.
- 8) Select the client to be installed from the 'Network Clients' window.
- 9) Choose 'OK'.
- 10) Insert the Windows 95 installation CD-ROM or diskette if prompted.
- 11) Restart the computer. (Windows 95 automatically detects the network at startup.)
- 12) To view the additional network, open 'Network Neighborhood'. The added network server will be visible.



## How To: Install a network client.

### Solution:

Install the network card and adapter using the Hardware Wizard. Install the network protocol and client using the Network Neighborhood Configuration properties sheet.

- 1) Install the network card and adapter if not already installed.
- 2) Right-click on 'Network Neighborhood'.



Network Neighborhood

- 3) Select 'Properties' from the popup menu.
- 4) Choose the 'Configuration' tab to display the 'Configuration Properties' sheet.
- 5) Install a network protocol.

*NOTE: The protocol must be the same as the protocol on the server.*

- a) Choose 'Add...'.
  - b) Select 'Protocol'.
  - c) Choose 'Add...'.
    - d) Select the manufacturer from the 'Manufacturer' list box.
    - e) Select the same network protocol installed on the server.



network protocols

- f) Choose 'OK'.
  - g) Insert the Windows 95 installation or manufacturer's CD-ROM when prompted.
- 6) Install a network client.
    - a) Choose the 'Configuration' tab to display the 'Configuration Properties' sheet.
    - b) Choose 'Add'.
    - c) Select 'Client'.



select client

- d) Choose 'Add...'.
  - e) Select the network manufacturer from the 'Manufacturer' window.

- f)** Select the client to be installed from the 'Network Clients' window.'
- g)** Choose 'OK'.
- h)** Insert the Windows 95 installation CD-ROM or diskette if prompted.
- i)** Restart the computer. (Windows 95 automatically detects the network at startup.)



## Insufficient resources on print server; Select 'Bytes/sec' from the charts.

### Cause:

Too many network users are attached to or using the workstation designated as the print server. The print server does not have sufficient resources to handle the additional network activity.

### Solution:

Run 'System Monitor' and select 'Server threads' and 'Bytes/sec' from the charts.

Display the level of resource loading by network clients on the System Monitor:

- 1) Choose the 'Start' button to display the [Start menu](#).
- 2) Select 'Programs'.



[select programs](#)

- 3) Select 'Accessories'.
- 4) Select 'System Monitor'.
- 5) Select the 'Edit' menu and select 'Remove Item...'. (A window containing Monitor chart variables appears.)  
*NOTE: If no chart variables exist, the window does not display. Proceed to step 8).*
  - 6) Select the chart from the list.
  - 7) Press 'OK'. (The chart will be deleted.)
  - 8) Select the 'Edit' menu and select 'Add item...'.
  - 9) Select 'Network Server' from the 'Category' list.
  - 10) Press and hold CTRL while selecting the following using the ARROW KEYS or the mouse from the 'Item' list box:
    - a) 'Server threads'
    - b) 'Bytes/sec'
  - 11) Choose 'OK'. (A chart appears showing network server thread activity and NBs activity.)
  - 12) Select 'Chart...' from the 'Options' menu.
  - 13) Move the slider until '1 minute' is displayed below the slider bar in the Chart dialog box.
  - 14) Choose 'OK'.
  - 15) Select the 'View' menu and select 'Line Charts'.
  - 16) If there are a large number of variations in the number of threads or bytes-per-second variables the print

server is overloaded.

**17)** Do one of the following:

- a)** If the server is a user workstation, use a dedicated print server.
- b)** If a dedicated print server is not available and a workstation must be used, select a computer that has a faster coprocessor speed.

*NOTE: A Pentium processor with at least 16 Mb of memory is recommended.*



## Escape codes being used; Manually delete escape codes from text.

### Cause:

The terminal emulation being used has escape codes to instruct 'HyperTerminal' where to place the cursor or format text. Although these escape codes cannot be displayed as normal text, they are still captured to the file. This problem may occur when using VT-100 terminal emulation.

### Solution:

Select 'Auto Detect Terminal Emulation' or delete the escape codes from the text file manually.

*NOTE: It is recommended that Auto Detect emulation be used in Hyper Terminal. Windows automatically detects the emulation being used by the Host and configures itself accordingly.*

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Start' menu and select 'Programs'.



select programs

- 3) Select 'Accessories'.
- 4) Select 'HyperTerminal'.



HyperTerminal in Accessories menu

- 5) Right-click on the connection.
- 6) Select 'Properties' from the popup menu.
- 7) Choose the 'Settings' tab.
- 8) Select 'AutoDetect' from the 'Emulation' drop-down list box.
- 9) Choose 'OK'.



## Typical installation chosen; Select schemes thru 'Details'.

### Cause:

No .WAV schemes were installed when Windows 95 was installed. This may occur when selecting a typical installation.

### Solution:

Use 'Add/Remove Programs' in 'Control Panel' and check 'Multimedia'. Choose 'Details...'. (A list of schemes displays). Check the schemes to be installed.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Choose the 'Add/Remove Programs' icon.



Add/Remove programs

- 4) Choose the 'Windows Setup' tab.
- 5) Check 'Multimedia'.
- 6) Choose the 'Details...' button. (A list of 'schemes' which are included with Windows 95 appears.)  
*NOTE: Schemes are really files with a .WAV extension.*
- 7) Check the desired schemes.
- 8) Choose 'OK'.
- 9) Insert the Windows 95 installation CD-ROM or diskette when prompted.
- 10) Close 'Control Panel'.



## How To: Boot to the command prompt instead of Windows.

### Solution:

Edit the MSDOS.SYS file and change to BootGUI=1.

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select the root directory to search in (for example, C:\).
- 3) Enter 'MSDOS.SYS' in the 'Named' box.



enter MSDOS

- 4) Choose 'Find Now'.
- 5) Right-click on the file named MSDOS.SYS in the 'Find results' window to display the popup menu.
- 6) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



send to

- 7) Right-click on the MSDOS.SYS file again.
- 8) Select 'Properties...' from the popup menu.



properties from popup

- 9) Choose the 'General' tab.
- 10) Uncheck 'Read-only', 'Hidden', and 'Archive'. (This removes the MSDOS.SYS default attributes and enables the file to be edited.)



remove attributes

- 11) Choose 'Apply'.
- 12) Choose 'OK'.



- 13) Select the MSDOS.SYS file from the 'Find' window.

*NOTE: The search results window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*

- 14) Select the 'File' menu and select 'Open with...'. (The 'Open With' dialog box displays.)  
15) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)



open with WordPad

- 16) Enter the following in the [Options] section:

BootGUI=1

- 17) Select the 'File' menu and select 'Save As...'.  
18) Select 'MSDOS.SYS' and answer 'Yes' to replace.  
19) Restart the computer.

*NOTE: The 'Starting Windows' Logo no longer appears. To start Windows from the command prompt, enter: WIN.*



## How To: Disable banner page printout on a Novell NetWare printer.

### Solution:

Open 'Printers', right-click on the NetWare printer to display the NetWare Printer properties sheet. Uncheck 'Banner' on the 'Capture Settings' tab page.

- 1) Open 'My Computer' on the desktop.



[My Computer](#)

- 2) Select 'Printers'.



[Printers in My Computer](#)

- 3) Right-click on the printer attached to the NetWare network.
- 4) Select 'Properties' from the popup menu.
- 5) Choose the 'Capture Settings' tab.
- 6) Uncheck 'Banner' in the 'Job' section.



[Capture Settings sheet](#)

- 7) Choose 'OK'.



## Not configured to appear on desktop; Configure to appear thru 'Startup'.

### Cause:

WinPopup is included with Windows 95 but was not installed. When this option is installed, it does not appear unless it has been configured to appear on the desktop.

### Solution:

Install WinPopup via 'Windows Setup' in 'Add/Remove Programs'. Open WinPopup from the 'Startup' folder and check 'Always on top' in Options.

1) Install WinPopup if not originally installed with Windows 95:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select the 'Control Panel'.



Control Panel

- c) Open the 'Add/Remove Programs' icon.



Add/Remove programs

- d) Choose the 'Windows Setup' tab.
- e) Select 'Accessories'.



Select Accessories

- f) Choose 'Details...'
- g) Check 'WinPopup'.
- h) Choose 'OK'.
- i) Choose 'Apply'.
- j) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.

*NOTE: WinPopup will be installed into the 'Startup' folder.*

- 2) Configure WinPopup to appear on the taskbar:
  - a) Select the 'Start' menu and select 'Programs'.
  - b) Select 'Startup'.
  - c) Open 'WinPopup'.
  - d) Select 'Options...' from the 'Messages' menu.
  - e) Check 'Always on top' to display WinPopup on the taskbar.



**Are you installing over Windows 3.1x or previous MS-DOS version?**



## Win95 auto feature; Enter specified EXE file.

### Cause:

Windows 95 Setup automatically scans the hard disk for errors during installation. In this case, errors are detected on the drive and setup will prompt the user to run ScanDisk and fix these errors.

### Solution:

Enter A:SCANDISK.EXE /ALL if installing from diskettes or D:\WIN95\SCANDISK.EXE /ALL if installing from CD-ROM and follow instructions.

- 1) If installing over Windows 3.1 or 3.11, exit Windows.
- 2) Do one of the following:
  - a) If installing from a floppy diskettes:
    - 1] Insert Setup diskette 1 in the drive.
    - 2] Enter A:SCANDISK.EXE /ALL  
(where 'A:' is the floppy drive letter)
  - b) If installing from a CD-ROM:
    - 1] Insert the CD-ROM in the drive.
    - 2] Enter D:\WIN95\SCANDISK.EXE /ALL  
(where 'D:' is the CD-ROM drive)
- 3) Follow the ScanDisk instructions.



## **Win95 auto feature; Quit Setup, and run ScanDisk.**

### **Cause:**

Windows 95 Setup automatically scans the hard disk for errors during installation. In this case, errors are detected on the drive and Setup will prompt the user to run ScanDisk and fix these errors.

### **Solution:**

Quit Setup and run ScanDisk from



## Does running MEMMAKER solve the problem?

### Action:

- 1) Run MemMaker to optimize memory:
  - a) Enter MEMMAKER at the DOS prompt.
  - b) Select 'Express Setup' (Unless the user is very experienced in memory management).
  - c) When asked if any programs require expanded memory (EMS) answer Yes or No (usually No).
  - d) Wait for MemMaker to perform, as follows:
    - 1] MemMaker will restart the PC.
    - 2] MemMaker analyzes the system to determine optimum memory setup.
    - 3] MemMaker rewrites the AUTOEXEC.BAT and CONFIG.SYS files.
    - 4] MemMaker restarts the system again (Press 'Enter' key to proceed).
  - e) MemMaker asks if system is working properly:
    - 1] Choose Yes by pressing 'Enter', if no error messages were displayed and system appears to be working properly.
    - 2] Choose No by pressing 'Spacebar' if system is not functioning properly. Follow instructions on screen to have MemMaker then try some additional setup changes.
- 2) Run Windows Setup again.





## Does running SETUP /IS solve the problem?

**Action:**

- 1) Exit Setup.
- 2) Run setup by entering the following:

SETUP /IS

(This procedure will cause Setup to bypass the hard disk check.)

*NOTE: This method of Setup is not recommended because hard disk problems remain undetected and may surface later when Windows 95 is running.*



## **ERROR: There is not enough memory to run ScanDisk due to crosslinked files.**

### **Error:**

There is not enough memory to run ScanDisk.

### **Cause:**

Setup has detected cross-linked files.

### **Solution:**

Exit Setup and enter SETUP /IS to run setup again.

- 1) Exit Setup.
- 2) Run setup by entering the following at the command prompt:  
SETUP /IS

(This procedure will cause Setup to bypass the hard disk check.)

*NOTE: This method of Setup is not recommended because hard disk problems remain undetected and may surface later when Windows 95 is running.*



## **ERROR: There is not enough memory to run ScanDisk due to low memory.**

### **Error:**

There is not enough memory to run ScanDisk.

### **Cause:**

Setup has encountered problems during the disk checking phase due to insufficient conventional and/or upper memory.

### **Solution:**

Exit Setup and run SETUP /IS to disable the ScanDisk feature.

- 1) Exit Setup.
- 2) Run setup by entering the following:

SETUP /IS

(This procedure will cause Setup to bypass the hard disk check.)

*NOTE: This method of Setup is not recommended because hard disk problems remain undetected and may surface later when Windows 95 is running.*



## **ERROR: There is not enough memory to run ScanDisk...due to Windows Setup.**

### **Error:**

There is not enough memory to run ScanDisk.

### **Cause:**

There is not enough available conventional and/or upper memory to run Windows 95 ScanDisk during Windows 95 Setup.

### **Solution:**

Exit Setup and run MEMMAKER.

- 1) Run MemMaker to optimize memory:
  - a) Enter MEMMAKER at the DOS prompt.
  - b) Select 'Express Setup' (Unless the user is very experienced in memory management).
  - c) When asked if any programs require expanded memory (EMS) answer Yes or No (usually No).
  - d) Wait for MemMaker to perform, as follows:
    - 1] MemMaker will restart the PC.
    - 2] MemMaker analyzes the system to determine optimum memory setup.
    - 3] MemMaker rewrites the AUTOEXEC.BAT and CONFIG.SYS files.
    - 4] MemMaker restarts the system again (Press 'Enter' key to proceed).
  - e) MemMaker asks if system is working properly:
    - 1] Choose Yes by pressing 'Enter', if no error messages were displayed and system appears to be working properly.
    - 2] Choose No by pressing 'Spacebar' if system is not functioning properly. Follow instructions on screen to have MemMaker then try some additional setup changes.
- 2) Run Windows Setup again.



## **ERROR: SU-0011 during setup due to hard drive is password protected.**

**Error:**

Error SU-0011

**Cause:**

Setup cannot complete successfully because the hard drive is password-protected.

**Solution:**

Refer to the computer manufacturer documentation and remove the password protection.



## ERROR: Setup error SU-0013 due to no MS-DOS boot partition.

### Error:

Error SU-0013

### Cause:

The startup drive is an HPFS or Windows NT file system. Windows 95 can only be installed on an MS-DOS boot partition.

### Solution:

Use FDISK to partition the drive.

Exit Setup and partition the drive using FDISK.

*NOTE: Each hard disk consists of one or more partitions that are either primary partitions or logical drives within an extended partition. At least one primary partition must exist for an extended partition with logical drives to be created.*

- 1) Decide how many partitions to install on this hard disk.

*NOTE: Considerations include disk access speed (smaller multiple partitions increase disk access speed), ease of backups (afforded by separating programs from data) and space restrictions created in each partition by having many of them. DOS 6.2 allows partitions of up to 2GB)*

- 2) Enter FDISK at the DOS prompt.

*NOTE: If there are 2 or more hard disk drives installed, FDISK refers to them as Disk 1, Disk 2, etc. (not Disk 0 and Disk 1, as in CMOS Setup. Select '5. Change current fixed disk drive' to view a drive list, and choose the appropriate drive by entering its digit.)*

- 3) Create the desired partitions:

- a) Create a primary DOS partition:

- 1] Choose '1. Create DOS partition or Logical DOS Drive' and press ENTER.

- 2] Choose '1. Create Primary DOS Partition' and press ENTER.

- a] Do one of the following:

- 1} Enter 'Y' for yes when prompted to '... use maximum available size of a Primary DOS Partition and make the partition active? (Y/N)' if that is the desire. FDISK will restart the computer (make sure DOS boot disk remains in Drive A). Assuming no other hard disks are present, skip to Step 7 below to begin high-level formatting of this partition.

- 2} Enter 'N' for No, and then enter the size of the desired 'Primary DOS Partition in MB', or as a percentage of the disk space (%). (Example: If the total disk size is 150MB and a

30MB partition is desired, enter either 30 or 20%.)

- 3] Press 'ESC' to return to previous menu.
- 4] Choose '2. Create Extended DOS Partition' to assign the remaining space to an Extended DOS partition, and do one of the following:
  - a] Enter 'Y' for Yes when prompted to '... use maximum remaining size for an Extended DOS Partition and make the partition active? (Y/N)' if that is the desire. FDISK will restart the computer (make sure DOS boot disk remains in Drive A). Assuming no other hard disks are present, skip to Step 7 below to begin high-level formatting of this partition.
  - b] Enter 'N' for no, and then enter the desired size of the 'Extended DOS Partition in MB', or as a percentage of the disk space (%). (Example: If the total disk size is 150MB with 100MB remaining a two 50MB partitions are desired, enter either 50 or 33%.) Repeat this process for the remaining space.
- 4) (Optional) Choose '3. Create Logical Drive(s) in the Extended DOS Partition' to create additional logical drives in this partition.
- 5) Press 'ESC' twice to return to the Main menu.
- 6) Choose '2. Set active partition', and designate one of the partitions in the list as active. (This will designate the boot partition.) Enter the number of the partition to make active in the box (e.g., 1 or 2), and press ENTER.
- 7) Press 'ESC' to return to the Main menu.
- 8) Press 'ESC' to return to DOS.
- 9) Press CTRL+ALT+DEL to restart the computer (for changes to take effect).



## **ERROR: Error SU-0167 occurred due to creation of another Desktop folder.**

### **Error:**

Error SU-0167

### **Cause:**

This error may occur when running Setup from Windows 3.1 or 3.11. A directory named 'Desktop' already exists on the hard drive in the current 'Windows' directory. Windows is attempting to create another 'Desktop' directory in which to store system files.

### **Solution:**

Rename the 'Desktop' directory in 'File Manager'.

- 1) Exit Setup.
- 2) Open (double-click) the 'File Manager' icon.
- 3) Click once on the directory to be renamed.
- 4) Select the 'File' menu and select 'Rename...'.
- 5) Enter a new directory name in the 'To' box.
- 6) Choose 'OK'.
- 7) Run Windows 95 Setup again.





## ERROR: Cannot read Setup (.cab) files.

### Error:

Cannot read Setup (.cab) files.

### Cause:

This error occurs when installing Windows 95 from floppy diskettes while Multimedia Cloaking is running. Windows 95 is stored as (\*.CAB) files on the installation diskette and are normal files which contain pieces of one or more files in compressed format.

### Solution:

Exit Setup and remove the statement containing CACHECLK.EXE from AUTOEXEC.BAT or CONFIG.SYS.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

- 1) Exit Setup.
- 2) Enter the following at the prompt:  
EDIT AUTOEXEC.BAT
- 3) Locate a statement referencing CACHECLK.EXE  
EXAMPLE: C:\NETROOM\XLOAD.EXE -SD001 -M31488 C:\MMCLK\CACHECLK.EXE /K=3072 /WK=3072 /H=2048 /WB=1
- 4) Enter REM (followed by a space) preceding the statement.
- 5) Select the 'File' menu and select 'Save' to save the edited AUTOEXEC.BAT file.
- 6) Repeat steps 2) to 5) with CONFIG.SYS.
- 7) Restart the computer and continue with Setup.



## **ERROR: Setup Could Not Back Up Your System Files due to not enough disk space.**

### **Error:**

Setup Could Not Back Up Your System Files.

### **Cause:**

There is not enough disk space for Setup to backup the existing system files. This may also occur on a compressed disk.

### **Solution:**

Exit Setup and free up disk space on the drive containing the system files.

Do one or more of the following:

- 1) Review hard disk contents.
- 2) Exit Windows and delete all .TMP and .BAK files.
- 3) Remove duplicate copies of the same programs and data.
- 4) Use a file compression program (e.g., PKZIP) to compress rarely used files and programs and copy them to diskette or store them in compressed form on hard disk (then delete uncompressed files).
- 5) Backup rarely used programs and data files onto diskette or tape.
- 6) Consider purchasing an external hard disk drive or upgrading to a larger hard disk (or computer).



## **ERROR: Setup cannot continue on this system configuration due to partition.**

### **Error:**

Setup cannot continue on this system configuration.

### **Cause:**

The disk partition is incompatible with Windows 95. This may occur with older disk partitions.

### **Solution:**

Back up the data on the hard disk and re-partition the disk using FDISK.

*NOTE: Each hard disk consists of one or more partitions that are either primary partitions or logical drives within an extended partition. At least one primary partition must exist for an extended partition with logical drives to be created.*

- 1) Decide how many partitions to install on this hard disk.

*NOTE: Considerations include disk access speed (smaller multiple partitions increase disk access speed), ease of backups (afforded by separating programs from data) and space restrictions created in each partition by having too many of them. DOS 6.2 allows partitions of up to 2GB)*

- 2) Enter FDISK at the DOS prompt.

*NOTE 1: If there are 2 or more hard disk drives installed, FDISK refers to them as Disk 1, Disk 2, etc. (not Disk 0 and Disk 1, as in CMOS Setup. Select '5. Change current fixed disk drive' to view a drive list, and choose the appropriate drive by entering its digit.)*

*NOTE 2: FDISK will display the MAIN MENU which contains the following choices: 1) 'Create Primary DOS partition'. 2) 'Set Active Partition'. 3) Create the desired partitions:*

- a) Create a primary DOS partition:

*NOTE: FDISK will display a secondary menu containing the following choices: 1) 'Create primary DOS partition', 2) 'Create extended DOS partition' and 3) 'Create logical drives in extended DOS partition'.*

- 1] Choose '1 (at the MAIN MENU). Create DOS partition or Logical DOS Drive'
- 2] Press ENTER.
- 3] Choose '1. Create Primary DOS Partition'
- 4] Press ENTER.
- 5] Do one of the following:

- a] Enter 'Y' for Yes when prompted to '... use maximum available size of a Primary DOS Partition and make the partition active? (Y/N)' if that is the desire. FDISK will restart the

- a) Enter 'N' for No, and then enter the size of the desired Primary DOS Partition in MB, or as a percentage of the disk space (%). (Example: If the total disk size is 150MB and a 30MB partition is desired, enter either 30 or 20%.)
- 6] Press 'ESC' to return to previous menu.
- 7] Choose '2. Create Extended DOS Partition' to assign the remaining space to an Extended DOS partition, and do one of the following:
  - a) Enter 'Y' for Yes when prompted to '... use maximum remaining size for an Extended DOS Partition and make the partition active? (Y/N)' if that is the desire. FDISK will restart the computer (make sure DOS boot disk remains in Drive A). Assuming no other hard disks are present, skip to Step 7 below to begin high-level formatting of this partition.
  - b) Enter 'N' for No, and then enter the desired size of the 'Extended DOS Partition in MB', or as a percentage of the disk space (%). (Example: If the total disk size is 150MB with 100MB remaining a two 50MB partitions are desired, enter either 50 or 33%.) Repeat this process for the remaining space.
- 8] (Optional) Choose '3. Create Logical Drive(s) in the Extended DOS Partition' to create additional logical drives in this partition.
- 9] Press 'ESC' twice to return to Main menu.
- b) Set Active Partition.
  - 1] Choose '2. Set active partition', and designate one of the partitions in the list as active. (This will designate the boot partition).
  - 2] Enter the number of the partition to make active in the box (e.g., 1 or 2).
  - 3] Press ENTER.
  - 4] Press 'ESC' to return to Main menu.
  - 5] Press 'ESC' to return to DOS.
- 3) Press CTRL+ALT+DEL to restart the computer (for changes to take effect).



## How To: Press F8 to Select Safe Mode or Safe Mode Command Prompt Only.

### Solution:

Press F8 when 'Starting Windows 95' appears and select 'Safe Mode' or 'Safe Mode Command Prompt Only'.

- 1) Turn on the computer.
- 2) Wait for the 'Starting Windows 95' message to appear.
- 3) Press F8 IMMEDIATELY. (A 'Windows 95 startup option' menu appears.)
- 4) Do one of the following:
  - a) Start a full Windows 95 session in [Safe Mode](#): Select 'Safe Mode'.
  - b) Start a command line session ONLY: Select 'Safe Mode command prompt only'.

*NOTE: The following events occur when Windows starts in Safe Mode:*

- 1) Windows 95 bypasses the Registry, AUTOEXEC.BAT and CONFIG.SYS files.
- 2) HIMEM.SYS is loaded.
- 3) IFSHLP.SYS is loaded.
- 4) Windows 95 obtains path information from the MSDOS.SYS file.
- 5) If Windows 95 files are found, the COMMAND.COM is skipped. If Windows 95 files are not found, COMMAND.COM is executed.
- 6) Windows 95 looks for a SYSTEM.CB file in the 'Windows' directory. If this file is not found, a clean SYSTEM.CB is loaded from memory and the following virtual device drivers (VxDs) are loaded:

mouse=\*vmouse

device=\*configmg

device=\*vwin32

device=\*vfbackup

device=\*vshare

device=\*vcomm

device=\*ifsmgr

device=\*ios

device=\*vfat

device=\*vcache

device=\*vcond

device=\*int13

device=\*vxdldr  
device=\*vdef  
device=\*dynapage  
device=\*reboot  
device=\*vsd  
device=\*parity  
device=\*biosxlat  
device=\*vmcpd  
device=\*vkd  
device=\*vdd  
device=\*ebios  
device=\*vtdapi  
device=\*vmpoll  
woafont=dosapp.fon

- 7) After these VxDs are loaded the original SYSTEM.INI file is restored.
- 8) Windows 95 uses the original Registry settings and SYSTEM.INI and WIN.INI files thus bypassing the [Boot] and [386Enh] sections of the SYSTEM.INI file.
- 9) The shell resizes the desktop to a resolution of 640 x 480.



## How To: To do Step-by-Step Confirmation mode startup.

### Solution:

Press F8 when starting Windows and select 'Step-by-step confirmation'. Press ENTER or ESC at each of the following prompts.

- 1) Press F8 when the 'Starting Windows' message appears.
- 2) Select 'Step-by-step confirmation' from the 'Windows Startup' menu.
- 3) Press ENTER or ESC at each of the following prompts:
  - a) Load DoubleSpace (or DriveSpace) driver [Enter=Y, Esc=N]
  - b) Process the system Registry [Enter=Y, Esc=N]
  - c) Create a startup log file (BOOTLOG.TXT) [Enter=Y, Esc=N]
  - d) Process your startup device drivers (CONFIG.SYS) [Enter=Y, Esc=N]

*NOTE 1: If ENTER was pressed in option 3d, each line from CONFIG.SYS is displayed followed by an [Enter=Y, Esc=N]*

- e) Process your startup command file (AUTOEXEC.BAT) [Enter=Y, Esc=N]

*NOTE 2: If ENTER is pressed in step 3e each line from AUTOEXEC.BAT is displayed with an [Enter=Y, Esc=N]*

- f) WIN.COM [Enter=Y, Esc=N]

*NOTE 3: If ENTER was pressed in step 3f, the message 'Load all Windows drivers' appears.*

*NOTE 4: Answering 'Yes' at each prompt and pressing TAB to accept options will incur the same results as starting Windows normally.*

*NOTE 5: Answering 'No' to 'Load all Windows drivers' will load Windows in Safe Mode; the Registry will not be referenced, standard VGA, mouse and keyboard drivers, and device manager drivers will be loaded.*



## ERROR: Windows did not finish loading on the previous attempt due to ...

### Error:

Windows did not finish loading on the previous attempt. A clean start is recommended, to allow you to remove drivers or reconfigure your system. Do you wish to clean start [Y,N]?

### Cause:

Windows was shut down incorrectly during a previous session. All of the files and drivers have not been closed correctly.

### Solution:

Choose 'Yes' to start the computer in [Safe Mode](#).

*NOTE: The following events occur when Windows starts in Safe Mode:*

- 1) Windows 95 bypasses the Registry, AUTOEXEC.BAT and CONFIG.SYS files.
- 2) HIMEM.SYS is loaded.
- 3) IFSHLP.SYS is loaded.
- 4) Windows 95 obtains path information from the MSDOS.SYS file.
- 5) If Windows 95 files are found, the COMMAND.COM is skipped. If Windows 95 files are not found, COMMAND.COM is executed.
- 6) Windows 95 looks for a SYSTEM.CB file in the Windows directory. If this file is not found, a clean SYSTEM.CB is loaded from memory and the following virtual device drivers (VxDs) are loaded:

mouse=\*vmouse

device=\*configmg

device=\*vwin32

device=\*vfbackup

device=\*vshare

device=\*vcomm

device=\*ifsmgr

device=\*ios

device=\*vfat

device=\*vcache

device=\*vcond



device=\*int13  
device=\*vxdldr  
device=\*vdef  
device=\*dynapage  
device=\*reboot  
device=\*vsd  
device=\*parity  
device=\*biosxlat  
device=\*vmcpd  
device=\*vkd  
device=\*vdd  
device=\*ebios  
device=\*vtdapi  
device=\*vmpoll  
woafont=dosapp.fon

- 7) After these VxDs are loaded the original SYSTEM.INI file is restored.
- 8) Windows 95 uses the original Registry settings and SYSTEM.INI and WIN.INI files thus bypassing the [Boot] and [386Enh] sections of the SYSTEM.INI file.
- 9) The shell resizes the desktop to a resolution of 640 x 480.



## **How To: Start Windows without logging onto the network.**

### **Solution:**

Shut down and choose 'Restart the computer'. Choose 'Cancel' when the 'Network Password' dialog box appears.



## Was a virus detected?

### Action:

Do the following to check for viruses:

*CAUTION: Computer viruses are very dangerous, can be destructive, and can spread easily. If a virus is present, it should be diagnosed and repaired by qualified computer technicians using updated virus detection and cleanup software.*

- 1) Turn computer off.
- 2) Identify and segregate all diskettes that have been used in this computer within the last month (to be scanned and, if necessary, disinfected).
- 3) Use a third-party virus utility to scan for viruses:
  - a) Insert a bootable, write-protected diskette in the bootable floppy drive (usually drive A), and turn on the computer.
  - b) After boot, insert a write-protected diskette that contains a virus detection program in the floppy drive.
  - c) Scan all memory and connected drives for viruses (i.e., all hard disks, all network drives, all backups and every floppy diskette in the vicinity).

*NOTE: Regardless of whether or not your computer has a virus, it's a good idea to install an anti-virus program. Anti-virus programs reside in memory at all times to detect and report viruses as soon as they occur.*



## Computer virus; Run virus detection & eradicate utility.

### Cause:

The computer has been infected by a virus which is affecting Setup.

### Solution:

Run a virus detection and eradication utility and contact a qualified computer technician.

*CAUTION: Computer viruses are extremely dangerous. Your data may be in danger of being corrupted or lost.*

1) Perform an immediate shutdown:

- a) Save any open files.
- b) Close all open applications.
- c) Turn the computer off.
- d) Identify and segregate all diskettes that have been used in this computer within the last month (to be scanned and, if necessary, disinfected).

*WARNING: Viruses should be diagnosed and repaired by qualified computer technicians using updated virus detection and cleanup software as follows:*

2) Detect and eradicate virus(es).

- a) Insert a bootable, write-protected diskette in the bootable floppy drive (usually drive A), and turn on the computer.
- b) After boot, insert a write-protected diskette that contains a virus detection program in the floppy drive.
- c) Scan all memory and connected drives for viruses (i.e., all hard disks, all network drives, all backups and every floppy diskette in the vicinity).
- d) Delete all infected files through detection/disk clean virus program. If the virus has infected the boot sector of hard disk, the following command may be useful. Enter it at the DOS prompt:  
  
FDISK /MBR  
  
(The /MBR switch rebuilds the Master Boot Record on the disk.)
- e) Cold boot the computer (Turn computer off, wait 15 seconds, and turn it back on again) to remove any lingering viruses from memory.
- f) Scan all memory and connected drives for viruses again using most thorough scan pattern (some detectors miss viruses on the first pass). Use another virus detector program if available (to be absolutely sure all remnants are gone).

3) Call for expert help from virus software and/or 3rd party providers if required.

*NOTE: Regardless of whether or not your computer has a virus, it's a good idea to install an anti-virus*

*program. Anti-virus programs reside in memory at all times to detect and report potential viruses as soon as they occur.*



**Is Windows Setup being run from a floppy diskette or  
CD-ROM?**



## Is the CD-ROM drive recognized?

**Action:**

Enter 'D:' at the DOS prompt. (where 'D:' represents the drive containing the CD-ROM.)



**Is Windows being installed from the MS-DOS prompt  
or from Windows 3.1x?**





## Is the floppy drive recognized in Windows?

**Action:**

- 1) Insert a different diskette in the floppy drive.
- 2) Open 'File Manager'.
- 3) Select the diskette drive.



## Is the floppy drive recognized in DOS?

**Action:**

- 1) Make sure the Setup diskette is inserted properly in the drive.
- 2) Enter A: at the prompt. (where 'A:' is the letter designation of the floppy drive)
- 3) Press ENTER



## **Floppy disk controller problem; At MS-DOS prompt enter COPY A:\\*.\* NUL.**

### **Cause:**

There is a problem with the floppy disk controller.

### **Solution:**

Open the MS-DOS prompt and enter COPY A:\\*.\* NUL.

- 1) Insert the diskette in the floppy drive.
- 2) [Open 'MS-DOS Prompt'.](#)
- 3) Enter the following:  
COPY A:\\*.\* NUL (where 'A:\' is the letter designation of the floppy drive)
- 4) The above command copies files to a NUL device. Note any error messages that appear on screen and refer them a qualified computer technician



## **Floppy drive controller problem; Report error to technician.**

**Cause:**

The floppy drive disk controller may be damaged.

**Solution:**

Enter COPY A:\\*.\* NUL and report error messages to a qualified computer technician.

- 1) Insert the diskette in the floppy drive.
- 2) Enter the following:  
COPY A:\\*.\* NUL  
(where 'A:\' represents the floppy drive letter.)
- 3) The above command copies files to a NUL device. Note any error messages that appear on screen and refer them to a qualified computer technician



## Can the CD-ROM drive be accessed after loading driver/MSCDEX low?

### Action:

Load the CD-ROM device driver and MSCDEX in low memory.

- 1) Enter EDIT CONFIG.SYS at the prompt.
  - a) Find the line that loads the CD-ROM device driver.

*NOTE: Consult the documentation for the CD-ROM drive if not sure which device driver is used.*
  - b) Change the 'DEVICEHIGH' command at the beginning of the CD-ROM device driver line to 'DEVICE' (if DEVICEHIGH is used at all). The line should now look similar to the following:  
`DEVICE=C:\CDROM\MTMCDAL.SYS /D:MTMIDE01 /T:170,15`  
(where the particular driver filename used is only an example.)
  - c) Save any changes to CONFIG.SYS.
- 2) Enter EDIT AUTOEXEC.BAT at the prompt.
  - a) Find the line that loads MSCDEX.EXE.
  - b) Delete the 'LH' or 'LOADHIGH' from the beginning of the MSCDEX line (if there is any). The line should now look like the following:  
`C:\DOS\MSCDEX.EXE /D:MTMIDE01 /L:D`
  - c) Save any changes to AUTOEXEC.BAT and exit the editor.
- 3) Press CTRL+ALT+DEL to restart.
- 4) Try running Windows 95 Setup again.



## CD-ROM driver &/or MSCDEX incompatible; Load CD-ROM driver and MSCDEX low.

### Cause:

The CD-ROM cannot be accessed because of an incompatibility between the CD-ROM driver and/or MSCDEX, and the upper memory area.

### Solution:

Load the CD-ROM device driver and MSCDEX low (in conventional memory).

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Load the CD-ROM device driver and MSCDEX in low memory.

- 1) Enter EDIT CONFIG.SYS at the prompt.
  - a) Find the line that loads the CD-ROM device driver.

*NOTE: Consult the documentation for the CD-ROM drive if not sure which device driver is used.*
  - b) Change the 'DEVICEHIGH' command at the beginning of the CD-ROM device driver line to 'DEVICE' (if DEVICEHIGH is used at all). The line should now look similar to the following:  
`DEVICE=C:\CDROM\MTMCDAL.SYS /D:MTMIDE01 /T:170,15`  
(where the particular driver filename used is only an example.)
  - c) Save any changes to CONFIG.SYS.
- 2) Enter EDIT AUTOEXEC.BAT at the prompt.
  - a) Find the line that loads MSCDEX.EXE.
  - b) Delete the 'LH' or 'LOADHIGH' from the beginning of the MSCDEX line (if there is any). The line should now look like the following:  
`C:\DOS\MSCDEX.EXE /D:MTMIDE01 /L:D`
  - c) Save any changes to AUTOEXEC.BAT and exit the editor.
- 3) Press CTRL+ALT+DEL to restart.
- 4) Run Windows 95 Setup.



## **Unknown CD-ROM drive problem; Refer to a qualified computer technician.**

**Cause:**

A hardware problem with the CD-ROM drive or the computer.

**Solution:**

Please refer this problem to a qualified computer technician.



## Is there sufficient conventional and XMS memory?

### Action:

- 1) Enter MEM /C /P at the DOS prompt.
- 2) Locate the 'Type of Memory' section.
- 3) Make sure at least 420K of free conventional memory exists.
- 4) Make sure at least 3 MB of XMS memory are free.





## Insufficient XMS &/or memory; Run MemMaker &/or remove unnecessary TSR.

### Cause:

There is not enough XMS and/or conventional memory to run Windows 95 Setup. Setup requires at least 420K of conventional and 3MB of XMS memory to run.

### Solution:

Exit Windows if in Windows. Run MemMaker and/or remove unnecessary TSRs at the DOS prompt.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

1) Edit CONFIG.SYS and AUTOEXEC.BAT to perform a minimal boot:

a) Enter EDIT CONFIG.SYS at the prompt.

b) Enter REM (space) before any unneeded statements EXCEPT for the following lines:

EXAMPLE: For MS-DOS CONFIG.SYS

FILES=45

BUFFERS=20

SHELL=C:\<dir>\COMMAND.COM /E:1024 /P

EXAMPLE: For MS Windows CONFIG.SYS

FILES=45

BUFFERS=20

DEVICE=C:\<dir>\HIMEM.SYS

STACKS=9,256

SHELL=C:\<dir>\COMMAND.COM /E:1024 /P

AUTOEXEC.BAT

PROMPT \$P\$G

PATH=C:\WINDOWS;C:\DOS;C: SET TEMP=C:\<dir>

c) Enter EDIT AUTOEXEC.BAT at the prompt.

d) Enter REM (space) before any unneeded statements EXCEPT for the following lines:

PROMPT \$P\$G

PATH=C:\DOS;C:

*NOTE: Do not remove any lines referencing network drivers or connections. If running Setup from a network, please contact a qualified computer technician for instructions on using a minimal boot.*

- 2) Restart the system.
- 3) Run MemMaker to optimize memory:
  - a) Enter MEMMAKER at the DOS prompt.
  - b) Select 'Express Setup' (Unless very experienced in memory management).
  - c) When asked if any programs require expanded memory (EMS) answer Yes or No (usually No).
  - d) Wait for MemMaker to perform, as follows:
    - 1] MemMaker will restart the PC.
    - 2] MemMaker analyzes the system to determine optimum memory setup.
    - 3] MemMaker rewrites the AUTOEXEC.BAT and CONFIG.SYS files.
    - 4] MemMaker restarts the system again (Press 'Enter' key to proceed).
  - e) MemMaker asks if system is working properly:
    - 1] Choose Yes by pressing 'Enter', if no error messages were displayed and system appears to be working properly.
    - 2] Choose No by pressing 'Spacebar' if system is not functioning properly. Follow instructions on screen to have MemMaker then try some additional setup changes.
- 4) Remove any disk caching software statements from the AUTOEXEC.BAT and CONFIG.SYS.



## Incorrect configuration in CONFIG.SYS; Edit CONFIG.SYS to add HIMEM and EMM386.

### Cause:

HIMEM.SYS and/or EMM386 are not loaded in CONFIG.SYS.

### Solution:

Edit CONFIG.SYS and add the HIMEM and EMM386 statements.

- 1) Back up CONFIG.SYS prior to making changes:
  - a) Enter the following in the root directory:  
`REN CONFIG.SYS CONFIG.XXX`
- 2) Enter EDIT CONFIG.SYS at the prompt.
- 3) Do one of the following:
  - a) If using MS-DOS 4.x or earlier, make sure the statement `DEVICE=HIMEM.SYS` exists.  
*NOTE: It is recommended that MS-DOS 5.x or higher be running when Windows 95 is installed.*
  - b) If using MS-DOS 5.x or later, make sure CONFIG.SYS contains the following statements:  
`DEVICE=HIMEM.SYS`  
`DEVICE=EMM386.EXE NOEMS`  
`DOS=HIGH,UMB`
- 4) Select the 'File' menu and select 'Save'.
- 5) Restart the computer.

*NOTE: If Setup still does not start, contact a qualified computer technician.*



## How To: Setup a new hardware profile.

### Solution:

Display 'My Computer Properties' and choose the 'Hardware Profiles' tab. Create a new name and choose 'Device Manager'. Double-click on the device and check the hardware profile name to which device is to be added.

- 1) Right-click on 'My Computer'



My Computer

- 2) Select 'Properties...' from the popup menu.
- 3) Choose the 'Hardware Profiles' tab.
- 4) Choose 'Copy...'.
- 5) Enter a name for the hardware profile in the 'To' box.
- 6) Choose 'OK'.
- 7) Select the profile created in the above steps.
- 8) Choose the 'Device Manager' tab.



Device Manager

- 9) Double-click on the device to be included in the profile. (The properties sheet for the device displays.)
- 10) Check the profile name in the 'Device Usage' box.
- 11) Choose 'OK'.
- 12) Repeat steps 9-11 for each device to be added to the profile.



**Does Windows start after restart (reboot)?**

**Action:**

Restart the computer.



**Unknown; Restart computer to reset settings.**

**Cause:**

Unknown.

**Solution:**

Restart the computer to reset the settings.



**Does Starting Windows 95 prompt appear?**



**Are any error messages displayed?**

**Action:**

Press ESC.





## **Does starting Windows in Safe Mode solve the problem?**

### **Action:**

Start Windows in Safe Mode:

- 1) Restart the computer.
- 2) Press F5 as soon as 'Starting Windows 95' appears on the screen.



## **Does the following message appear: Windows is Bypassing Your Startup files message?**

### **Action:**

Bypass the startup files:

- 1) Restart the computer.
- 2) Press SHIFT+F5 as soon as 'Starting Windows 95' prompt appears on screen.



## **Does CTRL+F5 start Windows?**

**Action:**

- 1) Restart the computer.
- 2) Press CTRL+F5 when Starting Windows 95 appears.



## **Does Windows start with Startup Disk?**

**Action:**

- 1) Insert the Windows 95 Startup diskette or CD-ROM.
- 2) Restart the computer.



## Does Windows start correctly?

### Action:

- 1) Insert the Windows 95 Startup diskette into the startup drive.
- 2) Restart the computer.
- 3) Change to the startup drive by entering A: (where 'A:' is the letter designation of the drive containing the CD-ROM or Startup diskette).
- 4) Enter SYS C: at the prompt. (where 'C:' is the letter designation of the root drive)

*NOTE: The system files contained on the Startup diskette are copied onto the root drive.*

- 5) Remove the Startup diskette from the drive.
- 6) Reboot the computer.



## System files are corrupt; Start Windows using Startup disks or CDs.

### Cause:

The system files which are copied onto the root drive when Windows is installed are corrupt.

### Solution:

Start Windows using the Startup diskette or CD-ROM.

- 1) Insert the Windows 95 Startup diskette into the startup drive.
- 2) Restart the computer.
- 3) Change to the startup drive by entering A: (where 'A:' represents the letter of the drive containing the CD-ROM or Startup diskette).
- 4) Enter SYS C: at the prompt. (where 'C:' represents the root drive)

*NOTE: The system files contained on the Startup diskette are copied onto the root drive.*

- 5) Remove the Startup diskette from the drive.
- 6) Restart the computer.



## Operating system files are corrupt; Enter SYS c: to copy system files.

### Cause:

The original operating system files (IO.SYS, MSDOS.SYS and COMMAND.COM) are corrupt. These files originally have a .SYS extension and are renamed with a .DOS filename extension when the computer boots to Windows 95.

### Solution:

Insert the Startup diskette in the startup drive and enter SYS C: to copy system files.

- 1) Insert the Windows 95 Startup diskette into the startup drive.
- 2) Restart the computer.
- 3) Change to the startup drive by entering A: (where 'A:' is the letter designation of the drive containing the CD-ROM or Startup diskette).
- 4) Enter SYS C: at the prompt. (where 'C:' is the letter designation of the root drive)

*NOTE: The system files contained on the Startup diskette are copied onto the root drive.*

- 5) Remove the Startup diskette from the drive.
- 6) Restart the computer.



**Incorrect BIOS settings or UMB conflicts; Refer to qualified computer technician.**

**Cause:**

Incorrect BIOS settings or UMB address conflicts.

**Solution:**

Please refer this problem to a qualified computer technician.





## Corrupt original operating system files; Replace Win95 operating system files.

### Cause:

The original operating system files (IO.SYS, MSDOS.SYS and COMMAND.COM) are corrupt. These files originally have a .SYS extension and are renamed with a .DOS filename extension when the computer boots to Windows 95.

### Solution:

Replace the Windows 95 operating system files. Make a backup of MSDOS.SYS and copy the MSDOS.SYS files from the Startup diskette.

- 1) Make a backup of MSDOS.SYS by entering the following at the command prompt:
  - a) C: (where 'C:' is the letter designation of the root drive)
  - b) CD\WINDOWS\COMMAND
  - c) ATTRIB C:\MSDOS.SYS -H -S -R
  - d) REN C:\MSDOS.SYS C:\MSDOS.XXX
- 2) Transfer the Windows 95 system files using the Startup diskette:
  - a) Insert the Windows 95 Startup diskette into the startup drive.
  - b) Restart the computer.
  - c) Change to the startup drive by entering A: (where 'A:' is the letter designation of the drive containing the CD-ROM or Startup diskette).
  - d) Enter SYS C: at the prompt. (where 'C:' is the letter designation of the root drive)
  - e) Remove the Startup diskette from the drive.
  - f) Restart the computer.
- 3) Restore the backup MSDOS.SYS by entering the following lines at the MS-DOS command prompt and press ENTER:
  - a) C: (where 'C:' is the letter designation of the root drive)
  - b) CD\WINDOWS\COMMAND
  - c) DEL C:\MSDOS.SYS
  - d) REN C:\MSDOS.XXX C:\MSDOS.SYS
  - e) ATTRIB C:\MSDOS.SYS +R +S +H
- 4) Restart the computer.





## Are there any error messages during step-by-step start?

### Action:

- 1) Reboot the computer.
- 2) Press SHIFT+F8 when the 'Starting Windows 95' message appears.
- 3) Press ENTER at each of the following prompts to load drivers individually:
  - a) Load DoubleSpace (or DriveSpace) driver [Enter=Y, Esc=N]
  - b) Process the system Registry [Enter=Y, Esc=N]
  - c) Create a startup log file (BOOTLOG.TXT) [Enter=Y, Esc=N]
  - d) Process your startup device drivers (CONFIG.SYS) [Enter=Y, Esc=N]
- 4) Note any error messages.



## **ROM address or memory configuration; Troubleshoot memory and device errors.**

### **Cause:**

There may be a problem with the ROM address or memory configuration.

### **Solution:**

Start Windows using WIN /D: to troubleshoot memory and device errors. This solution is best performed by a qualified computer technician.

Start Windows by entering the following at the prompt:

WIN /D:S X

(where 'X' represents one or more of the following switches):

F Turns off 32-bit disk access.

S Specifies that Windows 95 should not use ROM address space between F000:0000 and 1 MB for a breakpoint.

V Specifies that the ROM routine will handle interrupts from the hard-disk controller.

X Excludes all of the adapter area from the range of memory that Windows 95 scans to find unused space.



## **Hardware problems; Contact qualified computer technician.**

**Cause:**

The system is experiencing hardware problems.

**Solution:**

Refer to any error messages that display and contact a qualified computer technician.



**Does an error message appear?**



## **ERROR: Invalid System Disk error starting Windows due to missing IO.SYS file.**

### **Error:**

Invalid System Disk.

### **Cause:**

The IO.SYS file is missing off of a boot disk or the disk in the drive is not a system disk.

### **Solution:**

Use the Startup diskette to copy the new system files.

- 1) Insert the Windows 95 Emergency Startup Diskette into the drive.
- 2) Restart the computer.
- 3) Enter the following lines at the MS-DOS command prompt and press ENTER:
  - a) C: (where 'C:' is the letter designation of the root drive)
  - b) CD\WINDOWS\COMMAND
  - c) ATTRIB C:\MSDOS.SYS -H -S -R
  - d) REN C:\MSDOS.SYS C:\MSDOS.XXX
  - e) A: (where 'A:' is the letter designation of the drive containing the Startup Diskette)
  - f) SYS C:
  - g) DEL C:\MSDOS.SYS
  - h) REN C:\MSDOS.XXX C:\MSDOS.SYS
  - i) ATTRIB C:\MSDOS +R +S +H
- 4) Remove the diskette.
- 5) Restart the computer.



## **Video or hardware problem; Check ON & connections, contact computer technician.**

### **Cause:**

A hardware video problem may cause a blank screen when Windows starts.

### **Solution:**

Make sure the monitor is turned on and connected properly. Please refer this problem to a qualified computer technician.





**Does the Windows Startup screen appear?**



## Device driver or setting interference; Select 'Step-by-step' confirmation.

### Cause:

A device driver or setting is interfering with Windows startup.

### Solution:

Press F8 when starting Windows and select 'Step-by-step confirmation'.

Press ENTER or ESC at each of the following prompts.

- 1) Press F8 when the 'Starting Windows' message appears.
- 2) Select 'Step-by-step confirmation' from the Windows Startup menu.
- 3) Press ENTER or ESC at each of the following prompts:
  - a) Load DoubleSpace (or DriveSpace) driver [Enter=Y, Esc=N]
  - b) Process the system Registry [Enter=Y, Esc=N]
  - c) Create a startup log file (BOOTLOG.TXT) [Enter=Y, Esc=N]
  - d) Process the startup device drivers (CONFIG.SYS) [Enter=Y, Esc=N]

*NOTE 1: If ENTER was pressed in option 3d, each line from CONFIG.SYS is displayed followed by an [Enter=Y, Esc=N]*

- e) Process the startup command file (AUTOEXEC.BAT) [Enter=Y, Esc=N]

*NOTE 2: If ENTER is pressed in step 3e each line from AUTOEXEC.BAT is displayed with an [Enter=Y, Esc=N]*

- f) WIN.COM [Enter=Y, Esc=N]

*NOTE 3: If ENTER was pressed in step 3f, load all Windows drivers appears.*

*NOTE 4: Answering 'Yes' at each prompt and pressing TAB to accept options will incur the same results as starting Windows normally.*

*NOTE 5: Answering No to 'Load all Windows drivers' will load Windows in Safe Mode; the Registry will not be referenced, standard VGA, mouse and keyboard drivers, and device manager drivers will be loaded.*



## ERROR: Error starting program due to virtual memory settings are too low.

### Error:

Error starting program. There is not enough memory to start (filename). Quit some programs and try again.

### Cause:

The virtual memory settings are too low. This error occurs most frequently on systems with less than 8 MB of available extended memory.

### Solution:

Open 'System' and increase the virtual memory settings.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'System' icon.



System icon

- 4) Choose the Performance tab.
- 5) Choose 'Virtual Memory...'. (The Virtual Memory properties sheet displays.)



virtual memory

*CAUTION: It is advisable to let Windows adjust the virtual memory settings automatically. Manually adjusting settings should be done under the supervision of a qualified computer technician.*

- 6) Choose 'Let me specify my own virtual memory settings.'
  - a) Enter the hard disk on which the swap file is to be created. (The disk with the most free space and fastest CPU should be selected.)

*NOTE: A drive that has been compressed using a third-party compression utility should not be used.*

- b)** Enter the minimum size of the swap file in the 'Set Minimum' box.(Windows will not decrease the size of the swap file below this number.)
- c)** Enter the maximum size of the swap file.

*NOTE: The size of the swap file depends on how much RAM the computer has. For example, if the computer has 4 MB of RAM, at least 10 MB of free disk space are required for a swap file. If the computer has 16 MB of memory, very little disk space will be required for a swap file.*

- 7)** Choose 'OK' twice to return to the desktop.

*NOTE: It is advisable to defragment the hard drive to optimize performance of the swap file.*



## Are virtual memory settings at a maximum?

### Action:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open 'System'.



System icon

- 4) Choose the Performance tab.
- 5) Choose 'Virtual Memory...'. (The Virtual Memory properties sheet displays.)



virtual memory

- 6) Choose 'Let me specify my own virtual memory settings.'
  - a) Enter the hard disk on which the swap file is to be created. (The disk with the most free space and fastest CPU should be selected.)
  - b) Click on the 'Up' arrow in the 'Maximum' box.



## ERROR: Error starting program due to insufficient disk space.

### Error:

Error starting program. There is not enough memory to start (filename). Quit some programs and try again.

### Cause:

There is not enough disk space to contain the virtual memory

### Solution:

Increase disk space by backing up/deleting unneeded files from the drive. Reduce the amount of disk space reserved for the Recycle Bin.

Free up disk space and set virtual memory settings to automatic.

- 1) Back up and delete unneeded files from the drive:
  - a) Choose the 'Tools' tab
  - b) Choose 'Backup Now'.
  - c) Run a backup.
- 2) Delete unnecessary Windows files.
- 3) Reduce the amount of disk space reserved for the Recycle Bin.
  - a) Right-click on 'Recycle Bin' to display the popup menu.



- Recycle Bin
  - b) Select 'Properties' from the popup menu.



- properties on popup
  - c) Choose the 'Global' tab.
    - 1] Move the slider to the left in the 'Maximum size of Recycle Bin section.' (The percentage of the drive dedicated to deleted files is displayed.)

*NOTE: It is advisable to defragment the hard drive to optimize performance of the swap file.*
  - 4) Select the 'Start' menu and select 'Settings'.

- 5) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 6) Open (double-click) the 'System' icon.



System icon

- 7) Choose the 'Performance' tab.

- 8) Choose 'Virtual Memory...'. (The Virtual Memory properties sheet displays.)



virtual memory

*CAUTION: It is advisable to let Windows adjust the virtual memory settings automatically. Manually adjusting settings should be done under the supervision of a qualified computer technician.*

- 9) Choose 'Let Windows manage my virtual memory settings (recommended)'. (This option lets Windows dynamically allocate disk space to serve as virtual memory as required.)
- 10) Choose 'OK' twice.



**What is your Mapping drives problem or question?**





## **Win95 does not support; Contact Xerox Corp for driver status.**

### **Cause:**

Windows 95 does not support the Xerox 4700II color printer driver. Xerox has not yet updated the Windows 3.1x-compatible drivers.

### **Solution:**

Please contact Xerox Corporation for status on the driver.



## **1-inch tractor feed default; Set document's top margin to 0.**

### **Cause:**

This model of Citizen printer automatically feeds the tractor page 1 inch past the print head. The printers recognize unprintable top margins. Therefore setting a top margin of 1 inch will cause a 2-inch top margin during printout.

### **Solution:**

Set the top margin to 0. This will print out pages with a top margin of 1 inch.



## Does rebooting (restarting) solve the problem?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Shut Down...'. (The 'Shut Down Windows' dialog box appears)



Shut Down Windows

- 3) Choose 'Yes'.
- 4) Turn off computer when screen says it is safe.
- 5) Wait 30 seconds.
- 6) Turn on the computer. (A new 'Start Up' folder will be created).



## Corrupt or missing Start directory; Shut down Windows and restart computer.

### Cause:

The Start folder (directory) is corrupted or missing.

### Solution:

Shut down Windows and restart the computer to rebuild the 'Start' menu directory (folder).

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Shut Down...'. (The Shut Down Windows dialog box appears)



Shut Down Windows

- 3) Choose 'Yes'.
- 4) Turn off computer when screen says it is safe.
- 5) Wait 30 seconds.
- 6) Turn on the computer. (A new Start folder will be created).



## Corrupt Start directory; Rename Start directory and restart.

### Cause:

The Start directory is corrupt.

### Solution:

Rename the Start directory and restart the computer to automatically create a new Start menu.

- 1) Search for the 'Start' menu folder using the 'Start' menu's 'Find' feature:
  - a) Select 'Find' from the ['Start' menu](#).
  - b) Select 'Files or Folders...'.  - c) Click on the arrow in the 'Look In' box to display the drop-down list.
  - d) Enter 'Start' in the 'Named' box.
  - e) Check 'Include all subfolders'.
  - f) Choose 'Find Now'. (The Start folder appears in the find results window.)
- 2) Rename the Start folder:
  - a) Right-click on the 'Start' folder in the find results window.
  - b) Select 'Rename' from the popup menu.
  - c) Enter a new name for the Start folder.
  - d) Close the 'Find' window.
  - e) Shut down Windows and restart the computer.



**Select the first character of the Error Message:**



**What is the Error Message that begins with the letters  
(A-B)?**



**What is the Error Message that begins with the letter  
(C-D)?**





**What is the Error Message that begins with the letter  
(E)?**



**What is the Error Message that begins with the letter  
(H-K)?**



**What is the Error Message that begins with the letter  
(L-R)?**



**What is the Error Message that begins with the letters  
(Q-S)?**



**What is the Error Message that begins with the letter  
(T)?**



**What is your Error Message that begins with letter  
(W-Z)?**



## **ERROR: Cannot find the working folder (when opening DOS program shortcut) ...**

### **Error:**

Cannot find the working folder for this program. The program may have difficulty locating its files and documents. Make sure that the working folder is specified correctly in the property sheets for the program and any shortcuts to it.

### **Cause:**

The network drive to which the shortcut points has been remapped or disconnected. Windows 95 does not remap the drive correctly. This error only occurs with DOS-based programs or unregistered file types.

### **Solution:**

Remap the network drive which contains the DOS-based program file to the same drive letter.

- 1) Open 'Network Neighborhood' on the desktop.



[Network Neighborhood](#)

- 2) Do one of the following:
  - a) Open the network server icon.
  - b) If the network server is not visible, open 'Entire Network'.



[Entire Network](#) and open the server.

- 3) Right-click on the drive to be mapped to display a popup menu.
- 4) Select 'Map Network Drive'. (A screen from which a network drive can be mapped is displayed.)
- 5) Select the drive letter containing the DOS program file from the 'Drive' menu.
- 6) Enter the directory containing the DOS program file.
- 7) Check 'Reconnect at Startup'. (This will maintain the mapping when restarting.)







## ERROR: Unable to start WinPopup due to Windows 3.x version.

### Error:

Unable to start WinPopup because no compatible network is running.

### Cause:

The version of WinPopup is from Windows 3.x. The version from Windows 3.x does not run in Windows 95.

### Solution:

Install WinPopup from the Windows 95 installation CD-ROM or diskette via 'Add/Remove Programs' in Windows Setup.

1) Install WinPopup if not originally installed with Windows 95:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' and select 'Control Panel'.



Control Panel

c) Open 'Add/Remove Programs'.



Add/Remove programs

- d) Choose the 'Windows Setup' tab.
- e) Select 'Accessories'.



select Accessories

- f) Choose 'Details...'.
  - g) Check 'WinPopup'.
  - h) Choose 'OK'.
  - i) Choose 'Apply'.
- j) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.

*NOTE: WinPopup will be installed into the Startup folder.*

2) Configure WinPopup to appear on the taskbar:

- a) Select the 'Start' menu and select 'Programs'.



[select programs](#)

- b) Select the 'Programs' menu and select 'Startup'.  
c) Open 'WinPopup'.  
d) Select the 'Messages' menu and select 'Options...'.  
e) Check 'Always on top' to display WinPopup on the taskbar.



**What is your WinPopup problem?**



## **ERROR: MMSYSTEM262 playing audio CD due to player reports wrong CD length.**

### **Error:**

MMSYSTEM262 There is a problem with your media device. Make sure it is working correctly or contact the device manufacturer.

### **Cause:**

The length of the audio CD is incorrectly reported by the CD player. This causes Media Player to incorrectly seek the end of the CD.

### **Solution:**

Ignore the error message and continue playing the CD.



## Is a sound device listed?

### Action:

Do the following:

- 1) Select the 'Start' menu and select 'Control Panel'.



Select Control Panel

- 2) Open (double-click) the 'System' icon.



System icon

- 3) Choose the 'Device Manager' tab. (The 'Device Manager' device tree displays the installed devices, including the integral components of the computer's main board and CPU.)



Device Manager

- 4) Choose 'View devices by type'.
- 5) Double-click on the 'Sound, video and game controllers' icon. (Installed devices will be listed.)



## **ERROR: Sound Recorder cannot record... because no sound device is installed.**

### **Error:**

Sound Recorder cannot record or play back because a sound device is not installed. To install a device, click 'Add New Hardware' in 'Control Panel'.

### **Cause:**

A sound device has not been installed on the system.

### **Solution:**

Open 'Add New Hardware' from the Windows 95 Control Panel to start the 'Add New Hardware Wizard', and follow the displayed instructions.

*NOTE: In order to add a sound device, a sound card must first be installed in the system.*

- 1) Select the 'Start' menu and select 'Control Panel'. (The Windows 95 Control Panel appears.)



[Select Control Panel](#)

- 2) Open (double-click) the 'Add New Hardware' icon. (The Add New Hardware Wizard starts.)
- 3) Choose 'Next'.
- 4) Select the 'No' radio button.
- 5) Choose 'Next'. (A Wizard page with a list of hardware types displays.)
- 6) Select 'Sound, video and game controllers'.
- 7) Choose 'Next'. (A list of available manufacturers and/or models appears.)
- 8) Select the manufacturer of the device from the 'Manufacturers:' list box.
- 9) Do one of the following:
  - a) If the correct device model is in the list: Select the correct device from the list of device models.
  - b) If the correct device model is NOT in the list:
    - 1] Choose 'Have Disk'.
    - 2] Enter the drive letter and path that contains the drivers for the new hardware in the 'Copy Manufacturer's files from:' box.
    - 3] Follow all displayed instructions, and wait for Windows 95 to copy and configure the new

hardware device drivers.

- 10)** Shut down and restart Windows 95.



## Is drivers=MMSYSTEM.DLL present in SYSTEM.INI?

### Action:

Edit SYSTEM.INI:

- 1) Select the 'Start' menu and select 'Run...'.
  - 2) Enter SYSTEM.INI in the 'Open' box
  - 3) Make a backup copy of SYSTEM.INI.
    - a) Select the 'File' menu and select 'Save As...'.
      - b) Enter the following at the prompt:  
SYSTEM.XXX
      - c) Press ENTER.
  - 4) Choose 'OK'. (The SYSTEM.INI file opens in Notepad or other word processor.)
  - 5) Locate the [boot] section.
  - 6) Locate the following statement:  
drivers=MMSYSTEM.DLL





**Is MMSYSTEM.DLL preceded by a semicolon or  
REM?**



## **ERROR: Sound Recorder cannot record... SYSTEM.INI missing driver.**

### **Error:**

Sound Recorder cannot record or play back because a sound device is not installed. To install a device, click 'Add New Hardware' in Control Panel.

### **Cause:**

The MMSYSTEM.DLL driver is missing from SYSTEM.INI.

### **Solution:**

Add the statement drivers=MMSYSTEM.DLL to SYSTEM.INI.

Edit SYSTEM.INI:

- 1) Select the 'Start' menu and select 'Run...'.  
2) Enter SYSTEM.INI in the 'Open' box.  
3) Make a backup copy of SYSTEM.INI.
  - a) Select the 'File' menu and select 'Save As...'.  
b) Enter 'SYSTEM.XXX'
- 4) Locate the [boot] section.  
5) Add the following statement:  
drivers=MMSYSTEM.DLL
- 6) Select the 'File' menu and select 'Save'.  
7) Exit Windows.  
8) Restart the computer.



## Does removing semi-colon solve the problem?

**Action:**

- 1) Remove the semi-colon or 'REM' in front of the statement: `drivers=MMSYSTEM.DLL`
- 2) Select the 'File' menu and select 'Save' to save the SYSTEM.INI file.
- 3) Exit Windows.
- 4) Restart the computer.



## **ERROR: Sound Recorder cannot record... due to corrupt sound device.**

### **Error:**

Sound Recorder cannot record or play back because a sound device is not installed. To install a device, click the 'Add New Hardware' icon in the Control Panel folder.

### **Cause:**

The sound device driver is corrupted.

### **Solution:**

Remove the sound device in Device Manager and re-add via 'Add New Hardware' Wizard.

- 1) Remove the installed sound device:
  - a) Select the 'Start' menu and select 'Control Panel'.



Select Control Panel

- b) Open 'System'.



System icon

- c) Choose the 'Device Manager' tab. (The Device Manager device tree displays the installed devices, including the integral components of the computer's main board and CPU.)



Device Manager

- d) Choose 'View devices by type'.
    - e) Double-click on the 'Sound, video and game controllers' icon. (Installed devices will be listed.)
    - f) Select the icon representing the installed sound device.
    - g) Choose 'Remove'.
    - h) Choose 'Yes' when prompted whether to remove the device.
- 2) Reinstall the sound device:

- a) Select the 'Start' menu and select 'Control Panel'. (The Windows 95 Control Panel appears.)



Select Control Panel

- b) Open 'Add New Hardware'. (The Add New Hardware Wizard starts.)
- c) Choose 'Next'.
- d) Select the 'No' radio button.
- e) Choose 'Next'. (A Wizard page with a list of hardware types displays.)
- f) Select 'Sound, video and game controllers'.
- g) Choose 'Next'. (A list of available manufacturers and/or models appears.)
- h) Select the manufacturer of the device from the 'Manufacturers:' list box.
- i) Do one of the following:
- 1] If the correct device model is in the list: Select the correct device from the list of device models.
  - 2] If the correct device model is NOT in the list:
    - a] Choose 'Have Disk'.
    - b] Enter the drive letter and path that contains the drivers for the new hardware in the 'Copy Manufacturer's files from:' box.
- j) Follow all displayed instructions, and wait for Windows 95 to copy and configure the new hardware device drivers.
- k) Shut down and restart Windows.



## **ERROR: Sound Recorder cannot record... due to statement remmed out.**

### **Error:**

Sound Recorder cannot record or play back because a sound device is not installed. To install a device, click 'Add New Hardware' in 'Control Panel'.

### **Cause:**

The statement in SYSTEM.INI which loads the driver was removed. A statement may be removed by preceding it with a semi-colon or a 'REM'.

### **Solution:**

Edit SYSTEM.INI and remove the semi-colon or REM from the front of the drivers= statement in the [boot] section.

- 1) Remove the semi-colon or 'REM' in front of the statement: drivers=MMSYSTEM.DLL
- 2) Select the 'File' menu and select 'Save' to save the SYSTEM.INI file.
- 3) Exit Windows.
- 4) Restart the computer.



## **Win95 reserves upper memory blocks; Working as designated.**

### **Cause:**

Windows 95 reserves all global upper memory blocks for use by the Windows 95 operating system or expanded memory support.

### **Solution:**

This is working as designed.



## **ERROR: Error Deleting File. (deleting from Explorer) due to file in use.**

### **Error:**

Error Deleting File. Cannot delete text: Access is denied. Make sure the disk is not full or write-protected and that the file is not currently in use.

### **Cause:**

The file being deleted is currently in use.

### **Solution:**

Switch to any open applications and close the file. If another person is using the file on a network, wait for the file to become available.





## Are multiple copies of REGEDIT.EXE found?

### Action:

Check for multiple copies of REGEDIT.EXE:

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Files or Folders...'
- 3) Enter REGEDIT in the 'Find What' box.
- 4) Make sure the root directory is entered in the 'Look in' box.
- 5) Check 'Include all Subfolders'.
- 6) Choose 'Find Now'. (Each occurrence of REGEDIT appears in the window.)



## **ERROR: Access code is invalid. (running REGEDIT) due to multiple copies.**

### **Error:**

Access code is invalid.

### **Cause:**

An older version of REGEDIT.EXE exists on the drive.

### **Solution:**

Delete older versions of REGEDIT.EXE from the 'Find results' window.

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Files or Folders...'.
  - 3) Enter REGEDIT in the 'Find What' box.
  - 4) Make sure the root directory is entered in the 'Look in' box.
  - 5) Check 'Include all Subfolders'.
  - 6) Choose 'Find Now'. (Each occurrence of REGEDIT appears in the window.)
  - 7) Determine which REGEDIT file is the latest version. (The latest version should be dated no earlier than 3/02/95 and have a size of about 118 KB.)
  - 8) Delete all earlier versions of the file as follows:
    - a) Select the file.
    - b) Select the 'File' menu and select 'Delete'.
  - 9) Choose 'OK'.
  - 10) Run REGEDIT.



## Does disabling user profiles solve the problem?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Passwords' icon.



[Passwords](#)

- 4) Choose the 'User Profiles' tab.
- 5) Choose 'All users on this computer use the same preferences and desktop settings'.



[User Profiles](#)

- 6) Choose 'OK'.
- 7) Run REGEDIT again.



## **ERROR: Access code is invalid. (running REGEDIT) due to unauthorized user.**

### **Error:**

Access code is invalid.

### **Cause:**

A user profile is being used for which the ability to edit the Registry has been disabled.

### **Solution:**

Disable the user profile before editing the Registry.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Passwords' icon.



Passwords

- 4) Choose the 'User Profiles' tab.
- 5) Choose 'All users on this computer use the same preferences and desktop settings.'



User Profiles

- 6) Choose 'OK'.
- 7) Run REGEDIT again.



## **ERROR: Access code is invalid. (running REGEDIT) due to corrupt file.**

### **Error:**

Access code is invalid.

### **Cause:**

The REGEDIT.EXE file is corrupt.

### **Solution:**

Extract the REGEDIT.EXE file from the Windows 95 installation diskettes or CD-ROM.

- 1) Locate the REGEDIT.EXE file on the Windows 95 installation diskette or CD-ROM:

- a) [Open the 'MS-DOS Prompt'.](#)
- b) Insert the Windows 95 CD-ROM in the drive.
- c) Enter the following at the prompt to output the list of directories and the list containing the REGEDIT.EXE file:

```
EXTRACT /D /A D:\WIN95\WIN95_02.CAB REGEDIT.EXE > C:\LIST.TXT
```

(where 'D:\' represents the drive letter for the CD-ROM drive and 'C:\' is the directory where the text output file is created.)

*NOTE: This command will search all the .CAB files beginning with \_02.CAB and output the results to a text file.*

- d) Enter EDIT C:\LIST.TXT. (The DOS Text Editor opens listing the .CAB directories. The file which has been located will be listed next to the .CAB file).
- e) Note the CAB directory containing the REGEDIT.EXE file.

- 2) Extract the REGEDIT.EXE file into the WINDOWS directory.

- a) Enter CD\WINDOWS
- b) Enter the following at the prompt:  

```
EXTRACT D:\WIN95\WIN95_0X.CAB REGEDIT.EXE
```

(where 'D:\' is the drive containing the installation CD-ROM and 'WIN95\_0X.CAB' represents the .CAB file located in step 1.)

- c) Enter 'Y' if prompted to replace the existing file.





## **ERROR: True Type Rasterizer Is Not Enabled due to Win 3.1x fonts disabled.**

### **Error:**

True Type Rasterizer Is Not Enabled

### **Cause:**

The user disabled TrueType fonts when previously running Windows 3.1 or Windows for Workgroups. When the user upgraded to Windows 95, the settings were carried over.

### **Solution:**

Edit WIN.INI and change the statement TTEnable=1 to TTEnable=0.

- 1) Choose the 'Start' button and select 'Run...' from the 'Start' menu.
- 2) Enter WIN.INI (The WIN.INI file opens in Notepad or other text editor.)
- 3) Locate the [TrueType] section.
- 4) Change the statement TTEnable=0 to:  
TTEnable=1
- 5) Select the 'File' menu and select 'Save'.
- 6) Exit Windows.
- 7) Restart the computer.



## **ERROR: Not enough disk space (when restoring backups) due to compression.**

### **Error:**

There is not enough disk space to continue this operation. Delete one or more files on the disk and then try again.

### **Cause:**

The backup set contains more files than will fit on the hard disk. If a backup was made from a compressed drive and restored to an uncompressed drive, the uncompressed drive cannot store all of the files.

### **Solution:**

Restore one group or directory at a time then compress the files just restored. Repeat the procedure with groups or directories of files, compressing each time.

1) Restore only a portion of the backup:

a) Choose the 'Start' button to display the 'Start menu and select 'Programs'.



[select programs](#)

b) Select the 'Programs' menu and select 'Accessories'.

c) Select the 'System Tools' menu and select 'Backup'.



[Backup from menu](#). (A 'Welcome to Microsoft Backup' screen

appears.)

d) Choose the 'Restore' tab.

e) Select the drive containing the backed up files.



[select drive](#)

f) Select the backup set to be restored.





backup set

- g) Choose 'Next Step'. (A window displaying the contents of the selected backup set appears.)
- h) Check only a few directories. (A list of files in each directory appears in the right-hand window when double-clicking on the directory.)

*NOTE: All files in the selected directory are automatically checked.*

- i) Uncheck any files which should not be backed up.
  - j) Choose 'Start Restore'.
- 2) Compress the drive receiving the data.
- a) Select the 'Start' menu and select 'Programs'.



select programs

- b) Select the 'Programs' menu and select 'Accessories'.
- c) Select the 'System Tools' menu and select 'DriveSpace'.



DriveSpace from menu

- d) Select the drive to compress from the 'Drive on this computer:' list.
  - e) (Optional) Compress only part of the drive:
    - 1] Select the 'Advanced' menu and select 'Create Empty...'.
    - 2] Enter the amount of free space to be used for the new drive in the 'using' box.
    - 3] Select the drive containing the free space to be used to create the new drive from the 'of free space on' drop-down list box.
    - 4] (Optional) Enter the amount of free space the new drive will have in the 'The new drive will contain about' box.
- NOTE: If this amount is entered the amount in the 'Using' box is automatically adjusted.*
- 5] Choose 'Start'.
  - 6] Choose 'OK' when prompt appears stating operation is complete.
  - f) Select 'Compress...' from the drive menu. (The Compress a drive dialog box appears with estimated compression.)
  - g) Choose 'Start'. (Compression begins and may take several minutes.)

*NOTE: The final compression ratio may be different from the estimated compression ratio.*



## How To: Compress only a portion of a drive or disk.

### Solution:

Select 'Create Empty...' from the 'Advanced' menu in 'DriveSpace' and indicate the amount of free space to be used for the new drive.

- 1) Select the 'Start' menu and select 'Programs'.



select programs

- 2) Select 'Accessories'.
- 3) Select the 'System Tools' menu and select 'DriveSpace'.



DriveSpace from menu

- 4) Select the drive to compress from the 'Drive on this computer' list.
- 5) Select the 'Advanced' menu and select 'Create Empty...'.
- 6) Enter the amount of free space to be used for the new drive in the 'Using' box.
- 7) Select the drive containing the free space to be used to create the new drive from the 'of free space on' drop-down list box.
- 8) (Optional) Enter the amount of free space the new drive will have in 'The new drive will contain about' box.

*NOTE: If this amount is entered, the amount in the 'Using' box is automatically adjusted.*

- 9) Choose 'Start'.
- 10) Choose 'OK' when prompt appears stating operation is complete.



## **Does the list contain a 'Personal Information Store' or 'Personal Folder'?**

### **Action:**

Check if a 'Personal Folder' or 'Personal Information Store' is set up in Exchange:

- 1) Open 'Inbox' from the desktop to start Microsoft Exchange.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Options...'.  
3) Select the 'Services' tab. ( A list of installed services is displayed.)



## **ERROR: The command you specified could not be carried out due to no ...**

### **Error:**

The command you specified could not be carried out. A default set of folders could not be found. Your active profile must include such a set, such as a personal folder file.

### **Cause:**

No personal folder or Personal Information Store has been set up.

### **Solution:**

Add a Personal Folder via the Services properties sheet in the Inbox Tools menu.

- 1) Open 'Inbox' from the desktop to start Microsoft Exchange.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Options...'.  
3) Select the 'Services' tab.  
4) Choose the 'Add' button.



[add services](#)

- 5) Select 'Personal Folders'.  
6) Choose 'OK'. (The Create/Open dialog box appears.)  
7) Open the 'Exchange' folder (located off the root directory).  
8) Select 'Mailbox.pst'.  
9) Choose 'Open'. (Personal settings dialog box appears.)



[Personal settings](#)

- 10) (Optional) enter and verify a password.  
11) Choose 'OK'.





## Does specifying mail delivery solve the problem?

### Action:

- 1) Open 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Options...'. (The General properties sheet displays.)
- 3) Choose the 'Delivery' tab.
- 4) Make sure either 'Personal Information Store' or 'Personal Folders' is selected in the 'Deliver new mail to the following location box'.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## **ERROR: The command you specified could not be carried out ...**

### **Error:**

The command you specified could not be carried out. A default set of folders could not be found. Your active profile must include such a set, such as a personal folder file.

### **Cause:**

The 'Deliver New Mail to the following' location field is set to none on the Delivery properties sheet.

### **Solution:**

Select 'Options' from the Inbox 'Tools' menu. Select either 'Personal Information Store' or 'Personal Folders' from the 'Deliver new mail to the following location box'.

- 1) Open 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Options..'. (The General properties sheet displays.)
- 3) Choose the 'Delivery' tab.
- 4) Make sure either 'Personal Information Store' or 'Personal Folders' is selected in the 'Deliver new mail to the following location box'.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.



## **ERROR: The command you specified... due to Mailbox.pst file being deleted.**

### **Error:**

The command you specified could not be carried out. A default set of folders could not be found. Your active profile must include such a set, such as a personal folder file.

### **Cause:**

The default message store has been deleted. This file is usually called Mailbox.pst.

### **Solution:**

Add a Personal Folder via the Services properties sheet in the Inbox Tools menu.

- 1) Open 'Inbox' from the desktop to start Microsoft Exchange.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Tools' menu and select 'Options...'.  
3) Select the 'Services' tab.  
4) Choose the 'Add' button.



[add services](#)

- 5) Select 'Personal Folders'.  
6) Choose 'OK'. (The Create/Open dialog box appears.)  
7) Open the 'Exchange' folder (located off the root directory).  
8) Select 'Mailbox.pst'.

*NOTE: Although several .pst files may exist, select Mailbox.pst to create a default folder.*

- 9) Choose 'Open'. (Personal settings dialog box appears.)



[Personal settings](#)

- 10) (Optional) enter and verify a password.  
11) Choose 'OK'.







## **ERROR: There is still unsent mail in the Outbox (when closing Exchange).**

### **Error:**

There is still unsent mail in the Outbox. You may want to send it the next time you use Microsoft Exchange.

### **Cause:**

This message displays when quitting 'Microsoft Exchange' and the 'Outbox' contains unsent messages. 'Exchange' does not give the user the option to send the mail prior to shutting down. This is working as designed.

### **Solution:**

Re-open 'Microsoft Exchange' and select 'Deliver Now' from the 'Tools' menu to deliver the unsent mail.



## **File Transfer process interrupted; Copy file to the other computer again.**

### **Cause:**

A file is copied to another computer on the network or in Dial-Up networking to overwrite an existing file. The file transfer process is interrupted after the user confirms that the file is to be replaced. The deleted file does not go to the Recycle Bin because it is a file transfer between two computers.

### **Solution:**

Copy the file again to the other computer.



## **ERROR: Error writing to LPTx... due to Lexmark driver load WIN 3.1x upgrade.**

### **Error:**

Error writing to LPTx for Printer <xxxx>, there may be a problem with the Network or the password is incorrect.

### **Cause:**

Occurs after upgrading from Windows 3.1 or 3.11 and loading a Lexmark LEX01.386 driver or a Panasonic KXP-6100 driver. The Windows 3.1 or 3.11 virtual device driver writes directly to the parallel port and locks out other printer drivers. These drivers are not compatible with Windows 95.

### **Solution:**

Comment out the Device= line referring to the driver in SYSTEM.INI.

- 1) Select the 'Start' menu and then select 'Run...'.
- 2) Enter SYSTEM.INI in the 'Open' box. (The SYSTEM.INI file opens in a text editor such as Notepad.)
- 3) Make a backup copy of SYSTEM.INI.
  - a) Select the 'File' menu and select 'Save As...'.
  - b) Enter 'SYSTEM.XXX'
- 4) Locate ONE of the following lines in the [386Enh] section:  
DEVICE=c:\<path>\LEX01.386  
DEVICE=c:\<path>\SUMOVMI.386
- 5) Enter a semicolon (;) at the beginning of the line to remove the line. (This prevents the device driver from loading.)
- 6) Select the 'File' menu and select 'Save As...' to save the SYSTEM.INI file.
- 7) Exit Windows and restart the computer for settings to take effect.



## How To: Add the Printers folder to the Start menu as a cascading menu.

### Solution:

Create a new folder on the 'Start' menu with 'Windows Explorer' that has the following name (including the curly braces and numbers):

Printers.{2227A280-3AEA-1069-A2DE-08002B30309D}

Do the following to add the Windows 95 'Printers' folder to the 'Start' menu:

*NOTE: Dragging the 'Printers' object to the 'Start' menu will create a shortcut to the Control Panel folder. It will NOT create the cascading menu created by the following procedure.*

- 1) Position the mouse pointer over the 'Start' button on the task bar.



Start button

- 2) Right-click to activate the 'Start' button popup menu (NOT the same as the 'Start' menu).



Start button popup menu

- 3) Select 'Explore'. (Windows Explorer appears with the current directory set to '\WINDOWS\Start' menu.)
- 4) Right-click in the RIGHT pane of the Explorer window.
- 5) Select 'New'. (The 'New' sub-menu appears.)
- 6) Select 'Folder'. (A new folder appears.)
- 7) Enter the following name for the new folder on a SINGLE line, including the period, curly braces, and hyphens:  
Printers.{2227A280-3AEA-1069-A2DE-08002B30309D}
- 8) Click the mouse outside the new folder to save the new name.
- 9) (Optional) Do the following to test the new cascading menu:
  - a) Select 'Printers' from the 'Start' menu. (A cascaded Printers sub-menu appears.)
  - b) Select a Printers utility or applet from the sub-menu.





## How To: Add the Dial-Up Networking folder to the Start menu as a cascading menu.

### Solution:

Create a new folder on the 'Start' menu with Windows Explorer that has the following name (including the curly braces and numbers):

Dial-Up Networking. {992CFFA0-F557-101A-88EC-00DD010CCC48}

Do the following to add the 'Dial-Up Networking' folder to the 'Start' menu:

*NOTE: Dragging the 'Dial-Up Networking' object to the 'Start' menu will create a shortcut to the 'Control Panel' folder. It will NOT create the cascading menu created by the following procedure.*

- 1) Position the mouse pointer over the 'Start' button on the task bar.



Start button

- 2) Right-click to activate the 'Start' button pop-up menu (NOT the same as the 'Start' menu).



Start button pop-up menu

- 3) Select 'Explore'. (Windows Explorer appears with the current directory set to '\WINDOWS\Start' menu.)
- 4) Right-click in the RIGHT pane of the Explorer window.
- 5) Select 'New'. (The 'New' sub-menu appears.)
- 6) Select 'Folder'. (A new folder appears.)
- 7) Enter the following name for the new folder on a SINGLE line, including the period, curly braces, and hyphens:  
Dial-Up Networking. {992CFFA0-F557-101A-88EC-00DD010CCC48}
- 8) Click the mouse outside the new folder to save the new name.
- 9) (Optional) Do the following to test the new cascading menu:
  - a) Select 'Printers' from the 'Start' menu. (A cascaded 'Printers' sub-menu appears.)
  - b) Select a Printers utility or applet from the sub-menu.







**What is your Taskbar problem or question?**



**What is your Menus problem or question?**



## **Does decreasing icon horizontal spacing solve the problem?**

### **Action:**

Decrease the icon horizontal spacing:

- 1) Right-click on the desktop to display the popup menu.
- 2) Select 'Properties'.
- 3) Choose the 'Appearance' tab.
- 4) Select 'Icon Spacing (Horizontal)' from the 'Item' drop-down list box.
- 5) Decrease the size in the 'Size' box by an increment of approximately 10.
- 6) Choose 'Apply'.
- 7) Repeat the procedure that originally generated the error message.
- 8) If error still occurs, repeat steps 4 and 5 one more time and choose 'Apply'.



## **ERROR: Explorer performed an illegal... (due to icon spacing too high).**

### **Error:**

Explorer: This program has performed an illegal operation and will be shut down. Explorer caused a divide error in module SHELL32.DLL at 0137:7fel402f.

### **Cause:**

The horizontal spacing for desktop icons is set too high. Microsoft has confirmed this to be a bug in the current release of Windows 95.

### **Solution:**

Decrease icon horizontal spacing on the 'Appearance' tab page.

- 1) Right-click on the desktop to display the popup menu.
- 2) Select 'Properties'.
- 3) Choose the 'Appearance' tab.
- 4) Select 'Icon Spacing (Horizontal)' from the 'Item' drop-down list box.
- 5) Decrease the size in the 'Size' box by an increment of approximately 10.
- 6) Choose 'Apply'.
- 7) Repeat the procedure that originally generated the error message.
- 8) If error still occurs, repeat steps 4 and 5 one more time and choose 'Apply'.



**Is taskbar located on the right or left side of the screen?**

**Action:**

Check the location of the taskbar.



## Does moving the taskbar solve the problem?

### Action:

Move the taskbar to the top or bottom of the screen:

- 1) Click on a blank area of the taskbar.
- 2) Do one of the following:
  - a) Drag the pointer to the TOP of the screen and release the mouse button.
  - b) Drag the pointer to the BOTTOM of the screen and release the mouse button.

*NOTE: When the mouse button is released, the taskbar appears at the desired location.*
- 3) Reduce the size of the taskbar to the default size (1 button high).
  - a) Position the pointer on the edge of the screen until the pointer becomes a double-arrow.
  - b) Click and drag the Taskbar downwards to the desired size and release the mouse button.



## **ERROR: Explorer performed an illegal... due to wrong taskbar location/size.**

### **Error:**

Explorer: This program has performed an illegal operation and will be shut down. Explorer caused a divide error in module SHELL32.DLL at 0137:7fel402f.

### **Cause:**

The taskbar is located at the right or left side of the screen and its size has been increased to larger than default size. Microsoft has confirmed this to be a bug in the current release of Windows 95.

### **Solution:**

Drag the taskbar to the TOP or BOTTOM of the screen and resize to the default size.

Move the taskbar to the top or bottom of the screen:

- 1) Click on a blank area of the taskbar.
- 2) Do one of the following:
  - a) Drag the pointer to the TOP of the screen and release the mouse button.
  - b) Drag the pointer to the BOTTOM of the screen and release the mouse button.

*NOTE: When the mouse button is released, the taskbar appears at the desired location.*
- 3) Reduce the size of the taskbar to the default size (1 button high).
  - a) Position the pointer on the edge of the screen until the pointer becomes a double-arrow.
  - b) Click and drag the Taskbar downwards to the desired size and release the mouse button.



## **ERROR: Explorer performed an illegal... due to resolution too low.**

### **Error:**

Explorer: This program has performed an illegal operation and will be shut down. Explorer caused a divide error in module SHELL32.DLL at 0137:7fel402f.

### **Cause:**

The video resolution is too low (640 x 480). Microsoft has confirmed this to be a bug in the current release of Windows 95.

### **Solution:**

Increase the video resolution on the Settings properties sheet.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



[Control Panel](#)

- 3) Open 'Display'.



[Display icon](#)

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.



[Change Display](#)

- 6) Choose 'Change' in the 'Monitor Type' section.



[change monitor](#)

- 7) Choose 'Show all devices'.
- 8) Select a HIGHER resolution from the 'Models' list. (Select the next highest resolution, for example, 600x800.)



*CAUTION: Refer to the monitor manual to determine the maximum allowable resolution. Increasing the resolution too much can cause damage to the monitor.*

- 9) Choose 'OK'.
- 10) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for settings to take effect.)
- 11) Choose 'Yes' to enable settings immediately.



## How To: Move (reposition) the Taskbar on the desktop.

### **Solution:**

Click on a blank desktop area and drag the Taskbar to the top, bottom, left or right of the screen.

Move the Taskbar to the top or bottom of the screen:

- 1) Click on a blank area of the Taskbar.
- 2) Drag the pointer to the TOP, BOTTOM, LEFT or RIGHT of the screen and release the mouse button.

*NOTE: When the mouse button is released, the Taskbar appears at the desired location.*

- 3) (Optional) Resize the Taskbar:
  - a) Position the pointer on the edge of the screen until the pointer becomes a double-arrow.
  - b) Click and drag the Taskbar upwards or downwards to the desired size and release the mouse button.



## **ERROR: Not enough... (opening .BMP file in Paint) due to file compressed.**

### **Error:**

Not enough memory or resources. Close some programs and try again.

### **Cause:**

This error occurs when opening a .BMP (bitmap) file in Microsoft Paint which is in a compressed format that Paint cannot read (CVID files are an example).

### **Solution:**

Open the bitmap in a third-party program (one that did not come with Windows 95) that can read compressed files.



## **ERROR: Error renaming file (renaming directory on NT server from WIN95 client).**

### **Error:**

Error Renaming File. Cannot rename <directory name>: Access is denied. Make sure the disk is not full or write-protected and that the file is not currently in use.

### **Cause:**

This error occurs when a Windows NT server or workstation is being accessed from a Windows 95 client and the user attempts to rename a directory. The directory being renamed contains a recently-opened or open file. The server has not yet released the file handle. Microsoft Corporation has confirmed this to be a problem in Windows 95.

### **Solution:**

Ignore the error message. The file will still be renamed.



## **ERROR: This version of SCANDISK...due to not Windows 95 ScanDisk.**

### **Error:**

This version of Microsoft SCANDISK will work only with MS-DOS versions 6.0 and later.

### **Cause:**

The old MS-DOS version of ScanDisk is being run from the DOS directory from a Windows 95 command prompt. This version does not run in Windows 95.

### **Solution:**

Run the Windows 95 version of ScanDisk from the 'Systems Tools' menu in 'Accessories'.

Do one of the following:

- 1) Run ScanDisk from the Windows 95 'Start' menu:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Programs'.



select programs

- c) Select 'Accessories'.
  - d) Select the 'System Tools' menu and select 'ScanDisk'.



ScanDisk from menu.

- e) Select the drive to check for errors from the drive list.



ScanDisk Options

- f) Select one of the following types of test:
    - 1] Standard (checks for file and folder errors).
    - 2] Thorough (surface testing option).

*NOTE: Surface testing requires a longer period of time to run ScanDisk.*

- g)** (Optional) Check the 'Automatically fix errors' option.
  - h)** Choose 'Start'. (A 'Results' window appears when complete.)
  - i)** Choose 'Close' to close the 'Results' window.
  - j)** Choose 'Close' to close ScanDisk.
- 2)** Run ScanDisk from the WINDOWS\COMMAND directory:
- a)** [Open 'MS-DOS Prompt'.](#)
- NOTE: The MS-DOS prompt opens to the WINDOWS directory.*
- b)** Enter CD\COMMAND to change to the directory containing Windows 95 MS-DOS commands.
  - c)** Enter SCANDISK.
  - d)** Repeat steps 1)e) to 1)j) above.



## **ERROR: SU-0358 due to DOS-program running in background during setup.**

### **Error:**

Error SU-0358. Setup detected one or more MS-DOS-based programs running on your computer. Close your MS-DOS programs, and then click 'OK' to continue or click 'Cancel' to quit.

### **Cause:**

Setup is being run from Windows and a DOS-based program is running in the background. Setup cannot run if any programs are running in the background. The program is not visible on the taskbar.

### **Solution:**

Press ALT+TAB and close the DOS-based program.

Do one of the following to close the MS-DOS-based program:

- 1) Use ALT+TAB to cycle through open programs:
  - a) Press ALT+TAB until the DOS-based program comes to the foreground.
  - b) Close the program in the normal manner.
- 2) Use the 'Shut Down' dialog box:
  - a) Press CTRL+ALT+DEL. (The 'Close Program' dialog box appears.)
  - b) Select the DOS-based program.
  - c) Choose 'End Task'.
- 3) Remove the program from the 'Startup' Group:
  - a) Right-click on the Start button.



Start button

- b) Select 'Open' from the popup menu.



Open from Start menu popup

- c) Open the 'Programs' folder.
- d) Open the 'Startup' folder.



Startup folder

- e) Click on the 'application' folder and drag it onto the 'programs' folder in the left-hand window.
- f) Close 'Explorer'.
- g) Exit Windows and restart.





## **ERROR: Access Pack Error due to old keyboard/mouse driver.**

### **Error:**

Access Pack Error. Could not initialize the Mini VxD, load aborted. Press a key to continue.

### **Cause:**

This error occurs when older versions of the Sejin SKR-1032 keyboard/mouse drivers are being used.

### **Solution:**

Use the Windows 95 drivers for keyboard and mouse support.

Reinstall the 101/102 Enhanced keyboard driver and the Windows 95 mouse driver.

- 1) Select the 'Start' menu and select 'Run...'.
  - 2) Enter SYSTEM.INI in the 'Open' box.
  - 3) Choose 'OK'. (The SYSTEM.INI file opens in Notepad or other word processor.)
  - 4) Make a backup copy of SYSTEM.INI.
    - a) Select the 'File' menu and select 'Save As...'.    - b) Enter 'SYSTEM.XXX'
  - 5) Locate the [boot] section.
  - 6) Change the MOUSE= line to read:  
MOUSE=\*VMOUSE
  - 7) Change the KEYBOARD.DRV= line to the following:  
KEYBOARD.DRV=KEYBOARD.DRV
  - 8) Locate the [386Enh] section.
  - 9) Change the MOUSE= line to read:  
MOUSE=\*VMOUSE
  - 10) Change the KEYBOARD= line to read:  
KEYBOARD=\*VKD
  - 11) Select 'Save As...' from the 'File' menu to save the SYSTEM.INI file.
  - 12) Exit Windows and restart Windows.





## **ERROR: A serious error has occurred in Microsoft... due to canceling restore ...**

### **Error:**

A serious error has occurred in Microsoft Backup. Quit Microsoft Backup and all other running programs, restart Backup and then try again. If the problem persists, try re-installing Backup.

### **Cause:**

This error occurs when restoring a Backup spanning multiple diskettes by choosing 'Start Restore' and then choosing 'Cancel' when the 'Preparing Restore Operation' message displays. Microsoft Corporation has confirmed this to be a bug in Windows 95.

### **Solution:**

Wait until Backup prompts for the first disk before canceling the 'Restore' procedure to avoid the error message, or choose 'OK' when the error message appears to cancel the restore.



## **ERROR: ScanDisk cannot check... due to unmounted compressed drive.**

### **Error:**

ScanDisk cannot check this drive now because the disk is not properly formatted, or a program such as a disk utility has locked it. Format the disk or wait for the utility to finish, and then restart ScanDisk.

### **Cause:**

The compressed drive has been unmounted prior to running ScanDisk. When the drive is selected, the error message appears. Currently, Microsoft Corporation has confirmed this to be a problem with Windows 95.

### **Solution:**

Use DriveSpace to mount the compressed volume file (CVF) and run ScanDisk on the compressed drive.

Mount the compressed volume file:

- 1) Insert the diskette containing the compressed files.
- 2) Select the 'Start' menu and select 'Programs'.



select programs

- 3) Select 'Accessories'.
- 4) Select 'System Tools' menu and select 'DriveSpace'.



DriveSpace from menu

- 5) Select the drive to mount from the 'Drives on this computer' list.



mounted drives

- 6) Select the 'Advanced' menu and select 'Mount...'.
- 7) Choose 'OK' when prompted that the drive has been mounted.

*NOTE: Another icon with a new drive letter appears followed by the description: 'Host for drive X:\'.*



host drive

- 8) Run ScanDisk on the floppy drive.



## How To: Mount a compressed drive.

### Solution:

Open 'DriveSpace' in 'System Tools', select the drive to be mounted and select 'Mount...' from the 'Advanced' menu.

*NOTE: A compressed drive must be mounted if it was not present at startup. This may be the case with removable media or compressed floppy diskettes.*

- 1) Select the 'Start' menu and select 'Programs'.



select programs

- 2) Select 'Accessories'.
- 3) Select the 'System Tools' menu and select 'DriveSpace'.



DriveSpace from menu.

- 4) Select the drive to mount from the 'Drives on this computer' list.



mounted drives

- 5) Select the 'Advanced' menu and select 'Mount...'.
- 6) Choose 'OK' when prompted that the drive has been mounted.

*NOTE: Another icon with a new drive letter appears followed by the description: 'Host for drive X:\'.*



host drive

- 7) (Optional) To automatically mount a compressed drive:
  - a) Select the 'Advanced' menu and select 'Settings...'.
  - b) Check 'Automatically mount new compressed drives'.
  - c) Choose 'OK'.





## How To: Unmount a compressed drive.

### Solution:

Open 'DriveSpace' in 'System Tools', select the drive to be mounted and select 'Unmount...' from the 'Advanced' menu.

- 1) Select the 'Start' menu and select 'Programs'.



[select programs](#)

- 2) Select 'Accessories'.
- 3) Select the 'System Tools' menu and select 'DriveSpace'.



[DriveSpace from menu.](#)

- 4) Select the drive from the 'Drive on this computer' list.



[drives](#)

- 5) Select the 'Advanced' menu and select 'Unmount...'.
- 6) Choose 'OK' when prompted that the drive has been unmounted.





## **ERROR: No network provider... when running program using UNC.**

### **Error:**

No network provider accepted the given network path.

### **Cause:**

The user is attempting to run a program using UNC when the computer is not logged onto a network. This error occurs when Windows 95 does not know which network to connect to because multiple networks are installed.

### **Solution:**

Shut down Windows and log onto the network.

- 1) Close all open applications.
- 2) Select the 'Start' menu and select 'Shut Down'.
- 3) Choose 'Close all programs and log on as a different user' from the 'Shut Down Windows' dialog box.
- 4) Choose 'Yes'.
- 5) Use a valid user name to log onto the network



## How To: Issue commands on another computer via network without mapping drive.

### Solution:

Open the 'MS-DOS Prompt' and use the 'Universal Naming Convention' to issue DOS commands on another computer.

The 'Universal Naming Convention' ([UNC](#)) allows files on another machine on the network to be run or accessed without having to map to a network drive. Any MS-DOS-recognized command can be issued at the MS-DOS Prompt in Windows 95.

*NOTE: The computer must be connected to a network prior to issuing the commands.*

EXAMPLE: To run a SETUP.EXE located on Server1 in a directory called GAMES from a local PC:

- 1) Open the 'MS-DOS Prompt'.
- 2) Enter the following command:

```
\\Server1\GAMES\SETUP.EXE
```



## **ERROR: Not enough storage (opening printer folder) due to LaserMaster.**

### **Error:**

Not enough storage to complete this operation.

### **Cause:**

This error may occur when opening the 'Printers' folder when a LaserMaster printer driver is being used. The LaserMaster LX8 600 DPI LaserJet add-on controller card is not supported in Windows 95 because it is no longer manufactured.

### **Solution:**

Remove the LaserMaster printer driver per the manufacturer's instructions and contact the driver manufacturer.



## **ERROR: Wrong DOS version (when running UNFORMAT) due to DOS 5.0.**

**Error:**

Wrong DOS version.

**Cause:**

SETVER.EXE has been loaded in CONFIG.SYS to run the previous MS-DOS. However, the DOS 5.0 version of UNFORMAT.COM is run and is not affected by SETVER.EXE.

**Solution:**

Install MS-DOS 6.0 or later and run the UNFORMAT.COM.



## **ERROR: Suwin caused GPF... (during Setup) due to Cirrus Logic video card.**

### **Error:**

Suwin caused a GPF in 256\_1280.drv at 0002:0D7B.

### **Cause:**

This message occurs after the license screen when running Setup from within Windows 3.1x to upgrade to Windows 95 and is caused by a Cirrus Logic Video card.

### **Solution:**

Run Setup from MSDOS or exit Setup and change the Windows 3.1x video driver to VGA.

Do one of the following:

- 1) Run Windows 95 setup from the MS-DOS prompt:
  - a) Exit Setup.
  - b) Exit Windows 3.1x
  - c) Enter the following in at the prompt to start setup:  
X:\SETUP  
(where 'X:' represents the drive containing the Windows 95 CD-ROM or installation diskettes)
- 2) Run Setup in Windows 3.1x to change the video display driver to VGA:
  - a) Exit Windows 95 Setup.
  - b) Enter CD WINDOWS (to change to the Windows 3.1x directory)
  - c) Enter SETUP
  - d) Press the cursor until the 'Display' section is highlighted.
  - e) Press ENTER to display the display driver screen.
  - f) Select VGA.
  - g) Start Windows 3.1x in the usual manner.
  - h) Run Windows 95 setup.



## **ERROR: error.TNT:20074: (when opening DOS-based CAD program) due to Pharlap.386.**

### **Error:**

error.TNT:20074: cannot use -REALBREAK under this version of DPMI

### **Cause:**

This error mostly occurs when running MS-DOS based CAD programs such as AutoCad. The Pharlap.386 driver is not loaded in SYSTEM.INI. These types of programs will not run without this driver.

### **Solution:**

Edit SYSTEM.INI and add device=X:\PHARLAP.386

(where 'X:' is the path to the Pharlap.386 file).

- 1) Select the 'Start' menu and select 'Run...'.
  - 2) Enter SYSTEM.INI in the 'Open' box.
  - 3) Choose 'OK'. (The SYSTEM.INI file opens in Notepad or other word processor.)
  - 4) Make a backup copy of SYSTEM.INI.
    - a) Select the 'File' menu and select 'Save As...'.    - b) Enter 'SYSTEM.XXX'.
  - 5) Locate the [386Enh] section.
  - 6) Enter the following line:  
device=X:\PHARLAP.386  
(where 'X:' is the path to the Pharlap.386 file)
  - 7) Select the 'File' menu and select 'Save As...' to save the file as SYSTEM.INI.
  - 8) Exit Windows.
  - 9) Restart Windows and the DOS-based application.



## Does freeing disk space solve the problem?

### Action:

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician.*

Free up disk space on the drive:

- 1) Restart the computer.
- 2) Press F5 when the 'Starting Windows' message appears.
- 3) Use the MS-DOS DELETE to delete files and programs as follows:
  - a) Delete all temporary files (.TMP) as follows:
    - 1] Enter CD WINDOWS\TEMP to change to the directory containing the .TMP files.
    - 2] Enter DEL \*.TMP
  - b) Delete application programs no longer in use.
  - c) Delete unnecessary files from disk (especially Windows files). These include .BAK files, README files, installation programs, unnecessary drivers for video, printers etc. that are installed but not available as devices, unnecessary fonts.

*CAUTION: Do NOT delete files without certain knowledge of their purpose. This could disable certain programs. See user manuals for details.*

- 4) Restart the computer.



## **ERROR: Windows could not combine VxDs (after Setup) due to bad sectors.**

### **Error:**

Windows could not combine VxDs into a monolithic file before starting. Windows may not start or run properly. If Windows fails to start, run Setup again.

### **Cause:**

The disk on which Windows 95 is being installed contains bad sectors.

### **Solution:**

Run ScanDisk on the drive on which Windows 95 is installed.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Programs'.



select programs

- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu and select 'ScanDisk'.



ScanDisk from menu.

- 5) Select the drive to check for errors from the drive list.



ScanDisk Options

- 6) Select the type of test from one of the following options:
  - a) Standard (Checks for file and folder errors.)
  - b) Thorough (Surface testing option)

*NOTE: Surface testing requires a longer period of time to run ScanDisk.*

- 7) (Optional) Check the 'Automatically fix errors' option.
- 8) Choose 'Start'. (A 'results' window appears when complete.)



- 9)** Choose 'Close' (to close the 'results' window.)
- 10)** Choose 'Close' (to close ScanDisk.)



## **ERROR: Windows could not combine VxDs (after Setup) due to low disk space.**

### **Error:**

Windows could not combine VxDs into a monolithic file before starting. Windows may not start or run properly. If Windows fails to start, run Setup again.

### **Cause:**

The hard disk on which Windows 95 is being installed does not have at least 3 MB of free disk space. Although, Setup completes, the computer will freeze when this error is displayed.

### **Solution:**

Free up disk space on the drive on which Windows 95 is installed.

Free up disk space on the drive:

- 1) Restart the computer.
- 2) Press F5 when the 'Starting Windows' message appears.
- 3) Use the MS-DOS DELETE to delete files and programs as follows:
  - a) Delete all temporary files (.TMP) as follows:
    - 1] Enter CD WINDOWS\TEMP to change to the directory containing the .TMP files.
    - 2] Enter DEL \*.TMP
  - b) Delete application programs no longer in use.
  - c) Delete unnecessary files from disk (especially Windows files). These include .BAK files, README files, installation programs, unnecessary drivers for video, printers etc. that are installed but not available as devices, unnecessary fonts.

*CAUTION: DO NOT delete files without certain knowledge of their purpose. This could disable certain programs. See user manuals for details.*

- 4) Restart the computer.



## ERROR: Existing hardware conflicts with hardware being installed due to ...

### Error:

You are using other hardware that conflicts with the hardware you are trying to install.

### Cause:

You have two choices: You can continue or exit. To continue installing the software, click Next. The hardware will not work properly until you resolve the conflict.

### Solution:

Open 'Display' in Control Panel and choose 'Change Display Type...' on the 'Settings' properties sheet to install a new video driver.

*NOTE: It is recommended that Windows 95-compatible display drivers be used to derive the full benefits of Windows 95 features. Please contact the driver manufacturer for the latest display drivers.*

To resolve this conflict, follow these steps:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open 'Display'.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.
- 6) Choose 'Change...' in the 'Adapter Type' section.
- 7) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device

- b)** Install a manufacturer-supplied display driver:
  - 1]** Choose 'Have Disk...'
  - 2]** Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'
  - 3]** Select the desired driver file.
  - 4]** Choose 'OK'.
- c)** Install a Windows 3.1 display driver: (Note this is not recommended because many display features of Windows 95 are not supported by Windows 3.1 drivers.)
  - 1]** Enter the letter of the disk drive containing the Windows 3.1 setup disks or choose 'Browse...' to locate the driver on the disk.
  - 2]** Select the desired driver.
  - 3]** Choose 'OK'.
- 8)** Choose 'Close'
- 9)** Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the computer. The computer must be restarted for settings to take effect.)
- 10)** Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.



**What is the Special Character Error Message?**



## **ERROR: WordPad Caused a General Protection Fault in WPSUNI.DRV due to older ...**

### **Error:**

WordPad Caused a General Protection Fault in WPSUNI.DRV.

### **Cause:**

This error may occur when sending a fax from MS Word or other word processor via Microsoft Fax. Microsoft Fax is accessing an older version of the Faxcodec.dll file that Windows 3.11 previously installed in the Windows directory. Windows 95 installs a new version in the Windows\System directory. However, the Windows directory is listed before the System directory in the AUTOEXEC.BAT path.

### **Solution:**

Delete the Windows 3.1x version of Faxcodec.dll from the C:\WINDOWS directory. DO NOT DELETE the version located in WINDOWS\SYSTEM.

- 1) Select the 'Start' menu and select 'Find'.
- 2) Select 'Files and Folders'.
- 3) Select the 'View' menu and select 'Details'. (The complete path of the file will be displayed in the 'Search results' window.)
- 4) Enter the following in the 'Named' box:  
FAXCODEC.DLL
- 5) Make sure the root directory is entered in the 'Look In' box.
- 6) Check 'Include Subfolders'.
- 7) Choose 'Find Now'. (All instances of the Faxcodec.dll file will be listed.)
- 8) Select the version of the file which is NOT LOCATED in WINDOWS\SYSTEM.  
*NOTE: This file will probably be in the C:\WINDOWS directory.*
- 9) Select the 'File' menu and select 'Delete'.
- 10) Close the 'Find' window.



**What is the Error Message that begins with letters (F-G)?**



## **ERROR: General Failure...Transport (sending fax) due to password protected.**

### **Error:**

General Failure in Microsoft Transport.

### **Cause:**

This error occurs when sending a password-protected fax message to MULTIPLE RECIPIENTS. One of the machines receiving the fax does not support password protection (example: G3 fax machines).

### **Solution:**

Open the 'Sent Items' folder in 'Inbox' and remove the password protection from the fax.

- 1) Open 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Sent Items' folder.
- 3) Double-click on the fax that generated the error message in the right-hand window.
- 4) Select the 'File' menu and select 'Send Options...'.- 5) Choose 'Security...'.- 6) Choose 'None' in the 'Security' section.
- 7) Choose 'OK'.- 8) Choose 'Apply'.- 9) Choose 'OK'.- 10) Re-send the fax.





## **ERROR: Security features are not supported by the recipient due to password ...**

### **Error:**

Security features are not supported by the recipient.

### **Cause:**

This error occurs when sending a password-protected SINGLE-RECIPIENT fax message. The receiving fax machine does not support password protection (example: G3 fax machines).

### **Solution:**

Open the 'Sent Items' folder in 'Inbox' and remove the password protection from the fax.

- 1) Open 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Select the 'Sent Items' folder.
- 3) Double-click on the fax that generated the error message in the right-hand window.
- 4) Select the 'File' menu and select 'Send Options...'.- 5) Choose 'Security...'.- 6) Choose 'None' in the 'Security' section.
- 7) Choose 'OK'.- 8) Choose 'Apply'.- 9) Choose 'OK'.- 10) Re-send the fax.



## **ERROR: In order to upgrade this version..(when running Setup) due to BIOS.**

### **Error:**

In order to upgrade this version of Windows, you must run Setup in MS-DOS Mode. To do this, choose 'Start', click 'Shut Down', and choose 'Restart The Computer in MS-DOS Mode'. Then run Setup from the MS-DOS prompt.

### **Cause:**

This error occurs when running Windows Setup from within Windows 95. Setup determines that the Plug-and-Play device BIOS on the computer is not supported. Since Setup cannot disable Plug-and-Play BIOS from within Windows 95, the user is prompted to run Setup from DOS.

### **Solution:**

Exit Setup and run it from the MS-DOS prompt or from an earlier Windows version.

Do one of the following:

- 1) Run Windows 95 setup from the MS-DOS prompt:
  - a) Choose the 'Start' button and select 'Shut Down'.
  - b) Choose 'Restart the Computer in MS-DOS Mode'.
  - c) Enter the following in at the prompt to start setup:  
X:\SETUP  
(where 'X:' represents the drive containing the Windows 95 CD-ROM or installation diskettes)
- 2) Run Setup in Windows 3.1 or 3.11 (if existing in a separate directory):
  - a) Exit Windows 95 Setup.
  - b) Enter CD WINDOWS to change to the Windows 3.1x.
  - c) Enter WIN (to start Windows 3.1x).
  - d) Select 'Run...' from the Program Manager 'File' menu.
  - e) Enter X:\SETUP  
(where 'X:' represents the drive containing the Windows 95 CD-ROM or installation diskettes)

*NOTE: Contact the computer manufacturer for an updated BIOS.*





## **ERROR: Software...interferes (when starting Windows) due to display driver.**

### **Error:**

Software has been installed which interferes with the proper working of the Windows 95 display mini-driver...

### **Cause:**

This error occurs when starting Windows and a third-party video driver has replaced the Windows 95 PNPDRVR.DRV driver. Known programs which cause this error are: PCAnywhere 2.0, Carbon Copy 2.5, and Close Up 6.0.

### **Solution:**

Install the Windows 95 standard VGA driver when running these programs or contact the program manufacturer and obtain an updated driver.

Do one or both of the following:

- 1) Install the Windows 95 standard VGA driver:
  - a) Choose the 'Start' button and select 'Settings'.
  - b) Select 'Control Panel'.



[Control Panel](#)

- c) Open 'Display'.



[Display icon](#)

- d) Choose the 'Settings' tab.
  - e) Choose 'Change Display Type...'.



[Change Display](#)

- f) Choose 'Change' in the 'Monitor Type' section.



change monitor

- g)** Choose 'Show all devices'.
  - h)** Choose 'Standard Monitor Types' from the 'Manufacturers' list box.
  - i)** Select 'Standard VGA 640 x 840' from the 'Models' list box.
  - j)** Choose 'OK'.
  - k)** Restart computer if prompted.
  - l)** Run the program in question.
- 2)** Contact the program manufacturer and obtain an updated driver.



## Are there at least 4 MB of available disk space?

### Action:

Make sure the disk containing the swap file has at least 4 MB of disk space:

- 1) Restart and start in 'Safe Mode' command prompt only by pressing F8 IMMEDIATELY when the 'Starting Windows' message appears.
- 2) Enter DIR at the prompt. (The available free disk space displays.)



## ERROR: Insufficient memory to initialize... due to low disk space.

### Error:

Insufficient memory to initialize Windows. Quite one or more memory-resident programs or remove unnecessary utilities from your CONFIG.SYS and AUTOEXEC.BAT files and restart your computer.

### Cause:

The disk containing the swap file is low on free space.

### Solution:

Delete enough program files and files to allow at least 4 MB of free disk space on the disk containing the swap file.

- 1) Restart and start in Safe Mode.
- 2) When the 'Starting Windows' message appears, IMMEDIATELY press F8.
- 3) Select 'Safe mode command prompt only'.
- 4) At the DOS prompt enter the following:  
SET (The location of the TEMP directory displays.)
- 5) Change to the TEMP directory (determined in step 2):  
For example, if the information returned in Step 2 shows that the TEMP directory is C:\WINDOWS\TEMP, enter the following at the DOS prompt:  
CD\WINDOWS\TEMP
- 6) Delete any temporary files by entering DEL \*.TMP
- 7) Enter CD.. (to return to the WINDOWS directory)
- 8) Enter CD WINDOWS\SPOOL\PRINTERS
- 9) Delete spool files by entering DEL \*.SPL
- 10) Delete unneeded .BAK (backup) files:
  - a) Enter CD\ to return to the root directory.
  - b) Enter DIR \*.BAK /S (A list of all backup files in all directories will display.)
  - c) Delete any unneeded backup file(s) by changing to the directory and entering DEL \*.BAK.

*CAUTION: Make sure a valid copy of the backup file is available if these backup files are important.*
- 11) Delete other Windows files which can be safely deleted. <example: files which may be safely deleted>|  
FILE WIN95200.TXT NEW]]

**12)** Restart the computer.





## ERROR: Insufficient memory to initialize... due to real-mode drivers load.

### Error:

Insufficient memory to initialize Windows. Quit one or more memory-resident programs or remove unnecessary utilities from your CONFIG.SYS and AUTOEXEC.BAT files and restart your computer.

### Cause:

The AUTOEXEC.BAT or CONFIG.SYS are loading programs, devices, or real-mode drivers which conflict with the operation of the Windows program.

### Solution:

Press F8 when starting Windows and select 'Step-by-step confirmation'. Disable devices/drivers causing problems. Remove these from CONFIG.SYS/AUTOEXEC.BAT when Windows starts.

- 1) Restart the computer.
- 2) When the 'Starting Windows' message appears, IMMEDIATELY press F8.
- 3) Select 'Step-by-step confirmation' from the 'Windows Startup' menu.
- 4) Press ENTER at each of the following prompts:
  - a) Load DoubleSpace (or DriveSpace) driver [Enter=Y, Esc=N]
  - b) Process the system Registry [Enter=Y, Esc=N]
  - c) Create a startup log file (BOOTLOG.TXT) [Enter=Y, Esc=N]
  - d) Process your startup device drivers (CONFIG.SYS) [Enter=Y, Esc=N]  
(Each line from CONFIG.SYS is displayed followed by an [Enter=Y, Esc=N])
- 5) Press ESC for each line loading unnecessary devices and drivers to disable these devices or drivers.
- 6) Press ENTER at the following prompts:
  - a) Process your startup command file (AUTOEXEC.BAT) [Enter=Y, Esc=N]
  - b) WIN.COM [Enter=Y, Esc=N]
- 7) Press ESC when any real-mode devices or driver statements appear.
- 8) When Windows starts, edit the CONFIG.SYS and/or AUTOEXEC.BAT files to remove the devices or drivers causing trouble as follows:
  - a) Select 'Find' from the 'Start' menu.
  - b) Select the root directory to search in (for example, C:\).
  - c) Enter AUTOEXEC.BAT in the 'Named' box.

- d)** Choose 'Find Now'.
- e)** Right-click on AUTOEXEC.BAT in the 'Find results' window to display the popup menu.
- f)** Select 'Rename'.
- g)** Enter a new name such as 'AUTOEXEC.XXX'.
- h)** Repeat steps 1-7 with CONFIG.SYS and rename to CONFIG.XXX.
- i)** Edit CONFIG.SYS and remove any unnecessary devices loading.
- j)** Edit AUTOEXEC.BAT and remove any unnecessary programs.
- k)** Shut down the computer and restart Windows.



**What is the Error Message when starting Windows:**



## **ERROR: Network adapter HP27252 is not configured (due to HP ISA Ethernet adapter.**

### **Error:**

Your network adapter HP27252 is not configured correctly. You may need to set it up again.

### **Cause:**

A Hewlett-Packard HP27252 ISA Ethernet network adapter is installed and NDIS3 drivers are being used. Microsoft Corporation is researching the problem.

### **Solution:**

Choose 'OK' to ignore the message. Connection or performance will not be affected.



## **ERROR: Not enough extended...(when starting Win) due to large RAM drive.**

### **Error:**

Not enough extended memory available to run Windows. Quit one or more applications to increase available memory or restart your computer. Press any key to continue.

### **Cause:**

The computer is configured to create a RAM drive larger than 15 MB which is allocated all available extended memory below the 16 MB physical address. Memory below 16 MB is required (for DMA buffers) to start Windows 95.

### **Solution:**

Edit CONFIG.SYS and decrease the size of the RAM drive to less than 15 MB.

- 1) Restart the computer.
- 2) Press F8 IMMEDIATELY when the 'Starting Windows 95' message displays.
- 3) Select 'Safe mode command prompt only'.
- 4) Enter the following command at the prompt:  
EDIT C:\CONFIG.SYS  
(where 'C:\' represents the root directory.)
- 5) Press ENTER.
- 6) Select the 'File' menu and select 'Save As...'.  
7) Enter CONFIG.XXX (or similar) to save a backup of the CONFIG.SYS.
- 8) Locate the RAMDRIVE.SYS line.
- 9) Change the line to a value LOWER than 15 MB.  
EXAMPLE: DEVICE=C:\WINDOWS\RAMDRIVE.SYS 8192  
creates an 8 MB RAM drive.
- 10) Select the 'File' menu and select 'Save As...'.  
11) Enter CONFIG.SYS as the filename.
- 12) Restart the computer and restart Windows 95.





## **ERROR: VNETSUP: Error 6102... due to workgroup name not updated in Registry.**

### **Error:**

The following error occurred while loading the device VNETSUP: Error 6102: The string specified by the workgroup keyword in the Registry is too short.

### **Cause:**

Windows 95 is setup to work on a network and the Registry did not correctly update the workgroup name during setup, or the workgroup name was changed.

### **Solution:**

Enter the correct workgroup name on the Identification properties sheet for the network.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- 3) Open (double-click) the 'Network' icon.



Network icon

- 4) Choose the 'Identification' tab.
- 5) Enter the correct workgroup name in the 'Workgroup' box.



workgroup name

- 6) Choose 'OK'.



## ERROR: Cannot load...NWREDIR.VXD due to NETX or VLM.

### Error:

Cannot load a device file that is specified in the SYSTEM.INI. The performance of Windows should not be affected without this file NWREDIR.VXD. Press any key to continue.

### Cause:

A NETX or VLM (real-mode) is being loaded in AUTOEXEC.BAT.

### Solution:

Remove STARTNET.BAT, NETX.EXE or VLM.EXE from AUTOEXEC.BAT.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Remove any line containing STARTNET.BAT, NETX.EXE or VLM.EXE from the AUTOEXEC.BAT:

- 1) Select the 'Start' menu and select 'Programs'.



select programs

- 2) Select 'Accessories'.
- 3) Select 'WordPad'.



WordPad

- 4) Select the 'File' menu and select 'Open'.
- 5) Open 'AUTOEXEC.BAT' from the root directory.
- 6) Select the 'File' menu and select 'Save As...'
- 7) Enter a new name such as AUTOEXEC.XXX. (This saves a backup copy.)
- 8) Locate the statement containing either STARTNET.BAT, NETX.EXE or VLM.EXE.
- 9) Enter REM at the beginning of the statement. (This makes the statement a non-executable comment.)

*NOTE: Make sure REM is followed by a blank space.*

EXAMPLE: REM STARTNET.BAT

- 10) Select the 'File' menu and select 'Save As...'



- 11)** Enter AUTOEXEC.BAT as the filename.
- 12)** Exit WordPad.
- 13)** Exit Windows and restart the computer.



## ERROR: Invalid VxD dynamic link...due to NETX or VLM.

### Error:

Invalid VxD dynamic link call from NWREDIR (04) + 000000B9 to device 0487 service 6. Your Windows configuration is invalid. The NWredir file is in the correct directory and is not damaged.

### Cause:

A NETX or VLM (real-mode) Netware redirector is being loaded in AUTOEXEC.BAT.

### Solution:

Remove STARTNET.BAT, NETX.EXE or VLM.EXE from AUTOEXEC.BAT.

*WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.*

Remove any line containing STARTNET.BAT, NETX.EXE or VLM.EXE from the AUTOEXEC.BAT:

- 1) Select the 'Start' menu and select 'Programs'.



select programs

- 2) Select 'Accessories'.
- 3) Select 'WordPad'.



WordPad

- 4) Select the 'File' menu and select 'Open'.
- 5) Open 'AUTOEXEC.BAT' from the root directory.
- 6) Select the 'File' menu and select 'Save As...'
- 7) Enter a new name such as AUTOEXEC.XXX. (This saves a backup copy.)
- 8) Locate the statement containing either STARTNET.BAT, NETX.EXE or VLM.EXE.
- 9) Enter REM at the beginning of the statement. (This makes the statement a non-executable comment.)

*NOTE: Make sure REM is followed by a blank space.*

- 10) Select the 'File' menu and select 'Save As...'

- 11)** Enter AUTOEXEC.BAT as the filename.
- 12)** Exit WordPad.
- 13)** Exit Windows and restart the computer.



## **ERROR: Unsupported Data Configuration due to damaged or wrong Netware.drv.**

### **Error:**

Unsupported Data Configuration.

### **Cause:**

The Netware.drv file located in WINDOWS\SYSTEM is damaged or the wrong Netware.drv file is used with Novell VLM (Novell NetWare Shell version 4.0 and later). (Both Microsoft and Novell have a Netware.drv file.) This may occur when switching from Microsoft Client for Netware to a Novell VLM client.

### **Solution:**

Contact Novell Corporation to obtain the correct Netware.drv driver.



## ERROR: Fatal Exception 0D at 00457:000040B1 due to hardware acceleration.

### Error:

This program has caused a Fatal Exception 0D at 00457:000040B1 and will be terminated.

### Cause:

This is a known problem when using Adobe Type Manager with certain types of display drivers and the hardware acceleration setting is not set to 'Full'. The screen turns blank and the computer freezes after pressing any key.

### Solution:

Start Windows in 'Safe Mode' and move the 'Hardware Acceleration' slider to full.

- 1) Shut down and restart Windows in 'Safe Mode':
  - a) Select the 'Start' menu and select 'Shut Down'.
  - b) Choose 'Restart the Computer'.
  - c) When 'Starting Windows 95' message appears, IMMEDIATELY press F8 .
  - d) Select 'Safe Mode'.
- 2) Adjust the hardware acceleration settings:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.




Control Panel

- c) Open 'System'.



System icon

- d) Choose the 'Performance' tab.
- e) Choose 'Graphics...'.  


***CyberMedia®***

- f) Move the 'Hardware acceleration' slider bar to the right (full position).

Graphics button

***CyberMedia®***

- g) Choose 'OK' when prompted to restart the computer.

Graphics hardware acceleration



## **ERROR: Cannot run this version (when starting Win) due to wrong setver.**

### **Error:**

You cannot run this version of Windows on DOS 6.x or earlier.

### **Cause:**

The WIN.COM version is less than 7.00 and has been added to the 'Setver' table.

### **Solution:**

Start Windows in MS-DOS mode and enter SETVER WIN.COM /D B. Restart the computer.

- 1) Shut down Windows and restart in MS-DOS mode.
  - a) Display the 'Start' menu.
  - b) Select 'Shut Down...'. (The 'Shut Down Windows' dialog box appears)
  - c) Select 'Restart the computer in MS-DOS mode?'



Shut Down Windows

- d) Choose 'Yes'.
- 2) Enter the following command:  
SETVER WIN.COM /D B
- 3) Press ENTER.
- 4) Restart the computer and start Windows normally.



## **ERROR: SDMErr(80000003):Registry access due to damaged Registry.**

### **Error:**

SDMErr(80000003):Registry access failed.

### **Cause:**

This error occurs when Windows 95 is detecting computer hardware and is due to a damaged Registry.

### **Solution:**

Boot to Safe Mode Command Prompt Only and run REGEDIT /E REG.TXT. Then run REGEDIT /C REG.TXT to repair the Registry.

- 1) Restart the computer.
- 2) When the 'Starting Windows 95' message appears, IMMEDIATELY press F8.
- 3) Select 'Safe mode command prompt only'.
- 4) Enter the following at the MS-DOS prompt:

REGEDIT /E REG.TXT

*NOTE: If a message about missing data displays, ignore this message.*

- 5) Press ENTER.
- 6) Enter the following:

REGEDIT /C REG.TXT

(The internal Registry data structures are regenerated.)

- 7) Restart the computer and Windows 95 in the normal manner.





## ERROR: Out of memory (when starting a program) due to compressed drive.

### Error:

Out of Memory.

### Cause:

Windows 95 is installed on a compressed drive and the swap file has been placed on the host drive. The swap file cannot grow large enough to accommodate the program being run because the host drive does not have enough free space.

### Solution:

If using a Microsoft compression program such as DrvSpace or DblSpace, place the swap file on the compressed drive. Otherwise move the swap file to an uncompressed drive.

Do the following only if using a Microsoft compression program such as DrvSpace or DblSpace:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings menu select 'Control Panel'.



Control Panel

- 3) Open 'System'.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Virtual Memory...'. (The 'Virtual Memory' properties sheet displays.)



virtual memory

- 6) Choose 'Let me specify my own virtual memory settings.'
  - a) Enter the drive letter of the compressed drive.

*NOTE: A drive that has been compressed using a third-party compression utility should not be used.*
  - b) Enter the minimum size of the swap file in the 'Set Minimum' box. (Windows will not decrease the

size of the swap file below this number.)

- c) Enter the maximum size of the swap file.

*NOTE: The size of the swap file depends on how much RAM the computer has. For example, if the computer has 4 MB of RAM at least 10 MB of free disk space are required for a swap file. If the computer has 16 MB of memory very little disk space will be required for a swap file.*

- 7) Choose 'OK'.

- 8) Restart the computer.



## **ERROR: 171 could not access schedule due to MAILDATA virus protected.**

**Error:**

Error 171 could not access schedule information.

**Cause:**

This error occurs when starting Microsoft Exchange and a virus checking utility running on the postoffice directory on a network.

**Solution:**

Contact the Network Administrator and request that virus utility be set not to protect the MAILDATA share.



## **ERROR: No response (uploading file in HyperTerminal) due to Kermit protocol.**

### **Error:**

No response (timeout).

### **Cause:**

This error may occur when uploading a file in 'HyperTerminal' using the Kermit protocol on CompuServe. The Kermit file transfer protocol is not supported by 'HyperTerminal' on CompuServe.

### **Solution:**

Change the protocol in 'HyperTerminal' to Z-Modem or another type.

- 1) Select the 'Start' menu and select 'Programs'.




[select programs](#)

- 2) Select 'Accessories'.
- 3) Select 'HyperTerminal' from the 'Accessories' menu.



[HyperTerminal in Accessories menu](#)

- 4) Open the connection to be dialed.
- 5) Select the 'Transfer' menu and select 'Send File...'.  

- 6) Enter the path and filename in the 'Filename' box.
- 7) Select a different [protocol](#) from the 'Use receiving protocol' drop-down list box.



[Send File](#)

*NOTE: The protocols for both the sending and receiving modem must be the same.*

- 8) Select the 'Call' menu and select 'Connect' to place the call.





## **ERROR: TAPI configuration has changed... due to modem removed after setup.**

### **Error:**

The TAPI (Telephony Application Programming Interface) configuration has changed and the modem/port selected for this session is no longer valid.

### **Cause:**

The modem identified and set up in the 'HyperTerminal' connection has been removed or moved to a different port. 'HyperTerminal' automatically looks for the closest alternative.

### **Solution:**

Choose 'OK' and make sure the modem selected by 'HyperTerminal' is a valid modem.

- 1) Choose 'OK' to close the error message.
- 2) Select the 'File' menu and select 'Properties'.
- 3) Choose the 'Phone Number' tab.
- 4) Make sure the correct modem is selected from the 'Connect using' drop-down list box.
- 5) Choose 'Configure...'.- 6) Choose the 'General' tab.
- 7) Make sure the correct communications port is selected in the 'Port' section.
- 8) Choose 'OK'.
- 9) Choose 'Apply' if any changes were made.
- 10) Open the connection again.



## **ERROR: Host disconnected (when on CompuServe) due to 15 minutes exceeded.**

**Error:**

Host disconnected due to idle timeout.

**Cause:**

CompuServe automatically disconnects the user after 15 minutes of inactivity.

**Solution:**

Do not connect to CompuServe and allow 15 minutes without any activity.



## **ERROR: Cannot send...embedded message (due to embedded message).**

### **Error:**

Cannot send an embedded message in editable format.

### **Cause:**

A mail message was inserted into the fax. An embedded mail message cannot be faxed in 'Microsoft Fax'.

### **Solution:**

Forward the message to the fax address.

Forward the mail message to the fax address:

- 1) Open 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Click on the mail message to be forwarded.
- 3) Select the 'Compose' menu and select 'Forward'. (The 'Forward' window appears displaying the text of the message and blank address fields.)
- 4) Choose 'To...'.
  - 5) Select the forwarding name from the 'Address Book' list box.
  - 6) Choose 'To->'.
  - 7) (Optional) Select a copy recipient and choose 'Cc->'.
  - 8) Select the 'File' menu and select 'Send'.





## How To: Forward a received mail message via fax to a third party.

### Solution:

Select the message to be forwarded and select 'Forward' from the 'Compose' menu.

Forward the mail message to the fax address:

- 1) Open 'Inbox' from the desktop.



[Microsoft Exchange Inbox](#)

- 2) Click on the mail message to be forwarded.
- 3) Select 'Forward' from the 'Compose' menu. (The 'Forward' window appears displaying the text of the message and blank address fields.)
- 4) Choose 'To...'.- 5) Select the forwarding name from the 'Address Book' list box.
- 6) Choose 'To->'.- 7) (Optional) Select a copy recipient and choose 'Cc->'.- 8) Select the 'File' menu and select 'Send' to forward the message.



## ERROR: The TAPI32.DLL file cannot start...(due to miss/damaged TAPI32.DLL).

### Error:

Error Starting Program. The TAPI32.DLL file cannot start. Check the file to determine the problem.

### Cause:

This error occurs when trying to open a program that supports TAPI (Telephony Application Programming Interface). The TOOLHELP.DLL file is missing, damaged, or was overwritten by another program.

### Solution:

Locate the .CAB file on the installation CD-ROM which contains the TOOLHELP.DLL file and extract this file.

- 1) Locate the TOOLHELP.DLL file on the Windows 95 installation diskette or CD-ROM:

- a) Open the 'MS-DOS Prompt'.
- b) Insert the Windows 95 CD-ROM in the drive.
- c) Enter the following at the prompt to output the list of directories and the list containing the TOOLHELP.DLL file:

```
EXTRACT /D /A D:\WIN95\WIN95_02.CAB TOOLHELP.DLL > C:\LIST.TXT
```

(where 'D:\' represents the drive letter for the CD-ROM drive and 'C:\' is the directory where the text output file is created.)

*NOTE: This command will search all the .CAB files beginning with \_02.CAB and output the results to a text file.*

- d) Enter EDIT C:\LIST.TXT. (The 'DOS Text Editor' opens listing the .CAB directories. The file which has been located will be listed next to the .CAB file.
- e) Note the CAB directory containing the TOOLHELP.DLL file.

- 2) Extract the TOOLHELP.DLL file into the WINDOWS\SYSTEM directory.

- a) Enter CD\WINDOWS\SYSTEM to change to the SYSTEM directory.
- b) Enter the following on one line at the prompt:

```
EXTRACT L C:\WINDOWS\SYSTEM D:\WIN95\WIN95_0X.CAB TOOLHELP.DLL
```

(where 'D:\' is the drive containing the installation CD-ROM and 'WIN95\_0X.CAB' represents the .CAB file located in step 1.)



Extracting TOOLHELP.DLL

- c) Enter 'Y' if prompted to replace the existing file.
- 3) Close the MS-DOS Prompt window.
- 4) Rerun the TAPI program.



## **ERROR: Fail to create cover page. (cause unknown).**

### **Error:**

Fail to create cover page. Unable to arrange to send FAX.

### **Cause:**

This error may occur when sending a fax with a cover page in Microsoft Exchange. Microsoft Corporation has confirmed this to be a problem in Windows 95.

### **Solution:**

Start the Cover Page Editor.

- 1) Select the 'Start' menu and select 'Programs'.



select programs

- 2) Select the 'Programs' menu and select 'Accessories'.
- 3) Select the 'Accessories' menu and select 'Fax'.



Fax in Accessories menu

- 4) Select 'Cover Page Editor'. (The Cover Page Editor appears.)
- 5) Select the 'File' menu and choose 'Open...'.
- 6) Select the cover sheet which is to accompany the fax.
- 7) Choose 'Open'.
- 8) To delete items select them with the mouse and press DELETE.
- 9) To insert items select an item from the 'Insert' menu.
- 10) To move items click and drag them to a new location.
- 11) When finished select the 'File' menu and select 'Save'.



## **ERROR: Could not enumerate print... due to Netware Server box filled.**

### **Error:**

Could not enumerate print servers on this server.

### **Cause:**

When this error occurs, all mapped Netware drives are lost and the user is unable to log onto the system. The Netware Server box fills with servers when the Print Server property sheet is initialized. This will cause the first print entry to become garbled.

### **Solution:**

Ignore the error, select the server and print. Exit Windows and restart the computer to log onto the system.



## ERROR: VMerror using PostScript printer due to low printer memory.

### Error:

ERROR: VMerror OFFENDING COMMAND: makepattern STACK:

### Cause:

This error occurs when sending a print job to a PostScript printer. The printer does not have enough memory to process the complete print job.

### Solution:

Do one or more of the following: print one page at a time, lower graphics resolution or obtain more memory for the printer.

Do one or more of the following:

- 1) Send the print job one page at a time.
- 2) If printing a report containing graphics, lower the graphic resolution:
  - a) Change the printer resolution from within the document.
  - b) Change the printer resolution in Windows 95:
    - 1] Choose the 'Start' button to display the 'Start' menu.
    - 2] Select 'Settings', and select 'Printers'.



Printers in settings menu

- 3] Right-click on the printer object to have its settings changed. (A popup menu appears.)
- 4] Choose 'Properties' from the popup menu.
- 5] Choose the 'Graphics' tab.



graphics tab

- 6] Select a lower resolution from the resolution drop-down list box.



change resolution

- 7] (Optional) Choose 'Coarse'.
- 8] Choose 'OK'.
- 3) Obtain more memory for the printer. (Refer this problem to the a qualified computer technician.



## **ERROR: Invalid Fonts Directory due to ATM installed in \FONTS folder.**

### **Error:**

Invalid Fonts Directory.

### **Cause:**

This error occurs after installing Adobe Type Manager (ATM) on the WINDOWS\FONTS folder and starting ATMCNTRL.EXE (the ATM Control Panel). The WINDOWS\FONTS folder has a system attribute that cannot be changed. ATM does not function from this folder.

### **Solution:**

Create a new folder for the ATM fonts then move the fonts to the WINDOWS\FONTS folder. Edit the path for the ATM fonts in ATM.INI to reflect the new folder. Or remove ATM fonts and ATM.INI and reinstall in a different folder.

Do one of the following:

- 1) Create a new folder for the ATM fonts and move them from the WINDOWS\FONTS folder:
  - a) Select Windows Explorer from the 'Start' menu.



Explorer in Start menu

- b) Select the 'File' menu and select 'New'.
- c) Select 'Folder'. (A folder titled 'New Folder' appears on the desktop.)
- d) Enter a new name for the folder such as 'ATM fonts'. (The current name is automatically deleted.)
- e) Press ENTER to accept the new name.
- f) Open the 'WINDOWS' folder in the left-hand Explorer window.
- g) Open the 'FONTS' folder.
- h) Press and hold CTRL while selecting all of the ATM fonts. (ATM fonts are indicated by the 'ATM' symbol.)
- i) Use the left-hand window scroll bar to locate the folder created in steps 1a-e.
- j) Select the folder by clicking on it.
- k) Drag the selected fonts onto the folder. (All highlighted fonts will be moved.)
- l) Edit the ATM.INI file:



- 1] Select the 'Start' menu and select 'Programs'.



[select programs](#)

- 2] Select 'Accessories'.
- 3] Select 'WordPad'.



[WordPad](#)

- 4] Select the 'File' menu and select 'Open'.
- 5] Enter C:\WINDOWS\ATM.INI (where 'C:' represents the root directory and WINDOWS is the directory containing Windows 95.)
- 6] Locate the path statement for the ATM fonts. (This statement will contain the WINDOWS directory.)
- 7] Edit the path to include the newly created folder (directory).

EXAMPLE: C:\ATM FONTS

- 8] Select the 'File' menu and select 'Save'.
- m) Shut down Windows and restart the computer.
- 2) Remove the ATM fonts and ATM.INI from the WINDOWS\FONTS folder and reinstall to a different directory:
  - a) Select [Windows Explorer](#) from the 'Start' menu.



[Explorer in Start menu](#)

- b) Open the WINDOWS folder in the left-hand Explorer window.
- c) Open the FONTS folder.
- d) Press and hold CTRL while selecting all of the ATM fonts. (ATM fonts are indicated by the ATM symbol.)
- e) Select the 'File' menu and select 'Delete' when all fonts are selected.
- f) Reinstall Adobe Type Manager fonts and choose a folder OTHER THAN the WINDOW\FONTS folder.



## ERROR: Unable to install the <fontname>.

### Error:

Unable to install the <fontname> (TrueType) font. The font file may be damaged.

### Cause:

The TrueType font file is damaged or the maximum number (1000) of TrueType fonts that can be installed in Windows 95 has been reached.

### Solution:

Add the TrueType font again to the WINDOWS\FONTS folder or remove one or more installed TrueType fonts.

Do one of the following:

1) Add the TrueType font again to the WINDOWS\FONTS folder.

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' menu, and select 'Control Panel'.



Control Panel

c) Open (double-click) the 'Fonts' icon.



Fonts icon

d) Select the 'File' menu and select 'Install new fonts...'. (The 'Add Fonts' dialog box appears.)



Fonts add fonts

e) Select the drive containing the fonts to be added:

- 1] If the fonts are on diskette, insert the diskette and select 'a:'.
  - 2] If the fonts are on the computer, select the drive and folder containing these fonts.
- f) Double-click on the desired font. (The font will be added to the list of fonts.)
  - g) Close the fonts window.
- 2) Remove one or more installed TrueType fonts.

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings', and select 'Control Panel'.



Control Panel

- c) Open 'Fonts'.



Fonts icon

- d) Select a font to be removed.

*NOTE: To select multiple fonts, press and hold CTRL while clicking on the fonts.*

- e) Select the 'File' menu and select 'Delete'.
- f) Choose 'Yes' when prompted whether to delete the font.



## **ERROR: The printer driver cannot be installed... due to damaged driver.**

### **Error:**

This printer cannot be installed now because its driver (driver name) could not be loaded. The driver or the INF file may be damaged. Restart Windows and then try again.

### **Cause:**

The printer driver file specified in the error message is damaged.

### **Solution:**

Rename the existing printer driver, then reinstall the printer driver.

- 1) Rename the printer driver.
  - a) Note the name of the printer driver file.
  - b) Choose the 'Start' button to display the 'Start' menu.
  - c) Select 'Find', and then select 'Files or Folders'.
  - d) Select the root directory in which to search. EXAMPLE: C: e) Enter the printer driver name in the 'Named' box.
  - e) Check 'Include Sub-folders'.
  - f) Choose 'Find Now'.
  - g) Right-click on the printer driver file in the 'Find results' window to display the popup menu.
  - h) Select 'Rename'.
  - i) Enter a new name. (The current name is automatically deleted.)
  - j) Press ENTER to accept the new name.
- 2) Reinstall the printer driver:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings', and select 'Printers'.



[Printers in settings menu](#)

- c) Open the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



Add Printer icon

- d) Choose 'Next'.
- e) Do one of the following to select the printer location:
  - 1] Select 'Local Printer' if the printer is attached directly to the computer.
  - 2] Select 'Network Printer' if the printer is attached to another computer.
- a] Choose 'Next'.



network printer wizard screen

- b] Enter the network path. (The path must include the network drive letter.)
- c] Select whether or not to print from MS-DOS-based programs.
  - 3] Choose 'Next'.
- f) Choose 'Next'.
- g) Do one of the following:



selecting a printer

- 1] Select from available printers:
  - a] Select a manufacture in the 'Manufacture' list.
  - b] Select a printer model from the 'Printer' list.
- 2] Use manufacture's disk:
  - a] Choose 'Have Disk...'
  - b] Enter the path to the disk.
- 3] Choose 'OK'.
- h) Choose 'Next.'
- i) Select the printer port.



selecting printer port

- j) (Optional) Enter a name for the printer.



Name and default option

- k) Select 'Yes' or 'No' the make this printer the default printer for Windows.
- l) Choose 'Next'.
- m) Select 'Yes' or 'No' to print a test page.
- n) Choose 'Finish'.





## **ERROR: Not enough...to render page due to wrong memory determined.**

### **Error:**

Not enough memory to render page

### **Cause:**

The printer driver has incorrectly calculated the amount of printer memory. This error occurs when printing to a bi-directional printer.

### **Solution:**

Let Windows recalculate the printer memory by restoring the default options on the Device Options tab.

- 1) Ensure that the printer is properly connected and turned on.
- 2) Select the 'Start' menu.
- 3) Select 'Settings', and select 'Printers'.



[Printers in settings menu](#)

- 4) Right-click on the 'Printer' icon.
- 5) Select 'Properties' from the popup menu.
- 6) Choose the 'Device Options' tab.
- 7) Choose 'Restore Defaults'.
- 8) Choose 'OK'.



## **ERROR: Disk Initialization... (creating boot disk) due to Mitsumi CD ROM.**

### **Error:**

Disk Initialization Error. Could not properly initialize the floppy disk that you inserted. Error: Disk sector was not found.

### **Cause:**

This error is known to occur when a Mitsumi CD-ROM is detected during Setup. The Mitsumi CD-ROM detection module interferes with certain floppy disk drives and drive controllers. This may occur with the Promise 2300 EIDE controller.

### **Solution:**

Turn the computer off and on, bypass the hardware detection phase of Setup and use the 'Add New Hardware Wizard' to install the Mitsumi CD-ROM drive.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Shut down'. DO NOT PRESS CTRL+ALT+DEL.
- 3) When the 'It is now safe to turn off your computer' message is displayed, turn the computer off and on.
- 4) Run Windows Setup again.
- 5) When prompted 'Do you want Setup to look for all hardware?' choose 'No'. (Choose not to run the Mitsumi CD-ROM detection.)
- 6) Do the following to setup the CD-ROM drive with the 'Add New Hardware Wizard':
  - a) Select the 'Start' menu and select 'Control Panel'. (The Windows 95 Control Panel appears.)



#### Select Control Panel

- b) Open 'Add New Hardware'. (The 'Add New Hardware Wizard' starts.)
- c) Choose 'Next'.
- d) Manually specify the new hardware by choosing the 'No' radio button.
- e) Choose 'Next'. (A Wizard page with a list of hardware types displays.)
- f) Double-click 'CD-ROM Controllers'. (A list of available manufacturers and/or models appears.)
- g) Device types are listed by manufacturer: Select 'Mitsumi' from the 'Manufacturers:' list box.
- h) Do one of the following:



- 1] The correct device model is in the list: Select the correct device from the list of device models.
  - 2] The correct device model is NOT in the list:
    - a] Choose 'Have Disk'.
    - b] Enter the drive letter and path that contains the drivers for the new hardware in the 'Copy Manufacturer's files from:' box.
    - c] Follow all displayed instructions, and wait for Windows 95 to copy and configure the new CD-ROM device driver.
- 7) Shut down and restart Windows 95.



## **ERROR: Cannot find a device... (when installing Close-Up) due to TSR.**

### **Error:**

Cannot find a device file that may be needed to run Windows. Make sure that the path...

### **Cause:**

Close-up is unable to directly modify the Windows 95 system files but installs a TSR that watches for any applications that try to read the SYSTEM.INI. The TSR references a patch (Vddvga.vxd) that is not a part of Windows 95. Close-Up does not support Windows 95 as a platform for the Host side. Windows 95 does work as a Guest.

### **Solution:**

There is no workaround for this problem. Contact Norton-Lambert Corporation for a version of Close-Up that is compatible with Windows 95.



## NWOPUP program is being used; Use 'WinPopup' tool.

### Cause:

The 'NWPOPUP' program is being used instead of the 'WinPopup' tool. 'Microsoft Client for Netware Networks' does not recognize the 'NWPOPUP' program.

### Solution:

Install 'WinPopup' via Windows Setup in 'Add/Remove Programs'. Open WinPopup from the 'Startup' folder and check 'Always on top' in Options.

1) Install WinPopup if not originally installed with Windows 95:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' and select 'Control Panel'.



Control Panel

- c) Open (double-click) the 'Add/Remove Programs' icon.



Add/Remove programs

- d) Choose the 'Windows Setup' tab.
- e) Select 'Accessories'.



select Accessories

- f) Choose 'Details...'.
  - g) Check 'WinPopup'.
  - h) Choose 'OK'.
  - i) Choose 'Apply'.
- j) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.

*NOTE: WinPopup will be installed into the Startup folder.*

2) Configure WinPopup to appear on the taskbar:

- a) Select the 'Start' menu and select 'Programs'.



select programs

- b) Select the 'Programs' menu and select 'Startup'.
- c) Open 'WinPopup'.
- d) Select the 'Messages' menu and select 'Options...'.  
e) Check 'Always on top' to display WinPopup on the taskbar.



## Capture settings not provided; Use CAPTURE command to enable print job.

### Cause:

Windows 95 does not provide the capture settings for print notification for Novell NetWare. Only Banner Page, Form Feed, Expand Tabs, Form, and Timeout are provided.

### Solution:

Use the NetWare CAPTURE command to enable print job notification on a NetWare print queue. Activate WinPopup to display the notification message.

- 1) Edit the user or system login script.

*NOTE: This task should be referred to a qualified computer technician.*

- 2) Add the following command:

```
capture L=<x> /server=<y> /queue=<z> /notify
```

(where <x> is the LPT port, <y> is the NetWare server name, and <z> is the NetWare print queue name.)

- 3) Install the printer.
- 4) Configure WinPopup to appear on the taskbar:
  - a) Select the 'Start' menu and select 'Programs'.
  - b) Select 'Startup'.
  - c) Open 'WinPopup'.
  - d) Select the 'Messages' menu and select 'Options...'.
  - e) Check 'Always on top' to display 'WinPopup' on the taskbar.



## **ERROR: Drive <x> is in use (mapping drive) due to letter already in use.**

### **Error:**

Drive <X> is in use by a local drive. Do you want to assign it as a network drive? or Volume does not exist:  
<X>: = <SERVER\SYS:PUBLIC>

### **Cause:**

Choosing 'Y' for the first error message will generate the second message. The user attempted to map a drive letter (to a Novell network server ) which is already assigned to a Windows NT, Workgroups or LAN Manager server. NWREDIR cannot distinguish between an existing network connection and a local drive.

### **Solution:**

Use a different drive letter to map to the Novell network server or disconnect the existing network drive.

Do one of the following:

- 1) Disconnect the existing network drive.
  - a) Right-click on 'My Computer'



My Computer

- b) Select 'Disconnect Network Drive...' from the popup menu.
- 2) Map to a different drive letter.
  - a) Right-click on 'My Computer'



My Computer

- b) Select 'Map Network Drive...' from the popup menu. (A screen from which a network drive can be mapped is displayed.)
- 3) Select the drive letter to be mapped from the 'Drive' menu.
- 4) Check 'Reconnect at Startup'.





**Is the modem properly connected?**

**Action:**

Make sure the modem is properly connected and plugged in.





## Changed modem or incorrect set up; Edit connection & select modem type.

### Cause:

The Dial-Up connection modem was either replaced with a different modem or incorrectly set up.

### Solution:

Edit the Dial-Up Networking connection properties and select the correct modem.

- 1) Open 'My Computer'.



My Computer

- 2) Open 'Dial-Up Networking'.



Dial-Up Networking

- 3) Right-click an existing connection.



existing connection

- 4) Select 'Properties' from the pop-up menu.
- 5) Select a new modem from the 'Connect Using' drop-down list box.
- 6) Choose 'OK'.



## **Modem turned off or improper connection; Turn OFF/ON and reconnect.**

### **Cause:**

The modem is not connected properly or is not on.

### **Solution:**

Turn on the modem and reconnect.



## Are printer connections properly set?

**Action:**

- 1) Make sure the printer is turned on.
- 2) If printer is turned on, turn off, wait for 5-10 seconds and turn back on.
- 3) Make sure the cables are connected properly to the computer.
- 4) Make sure the printer has paper.
- 5) Make sure the printer is not jammed.



## **Printer turned off or faulty connection; Turn OFF/ON and check cables.**

### **Cause:**

The printer connection is faulty or the printer is not turned on.

### **Solution:**

Turn printer OFF and ON, check the cables and paper.

- 1) Make sure the printer is turned on.
- 2) If printer is turned on, turn off, wait for 5-10 seconds and turn back on.
- 3) Make sure the cables are connected properly to the computer.
- 4) Make sure the printer has paper.
- 5) Make sure the printer is not jammed.



## Is Work Offline checked?

**Action:**

Check if the printer set to work off-line:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the 'Printer' icon.



## Does unchecking Work Offline solve the problem?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the 'Printer' icon.
- 4) Select 'Work Offline' to uncheck this option.
- 5) Try printing again.



## Printer set to work offline; Uncheck 'Work Offline'.

### Cause:

The printer is set to work offline. This option is available for network printers and portable computers. The printer stores all print jobs it receives until this option is disabled.

### Solution:

Uncheck 'Work Off-line' on the printer popup menu.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'



[Printers in Settings menu](#)

- 3) Right-click on the printer icon.
- 4) Select 'Work Off-line' to uncheck this option.



## Is the print job listed in the printer queue?

### Action:

Check the print queue:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in Settings menu](#)

- 3) Open the printer icon for the network printer.





## Does changing the timeout settings solve the problem?

### Action:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Printers'.



### Printers in settings menu

- 3) Right-click on the printer icon to display a popup menu.
- 4) Select 'Properties'.
- 5) Do one of the following:
  - a) If a PostScript tab is available, choose this tab.
    - 1] Decrease the number of seconds in the 'Wait timeout' box.
    - 2] Set the job timeout settings to '0'.
    - 3] Choose 'Apply'.
    - 4] Choose 'OK'.
  - b) If a PostScript tab is not available, choose the 'Details' tab.
    - 1] Increase the value of the 'Transmission Retry' setting in the 'Timeout settings' section.
    - 2] Increase the value of the 'Not selected' settings.
    - 3] Choose 'Apply'.
    - 4] Choose 'OK'.



## Timeout settings are incorrect; Adjust timeout settings.

### Cause:

The timeout settings are incorrect. These settings determine how long the printer will wait to receive a print job information from the computer.

### Solution:

Choose the 'Details' or 'PostScript' tab for the printer properties and adjust the timeout settings.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer icon to display a popup menu.
- 4) Select 'Properties'
- 5) Do one of the following:
  - a) If a PostScript tab is available, choose this tab.
    - 1] Decrease the number of seconds in the 'Wait timeout' box.
    - 2] Set the job timeout settings to '0'.
    - 3] Choose 'Apply'.
    - 4] Choose 'OK'.
  - b) If a PostScript tab is not available, choose the 'Details' tab.
    - 1] Increase the value of the 'Transmission Retry' setting in the 'Timeout settings' section.
    - 2] Increase the value of the 'Not selected' settings.
    - 3] Choose 'Apply'
    - 4] Choose 'OK'.



## Is the path to the network printer correct?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu.
- 5) Choose the 'Details' tab.
- 6) Make sure the path to the network printer in the 'Print to the following port box' is correct. (Contact the network administrator for the correct port.)



## Wrong printer path (port) selected; Enter correct network path.

### Cause:

The wrong network port (path) is listed for the network printer.

### Solution:

Display the printer properties 'Details' tab page and enter the correct network path for the printer.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu.
- 5) Choose the 'Details' tab.
- 6) Enter the correct path to the network printer in the 'Print to the following port box' field. (Contact a qualified computer technician.)
- 7) Choose 'OK'.



## Is set as default enabled?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)



## Is the correct printer driver selected?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose the 'Details' tab.
- 5) Make sure correct printer driver is listed in the 'Print using the following driver' list box.



## Network printer not set as default; Select 'Set as Default' option.

### Cause:

The network printer is not set as the default printer for the workstation. Windows does not prioritize this printer when sending print jobs.

### Solution:

Right-click on the printer object and select 'Set as Default'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Select 'Set as Default' (to place a checkmark in front of this).



## Wrong printer driver assigned; Select correct printer driver.

### Cause:

The wrong printer driver is assigned to the network printer.

### Solution:

Select the correct printer driver on the printer 'Details' properties sheet.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose the 'Details' tab.
- 5) Make sure correct printer driver is listed in the 'Print using the following driver' list box.





## **Does job print from different workstation?**

**Action:**

Try printing the document from a different work station.



## Is printer in software program correct?

**Action:**

Make sure the correct printer is selected in the software program.



## **Network cabling or print server problem; Contact network administrator.**

### **Cause:**

There is a problem with the network cabling or print server.

### **Solution:**

Please refer this problem to the network administrator.



## Does reinstalling the driver solve the problem?

### Action:

Reinstall the printer driver:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select the 'Settings' menu and select 'Printers'.



Printers in settings menu

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



Printer popup menu

- 4) Choose 'Properties' from the popup menu. (The 'Printers' properties sheet displays.)



local laser printer properties sheet

- 5) Choose the 'Details' tab. (The details tab displays.)



Details property tabsheet

- 6) Choose 'New Driver...'.  
7) Select the printer from the list of printers. (Available printer drivers will be listed in the right-hand window.)  
8) Choose 'OK'.  
9) Send the print job again.



## **Wrong printer selected in application; Select correct printer thru application.**

### **Cause:**

The wrong printer is selected in the application from which the print job is being sent.

### **Solution:**

Select the correct network printer in the application.



## Corrupt printer driver; Reinstall printer driver.

### Cause:

The printer driver for the network printer is corrupt.

### Solution:

Display the printer's 'Details' properties sheet and reinstall the printer driver.

Reinstall the printer driver:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer to change settings for. (A popup menu appears.)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu. (The Printers properties sheet displays.)



[local laser printer properties sheet](#)

- 5) Choose the 'Details' tab. (The 'Details' sheet displays.)



[Details property tabsheet](#)

- 6) Choose 'New Driver...'.
  - 7) Select the printer from the list of printers. (Available printer drivers will be listed in the right-hand window.)
  - 8) Choose 'OK'.
  - 9) Send the print job again.





## Does capturing the printer port solve the problem?

### Action:

Reinstall the printer driver:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Printers'.



Printers in settings menu

- 3) Right-click on the printer object to change settings. (A popup menu appears.)



Printer popup menu

- 4) Choose 'Properties' from the popup menu. (The 'Printers' properties sheet displays.)



local laser printer properties sheet

- 5) Choose the 'Details' tab. (The 'Details' properties sheet displays.)



Details property tabsheet

- 6) Choose 'Capture Printer Port...'.  
*NOTE: Contact the Network Administrator if necessary.*
- 7) Make sure the correct printer port is selected in the 'Device' drop-down list box.
- 8) Choose 'OK'.
- 9) Send the print job again.





## Wrong printer port captured; Choose correct printer port.

### Cause:

The wrong network printer port is captured.

### Solution:

Choose 'Capture Printer Port...' on the printer 'Details' properties sheet.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer to change settings for. (A popup menu appears)



[Printer popup menu](#)

- 4) Choose 'Properties' from the popup menu. (The Printers properties sheet displays.)



[local laser printer properties sheet](#)

- 5) Choose the 'Details' tab. (The 'Details' properties sheet displays.)



[Details property tabsheet](#)

- 6) Choose 'Capture Printer Port...'.
- 7) Make sure the correct printer port is selected in the 'Device' drop-down list box.

*NOTE: Contact the a qualified computer technician if necessary.*

- 8) Choose 'OK'.
- 9) Send the print job again.





## Wrong or corrupt network protocol; Reinstall correct network protocol.

### Cause:

The installed network protocol may be incorrect or corrupted.

### Solution:

Open Network Neighborhood and reinstall the correct network protocol.

*NOTE: The following solution may be referred to a qualified computer technician.*

- 1) Right-click on Network Neighborhood.



Network Neighborhood

- 2) Select 'Properties' from the popup menu.
- 3) Choose the 'Configuration' tab to display the 'Configuration' properties sheet.
- 4) Install a network protocol.

*NOTE: The protocol must be the same as the protocol on the server.*

- a) Choose 'Add...'.  
b) Select 'Protocol'.  
c) Choose 'Add...'.  
d) Select the manufacturer from the 'Manufacturer' list box.  
e) Select the same network protocol installed on the server.



network protocols

- f) Choose 'OK'.  
g) Insert the Windows 95 installation or manufacturer's CD-ROM when prompted.
- 5) Install a network client.
  - a) Choose the 'Configuration' tab to display the 'Configuration' properties sheet.
  - b) Choose 'Add'.
  - c) Select 'Client'.



select client

- d) Choose 'Add...'
  - e) Select the network manufacturer from the manufacturer's window.
  - f) Select the client to be installed from the Network Clients window.'
  - g) Choose 'OK'.
  - h) Insert the Windows 95 installation CD-ROM or diskette if prompted.
- 6) Restart the computer. (Windows 95 automatically detects the network at startup.)



## **ERROR: Bad Command...(starting program at DOS prompt) due to only filename.**

### **Error:**

Bad Command or Filename.

### **Cause:**

Only the application executable filename was entered at the DOS prompt. Windows 95 first searches the current directory and then any directories on the path statement for the program executable file. Windows was unable to find the file during this search.

### **Solution:**

Change to the directory containing the program and then enter the executable filename.

- 1) Enter CD\ to return to the root directory.
- 2) Enter CD\<Directory Name> to change to the directory containing the program file.
- 3) Enter the executable filename from this directory.



## **ERROR: Cannot find file... (starting DOS-program) due to 'START' used.**

### **Error:**

Cannot find file 'filename' (or one of its components). Check to ensure the path and filename are correct and that all required libraries are available.

### **Cause:**

A DOS-based application was started by entering 'START' followed by the executable filename. Windows 95 first searches the current directory, then any directories on the path statement for the program executable file, and finally the Registry. Windows is unable to find the file because the program directory is not referred to in any of these.

### **Solution:**

Change to the directory containing the program and enter the executable filename.

- 1) Enter CD\ to change to the root directory.
- 2) Enter CD\<Directory Name> to change to the directory containing the program file.
- 3) Enter the executable filename from this directory.



## **Exclusive mode doesn't recognize Windows; Enter WIN /W at command prompt.**

### **Cause:**

The program has been configured to use MS-DOS mode only and does not recognize Windows.

### **Solution:**

Enter WIN /W at the command prompt to restart Windows.



## **ERROR: The system cannot find...(during XCOPY) due to long filename drive.**

### **Error:**

The system cannot find the file specified, or the system cannot find the path specified.

### **Cause:**

The XCOPY command is being used to copy files from a drive that only supports long filenames to a drive supporting only short filenames (e.g., Windows for Workgroups). The file(s) being copied does not conform to the MS-DOS 8.3 naming convention. XCOPY cannot create the file on the destination drive.

### **Solution:**

Rename files or folders using uppercase [8.3-compliant](#) filenames. Use XCOPY /C to enable files with the correct filename to be copied while skipping those with incorrect filenames.

- 1) Enter the following at the prompt:  
XCOPY /C <directory1> <directory2>
- 2) Rename the files not copied to a standard 8.3-compliant filename:
  - a) Change to the directory containing the file by entering: CD\DIRECTORY
  - b) Enter: REN <filename> <newfilename>
- 3) Enter: XCOPY <filename> X:\DIRECTORY (copies the new filename to the destination drive)





## Improper VGA driver; Select driver for installed adapter.

### Cause:

This occurs when a standard VGA driver is selected (640x480 or 800x600 resolution with 16 colors) to run a DOS-session. The video adapter does not have the proper support to run the MS-DOS command prompt session. Windows 95 standard VGA does not install any support for a specific adapter.

### Solution:

Select the correct driver for the installed adapter instead of a standard VGA driver to install the correct support.

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select 'Control Panel'.



Control Panel

- 3) Open 'Display'.



Display icon

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'
- 6) Choose 'Change...' in the 'Adapter Type' section.
- 7) Do one of the following:
  - a) Select a compatible driver from the list:
    - 1] Choose 'Show Compatible Devices'.
    - 2] Select a device.
  - b) Install a manufacturer-supplied display driver:
    - 1] Choose 'Have Disk...'
    - 2] Enter the letter of the disk drive containing the manufacturer's driver or choose 'Browse...'
    - 3] Select the desired driver file.
    - 4] Choose 'OK'.
- 8) Choose 'Close'
- 9) Choose 'Apply'. (A 'Systems Setting Change' dialog box appears prompting whether or not to restart the

computer. The computer must be restarted for settings to take effect.)

- 10)** Choose 'Yes' to enable settings immediately or 'No' to enable changes the next time the computer is started.
- 11)** Open the MS-DOS prompt and run the program.



## **ERROR: NetWare-compatible shell...(due to NETX.VLM in NET.CFG).**

### **Error:**

The NetWare-compatible shell is not available.

### **Cause:**

The network redirectory is not loaded because the NET.CFG file contains the line 'EXCLUDE VLM=NETX.VLM' and the Novell NetWare workstation shell 4.0 or above network client has been installed in Windows 95.

### **Solution:**

Locate NET.CFG and remove the EXCLUDE VLM=NETX.VLM statement.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Find'.
- 3) Select the root directory in which to search. EXAMPLE: C:4) Enter NET.CFG in the 'Named' box.
- 4) Choose 'Find Now'.
- 5) Double-click on 'NET.CFG' in the find results window. (The file opens in a text editor.)
- 6) Make a backup copy of NET.CFG.
  - a) Select the 'File' menu and select 'Save As...'.
  - b) Enter NET.BAK as the filename.
- 7) Locate the statement containing EXCLUDE VLM=NETX.VLM
- 8) Enter REM at the beginning of the statement.

*NOTE: Make sure REM is followed by a blank space.*
- 9) Select the 'File' menu and select 'Save As...'.
- 10) Select NET.CFG
- 11) Restart the computer.



## How To: Disconnect a user from a shared network resource.

### Solution:

Open 'NetWatcher' in 'System Tools', select the 'By Connections' view and select 'Disconnect User' from the 'Administer' menu.

- 1) Make sure Remote Administration is enabled on the computer.
- 2) Select the 'Start' menu, and select 'Programs'.



select programs

- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu, and select 'NetWatcher'.
- 5) Select 'By Connections' to show users connected to the server. (Users connected to the server appear in the left-hand screen. Folders and printers to which the users are connected and open files are listed on the right side of the screen.)
- 6) Select the user to be disconnected.
- 7) Select the 'Administer' menu and select 'Disconnect User'.
- 8) Choose 'Yes' when prompted whether to disconnect.

*CAUTION: Disconnecting a user may cause the user to lose data.*



## How To: View which files and folders are in use on a network.

### Solution:

Open 'NetWatcher' and select 'By Open Files' from the 'View' menu.

- 1) Make sure 'Remote Administration' is enabled on the computer.
- 2) Select the 'Start' menu, and select 'Programs'.



select programs

- 3) Select 'Accessories'.
- 4) Select the 'System Tools' menu, and select 'NetWatcher'.
- 5) Select the 'View' menu and select 'By Open Files' to view all of the following:
  - a) Open files;
  - b) The share name of the server containing the file;
  - c) Which computer is currently accessing the file;
  - d) Whether the file is open for read-only or reading and writing.



## Located on network drive; Copy bitmap to local or enter password.

### Cause:

The wallpaper file is located on a secure network drive and is not accessible until a password is entered. The wallpaper is actually loaded before the user logs in and the system does not reload the selected wallpaper after the user has entered the password.

### Solution:

Copy the wallpaper file from the network to the local hard drive and change wallpaper settings in 'Display' to point to the local drive. Or, enable user preferences on the 'User Profiles' properties sheet in 'Passwords'.

Do one of the following:

- 1) Enable user settings to be restored each time the user logs on.
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



Control Panel

- c) Open (double-click) the 'Passwords' icon.



Passwords

- d) Choose the 'User Profiles' tab.
- e) Choose 'Users can customize their preferences and desktop settings.'



User Profiles

- f) Check the following options in the 'User Profile Settings' section:
  - 1] 'Include desktop icons and 'Network Neighborhood' contents in user settings'.  
*NOTE: This option allows saving desktop shortcuts and 'Network Neighborhood' settings.*
  - 2] 'Include 'Start' menu and program groups in user settings'.  
*NOTE: This option saves custom settings for the 'Start' menu and program groups.*

- g) Choose 'OK'.
- 2) Copy the wallpaper bitmap file to the local drive from the network drive.
  - a) Select 'Windows Explorer' from the 'Start' menu.



Explorer in Start menu

- b) Open the network drive folder containing the wallpaper bitmap (.BMP) file.
- c) Click on the file to select it.
- d) Select the 'File' menu and select 'Copy'.
- e) Scroll to the 'local drive' folder in the left-hand window.
- f) Open the 'Windows' folder on the local drive.
- g) Select the 'File' menu and select 'Paste' to copy the bitmap file.
- h) Set up the wallpaper in 'Display':
  - 1] Choose the 'Start' button to display the 'Start' menu.
  - 2] Select 'Settings', and select 'Control Panel'.



Control Panel

- 3] Open 'Display'.



Display icon

- 4] Choose the 'Background' tab. (The 'Background' properties sheet appears.)



background sheet5] Select the wallpaper copied from the

network drive.

- 5] Choose 'OK'.
- 6] Choose 'Apply' for changes to take effect.
- 7] Choose 'OK'.



## **ERROR: DOS screen garbles pressing ALT+TAB due to high resolution.**

### **Error:**

This application cannot be restored and will be terminated.

### **Cause:**

Pressing ALT+TAB, ALT+ENTER or ALT+ESC repeatedly when running a high-resolution MS-DOS-based graphics program will cause the screen to garble and an error message. Microsoft Corporation has confirmed this to be a problem with Windows 95.

### **Solution:**

Refrain from repeatedly pressing ALT+TAB, ALT+ENTER or ALT+ESC when running a DOS-based graphics program.





## **ERROR: Setup not intended... (Excel 5.0 for NT) due to Win 95 unsupported.**

### **Error:**

This Setup is not intended for this version of Windows.

### **Cause:**

This error occurs when installing Microsoft Excel Version 5.0 for Windows NT from floppy diskettes on Windows 95. The Excel Setup program checks the operating system version and Windows 95 is not coded on the list of supported versions.

### **Solution:**

Currently, there is no workaround for this problem.



## ERROR: Error uncompressing drive due to swap file is on the host drive.

### Error:

Windows files are installed on host drive <x>. Uncompressing drive <y> will cause the drive letter for drive <x> to change. Because Windows refers to drive <x> to find its files, you cannot uncompress drive <y>.

### Cause:

This error occurs when uncompressing a DriveSpace compressed drive. The Windows 95 swap file is located on the host drive. When a drive is uncompressed, the host drive is removed. Windows cannot remove a drive containing the swap file.

### Solution:

Move the swap file from the host drive to the compressed drive. Uncompress the drive and reset the virtual memory settings.

- 1) Choose the 'Start' button to display the Start menu.
- 2) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 3) Open 'System'.



System icon

- 4) Choose the 'Performance' tab.
- 5) Choose 'Virtual Memory...'. (The 'Virtual Memory' properties sheet displays.)



virtual memory

- 6) Choose 'Let me specify my own virtual memory settings.'
- 7) Select the compressed drive.

*CAUTION 1: DO NOT SELECT the HOST drive.*

*CAUTION 2: Leave the 'Minimum' and 'Maximum' box entries as they are.*

- 8)** Choose 'OK'.
- 9)** Choose 'Close'.
- 10)** Proceed with uncompressing the compressed drive.
- 11)** Repeat steps 1)-5) when uncompression is completed.
- 12)** Choose 'Let Windows manage my virtual memory settings (recommended)'. (This option lets Windows dynamically allocate disk space to serve as virtual memory as required.)
- 13)** Choose 'OK'.
- 14)** Choose 'Close'.



## **ERROR: 386MAX ERROR: VGASWAP VDD... (due to Qualitas 386Max Memory Manager).**

**Error:**

386MAX ERROR: VGASWAP VDD Control Hook Recursion.

**Cause:**

This error occurs when using the Qualitas 386Max Memory Manager. The VGASWAP feature is incompatible with Windows 95.

**Solution:**

Refer to the product documentation or contact Qualitas Technical Support for information on how to disable the VGASWAP feature.



## **ERROR: Application cannot allocate display... due to running in a window.**

### **Error:**

The application was unable to allocate the necessary display memory to run in a window...

### **Cause:**

The system video memory is low. This may occur when running a DOS-based program in a window. Running some applications in a window requires more display memory than running in full screen.

### **Solution:**

Check the DOS program properties and run the program in a full screen.

- 1) Right-click on the DOS program icon on the desktop to display the popup menu.
- 2) Select 'Properties...' from the popup menu.



[properties on popup](#)

- 3) Choose the 'Program' tab to change the [program settings](#).



[Program sheet](#)

*NOTE: Refer to program documentation for correct settings.*

- 4) Choose the 'Screen' tab and choose 'Full Screen' in the 'Usage' section.



## Win95 install drive becomes default; Run install POLEDIT and edit source path.

### Cause:

The drive from which Windows 95 was originally installed becomes the default drive for all subsequent Setup operations (e.g., device drivers). EXAMPLE: If Windows was originally installed from a floppy diskette and the user has switched to the CD-ROM version, Setup will always prompt for the floppy drive letter.

### Solution:

Run POLEDIT from the ADMIN\APPTOOLS\POLEDIT directory on the installation CD-ROM and edit the source path.

*NOTE: The following can only be done using the Windows 95 CD-ROM.*

- 1) Install POLEDIT if it has not already been installed:
  - a) Insert the Windows 95 CD-ROM in the drive.
  - b) Select the 'Start' menu and select 'Run...'.  - c) Enter the following:  
D:\ADMIN\APPTOOLS\POLEDIT\POLEDIT.EXE
  - d) Choose 'OK'.
- 2) Select the 'File' menu and select 'Open Registry'.

*NOTE: If this option is greyed out, open the file appearing in the Poledit window.*
- 3) Double-click on 'Local Computer'.
- 4) Click on the 'Plus' sign next to 'System'. (A list of options and checkboxes displays.)
- 5) Check the box in front of 'Network Path for Windows Setup'.
- 6) Enter the new path (including the drive letter) in the 'Path' dialog box which appears below.
- 7) Choose 'OK'.



**Is the Windows 95 CD-ROM available?**



## Win95 install drive becomes default; Edit Registry and setup settings.

### Cause:

The drive from which Windows 95 was originally installed becomes the default drive for all subsequent Setup operations (e.g., device drivers).

### Solution:

Edit the Registry and edit the  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Setup setting.

- 1) Select the 'Start' menu and select 'Run...'
- 2) Enter REGEDIT in the 'Open' box to run the Registry Editor.



Registry Editor

- 3) Choose 'OK'.
- 4) Click on the 'Plus' sign next to HKEY\_LOCAL\_MACHINE.
- 5) Click on the 'Plus' sign next to SOFTWARE.
- 6) Click on the 'Plus' sign next to Microsoft.
- 7) Click on the 'Plus' sign next to Windows.
- 8) Click on the 'Plus' sign next to CurrentVersion.
- 9) Double-click on 'Setup'.
- 10) Double-click on the SourcePath icon in the right-hand window.



SourcePath

- 11) Enter the new path in the source path dialog box.



enter new path

- 12) Choose 'OK'.
- 13) Select the 'Registry' menu and select 'Exit'.







## **ERROR: Executed an invalid instruction (running DOS program) due to DOS extender.**

### **Error:**

This application attempted to execute an invalid instruction    Fault location: 2067:0127

### **Cause:**

The DOS application is loading a DOS extender to provide access to upper memory (above the 1 MB range) for executable code. The program is older and is loading an incompatible version of a DOS extender.

### **Solution:**

Contact the program manufacturer and obtain an updated extender.



**What is the Error Message that begins with letters (U-V)?**



**Is the printer a Novell NetWare printer?**



## Does unchecking Banner and Form Feed solve the problem?

### Action:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in Settings menu](#)

- 3) Right-click on the printer object to display the popup menu.



[Printer popup menu](#)

- 4) Choose the 'Capture Settings' tab.
- 5) Uncheck 'Banner and Form Feed After Job'.



## **Banner and Form Feed After Job enabled; Disable banner and form feed options.**

### **Cause:**

This problem may occur when printing to a PostScript printer on a Novell NetWare queue and both Banner and Form Feed After Job options are enabled.

### **Solution:**

Disable banner and form feed options in the printer properties.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Printers'.



Printers in Settings menu

- 3) Right-click on the printer object to display the popup menu.



Printer popup menu

- 4) Choose the 'Capture Settings' tab.
- 5) Uncheck 'Banner' and 'Form Feed After Job'.



uncheck Banner and Form Feed

- 6) Choose 'OK'.



## **ERROR: Error 234 (due to server has too many shares) using NET VIEW at prompt.**

### **Error:**

Error 234: Additional Data is Available

### **Cause:**

This error occurs in an MS-DOS session in Windows 95 and the command NET VIEW \\<SMB server> is entered to view an Windows NT or Windows for Workgroups server. The server has too many shares to view using NET.EXE.

### **Solution:**

Open 'Network Neighborhood' on the desktop to view the server's shares.



[Network Neighborhood](#)



## **ERROR: Error trying to add trustee when using GRANT due to cannot assign ...**

### **Error:**

Error trying to assign trustee.

### **Cause:**

This error occurs when using Novell GRANT to assign rights to files on a Windows 95 computer running file and printer sharing for NetWare networks. Windows 95 only supports assigning rights to directories (not files).

### **Solution:**

Use the GRANT utility only to assign rights to directories on a Windows 95 computer.





## **ERROR: You cannot view the list (choosing OK in File and Print Sharing).**

### **Error:**

You cannot view the list of users at this time. Please try again later.

### **Cause:**

The server is not currently active on the network or there are network configuration problems. This error may occur when user-level access is enabled and an attempt is made to enable file and print sharing.

### **Solution:**

Make sure that user-level access is properly configured in 'Control Panel', 'Network'.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings', and 'Control Panel'.



[Control Panel](#)

- 3) Open 'Network'.



[Network icon](#)

- 4) Choose the 'Access Control' tab.
- 5) Make sure the server name is stated in the 'Obtain list of users and groups from' box.



[server name](#)



**What is your NetWatcher question?**



## **Existence of pre-M8 build; Install a post-M8 build of Win95.**

### **Cause:**

Windows 95 returns the user to the desktop if Windows is shutdown while Microsoft Exchange is running. Microsoft confirmed this to be a problem with the Windows 95 Preview Program. The problem has been fixed in post-M8 builds of Windows 95.

### **Solution:**

As a workaround, repeat the shutdown process a second time to exit Windows normally. Install a post-M8 build of Windows 95.



## User is not creator of the post office; Change the password.

### Cause:

Trying to administer a post office in Windows 95 generates the following error message:

A Workgroup PO can be managed only by the user who created it

*NOTE: Any modification to the post office administrator's account changes the administrator's password to six asterisks (\*\*\*\*\*). This does not affect any other entry in the administrator's account.*

### Solution:

Enter six asterisks (\*\*\*\*\*) as the password for the account and then change the password.

To change the password, follow these steps:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Open 'Passwords'.



Passwords icon

- 5) Select the "Change Passwords' tab.
- 6) Choose 'OK'.
- 7) Enter six asterisks as the old password.
- 8) Enter the new password.
- 9) Enter the new password a second time.
- 10) Choose 'OK'.





## **ERROR: Cannot Rename (or Find) Specified File.**

### **Error:**

Error Renaming File. Cannot rename C:\filename. Cannot find the specified file. Make sure you specify the correct path and filename.

### **Cause:**

In Windows Explorer, trying to rename, move or delete a file that appears to have an underscore character in the filename causes a file access error. This error occurs if the filename includes extended ANSI characters that Windows Explorer does not recognize. Windows Explorer displays unrecognizable characters as underscores.

### **Solution:**

Rename, move, or delete the file at the MS-DOS command prompt.

- 1) [Open the 'MS-DOS Prompt'.](#)
- 2) Make changes to the filename from the command line using the appropriate ANSI characters.

*NOTE: Consult the ANSI character set to determine which numeric code corresponds to the extended character in the filename.*



## ERROR: Could not start PRINT job (when sending a FAX).

### Error:

Could not start print job

### Cause:

Attempting to send a fax by printing to the Microsoft Fax service may generate an error message. This error can occur if the WPSUNI.DRV file is damaged. WPSUNI.DRV is the Microsoft Fax printer driver. This file is not removed from the hard disk when Microsoft Fax is removed. It must be manually removed.

### Solution:

Manually rename or remove the WPSUNI.DRV file to force Windows 95 to install a new copy of the file.

To resolve this problem, perform the following steps:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Open the 'Control Panel' folder and double-click the 'Add/Remove Programs' icon.



Add/Remove Programs icon

- 5) Click the 'Windows Setup' tab.
- 6) Click the 'Microsoft Fax' check box. (This clears the check mark from the box.)
- 7) Choose 'OK'.
- 8) Type the following command at the MS-DOS prompt to rename the WPSUNI.DRV file:

```
REN C:\WINDOWS\SYSTEM\WPSUNI.DRV C:\WINDOWS\SYSTEM\WPSUNI.OLD
```

- 9) Repeat steps 1 - 5.
- 10) Click the 'Microsoft Fax' check box. (This selects the box again.)
- 11) Choose 'OK'.





## **ERROR: 'Details' Tab Selected After Invalid Separator Page.**

### **Error:**

You must enter a valid separator page

### **Cause:**

When the 'General' tab is selected in the Properties dialog box to configure the printer to use a separator page, and an invalid file name is entered on the 'Separator page' box, an error message is displayed.

After clicking the OK button to clear the error message, the 'Details' tab is automatically selected as the current tab.

### **Solution:**

Manually select the 'General' tab and then enter a valid filename in the Separator page box.



## **ERROR: Editing two or three colors in Microsoft Paint causes an error.**

### **Error:**

An error has occurred in your program. To keep working anyway, click Ignore and save your work in a new file. To quit this program, click Close.

### **Cause:**

Choosing 'Close' displays the following error message:

This program has performed an illegal operation and will be shut down. If the program persists, contact the program vendor.

Choosing 'Close' terminates the program.

### **Solution:**

Edit only one color during a Microsoft Paint session.



## **ERROR: Importing registry with Registry Editor in real-mode may generate errors.**

### **Error:**

Unable to open registry (14) - System.dat. Error accessing the registry: The file may not be complete.

### **Cause:**

The real-mode stub of Regedit.exe has the ability to export, import and create registry files by using the internal real-mode registry library to accomplish these tasks. The code in this library has problems with certain large registry files. If one of the structures in the System.dat file takes up too much space in conventional memory, the registry cannot be accessed.

### **Solution:**

Use the Registry Editor in protected-mode.



## **Two network clients are installed; Enter password for secondary network.**

### **Cause:**

When both 'Microsoft Network' and 'NetWare Network' clients are installed, the number of login boxes displayed depends on the organization of the login passwords. If the Windows 95, Windows NT and NetWare passwords are the same, only one login dialog box is displayed when Windows 95 is started. If the NetWare password is different, two login dialog boxes are presented.

### **Solution:**

Enter the login password for the secondary network client in the 'Login' dialog box for that client.



## **ERROR: Cannot Connect to NWServer due to NetWare server not a security provider.**

### **Error:**

User name is not valid. The password or user name you specified is not valid for this resource.

### **Cause:**

Trying to connect to a shared directory or printer on a Windows 95 computer acting as a NWServer providing the 'File and Print Sharing for NetWare Networks' service generates an error even when the correct user name and password for the shared resource was supplied. If the user list for user-level security is on another NWServer (Windows 95 computer) passwords cannot be correctly verified.

### **Solution:**

A Novell NetWare server must be specified as the security provider when using the 'File and Print Sharing for NetWare Networks' service in Windows 95.



## 'Show All Files' option selected; Select 'Hide Files of These Types'.

### Cause:

If the 'Show All Files' option is selected, then .DLL files as well as all other files in the folder will be displayed.

### Solution:

From the 'View' menu, select 'Options', 'View' tab, and click 'Hide Files of These Types'.

*CAUTION: Do NOT remove the .DLL files from the HyperTerminal folder. Doing so will cause HyperTerminal to not function.*

Follow these steps if all the files in the 'HyperTerminal' folder are not to be viewed:

- 1) Choose the 'Start' button to display the 'Start' menu.



Start button

- 2) Select the 'Programs' menu.



select programs

- 3) Select the 'Accessories' menu, and then select 'HyperTerminal'.
- 4) Open the 'HyperTerminal' folder and select the 'View' menu.



HyperTerminal icon

- 5) Select 'Options'.
- 6) Select the 'View' tab.
- 7) Choose the 'Hide files of these types' option button.
- 8) Choose OK.





## How To: Remove TrueType Fonts and Keep a Copy on the Hard Disk.

### Solution:

To remove TrueType fonts without also deleting the font files requires maintaining two copies of each font file on the hard disk. The fonts in the \Fonts folder are the installed fonts. The fonts in the other folder are available for installation, but may not be active.

Follow these steps to remove a font without deleting the font file:

- 1) Use Windows Explorer to create a folder to store a copy of the TrueType font files.
  - a) Choose the 'Start' button to display the 'Start' menu and open Windows Explorer.
  - b) Open the 'Windows' folder.
  - c) Select the 'File' menu and select 'New'.
  - d) Select 'Folder'.
  - e) Windows creates a 'New Folder' icon in the right-hand window of the 'Windows Explorer' screen. Type a name for the new folder, and press ENTER.
- 2) Copy the fonts to be removed from the C:\Windows\Fonts folder to the new folder created in step 1.
  - a) Open the 'Fonts' folder. (A listing of all fonts in the folder is displayed in the right-hand window of the screen.)
  - b) Select the font(s) to be copied.

*NOTE: Make sure that the font file is copied and not moved to the new folder. If the font file is located in only one folder it will be deleted the next time the font is removed.*
  - c) Drag and drop the font file(s) into the new folder.
- 3) Use the 'Fonts' tool in 'Control Panel' to remove the TrueType Fonts.
  - a) Select 'Control Panel' and select 'Fonts'.
  - b) Highlight the TrueType font(s) to be deleted.
  - c) Select 'File' and select 'Delete'. (A 'Windows Fonts Folder' box displays asking for confirmation before deleting the fonts.)
  - d) Click 'Yes' to delete the selected fonts; click 'No' to save the fonts.

*NOTE: To re-install a font that has been removed, install the font from the folder containing the font file copies. Make sure to select 'Copy fonts to the Fonts folder' option so that the font file is copied. If this option is not selected, the font file is located in only one folder and is deleted the next time the font is removed.*







## User's access privileges; Alter privileges or password.

### **Cause:**

When using Net Watcher to disconnect a client user, the user receives no disconnect notification and can still access network resource(s).

### **Solution:**

Remove access privileges or change the password for the network resource.

To disconnect a client user so they cannot reconnect to the network resource, do one of the following:

- 1) Remove the access privileges to the resource.
- 2) Change the password for the resource.



## ERROR: Shortcut to Network Drive Does Not Work.

### Error:

The drive or network connection that the shortcut refers to is unavailable. Make sure that the disk is properly inserted or the network resource is available, and then try again.

### Cause:

Using a shortcut to a network drive repeatedly may cause the shortcut to fail. The Microsoft Network client maintains a list of the last eight network connections. When the shortcut is used to create a new link, the oldest of the previous connections is removed. If the new connection is the same as the previous eight connections, the connection just made is removed.

### Solution:

Restart Windows 95 or remap the network drive manually.

To remap the network drive, perform the following steps:

- 1) Start Windows Explorer:
  - a) Choose the 'Start' button to display the 'Start' menu.
  - b) Select 'Programs'.



select Programs

- c) Select 'Windows Explorer'.



Explorer from Programs menu

- d) Select the 'Tools' menu and select 'Map Network Drive'.
- e) In the 'Drive' box, click the drive letter for the connection.
- f) In the 'Path' box, enter the path for the network connection.
- g) Choose 'OK'.



## **'Net Watcher' does not display all files; Use F5 to refresh list.**

### **Cause:**

Not all files opened by a client show up immediately in the 'Net Watcher' list of open files. There is no file system notification, so 'Net Watcher' refreshes the list of open files at 60-second intervals, resulting in a delay before open files appear in the list.

### **Solution:**

Press the F5 key in 'Net Watcher' to refresh the list of open files.

*NOTE: Use caution with programs that do not hold their files open when modifying files on a server; they do not enforce exclusive access.*



## **Remote administration not configured; Configure for remote administration.**

### **Cause:**

Using remote administration on a computer running the 'File and Printer Sharing for Microsoft Networks' option, and which has not been configured for remote administration, generates a password prompt instead of a descriptive error message.

Windows 95 cannot determine whether the user does not have remote administration rights on the computer, or the computer cannot be remotely configured.

### **Solution:**

Select 'Cancel' in the password prompt dialog box. Configure the computer for remote administration, or contact a qualified computer technician.



## Postscript printer being used; Disable 'Banner' & 'Form Feed After Job'.

### Cause:

When printing to the NetWare print queue, the print job may appear in the queue correctly but not be printed. This problem can occur when printing to a Postscript printer, and the 'Banner' and 'Form Feed After Job' options are enabled.

### Solution:

Disable 'Banner' and 'Form Feed After Job' options.

Disable the 'Banner' and 'Form Feed After Job' options by following these steps:

- 1) Choose the 'Start Button' to display the 'Start' menu.



Start button

- 2) Select the 'Start' menu.
- 3) Select the 'Settings' menu and select 'Printers'.



Printers

- 4) Right-click the 'Postscript' printer icon and then choose 'Properties' on the pop-up menu that appears.
- 5) Select the 'Capture Settings' tab and click the 'Banner' and 'Form Feed After Job' boxes to clear them.
- 6) Select the 'Postscript' tab and verify that the 'Print Postscript Error Information' box is checked.

*NOTE: This option allows the Postscript printer to notify the user of any error messages that occur on the printer.*

- 7) Choose OK.



## Network drive letters too high; Edit the CONFIG.SYS file.

### Cause:

When 'My Computer' is opened, network drives that are mapped in the Novell NetWare login script may not be visible.

This problem occurs if the network drives have drive letters higher than the drive letter specified in the 'lastdrive=' statement in the CONFIG.SYS file.

*NOTE: This affects both the protected-mode Microsoft Client for NetWare Networks and Novell NetWare real-mode VLM client.*

### Solution:

Remove or edit the 'lastdrive=' statement in the CONFIG.SYS file.

To edit the CONFIG.SYS file, follow these steps:

- 1) Open the 'MS-DOS Prompt'.
- 2) From the C:\ prompt type: Edit CONFIG.SYS
- 3) Do one of the following:
  - a) Remove the 'lastdrive=' statement from the CONFIG.SYS file.
  - b) Edit the 'lastdrive=' statement so it matches the drive letter of the network drives.
- 4) Save CONFIG.SYS
- 5) Restart the computer (for the change to take effect).



## Win95 places file by default; Remove ODBCCP32.CPL file from 'System'.

### Cause:

By default, Windows 95 places the ODBCCP32.DLL file in the 'System' folder and places the following line in the CONTROL.INI file:

ODBC32=C:\WINDOWS\SYSTEM\ODBCCP32.DLL

'Control Panel' automatically loads all .CPL files (such as ODBCCP32.CPL) in the 'System' folder. Some applications may not detect or remove .CPL files in the 'System' folder, causing duplicate icons to appear.

### Solution:

Remove the ODBCCP32.CPL file from the 'System' folder.

Remove ODBCCP32.CPL file from the 'System' folder.

- 1) On the desktop, open 'My Computer'.



[Control Panel](#)

- 2) Select C:\ drive.
- 3) Open the 'Windows' folder.
- 4) Open the 'System' folder.
- 5) Highlight the ODBCCP32.CPL file.
- 6) Select the 'File' menu and select 'Delete'.





## **Floppy disk capacity too large; Insert 1.44MB or less capacity disk.**

### **Cause:**

When creating a Startup disk during the installation of Windows 95, Setup may be unable to format the disk that is inserted in the floppy disk drive.

This problem occurs if a 2.0 or 2.88MB floppy disk is inserted in the drive. Windows 95 does not support floppy disks with a capacity greater than 1.44MB. A 2.0 or 2.88MB floppy disk may generate the error message:

Device not ready

### **Solution:**

Remove the disk and insert a disk with a capacity of no more than 1.44MB in the drive.



## **NetBIOS protocol option can't be enabled; Select NetBIOS property to add feature.**

### **Cause:**

The 'NetBIOS support for IPX/SPX-compatible Protocol' option is visible in the 'Network' properties sheet, but it cannot be enabled by selecting the 'Add' radio button.

### **Solution:**

Select the 'I want to enable NetBIOS over IPX/SPX' check box on the 'NetBIOS' tab in 'IPX/SPX-Compatible Protocol' properties to add this feature.



## **ERROR: The computer may stop responding due to devices not responding.**

### **Error:**

Setup Detection Warning SUI0014 Setup has found a hardware device on your computer that is not responding. To try this device again, click Continue.

### **Cause:**

When the hardware detection process is finished, Setup checks to make sure that all critical hardware devices are still functioning properly. If any of the devices do not respond, the error message is displayed.

### **Solution:**

Turn computer off and back on again. Restart in 'Safe Mode'.

Do the following:

- 1) Turn the computer off.
- 2) Wait a few seconds.
- 3) Turn the computer back on.
- 4) Run Setup again and choose 'Safe Mode' when prompted.

*NOTE: The process that Setup uses to check the status of devices installed in the computer may cause a device to become unstable. When this occurs, turning the computer off and back on again reinitializes the device.*



## **Win95 identifies by user name only; Change user names so not identical.**

### **Cause:**

Windows 95 identifies a user's profile by the user name only; the authenticating server or domain is not considered. Users with the same user name on different servers or domains appear to be the same user, using the same profile. If the workstation profile is newer than the server profile, then the profile on the workstation is copied to the server.

### **Solution:**

Have users on different servers change user names so they are not identical.

To work around this problem, use one of the following methods:

- 1) Have users with the same user name on different servers or domains change their user names so they are not identical.
- 2) When another user with the same user name logs on in the future, have that user choose 'NO' when prompted with the message:  

'You have not logged on at this computer before. Would you like this computer to retain your individual settings for use when you log on here in the future?'
- 3) Make the user profiles with this problem mandatory, by renaming the USER.DAT file to USER.MAN in the user's home directory.

*NOTE: Windows 95 does not copy the profile back to the server in this case, and the user is forced to use the profile.*



## **Deleted files sent to 'Recycled' folder; Empty 'Recycle Bin' to delete files.**

### **Cause:**

When the 'Recycled' folder is removed using 'Windows Explorer', the folder appears not to be removed.

The 'Recycle Bin' sends each of the internal files to the 'Recycled' folder. The files displayed in the 'Recycled' folder are the internal files.

### **Solution:**

Do not remove the 'Recycled' folder to empty the 'Recycle Bin'. To empty the 'Recycle Bin', right-click the 'Recycle Bin', and then click 'Empty Recycle Bin' on the menu that appears.



**'Net Watcher' is being used to monitor; Select 'Net Watcher', 'View' menu.**

**Cause:**

When 'Net Watcher' is used to monitor connections to a computer running the 'File and Printer Sharing for NetWare Networks' service, open files are not displayed in the 'By Connections' view.

**Solution:**

Select the 'Net Watcher' 'View' menu and select 'By Open Files' to see files that are open.



## ERROR: Cannot Use Dial-Up Networking on Server-Based Setup Client due to ...

### Error:

You are currently using NetWare servers which will be inaccessible if you establish this connection.

### Cause:

If a server-based-setup (SBS) client computer connects to the server using only IPX network protocol, an error message is displayed. When using IPX protocol, connection can only be made to one network at a time. When Dial-Up Networking is used, the SBS client computer cannot access the server containing the system components.

### Solution:

Change the 'Dial-Up Networking' protocol.

To work around this problem, do one of the following:

- 1) Use multiple protocols, if possible, to connect to the server.

*NOTE: This method allows the SBS client computer to remain connected to the server.*

- 2) Configure Dial-Up Networking to use a protocol other than IPX. To do this, use the following steps:
  - a) Right-click the 'Dial-Up Networking' connection, and then select 'Properties' on the popup menu that appears.
  - b) Select 'Server Type'.
  - c) Click the 'IPX/SPX Compatible' check box to clear it, and make sure that either the 'NetBEUI' or 'TCP/IP' box is checked.
  - d) Choose 'OK'.



## **SMCPWR.COM not removed; Remove SMCPWR.COM from STARTNET.BAT.**

### **Cause:**

During an upgrade to Windows 95 on a computer that is running Novell NetWare VLM client, 'Setup' automatically replaces the 'Novell NetWare' client with 'Microsoft Client for NetWare Networks' when a 'Typical Setup' is selected. If 'Microsoft Client for NetWare Networks' is then replaced with the 'Novell NetWare' client, the computer may hang or stop when it is restarted.

### **Solution:**

The line that loads SMCPWR.COM has not been removed from the STARTNET.BAT file. This line is not removed when 'Microsoft Client for NetWare Networks' is installed during 'Setup'.

Remove the line that loads SMCPWR.COM. from the STARTNET.BAT file.





## **VNEWARE.386 version calls INT21 on exit; Install updated version of redirector.**

### **Cause:**

With Novell NetWare Client version 4.10 installed, the computer stops responding (hangs) or restarts when shutdown is performed.

VNEWARE.386 version 2.04 may cause the system to fault because it calls INT21 on system exit. This call is not allowed in Windows 95.

### **Solution:**

Install updated version of the NetWare redirector.



## **Encryption methods differ; Change protection or access control.**

### **Cause:**

A Windows NT workstation may not be able to connect to a shared folder on a Windows 95 server.  
The password encryption method used by Windows NT is different from the method used by Windows 95.

### **Solution:**

Change password protection or access control of shared resource.

To effect a workaround to this problem, do one of the following:

- 1) Use all uppercase or all lowercase characters in the Windows 95 shared folder password.
- 2) Remove password protection from the shared folder.
- 3) Use user-level access control instead of shared-level access control.



## **ERROR: Error Starting Program: REGSERV.EXE Linked to Missing Export due to ...**

### **Error:**

Error Starting Program: REGSERV.EXE Linked to Missing Export KERNEL32.DLL;Vxdca113

### **Cause:**

The remote registry service (REGSERV.EXE) allows other computers to connect to the registry on the computer where Windows 95 is being installed. The REGSERV.EXE file is located in the 'Admin' folder on the Windows 95 CD-ROM.

This problem can occur if Windows 95 is installed over a BETA version of Windows 95.

### **Solution:**

Remove the remote registry service in 'Network' properties and reinstall it.



## Lower case drive letter after (#) sign; Make letter following (#) sign uppercase.

### Cause:

When using the 'Microsoft Client for NetWare Networks' component, the following login script fails to work correctly:

```
map n:=sys:\public
```

```
#n:syscon
```

This problem occurs for any such drive mapping in a login script. The 'Microsoft Login Script Processor for NetWare' (NWLSPROC) returns an error message stating that the external program cannot be found.

### Solution:

Change the drive letter following the number sign (#) to an uppercase letter.

*NOTE: The script processor does not handle lowercase drive letters correctly in the external program command '#'.*



## **ERROR: PPPLOG.TXT File Err Msg:...No Address Negotiated ...due to no IP address.**

### **Error:**

Dial-Up Networking could not negotiate a compatible set of protocols

### **Cause:**

When using 'Dial-Up Networking' to connect to an Internet provider is not successful, an error message is displayed.

The IP address has not been preset for this connection to the Internet provider.

### **Solution:**

In 'Dial-Up Networking', select the 'File' menu, select 'Properties', click 'Server Type' and 'TCP/IP Settings'. Enter new IP address.

An IP address must be obtained from the Internet provider. Then the IP address can be set using the following steps:

- 1) In the 'Dial-Up Networking' window, select the connection for which an address is to be specified.
- 2) Select the 'File' menu and select 'Properties'.
- 3) Click 'Server Type' and then click 'TCP/IP Settings'.
- 4) Type the new IP address in the space provided.

*NOTE: Most Internet providers dynamically assign an address, but a few do not. To see if an address is not assigned, check the PPPLOG.TXT file.*

If a PPPLOG.TXT file cannot be located, follow the steps below:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select 'Settings'.
- 3) Select 'Control Panel'.



#### Control Panel

- 4) Open (double-click) the 'Network' icon.
- 5) Double-click on 'Dial-Up Adapter' in the 'Network' dialog box.
- 6) Select the 'Advanced' tab and then click 'Record a Log File'.
- 7) Retry the connection to create a new PPPLOG.TXT file.
- 8) Open the PPPLOG.TXT file and search for the error message described above.



## **ERROR: Error when PRINTING on AVERY LabelPro due to WIN.INI does not update ...**

### **Error:**

Error when PRINTING on AVERY LabelPro

### **Cause:**

Avery LabelPro stores the name of the default printer in a file called Lpwin.ini. When the name of the default printer is changed, Avery LabelPro does not respond to the global WIN.INI file change notification message, and does not update Lpwin.ini to reflect the new default printer name.

### **Solution:**

Edit the 'Printer=' statement in the Lpwin.ini file to reflect the new default printer name.

- 1) Edit the LPWIN.INI file and modify the 'Printer=' entry so that its value equals the new default printer name. The name of the new default printer can be found in the 'Device=' entry in the Windows section of the WIN.INI file.

EXAMPLE:

device= HP LaserJet 4/4M, HPPCL5MS, LPT1

- 2) (Optional) To resolve this problem, modify the 'Printer=' entry in the LPWIN.INI file so that it reads:  
Printer=HP LaserJet 4/4M



## **ERROR: Unable to change Windows password due to non-matching NT Domain password.**

### **Error:**

Unable to change the password for Windows NT because of one of the following errors: Access has been denied. For more information contact your system administrator. This password cannot be used now.

### **Cause:**

Access has been denied.

The Windows 95 password is changed to match the Windows NT Domain password. Windows NT is asked to change the password to an identical password. This should not affect usability. Ignore this message and continue.

For more information contact your system administrator.

The password has previously been used and re-use restrictions have not yet expired.

### **Solution:**

Ignore the message to continue changing the Windows 95 password or choose a valid password to also change the Windows NT Domain password now.

To change the password, follow these steps:

- 1) Choose the 'Start Button' to display the 'Start' menu.



Start button

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select 'Control Panel'.



Control Panel

- 4) Open the 'Control Panel' folder and double-click the 'Passwords' icon.



Passwords icon



- 5) Click the 'Change Windows Password' button.
- 6) Click the 'Windows NT' check box to select it.
- 7) Choose 'OK'.
- 8) Type the old password, the new password, and confirm the new password in the 'Change Windows Password' dialog box.
- 9) Choose 'OK'.



## Password not used or bitmap not local; Enter password or copy bitmap to local.

### Cause:

When a user selects desktop wallpaper from a network drive, the wallpaper selected may not be loaded after the next restart. If selected from a secure network resource, the wallpaper bitmap is not accessible until a password is entered. The system may not attempt to reload the wallpaper selected after the password is entered.

### Solution:

Copy the wallpaper bitmap to the 'Windows' directory of the local hard drive and specify the wallpaper bitmap in 'Control Panel', 'Display'.

To resolve this problem, do one of the following:

- 1) Copy the wallpaper bitmap file from the network drive to the local hard drive and specify the local copy by selecting 'Control Panel' and then selecting 'Display'. This ensures that the desired wallpaper is accessible the next time the computer is started. To do this, follow these steps:

- a) Choose the 'Start Button'



Start button to display the 'Start' menu.

- b) Select the 'Start' menu and select 'Settings'.
- c) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- d) Double-click 'Display'.



Display icon

- e) Highlight the wallpaper from the list of available wallpapers in the right-hand window.
  - f) Choose OK.
- 2) In the 'Password Properties' dialog box, select the 'User Profiles' tab and make sure the second option allowing users to customize their desktop settings is checked. This saves individual desktop settings from one session to the next.

- a) Choose the 'Start Button'



Start button to display the 'Start' menu.

- b) Select the 'Start menu' and select 'Settings'.  
c) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- d) Double-click 'Passwords'.



Display icon

- e) Select 'User Profiles'



Display icon from the 'Passwords Properties' dialog box.

- f) Click the 'Users can customize their preferences and desktop settings' option.  
g) Choose OK.



## **ERROR: Error Message Attempting to Add Users in Network Dialog Box.**

### **Error:**

You Cannot View The List of Users at This Time. Please Try Again Later.

### **Cause:**

If user-level access is enabled in Windows 95, choosing 'OK' in the 'File and Print Sharing' dialog box or the 'Add' button on the 'Remote Administration' page of the 'Passwords Properties' dialog box generates an error message.

The list of users may not be available if the authenticating server is not active on the network or cannot be found because of network configuration problems.

### **Solution:**

Correctly configure user-level access control.

Verify that user-level access control is configured correctly.

- 1) Choose the 'Start Button' to display the 'Start' menu.



Start button

- 2) Select the 'Start' menu.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Select 'Control Panel' and open 'Network'.



Network icon.

- 5) In the 'Network' dialog box click the 'Access Control' tab.
- 6) In the 'Obtain list of users and groups from' box note the name of the server.

*NOTE: It should contain the name of a Novell NetWare server, Windows NT Domain Controller, or a stand-alone Windows NT server.*

- 7) Verify that the server is visible to the client computer.



## **ERROR: Error Messages Using Novell NE3200 NDIS2 Driver due to Ethernet ...**

### **Error:**

M0026: Failed to find controller -- Controller not present

### **Cause:**

A Novell/Anthem NE3200 EISA Ethernet Adapter configured to start using NE3200.DOS in the AUTOEXEC.BAT file may generate an error message when NET START /VEBOSE runs. This may be followed by another error message:

Error 5733: The protocol manager has reported an incomplete binding

The failure to bind occurs when starting the computer in MS DOS mode.

### **Solution:**

Install updated NDIS3 driver.

To work around this problem, use the NE3200 NDIS3 driver. For information on how to install NDIS3 drivers, click the 'Index' tab in Windows 95 Help and type the following text:

ADAPTERS

Double-click on 'adapters, adding or changing the driver for' when that topic appears on the screen.

*NOTE 1: To use the NDIS2 driver regardless, ignore the error message or remove the /VERBOSE switch from the NET START line in the AUTOEXEC.BAT file.*

*NOTE 2: To use the NDIS2 driver outside the Windows environment, start the computer using a previous version of MS-DOS.*



## **Printer default values in WIN.INI file; Manually restore setting after upgrade.**

### **Cause:**

During an upgrade from Windows from Workgroups 3.11 to Windows 95, any non-default settings for the Hewlett-Packard LaserJet 4Si printer are returned to their default values. A HP LaserJet 4Si has an entry in the Windows for Workgroups 3.11 WIN.INI file referring to it as a LaserJet 4/4M, not a LaserJet 4Si.

### **Solution:**

Manually restore all non-default settings for the printer after upgrade is complete.

During an upgrade to Windows 95, Windows attempts to maintain any current printer settings for the HP LaserJet 4Si by searching the WIN.INI file for a section corresponding to that printer. Because the section of the WIN.INI file for the printer refers to it as an HP LaserJet 4/4M, Windows does not realize that the values in this section belong to the HP LaserJet 4Si, and so does not maintain the current printer settings.



## **UPS hardware detection; Disconnect UPS monitoring cable.**

### **Cause:**

Installing Windows 95 on a computer with an uninterruptible power supply (UPS) attached to a serial port, the UPS switches to battery mode during the hardware detection portion of Setup. If Setup does not finish before the battery in the UPS runs out, the UPS shuts down and the computer restarts.

### **Solution:**

Disconnect the UPS monitoring cable from the serial port before running Windows 95 Setup.

The following UPS models are known to exhibit the behavior described above:

American Power Conversion Smart-UPS Series (all models)

American Power Conversion Matrix Series (all models)





## **ERROR: Error message due to presence of virus or virus-protection software.**

### **Error:**

Invalid system disk. Replace the disk, and then press any key.

### **Cause:**

This error message may also be displayed when booting from the Startup disk. This error message may be caused by one of the following situations:

The system is infected with a boot-sector virus. (This error is known to be caused by the AntiCMOS.A virus.)

or

The system is running virus-protection software.

or

The system is using hard disk management software (i.e.: Disk Manager)

### **Solution:**

Do one of the following:

Run anti-virus software and reinstall Windows 95.

or

Use the Startup disk to restore system files to the hard disk.

or

Restore the Master Boot Record.

*CAUTION: Computer viruses are extremely dangerous. Your data may be in danger of being corrupted or lost.*

Use one of the following methods to correct the problem:

1) For a system infected with a virus:

- a) Use an anti-virus program to detect and remove the virus.
- b) Re-install Windows 95.

*NOTE: Boot-sector viruses infect computer systems by copying code either to the boot sector on a floppy diskette or the partition table on a hard disk. During Startup, the virus is loaded into memory.*

*Once in memory, the virus infects any non-infected disks accessed by the system.*

- 2) For a system running virus-protection software:
  - a) Boot the system using the Startup diskette created during Windows 95 Setup.
  - b) Use the SYS command from the Startup diskette to restore system files to the hard disk.
- 3) For a system using disk management software:
  - a) Check the SETUPLOG.TXT file for the following statement:

FSLog: BIOS Heads=:64:, BootPart Heads=:64:

The number above (64 in this example) may vary from computer to computer. If these two numbers are different, replace the system files on the hard disk according to the instructions given below:

*NOTE: Windows 95 may not, in some cases, detect disk management software and may overwrite the Master Boot Record (MBR) information. Refer to the documentation for the disk management software for information on how to restore the Master Boot Record.*

- 1) Boot the computer using the Windows 95 Emergency Boot Disk.
- 2) At the MS-DOS command prompt, type the following lines:

```
c:
cd\windows\command
attrib c:\msdos.sys -h -s -r
copy c:\msdos.sys msdos.xxx
a:
sys c:
attrib c:\msdos.sys -h -s -r
del c:\msdos.sys
copy c:\msdos.xxx msdos.sys
attrib c:\msdos.sys +r +s +h
```
- 3) Remove the Windows 95 Emergency Boot Disk and restart the computer.



## How To: Change the Setup source path in Windows 95.

### Solution:

Use the System Policy Editor (POLEDIT.EXE) or Registry Editor (REGEDIT.EXE) to change the path for Windows 95 source files.

*NOTE: Check with a qualified computer technician before making any changes to the registry.*

'System Policy Editor' (POLEDIT.EXE) is available in the 'ADMINAPPTOOLS\POLEDIT' folder on the Windows 95 CD-ROM. Use the 'Add/Remove Programs' tool in 'Control Panel' to install the 'System Policy Editor'.

System Policy Editor is not available in the floppy disk version of Windows 95. The self-extracting, executable file POLICY.EXE (which contains POLEDIT.EXE) can be downloaded from online services.

Use the following steps to edit the registry with 'System Policy Editor' and change the Setup source path:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Run'.
- 3) Type: POLEDIT (in the 'Open' box)
- 4) Choose 'OK' (to start 'System Policy Editor').
- 5) Select the 'File' menu and then select 'Open Registry'.
- 6) Double-click 'Local Computer'.
- 7) Click the plus sign (+) next to 'System'.
- 8) Click 'Network Path for Windows Setup', then type the new source path.
- 9) Save the changes to the registry.
- 10) Exit 'System Policy Editor'.
- 11) Restart Windows 95.

*NOTE 1: This procedure assumes that the CD-ROM version of Windows 95 is being used. If the floppy disk version of Windows 95 is being used, the following registry key may be changed:*

HKKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Setup

*NOTE 2: To change the source path for Plus files, if Windows 95 Plus! Is installed, change the following registry key:*

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Plus!\Setup

Also remove the following file:

C:\Program files\Plus!\Setup\Setup.tdf



## POINTER.EXE not present in WIN.INI; Include POINTER.EXE in WIN.INI file.

### Cause:

The problem occurs when the file POINTER.EXE is not present on the 'Load=' line in the WIN.INI file when Setup is run. Windows 95 cannot tell the difference between a Microsoft Mouse and a mouse that is Microsoft-compatible unless Load=POINTER.EXE is present in the WIN.INI file.

### Solution:

Include the file POINTER.EXE in the 'Load=' line of the WIN.INI file.

To insure that the hardware detection part of the Setup program correctly detects the mouse attached to the computer as a Microsoft Mouse, be sure that POINTER.EXE is included in the 'Load=' line of the WIN.INI file.

To replace a standard mouse driver with a Microsoft Mouse driver, do the following:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Open the 'Control Panel' folder and double-click the 'System' icon.



System icon

- 5) Choose the 'Device Manager' tab and double-click 'Mouse'.
- 6) Double-click 'Standard PS/2 Port Mouse'. (Displays the 'Standard PS/2 Port Mouse' Properties sheet.)
- 7) From the 'Standard PS/2 Port Mouse' Properties sheet select the 'Driver' tab.
- 8) Choose the 'Change Driver' button and select the 'Show All Devices' option.
- 9) In the 'Manufacturer' box select Microsoft.
- 10) In the 'Models' box select the Microsoft Mouse that is connected to the computer.
- 11) Choose OK.

*NOTE: The POINTER.EXE and POINTER.DLL files used by Microsoft Mouse Manager and by the Microsoft*

*IntelliPoint software are updated to Windows 95 versions when a Microsoft Mouse driver is installed. These files are not updated when a standard mouse driver is installed.*



## **ERROR: Installing Microsoft Plus! causes error due to long filenames.**

### **Error:**

Setup Error 907. Object 140. Your Setup files may be damaged. Try restarting the Setup program.

### **Cause:**

The Microsoft Plus! Setup program detects that the computer cannot use long filenames. Because of this error, the Setup program installs Microsoft Plus! in the \proga~1\Plus! folder instead of in the \Program Files\Plus! folder.

### **Solution:**

To work around this problem, do either one of the following:

- 1) Reinstall Windows 95.
- 2) Using the Registry Editor (REGEDIT.EXE), edit the registry to delete the Win31FileSystem key. It is in the folder:

KEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\FileSystem

*NOTE: Make a backup copy of the registry files SYSTEM.DAT and USER.DAT before editing the registry.*

For specific information about how to edit the registry, view the 'Changing Keys and Values' topic in the Registry Editor (REGEDIT.EXE) Help menu.

***WARNING:** Using Registry Editor incorrectly can cause serious problems that may require you to reinstall Windows 95. Microsoft cannot guarantee that problems resulting from the incorrect use of the Registry Editor (REGEDIT.EXE) can be solved. Use the Registry Editor at your own risk.*



## **ERROR: Cannot start Windows 95 due to WINLOAD.EXE running.**

### **Error:**

Windows has disabled direct disk access to protect your long filenames. To override this protection see the LOCK command.

### **Cause:**

After installing Windows 95, an error message is displayed when starting the computer. Windows stops loading after this message is displayed.

This problem can occur if the shareware program WINLOAD.EXE is running. WINLOAD.EXE is a shareware program designed to let the user start either MS-DOS or Windows. This program is not compatible with Windows 95.

### **Solution:**

Remove WINLOAD.EXE from the AUTOEXEC.BAT file.

***WARNING: Any changes made to these files may seriously affect the performance and operation of your computer.***

To do so, follow these steps:

- 1) Shut down and restart Windows in Safe Mode:
  - a) Select the 'Start' menu and select 'Shut Down'.
  - b) Choose 'Restart the Computer'.
  - c) When 'Starting Windows 95' text appears, press F8.
  - d) Select 'Safe Mode'.
- 2) At the MS-DOS prompt, use any text editor (such as EDIT.COM) to edit the AUTOEXEC.BAT file.
- 3) Remove the line containing WINLOAD.EXE from the file.
- 4) Save the file and then close it.
- 5) Restart Windows 95.







## **Program using Windows 3.x PIF; Create updated PIF for Win95.**

### **Cause:**

The DOS program has a Windows 3.x program information file (PIF) instead of a newer PIF optimized for Windows 95. When a program is started in a folder that contains a PIF for that program, Windows 95 uses that PIF to obtain configuration information. If there is no PIF in the folder, Windows queries the APPS.INF file for a program entry, and uses that entry to create a new PIF.

### **Solution:**

Create an updated program information file (PIF).

- 1) Rename the PIF that is located in the same folder as the MS-DOS-based program. Then, try to run the MS-DOS-based program by double-clicking the program's executable (.EXE) file from 'Windows Explorer' or 'My Computer'.
- 2) If the program still does not run correctly, refer to the program's documentation to determine the optimal settings for the program. To create a new PIF file in the program's folder, do the following:
  - a) Right-click the program's executable (.EXE) file and then choose 'Properties' on the menu that appears.
  - b) In the program's properties, enter any specific PIF configuration information suggested in the program's documentation.
  - c) When the PIF configuration information has been entered, choose OK. The new PIF will be referenced the next time the program is started.
- 3) If the program still does not run correctly, try running the program in MS-DOS mode.



## **Incorrect options set for Office Manager; Turn off 'Always on Top' option.**

### **Cause:**

This problem occurs when one of the following conditions exists:

Either a 16-bit version of Office Manager is being run with a 32-bit screen saver; or, the 'Always on Top' option has been selected for the 'Office Manager' taskbar; or,

the 'Office Manager' taskbar had the focus when the screen saver was activated.

### **Solution:**

Turn off the 'Always on Top' option in the 'Office Manager' toolbar.

When Office Manager loses focus, it automatically puts itself on top. In Windows 3.x, with cooperative multitasking, Office Manager does not lose focus when a screen saver activates. In Windows 95, with pre-emptive multitasking, Office Manager loses focus when a 32-bit screen saver is activated.

To deselect the 'Always on Top' option, perform the following steps:

- 1) Click on the Office icon at the left of the 'Office Manager' taskbar.
- 2) Select the 'File' menu and select 'Customize'.
- 3) Select the 'View' tab and click 'Always on Top' (so that the box is no longer checked).
- 4) Choose OK.



## ERROR: Trying to uncompress a DriveSpace compressed drive generates an error.

### Error:

Windows files are installed on host drive <x>. Uncompressing drive <y> will cause the drive letter for drive <x> to change. Because Windows refers to drive <x> to find its files, you cannot uncompress drive <y>.

### Cause:

This problem can occur if the Windows swap file is located on the host drive.

### Solution:

Select the 'Performance' tab in the 'System' icon in 'Control Panel' and disable Windows' selection of virtual memory settings before uncompressing the DriveSpace drive.

To work around this problem, follow these steps:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Open the 'Control Panel' folder and double-click the 'System' icon.



System icon

- 5) Choose the 'Performance' tab.
- 6) Click the 'Virtual Memory' button.
- 7) Click the 'Let me specify my own virtual memory settings' option button.
- 8) In the 'Hard Disk' box, click the 'DriveSpace'-compressed drive. (Leave the entries in the 'Minimum' and 'Maximum' boxes as they are.)

- 9) Choose 'OK'.
- 10) Choose 'Close'. 'DriveSpace'-compressed drive. After the compressed drive has been uncompressed, follow these steps to let Windows 95 manage the virtual memory settings:
- 11) Repeat steps 1 - 5 above.
- 12) Click the 'Let me manage my virtual memory settings' option button.
- 13) Choose 'OK'.
- 14) Choose 'Close'.



## **ERROR: Cannot assign rights to files due to user interface design.**

### **Error:**

Error trying to assign trustee.

### **Cause:**

Trying to assign rights to files on a Windows 95 computer running 'File and Printer Sharing for Novell Networks' using the Novell GRANT utility is not allowed. Windows 95 supports assigning rights to directories only. Assigning rights at the file level is not supported. Allowing the Novell GRANT utility to assign rights at the file level would be inconsistent with the Windows 95 user interface.

### **Solution:**

The Windows 95 user interface does not support the Novell GRANT utility's ability to assign rights at the file level. This is by design.



## How To: Back up the registry.

### Solution:

'Setup' makes a backup copy of the Registry called SYSTEM.1ST in the root directory. Another copy (SYSTEM.DA0) is created in the 'WYSTindows' folder. This backup is a copy of the registry before the last re-start. SYSTEM.DAT file is copied to SYSTEM.DA0 each time Windows starts successfully.

To back up the registry, follow these steps:

- 1) Choose the 'Start Button' to display the 'Start' menu.



Start button

- 2) Select the 'Programs' menu and select 'Windows Explorer'.



Windows Explorer

- 3) Select the 'View' menu and select 'Options'.
- 4) Click the 'View' tab, click the 'Show all files' button, then click the 'Hide MS-DOS file extensions for file types that are registered' check box to clear it.
- 5) Choose 'OK'.
- 6) Open the 'Windows' folder, right-click the SYSTEM.DAT file, and click 'Copy' on the menu that appears.
- 7) Right-click another folder (such as a backup folder) and then choose 'Paste' on the menu that appears. (A copy of the SYSTEM.DAT file is placed in the folder.)

*NOTE: If the registry is damaged, various errors may occur or the computer may not start properly. Changes made while troubleshooting the problem may write the damaged SYSTEM.DAT file to the SYSTEM.DA0 file, causing both of them to be defective. The SYSTEM.1ST file is written only the first time Windows 95 is installed, and so may be out of date if new hardware or software has been installed since Windows 95 was installed.*

If the registry is damaged, you can restore the backup copy of the SYSTEM.DAT file. To do so, follow these steps:

- 1) Right-click the backup SYSTEM.DAT file, and then click 'Copy' on the menu that appears.

- 2) Right-click the 'Windows' folder, then click 'Paste' on the menu that appears.
- 3) Choose 'Yes' when prompted whether or not to replace the existing file.

*NOTE: These procedures can also be used to backup and restore other critical files, such as USER.DAT.*





## **POINTER.EXE not in 'Load=' line of WIN.INI; Insert POINTER.EXE in WIN.INI file.**

### **Cause:**

This occurs when the file POINTER.EXE is not present on the 'Load=' line in the WIN.INI file. If POINTER.EXE is not present, a standard mouse driver, not a Microsoft driver, is installed at Setup.

This affects the Microsoft Serial Mouse, Microsoft PS/2 Port Mouse, Microsoft InPort Adapter Mouse, and Microsoft Ballpoint Mouse attached to a PS/2-style port.

### **Solution:**

To insure that the Setup program correctly detects the mouse attached to the computer as a Microsoft Mouse, put POINTER.EXE in the 'Load=' line of the WIN.INI file.

To replace a standard mouse driver with a Microsoft Mouse driver, do the following:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Open the 'Control Panel' folder and double-click the 'System' icon.



System icon

- 5) Choose the 'Device Manager' tab and double-click 'Mouse'.
- 6) Double-click 'Standard PS/2 Port Mouse'. (Displays the 'Standard PS/2 Port Mouse' Properties sheet.)
- 7) From the 'Standard PS/2 Port Mouse' Properties sheet select the 'Driver' tab.
- 8) Choose the 'Change Driver' button and select the 'Show All Devices' option.
- 9) In the 'Manufacturer' box select Microsoft.
- 10) In the 'Models' box select the Microsoft Mouse that is connected to the computer.
- 11) Choose OK.

*NOTE: The POINTER.EXE and POINTER.DLL files used by Microsoft Mouse Manager and by the Microsoft*

*IntelliPoint software are updated to Windows 95 versions when a Microsoft Mouse driver is installed. These files are not updated when a standard mouse driver is installed.*



## How To: Install Windows 3.1 drivers for use in Windows 95.

### Solution:

Install Windows 3.1 16-bit drivers only when necessary and when a 32-bit driver is not a choice.

To install a Windows 3.1 driver for use with Windows 95, select the appropriate set of steps listed below:

To install Windows 3.1 printer drivers for use in Windows 95, follow these steps:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Printers'.
- 4) Double-click the 'Add Printer' icon.



Add Printer icon

- 5) Choose either 'Local Printer' or 'Network Printer' then click 'Next'.
- 6) Click the 'Have Disk' button.
- 7) In the 'Copy Manufacturer's Files From' dialog box, enter the drive and path for the OEMSETUP.INF file for the driver to be installed, then click 'Next'.
- 8) Select the driver to be installed, then choose 'OK'.

To install Windows 3.1 video drivers for use in Windows 95, follow these steps:

- 1) Right-click on an empty area of the desktop, and then select 'Properties' from the popup menu that appears.
- 2) Select the 'Settings' tab and then click the 'Change Display Type' button.
- 3) In the 'Adapter Type' area, click the 'Change' button.
- 4) Click the 'Have Disk' button.
- 5) In the 'Copy Manufacturer's File From' dialog box, enter the drive and path for the OEMSETUP.INF file for the driver to be installed, then click 'Next'.
- 6) Click the video mode, then choose 'OK'.

To install Windows 3.1 drivers for unlisted hardware for use in Windows 95, follow these steps:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Double-click the 'Add New Hardware' icon, and then click 'Next'.
- 5) When prompted 'Do you want Windows to search for your new hardware' click 'No', then click 'Next'.
- 6) Click the type of hardware to be installed, then click 'Next'.
- 7) Click the 'Have Disk' button.
- 8) In the 'Copy Manufacturer's File From' dialog box, enter the drive and path for the OEMSETUP.INF file for the driver to be installed, then choose 'OK'.
- 9) Click the driver to be installed, then choose 'OK'.

*NOTE: The steps outlined above work only for installing Windows 3.1 drivers from disks that contain an OEMSETUP.INF file. If the disk does not contain this file, contact the manufacturer for assistance in installing the driver.*



## **OEM drivers of the same name; Use Win95 driver to copy over OEM driver.**

### **Cause:**

Windows 95 cannot load a Windows 95 driver over an OEM driver of the same name. Microsoft has confirmed that this is a problem in Microsoft Windows 95.

### **Solution:**

Extract Windows 95 version of the driver from the Windows 95 disks or CD-ROM and copy over OEM driver.

For a possible workaround to this problem, manually extract the Windows 95 version of the driver from the Windows 95 disks or CD-ROM using the Windows 95 extract tool (EXTRACT.EXE), and copy it over the OEM driver of the same name.



## How To: Use the Windows 95 Extract Tool (EXTRACT.EXE).

### Solution:

The Extract tool (EXTRACT.EXE) has only a command line interface (no GUI interface). Because Windows 95 does not permit deleting or overwriting a file in use, it may be necessary to restart the computer in Command Prompt Only mode to use the Extract tool

To restart the computer in Command Prompt Only mode, follow these steps:

- 1) Choose the 'Start' button, and select 'Shut Down'.
- 2) Choose the 'Restart the computer' option, and then click 'Yes'.
- 3) When the 'Starting Windows 95' message is displayed, press the F8 key immediately, then choose 'Command Prompt Only'.

### Location of Cabinet Files

On CD-ROM all cabinet files are located in the WIN95\WIN95 directory.

EXAMPLE: To extract a Windows 95 file from the WIN95\_02.CAB file, where the CD-ROM drive is drive D, type:

```
EXTRACT D:\WIN95\WIN95\WIN95_02.CAB
```

On floppy disks, the Windows 95 cabinet files are located on several disks. Use the following table to locate the desired cabinet file:

Cabinet File	Disk
MINI.CAB	Disk 1
PRECOPY1.CAB	Disk 1
PRECOPY2.CAB	Disk 2
WIN95_nn.CAB	Disk nn

EXAMPLE: To extract a file from the WIN95\_10.CAB file, where the floppy disk drive is drive A, type:

```
EXTRACT A:\WIN95_10.CAB
```

*NOTE: Using the /A switch with the Extract command, insert the disk containing the first cabinet file*

*mentioned in the command line. A prompt will request additional disks as they are needed.*

#### Extracting Windows 95 Files From an Unknown Cabinet File

When it is not known which cabinet file contains the Windows 95 file that is needed, use the following command to search all the cabinet files in sequential order and then extract the correct file when it is found:

```
EXTRACT /A <cabinet> <filename> /L <destination>
```

EXAMPLE: To extract the UNIDRV.DLL file from floppy disks in drive A and place it in the WINDOWS\SYSTEM directory on drive C, use the following command:

```
EXTRACT /A A:\WIN95_02.CAB UNIDRV.DLL /L C:\WINDOWS\SYSTEM
```

*NOTE: The /A switch causes the Extract tool to search all the cabinet files in the cabinet chain, starting with the first cabinet file mentioned in the command line. When extracting files from a CD-ROM it is necessary to modify the <cabinet> parameter accordingly to reflect the actual location of the cabinet files.*

If the Extract tool cannot find the specified file in any of the cabinet files, the file may be located in the MINI.CAB, PRECOPY1.CAB, or PRECOPY2.CAB cabinet file. Use the following two commands to search these three cabinet files:

```
EXTRACT /A A:\PRECOPY1.CAB <filename> /L <destination>
```

```
EXTRACT A:\MINI.CAB <filename> /L <destination>
```

*NOTE: The first command searches the PRECOPY1.CAB and PRECOPY2.CAB cabinet files. The second command searches the MINI.CAB cabinet file. When extracting files from a CD-ROM it is necessary to modify the <cabinet> parameter accordingly to reflect the actual location of the cabinet files.*

#### Extracting Multiple Files From an Unknown Cabinet

To extract multiple files, use the same syntax as shown above for extracting a single file, but use a wildcard designation for the <filename> parameter.

EXAMPLE: To extract all the files with a .TXT extension from disks in drive A and place them in the WINDOWS directory on drive C, use the following command:

```
EXTRACT /A A:\WIN95_02.CAB *.TXT /L C:\WINDOWS
```

When extracting files from a CD-ROM it is necessary to modify the <cabinet> parameter accordingly to reflect the actual location of the cabinet files.

#### Finding Windows 95 Files

The Extract tool can be used to determine which cabinet file contains a particular Windows 95 file. To search the cabinet files without extracting the Windows 95 file once it is found, use the following command syntax:

```
EXTRACT /A /D <cabinet> <filename>
```

EXAMPLE: To find the UNIDRV.DLL file on the disks in drive A, type:

```
EXTRACT /A /D A:\WIN95_02.CAB UNIDRV.DLL
```

*NOTE: The /A switch causes the Extract tool to search all the cabinet files in the cabinet chain, starting with the first cabinet file mentioned in the command line.*

If the Extract tool cannot find the specified file in any of the cabinet files, the file may be located in the MINI.CAB, PRECOPY1.CAB, or PRECOPY2.CAB cabinet file. Use the following two command





## How To: Run MS-DOS-based portion of a program within Windows.

### Solution:

Create a separate icon for the MS-DOS-based portion of the program.

Run the MS-DOS-based portion of REGEDIT.EXE within Windows 95, by following these steps.

- 1) Right-click on any empty area of the desktop. (A popup menu appears.)
- 2) Select 'New' on the popup menu that appears. (A second popup menu appears.)
- 3) Select 'Shortcut' from the popup menu that appears.
- 4) In the 'Command Line' box, enter the following:

```
C:\COMMAND.COM /K C:\WINDOWS\REGEDIT.EXE
```

*NOTE: The /K switch leaves COMMAND.COM running after the specified program is finished.*

- 5) Choose the 'Next' button.
- 6) In the 'Select a name for the shortcut' box, enter a name, and then choose the 'Finish' button.
- 7) Right-click the new icon, and select 'Properties' from the popup menu that appears.
- 8) Select the 'Program' tab, and click the 'Advanced' button.
- 9) Check the 'Prevent MS-DOS-based programs from detecting Windows' check box to select it.
- 10) Choose 'OK'.
- 11) Choose 'OK'.

Double-click the new icon and the MS-DOS-based portion of the program runs.

*NOTE: Configuring the command prompt in this manner prevents any Windows-based program from starting from the command prompt.*



## Controller speed; Locally restart computer to end task.

### Cause:

Copying a large directory structure from a CD-ROM drive to a local hard disk, may cause the computer to stop responding. The Windows 95 CD-ROM file system, with protected-mode drivers, has a 'Read Ahead' feature to provide smoother video playback, with faster, more efficient data streaming. This can cause the CD-ROM drive controller to be driven at speeds faster than it was designed for.

### Solution:

A local restart is necessary to end the copy task and regain control of the computer.

To prevent this problem, follow these steps:

- 1) Choose the 'Start Button'



Start button to display the 'Start' menu.

- 2) Select the 'Start' menu and select 'Settings'.
- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Open the 'Control Panel' folder and double-click the 'System' icon.



System icon

- 5) Select the 'Performance' tab and click 'File System'.
- 6) Select the 'CD-ROM' tab.
- 7) In the 'Optimize Access Pattern For' box, click the setting that matches the CD-ROM drive being used.
- 8) Restart the computer when prompted to do so.
- 9) If steps 1 - 8 do not solve the problem, repeat steps 1 - 6. In the 'Optimize Access Pattern For' box, click 'No Read Ahead'.
- 10) Choose 'OK'.
- 11) Restart the computer when prompted to do so.





## **ERROR: Cant access shared resource due to extended character in name or password.**

### **Error:**

\\<computername>\<Sharedresourcenam>. The network cannot be found. The password is incorrect. Try again.

### **Cause:**

Accessing a shared or password-protected resource on a computer running an international version of Windows 95 from one running the U.S. version. The password or share name may contain one or more of these ASCII extended characters (the decimal value of these characters is listed): 131, 133, 136, 137, 138, 139, 140, 141, 147, 149, 150, 152, 161, 162, or 163.

### **Solution:**

Rename the password or share name of the resource on the computer running an international version of Windows 95 to eliminate any extended ASCII characters.

When connecting to a shared folder, Windows 95 converts the characters in the share name to uppercase. The characters list above do not have uppercase equivalents in the U.S. version of Windows 95, and so do not match after Windows 95 converts the name.

Shared resource passwords are not case-sensitive in Windows 95. When a password is entered, Windows 95 converts the password to uppercase and then encrypts the password and compares it to the original password. Since the extended ASCII characters listed above do not have uppercase equivalents on a computer running the U.S. version of Windows 95, the password does not match after it is converted to uppercase.



## User profiles option is disabled; Use user profiles to regain settings.

### Cause:

After disabling the 'user profiles' option, some icons may be missing from the desktop. When user profiles are disabled, Windows 95 uses the original profile that existed before the 'user profiles' option was enabled. Settings created by the users after the 'user profiles' option was enabled are lost.

### Solution:

The user profiles still exist in user-specific folders. These profiles can be accessed to regain the lost settings.

To recover lost user settings, follow these steps:

- 1) Select the 'Start' menu and select 'Programs'.
- 2) Select the



Programs and select 'Windows Explorer'.

- 3) Select the 'Settings' menu and select 'Control Panel'.



Control Panel

- 4) Open the 'Windows' folder, then open the 'Profiles' folder.
- 5) Open the folder for the user whose settings are to be retrieved.
- 6) Open the 'Desktop' folder. (This folder contains the shortcuts created by that user.)
- 7) Drag the shortcuts from the 'Desktop' folder to the Windows 95 desktop.
- 8) Open the 'Start menu' folder. (This folder contains shortcuts created by the user for the 'Start' menu.)
- 9) Drag these shortcuts from the 'Start menu' folder in the user-specific folder to the 'Start menu' folder in the 'Windows' folder. (This replaces missing icons on the Windows 95 'Start' menu.)



## Improperly quit program; Quit MS-DOS-based program properly.

### Cause:

An MS-DOS-based program that ran previously begins to run every time the computer is restarted (rebooted); the MS-DOS-based program terminated abnormally. For example, the computer was rebooted while the MS-DOS-based program was still running.

### Solution:

Quit the MS-DOS-based program in the proper way. Windows 95 should then start automatically.

*NOTE 1: When a program information file (PIF) is set up to run a program in MS-DOS mode, select the 'Specify a new MS-DOS configuration' option. Using this option, a CONFIG.SYS or AUTOEXEC.BAT file can be specified to be used when the MS-DOS-based program is run.*

When a program is run in this manner in Windows 95, the CONFIG.SYS and AUTOEXEC.BAT files in the root directory of the boot drive are renamed to CONFIG.WOS and AUTOEXEC.WOS, and the CONFIG.SYS and AUTOEXEC.BAT specified in the PIF are copied to the root directory on the boot drive. Also, the entry 'DOS=SINGLE' is added to the CONFIG.SYS file specified by the PIF, which causes Windows 95 to start in MS-DOS mode.

If a computer is turned off or restarted while it is running in MS-DOS mode, the PIF-specific CONFIG.SYS and AUTOEXEC.BAT files are retained in the root directory, and the computer starts in MS-DOS mode.

When an MS-DOS program is quit properly, the PIF-specific CONFIG.SYS and AUTOEXEC.BAT files in the root directory are replaced by the original CONFIG.SYS and AUTOEXEC.BAT files.

*NOTE 2: PIF-specific CONFIG.SYS and AUTOEXEC.BAT files are created only if the 'Specify a new MS-DOS configuration' option is selected.*



## **Interface design; Include extended character in filename.**

### **Cause:**

A file or folder created in all uppercase letters is not displayed with uppercase letters by Windows Explorer, on the desktop, or in Windows 95 programs. For readability, Windows 95 displays file and folder names with only the first letter capitalized. This behavior is by design.

### **Solution:**

To create a filename that will be displayed in all uppercase letters, include an extended character (such as a comma or space) in the filename. This creates a filename that does not adhere to the 8.3 naming convention, and causes Windows 95 to preserve the capitalization of the filename as created.

EXAMPLE: A file created with a filename of MYFILE.DOC is displayed in Windows 95 as Myfile.doc. However, if the file is created with a name of MYFILE,.DOC, the filename will always be displayed as MYFILE,.DOC. (The comma in the filename causes the filename to be read as a long filename.)

*NOTE: If a file is named using upper and lowercase letters, the case of the individual letters is preserved.*



## Capture settings; Specify NetWare CAPTURE specifications.

### Cause:

When using the Microsoft Client for NetWare Networks to print to a NetWare print queue, print notification is not an option in the properties for the printer. Windows 95 provides common Novell NetWare capture settings for: banner page, form feed, expand tabs, form, and timeout. Capture settings that do not appear in the printer properties can be enabled using the NetWare CAPTURE command.

### Solution:

Specify the port, server, and print queue in a NetWare CAPTURE command placed in the user or system login script.

To receive notification when a print job is finished on a NetWare print queue, follow these steps:

- 1) Use the following command in your user or system login script:

```
CAPTURE L=<x> /SERVER=<y> /QUEUE=<z> /NOTIFY
```

where <x> is the LPT port, <y> is the NetWare server name, and <z> is the NetWare print queue name.

- 2) Install the printer.
- 3) Run WINPOPUP.EXE from the WINDOWS directory. (WINPOPUP.EXE is installed when the Microsoft Client for Microsoft Networks or NetWare Networks.)

The NetWare print server will now use WinPopUp to send notification of completed print jobs.





## **ERROR: XCOPY between LFN-only and SFN-only drive gives error due to 8.3 standard.**

### **Error:**

The system cannot find the specified file. The system cannot find the path specified. Access denied. The filename, directory name, or volume label syntax is incorrect. The specified path is invalid.

### **Cause:**

One or more of the files being copied has a filename that does not conform to the MS-DOS 8.3 naming convention. If a short filename is not provided, XCOPY may be unable to create the file on the destination drive.

### **Solution:**

Make sure that all the files (and folders) to be copied have filenames that conform to the MS-DOS 8.3 naming convention (8 characters for the name and 3 characters for the file extension. EXAMPLE: AUTOEXEC.BAT).

Also, make sure that the filename that will be created on the destination drive will not exceed the path limit of 64 characters.

*NOTE: The XCOPY command's /C switch instruct XCOPY to copy as many of the source files as it can, skipping those file that cannot be copied because they do not conform to the file naming conventions, or exceed the path limit.*



## **ERROR: Dragging object to Start menu causes error due to damaged Start folder.**

### **Error:**

Unable to create a shortcut here -- Do you want the shortcut to be placed on the desktop?

### **Cause:**

If the Start menu folder is damaged or has been removed, the error message appears when an object is dragged to the Start button on the taskbar.

### **Solution:**

Shut down and restart the computer to create and enable a new Start menu.

Do one of the following:

- 1) If the Start menu folder is missing:
  - a) Click the 'Start' button, and choose 'Shut Down'.
  - b) Choose 'Restart the Computer'.

Windows 95 will create a new Start menu folder and enable the 'Start' menu.

- 2) If shutting down and restarting the computer does not enable the 'Start' menu:
  - a) Delete the 'Start' menu folder.
  - b) Shut down and restart the computer to re-create and enable the 'Start' menu.



## How To: Install the Windows 95 Service Pack 1 Upgrade.

### Solution:

Load Windows 95 Service Pack 1 to update Windows 95 to version 4.00.950a.

*NOTE: The update is designed to solve specific issues. If these issues do not apply to a particular computer configuration, it may not be necessary to install the update on that computer.*

### Updating A Single Computer

To install the Windows 95 Service Pack 1 on a single computer, follow these steps:

- 1) Quit any applications that are currently running. If the 'Microsoft Plus! System Agent' is being used, right-click the 'System Agent' icon on the toolbar, and then click 'Suspend System Agent'.
- 2) Insert the Windows 95 Service Pack 1 CD-ROM.
- 3) Double-click the SETUP.EXE file, and then follow the instructions that appear on the screen.

*NOTE: Do not click 'Cancel' during Setup. Doing so may cause Setup to fail. This may be true even though a message is displayed stating that the system was updated successfully.*

If 'Cancel' is clicked during Setup by mistake, run Setup again. If Windows asks 'Do you want to overwrite the file?', click 'Yes to All'.

When the Setup program completes, the version of Windows will be updated to version 4.00.950a.

To remove the update from a single computer, follow these steps:

- 1) Choose the 'Start Button' to display the 'Start' menu.



Start button

- 2) Select the 'Settings' menu.
- 3) Select 'Control Panel'.



Control Panel

- 4) Double-click 'Add/Remove Programs.'



Add/Remove Programs

- 5) Click the 'Install/Uninstall' tab.
- 6) Click 'Windows 95 Service Pack 1'.
- 7) Click 'Add/Remove'.
- 8) Follow the instructions displayed on the screen.

*NOTE 1: Removing the update from the computer will remove all installed updates EXCEPT the 'Password List' Update. The system version will remain version 4.00.950a. The original 'Password List' version cannot read the new 'password list'. In order to uninstall the service pack completely, re-install Windows 95 from the original upgrade disks over the existing Windows 95 installation.*

*NOTE 2: During the update, the service pack version of NET.EXE is also copied to NETPWL.EXE. This file can be used if NET.EXE is overwritten. NET.EXE may be overwritten by network setup while adding or removing network components.*

*NOTE 3: The Windows 95 Service Pack 1 includes an update to 'Microsoft Exchange' that enables users to use shared (public) folders on the post office with 'Microsoft Mail'. If 'Microsoft Mail' is being used, then after the service pack updates have been installed, it is necessary to carry out the following procedure in order to use shared folders. (It is not necessary to carry out this procedure if the 'Microsoft Mail' service in 'Microsoft Exchange' is not being used.)*

To reconfigure 'Microsoft Exchange' to use shared folders (where 'Microsoft Mail' is used), follow these steps:

- 1) In the 'Admin\Componts\Updates\Exchupd' folder, run:  
EXCHUPD.EXE
- 2) Select 'Control Panel' and double-click the 'Mail and Fax' icon.
- 3) Click the 'Microsoft Mail' information service, and then click 'Remove'.
- 4) Click 'Add', and then select 'Microsoft Mail' from the list of services.
- 5) In the 'Microsoft Mail Configuration' dialog box, click the 'Connection' tab.
- 6) In the 'Edit' box, type the path to the 'Microsoft Mail' post office.
- 7) On the 'Logon' tab, type the mailbox and password.
- 8) To add the service, choose 'OK'.
- 9) Choose 'OK' a second time to save the changes to your profile.

What Do The Windows 95 Service Pack 1 Updates Do?

Most updates in the Microsoft Windows 95 Service Pack 1 address a specific problem or configuration. These updates have previously been available to download from various electronic locations. The updates included are:

**OLE32 Update:**

The Windows 95 OLE32 update addresses file-management behavior in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint for Windows 95. Because of the way these applications use OLE for file storage, files created by these applications may contain extraneous data from previously deleted files. This data is not visible when using application.



## How To: Install Microsoft FAX.

### Solution:

Select 'Settings' and select 'Control Panel'. Select 'Add/Remove Programs' to install Microsoft FAX.

- 1) Choose the 'Start' button to open the ['Start' menu](#).



[Start button](#)

- 2) Select 'Settings'.
- 3) Select 'Control Panel'.



[Control Panel](#)

- 4) Open 'Add/Remove Programs'.



[Add/Remove Programs icon](#)

- 5) Choose the 'Windows Setup' tab. (The Windows 95 Setup Properties sheet displays.)
- 6) Check 'Microsoft Fax'.
- 7) Choose 'Details'.
- 8) Check Microsoft Fax Services.
- 9) Check Microsoft Fax Viewer.
- 10) Choose 'OK'.



## Driver incorrect or not selected; Install correct printer driver.

### Cause:

No or wrong printer driver selected.

### Solution:

Install correct printer driver.

To select printer, follow these steps:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and select 'Printers'.



[Printers in settings menu](#)

- 3) Open (double-click) the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)



[Add Printer icon](#)

- 4) Choose 'Next'.

*NOTE: If the printer to be installed is plug and play compatible, the 'Add Printer Wizard' can communicate with it, find the correct printer driver, and install the correctly configured printer driver itself.*

- 5) Do one of the following to select the printer location:
  - a) Select 'Local Printer' if the printer is attached directly to the computer.
  - b) Select 'Network Printer' if the printer is attached to another computer.

1 Choose 'Next'.



[network printer wizard screen](#)

2 Enter the network path. (The path must include the network drive letter.)

3 Select whether or not to print from MS-DOS-based programs.

4 Choose 'Next'.

- 6) Choose 'Next'.

- 7) Do one of the following:



selecting a printer

- a) Select from available printers:
    - 1 Select a manufacturer in the 'Manufacturer' list.
    - 2 Select a printer model in the 'Printer' list.
  - b) Use manufacture's disk:
    - 1 Choose 'Have Disk...'
    - 2 Enter the path to the disk.
    - 3 Choose 'OK'.
    - 4 Select a printer from the list.
- 8) Choose 'Next.'
- 9) Select the printer port.



selecting printer port

- 10) (Optional) Enter a name for the printer.



Name and default option

- 11) Select 'Yes' to make this printer the default printer for Windows, otherwise, select 'No'.
- 12) Choose 'Next'.
- 13) Select 'Yes' or 'No' to print a test page.
- 14) Choose 'Finish'.





## **Print buffer not cleared; Force a page feed or reprint first page.**

### **Cause:**

If a document with graphics is printing when 'Purge Print Jobs' is executed, a portion of the purged document prints on the first page of the next print job. Some printers send raster data or graphic images using a command that indicates how many bytes of raster data will be sent, followed by the actual image in bytes. For example, sending X bytes of raster data, followed by the X bytes.

### **Solution:**

On some printers, it is possible to clear the graphics by forcing a page feed. In most cases though, the first page of the document must be reprinted to get the correct output.



## Graphics mode selected; Run in text mode and use bitmap fonts.

### Cause:

Changing the displayed font to a TrueType font in an MS-DOS window does not always change the font on the screen. TrueType fonts cannot be displayed in an MS-DOS window if the MS-DOS application is running in graphics mode.

### Solution:

Run the MS-DOS application in text mode and use bitmap fonts in the MS-DOS window.

To change the font used in an MS-DOS window, follow these steps:

- 1) In the MS-DOS window, click the MS-DOS icon in the upper-left corner of the window (or press ALT+SPACEBAR).
- 2) Choose 'Properties', and then select the 'Font' tab.
- 3) Under 'Available types', click 'Both Font Types'.
- 4) Select the desired font size.
- 5) Choose 'OK'.

*NOTE: TrueType fonts are distinguished by the 'TT' designation; fonts without this designation are bitmap fonts.*



## **1000 character limit for TrueType fonts; Registry cannot exceed 64K.**

### **Cause:**

A maximum of approximately 1000 TrueType fonts can be installed in Windows 95. The exact number of TrueType fonts that can be installed varies, depending on the length of the TrueType font names and filenames. Installed TrueType fonts are listed in the registry and in the Graphics Device Interface (GDI).

### **Solution:**

All fonts are registered under a single key in the registry, and the registry key cannot be more than 64K.

*NOTE: The Windows 95 Resource Kit incorrectly states that there is no limit to the number of TrueType fonts that can be installed in Windows 95*



## Installed font list has been moved; Use Fonts folder to manage fonts.

### Cause:

Windows 95 has moved the installed font list from the [fonts] section of the Win.ini file to the registry HKLM\Software\Microsoft\Windows\CurrentVersion\Fonts and moved the font files to the C:\Windows\Fonts folder.

### Solution:

Use the Fonts folder in Windows 95 to manage your fonts or contact your third-party Font Manager vendor for a version compatible with Windows 95.

To use the Windows 95 Font Manager, follow these steps:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings' and from the 'Settings' menu select 'Control Panel'.



[Control Panel in Settings menu](#)

- 3) Double-click the 'Fonts' folder.



[Fonts folder in Control Panel](#)

- 4) Double click the 'Font' icon to view that font.



## Missing fonts key; Fonts key damaged or missing.

### Cause:

After upgrading to Windows 95, the TrueType fonts may not be present in the 'Fonts' folder. Even after trying to reinstall the font, the font may not appear in the 'Fonts' folder. This may occur because the fonts key in the registry is either missing or damaged.

### Solution:

Make sure that the fonts key in the registry is not damaged or missing.

To ensure that the fonts key is not missing or damaged, do one of the following:

- 1) If the fonts key exists in the following registry setting, remove it and add it again

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion

- 2) If the fonts key does not exist in the registry setting listed above add it.

For information about how to edit the registry, view the Changing Keys and Values online Help topic in Registry Editor (Regedit.exe)

*NOTE 1: Make a backup copy of the registry files (SYSTEM.DAT and USER.DAT) before editing the registry.*

*NOTE 2: When upgrading a version of Windows with more than 1000 TrueType fonts installed, only the default fonts are displayed in the 'Fonts' folder.*



## Postscript printer being used; Configure the printer to TrueType font.

### Cause:

The following problems may be encountered in some international versions of Windows 95, when using a PostScript Printer:

High-byte glyphs (non-ANSI glyphs) are printed as ASCII characters instead of international characters.

Some TrueType fonts are printed as U.S. ASCII characters instead of Hebrew or Arabic.

### Solution:

Configure the printer to always use TrueType fonts.

Follow these steps to configure the printer to always use TrueType fonts.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and from the 'Settings' menu select 'Control Panel'.



Control Panel in Settings menu

- 3) Double-click the 'Printer' icon, and then click the 'Properties' on the menu that appears.



Printer icon in Control Panel

- 4) Select the 'Fonts' tab, and choose the 'Always Use TrueType Fonts' option button.
- 5) Choose 'OK'.



## **Insufficient space on disk; Free disk space on current disk.**

### **Cause:**

When trying to print to a file, the file is created because there is insufficient space on the disk to create the file, Windows 95 does not display an error message. The file is simply not created.

### **Solution:**

Free some disk space on the current disk by deleting unwanted files, or print to a different disk.



## PS/2 style parallel port being used; Update the LPT.VDX file or config CMOS.

### Cause:

When printing to a Hewlett-Packard (HP) printer (or a printer that emulates an HP printer) that connects to the computer using a PS/2-style parallel port, an extra page may be printed with the print job. This extra page will contain text that is not related to the current print job.

*NOTE: This problem does not occur with the Generic/Text Only printer driver.*

### Solution:

Update the LPT.VXD file using the Windows 95 CD-ROM, or configure the port in the computer's CMOS settings to a non-PS/2 mode.

To configure the computer port or update the LPT.VXD file, choose one of the following methods:

- 1) Configure the port in the computer's CMOS settings to a non-PS/2 mode.

EXAMPLE: Use standard LPT mode, or ECP or EPP mode.

*NOTE: This option is not supported on all computers.*

- 2) To install the update file, follow these steps:

- a) Use Windows Explorer to rename the LPT.VXD file in the 'Windows' folder, 'System' folder to LPT.OLD.
- b) Copy the LPT.VXD file from the Drivers\Printers\LPT folder on the Windows 95 CD-ROM to the 'Windows' folder, 'System' folder on the hard disk.
- c) Restart Windows 95.

*NOTE 1: If the CD-ROM version of Windows 95 is not available, obtain the alternate LPT.VXD file from Microsoft Windows 95 Service Pack 1.*

*NOTE 2: For additional information about the LPT.VXD file, see the README.TXT file in the Drivers\Printer\LPT folder on the Windows 95 CD-ROM.*

*NOTE 3: The LPT.VXD file from the Windows 95 CD-ROM is version 4.00.503. To check the version number of your LPT.VXD file in Windows Explorer, highlight the file, select the 'File' menu, then select 'Properties'. In the 'File Properties' dialog box, click the 'Version' tab.*



*NOTE 4: The symptoms described in this article can also be caused by a printer switchbox. If you are using a printer switchbox, you may want to disconnect the switchbox to see if the problem persists.*



## **Postscript printer being used; Specify character set or remove TrueType.**

### **Cause:**

When using personalized fonts created by Signature Software, text formatted to resemble cursive handwriting may not print properly. Signature Software ships both a TrueType version and PostScript version of the fonts. Even though the fonts are shipped together, they do not use the same character sets, and the different character sets can be the cause of why the fonts do not print out properly.

### **Solution:**

If the program being used is 'character set-aware', then specify the 'Symbol' character set for the font before printing.

If the program being used is not 'character set-aware', remove the TrueType font in the 'Fonts' folder.



## **Printer cannot be accessed; Include printer location in path.**

### **Cause:**

When using the 'Add Printer' Wizard to install a network printer, current network printers are not appearing. This problem can occur with printers that are connected to computers running third-party network software, whose printers cannot be accessed using Universal Naming Convention (UNC) names.

### **Solution:**

To work around this problem, type the location of the network printer in the 'Network Path or Queue Name' box, instead of hitting the 'Browse' button. Make sure that the syntax for the network software on the computer that the printer is connected to is correct.



## How To: Printing to a File with a Network Printer.

### Solution:

Change the printer driver to print to a file instead of printing to a specified port.

To Print a document to a file follow these steps:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select the 'Settings' menu and select 'Printers'.



[Printers in settings menu](#)

- 3) Right-click on the printer object to change settings. (A popup menu appears.)
- 4) Choose 'Properties' from the popup menu.



[local laser printer properties](#)

- 5) Choose the 'Details' tab.
- 6) Change the 'Print to the following port' field for that printer's driver from a specific port to 'File'.  
*NOTE: When the document is printed, a new file will be created that contains the document formatted with the printer codes for that specific printer.*
- 7) Copy the file to the printer port, using the MS-DOS 'Copy' command. (You cannot drag-and-drop the print file to the printer icon.)

*NOTE: Run the MS-DOS 'Copy' command from the 'Run' command on the 'Start' menu. To copy the print file to the second parallel port, for example, where the print filename is MyPrintJob.hp, type:*

command /c copy /b MyPrintJob.hp lpt2:



## **Contains Desktop.ini file; Sharing folder displays computer's 'Fonts' folder.**

### **Cause:**

The 'Fonts' folder contains a Desktop.ini file. Viewing a shared 'Fonts' folder displays the contents of the local 'Fonts' folder.

### **Solution:**

To view the contents of a shared 'Fonts' folder, go to the shared computer and make a copy of the 'Fonts' folder, share it, and view the contents of this folder instead.

To view the contents of the shared 'Fonts' folder, do the following:

- 1) Choose the 'Start' button to display the 'Start' menu|FILE WIN95010.TXT NEW.
- 2) Select 'Run' from the 'Start' menu.
- 3) Type the name of the computer that has the shared 'Fonts' folder followed by the drive letter designation and the name of the folder.

EXAMPLE: \\Computer\_name\C:\Fonts

- 4) Copy the 'Fonts' folder to a new folder, and share it.
- 5) To share the new folder, do the following:
  - a) Click on 'My Computer'.
  - b) Select the drive on which the copy of the fonts folder is located.
  - c) Highlight the copy of the folder.
  - d) Select the 'File' menu.
  - e) Select 'Sharing' from the 'File' menu.
  - f) Click the 'Shared As:' radio button and type the 'Share name' of the folder.
  - g) Choose 'OK'.



## Win95 Printing System being used; Enable bidirectional communication.

### Cause:

Windows 95 requires that bi-directional communications be enabled when using Windows Printing System. Otherwise incorrect characters may be printed at the top of the first page, followed by several blank pages. Print jobs that are sent to a remote shared printer are printed correctly.

### Solution:

Bidirectional communication must be enabled, even if the port you are printing to is not bi-directional.

To make sure that Bidirectional communications is enabled, follow these steps:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings', and from the 'Settings' menu select 'Printers'.



### Printers in Settings menu

- 3) Use the right mouse button to click the 'Windows Printing System' icon, and the click 'Properties' on the menu that appears.
- 4) Select the 'Details' tab, and click 'Spool Settings'.
- 5) In the 'Spool Data Format' box, click 'Enable bi-directional support for this printer'.

*NOTE: This setting is unavailable if a shared WPS printer is being used on the network. These steps must be performed on the computer to which the printer is connected.*

- 6) Choose 'OK'.
- 7) Choose 'OK' again.



## **Unsuccessful printer reset; Do not cancel print jobs before complete.**

### **Cause:**

When a large print job is sent to a Hewlett Packard (HP) LaserJet printer and then canceled, the first page of the next document in the print queue may not be printed correctly. Windows 95 does not successfully reset the printer after the original print job was canceled. HP LaserJet 4- and 5- series cannot be reset by software.

### **Solution:**

To prevent this problem from occurring, do not cancel large print jobs before they are completely finished when printing to an HP LaserJet 4- or 5- series printer.



## System attributes not set; Set 'System' attribute for fonts folder.

### Cause:

The following commands may be missing from the 'Fonts' folder menus as follows: From the 'File' menu, the 'Open', 'Print', and 'Install New Font' commands. From the 'View' menu, the 'List Fonts By Similarity' and the 'Hide Variations' commands.

The 'System' attribute is no longer set for the 'Fonts' folder. The 'Fonts' folder must have its 'System' attribute set to work correctly.

### Solution:

Set the 'System' attribute for the fonts folder from the DOS prompt.

- 1) At a command prompt, switch to the Windows folder by typing the following command:

```
cd\windows
```

*NOTE: If Windows 95 is installed in a folder other than the 'Windows' folder, adjust these instructions accordingly.*

- 2) Type the following command:

```
attrib fonts +s
```

- 3) Shut down and restart Windows 95.

*NOTE: The 'System' attribute for the 'Fonts' folder cannot be set within the graphical user interface.*





## Missing Fontext.DLL file; Replace the Fontext.dll file.

### Cause:

The 'Fonts' folder menus are missing commands as follows:

From the 'File' menu, the 'Open', 'Print', and 'Install New Font' commands. From the 'View' menu, the 'List Fonts By Similarity' and the 'Hide Variations' commands. The Fontext.dll file may be missing or damaged.

### Solution:

To replace the Fontext.dll file, follow these steps:

- 1) Restart Windows 95 in MS-DOS mode.
- 2) Change to the Windows\System folder.
- 3) If the Fontext.dll file exists, rename it Fontext.old.



## Commdlg32.dll file conflict; Open printer list box.

### Cause:

Microsoft has confirmed this to be a problem in Windows 95 with 32-bit programs (such as Paint) that use the Commdlg32.dll file.

### Solution:

Press ALT+DOWN ARROW to access the drop-down list box.

Press ALT+DOWN ARROW to access the drop-down list box containing the list of installed printers. Once the list box is open, use the ARROW keys to scroll through the list.

*NOTE: If the mouse pointer is over one of the printers, the selection highlight will return to that printer. Move the mouse pointer out of the list box to correct this problem.*



## How To: Bi-Directional Printers Supported in Windows 95.

### **Solution:**

Bi-directional printer communication allows programs to query the printer to determine the printer's physical attributes, and provides for more detailed status reporting.

Bi-directional printer communication, requires the following:

A bi-directional printer.

An IEEE 1284-complaint printer cable.

A correctly configured printer port (set to PS/2 mode).

A Windows 95 printer driver that supports bi-directional communication.

The following printer drivers included with Windows 95 support bi-directional communication:

#### Non-PostScript Drivers

HP LaserJet 4

HP LaserJet 4M

HP LaserJet 4M Plus

HP LaserJet 4ML

HP LaserJet 4MP

HP LaserJet 4MV

HP LaserJet 4Si MX

HP LaserJet 5MP

HP LaserJet 4V

HP LaserJet 4P

HP LaserJet 4Si

HP LaserJet 4 Plus

HP LaserJet 5P

HP LaserJet 4L

IBM 4039 LaserPrinter Plus

#### PostScript Drivers

Apple LaserWriter Pro 810 with Fax card

Apple LaserWriter Pro 810

Digital DEClaser 5100

HP DesignJet 650C

HP DeskJet 1200C/PS

HP LaserJet 4

HP LaserJet 4ML

HP LaserJet 4MP

HP LaserJet 4Si/4SiMX PS 300dpi

HP LaserJet 4Si/4SiMX PS 600dpi

HP PaintJet XL300

TI MicroLaser Pro 600 2013 PS23

TI MicroLaser Pro 600 2013 PS65

*NOTE: Hewlett-Packard printer drivers for the 660- and 800-series DeskJet printers support bi-directional communication, but do not use the same settings (found in the 'Printer' properties sheet) as Microsoft's printer drivers to enable or disable bi-directional communication.*



## **Printing by Drag-and-Drop method; Print directly from Paint.**

### **Cause:**

When dragging a Paint file to a printer in the 'Printers' folder or on the desktop, the 'Printing' dialog box appears, but the printer's name is not displayed. The dialog box contains a message similar to:

Printing <filename> on the <blank> on <blank> Page <x>

### **Solution:**

The document is printed correctly even though the 'Printing' dialog box does not show information about the printer. Print the file directly from Paint to see the printer name appear in the 'Printer' dialog box.



## **ERROR: Driver in Use Message Appears due to upgrade.**

### **Error:**

'Unidrv.dll is already in use'

### **Cause:**

The Windows 3.1 drivers for the HP DeskJet printer were not successfully upgraded to the Windows 95 versions.

### **Solution:**

Delete the HP Printer driver files and reinstall the drivers.

To resolve this problem, follow these steps:

- 1) Select 'Control Panel', and then select 'Printers'.
- 2) Use the right mouse button to click the HP DeskJet printer, and then choose 'Delete' on the menu that appears.
- 3) (Optional) If there is more than one HP DeskJet printer in the 'Printers' folder, repeat step 2 for each HP DeskJet printer.
- 4) Locate and remove the following files in the 'Windows' folder, 'System' folder.

*NOTE: To avoid deleting files that may be crucial to other HP components, be certain to delete only these files:*

HPSETUP3.DLL

HPV1284.DLL

HPV500.HPC

HPV500C.HPC

HPV510.HPC

HPV520.HPC

HPV540\_A.HPC

HPV540\_B.HPC

HPV550C.HPC

HPV560C.HPC

HPV660C.HPC

HPVBG.EXE

HPVCM.HPM  
HPVCNFIG.EXE  
HPVDOS.DLL  
HPVDSM.EXE  
HPVEXT24.DLL  
HPVHT.DLL  
HPVMLC.DLL  
HPVMLCH.EXE  
HPVMON.DLL  
HPVPML.DLL  
HPVQP.DLL  
HPVRES.DLL  
HPVTTTPCL.DLL  
HPVUI.DLL  
HPVWCPS.DLL  
HPVWIN.DLL  
SCONFIG.DLL  
TBKBASE.DLL  
TBKCOMP.DLL  
TBKNET.EXE  
TBKUTIL.DLL  
TBOOK.EXE

- 5) Rename all the OEM<n>.inf files in the 'Windows' folder, 'INF' folder, where <n> is an incremental number starting at 0.

*CAUTION: Do not use the oem\*.inf wildcard to rename files. Doing so may cause the wrong files to be renamed.*

- 6) If the HP DeskJet Status Monitor is in the 'Startup' group, remove it by following these steps:
- a) Use the right mouse button to click the taskbar, and then click 'Properties' on the menu that appears.
  - b) Select the 'Start Menu Programs' tab, and then click 'Remove'.
  - c) Double-click the 'Startup' branch to expand it.
  - d) Select the HP DeskJet Status Monitor shortcut, and then click 'Remove'.
  - e) Choose 'Close'.

- 7) Restart the computer.

- 8) Use the 'Add Printer' Wizard to reinstall the HP DeskJet printer.

*NOTE: Make sure to select the DeskJet driver included with Windows 95, not the*

Windows 3.1x HP printer driver. If the new Deskjet Printer does not show up in the 'Add New Hardware' list, remove the Drvidx.bin and Drvdata.bin files from the 'Windows' folder, 'INF' folder. This will cause the 'Add New Hardware Device Database' list to be updated with the new printer.







## **ERROR: OUT OF MEMORY or PRINTER IS OFFLINE Message Appears due to upgrade.**

### **Error:**

'Out of memory' or 'Printer is Offline'

### **Cause:**

The Windows 3.1 drivers for the HP DeskJet printer were not successfully upgraded to the Windows 95 versions.

### **Solution:**

Delete the HP Printer driver files and reinstall the drivers.

To resolve this problem, follow these steps:

- 1) Select 'Control Panel', and then select 'Printers'.
- 2) Use the right mouse button to click the HP DeskJet printer, and then choose 'Delete' on the menu that appears.
- 3) (Optional) If there is more than one HP DeskJet printer in the 'Printers' folder, repeat step 2 for each HP DeskJet printer.
- 4) Locate and remove the following files in the 'Windows' folder, 'System' folder.

*NOTE: To avoid deleting files that may be crucial to other HP components, be certain to delete only these files:*

HPSETUP3.DLL

HPV1284.DLL

HPV500.HPC

HPV500C.HPC

HPV510.HPC

HPV520.HPC

HPV540\_A.HPC

HPV540\_B.HPC

HPV550C.HPC

HPV560C.HPC

HPV660C.HPC

HPVVBG.EXE

HPVCM.HPM  
HPVCNFIG.EXE  
HPVDOS.DLL  
HPVDSM.EXE  
HPVEXT24.DLL  
HPVHT.DLL  
HPVMLC.DLL  
HPVMLCH.EXE  
HPVMON.DLL  
HPVPML.DLL  
HPVQP.DLL  
HPVRES.DLL  
HPVTTTPCL.DLL  
HPVUI.DLL  
HPVWCPS.DLL  
HPVWIN.DLL  
SCONFIG.DLL  
TBKBASE.DLL  
TBKCOMP.DLL  
TBKNET.EXE  
TBKUTIL.DLL  
TBOOK.EXE

- 5) Rename all the OEM<n>.inf files in the 'Windows' folder, 'INF' folder, where <n> is an incremental number starting at 0.

*CAUTION: Do not use the oem\*.inf wildcard to rename files. Doing so may cause the wrong files to be renamed.*

- 6) If the HP DeskJet Status Monitor is in the 'Startup' group, remove it by following these steps:
- a) Use the right mouse button to click the taskbar, and then click 'Properties' on the menu that appears.
  - b) Select the 'Start Menu Programs' tab, and then click 'Remove'.
  - c) Double-click the 'Startup' branch to expand it.
  - d) Select the HP DeskJet Status Monitor shortcut, and then click 'Remove'.
  - e) Choose 'Close'.

- 7) Restart the computer.

- 8) Use the 'Add Printer' Wizard to reinstall the HP DeskJet printer.

*NOTE: Make sure to select the DeskJet driver included with Windows 95, not the*

Windows 3.1x HP printer driver. If the new Deskjet Printer does not show up in the 'Add New Hardware' list, remove the Drvidx.bin and Drvdata.bin files from the 'Windows' folder, 'INF' folder. This will cause the 'Add New Hardware Device Database' list to be updated with the new printer.





## ERROR: Cannot Print to Device due to Upgrade.

### Error:

'Cannot print to device' or 'Cannot print to LPT1'

### Cause:

The Windows 3.1 drivers for the HP DeskJet printer were not successfully upgraded to the Windows 95 versions.

### Solution:

Delete the HP Printer driver files and reinstall the drivers.

To resolve this problem, follow these steps:

- 1) Select 'Control Panel', and then select 'Printers'.
- 2) Use the right mouse button to click the HP DeskJet printer, and then choose 'Delete' on the menu that appears.
- 3) (Optional) If there is more than one HP DeskJet printer in the 'Printers' folder, repeat step 2 for each HP DeskJet printer.
- 4) Locate and remove the following files in the 'Windows' folder, 'System' folder.

*NOTE: To avoid deleting files that may be crucial to other HP components, be certain to delete only these files:*

HPSETUP3.DLL

HPV1284.DLL

HPV500.HPC

HPV500C.HPC

HPV510.HPC

HPV520.HPC

HPV540\_A.HPC

HPV540\_B.HPC

HPV550C.HPC

HPV560C.HPC

HPV660C.HPC

HPVVBG.EXE

HPVCM.HPM

HPVCNFIG.EXE  
HPVDOS.DLL  
HPVDSM.EXE  
HPVEXT24.DLL  
HPVHT.DLL  
HPVMLC.DLL  
HPVMLCH.EXE  
HPVMON.DLL  
HPVPML.DLL  
HPVQP.DLL  
HPVRES.DLL  
HPVTPCL.DLL  
HPVUI.DLL  
HPVWCPS.DLL  
HPVWIN.DLL  
SCONFIG.DLL  
TBKBASE.DLL  
TBKCOMP.DLL  
TBKNET.EXE  
TBKUTIL.DLL  
TBOOK.EXE

- 5) Rename all the OEM<n>.inf files in the 'Windows' folder, 'INF' folder, where <n> is an incremental number starting at 0.

*CAUTION: Do not use the oem\*.inf wildcard to rename files. Doing so may cause the wrong files to be renamed.*

- 6) If the HP DeskJet Status Monitor is in the 'Startup' group, remove it by following these steps:
- a) Use the right mouse button to click the taskbar, and then click 'Properties' on the menu that appears.
  - b) Select the 'Start Menu Programs' tab, and then click 'Remove'.
  - c) Double-click the 'Startup' branch to expand it.
  - d) Select the HP DeskJet Status Monitor shortcut, and then click 'Remove'.
  - e) Choose 'Close'.

- 7) Restart the computer.

- 8) Use the 'Add Printer' Wizard to reinstall the HP DeskJet printer.

*NOTE: Make sure to select the DeskJet driver included with Windows 95, not the*

Windows 3.1x HP printer driver. If the new Deskjet Printer does not show up in the 'Add New Hardware' list, remove the Drvidx.bin and Drvdata.bin files from the 'Windows' folder, 'INF' folder. This will cause the 'Add New Hardware Device Database' list to be updated with the new printer.





## **Software's setting overrides printer; Specify number within software program.**

### **Cause:**

In Windows 95, the value for the number of copies of a document to be printed set within an application (such as Word for Windows 7.0) overrides any similar setting made directly at the printer. Changing a setting at the printer console to cause it to print multiple copies of a document results in only one copy being printed.

### **Solution:**

There is no work around to this problem. This behavior is by design to maintain a single source of control and prevent unwanted multiple copies. Specify the number of copies to be print from the software program being used. In Win95, this is usually done from the 'File' menu, 'Print' command.



## **Driver version cannot print blank pages; Use correct driver.**

### **Cause:**

The version of the PostScript driver (version 4.00) included with Windows 95 does not print blank pages. Microsoft has confirmed this to be a problem in Windows 95.

### **Solution:**

Either insert text on a page that is to be blank and format the text to be white, or install the Windows 3.1x PostScript printer driver.

To work around this problem, use either of the following methods:

- 1) Insert text on a page that is to be 'blank', then format the color of that text to be white as follows:
  - a) Type text on the page that is to be 'blank'.
  - b) Highlight the text.
  - c) Select the 'Format' menu.
  - d) Select 'Font'.
  - e) Click on the 'Color' box on the 'Font' properties sheet.
  - f) Select 'White'. (The text will print white-on-white, hence the page will appear blank.)
  - g) Choose 'OK'.
- 2) Install the Windows 3.x PostScript driver.

*NOTE: Windows 3.x printer drivers cannot take advantage of some of the printing enhancements in Windows 95.*





**What is your Specific Printer problem?**



## **Printer cable too long; Use a cable 4 ft or less.**

### **Cause:**

This problem can occur if the Canon LBP-8IV printer is attached to the computer with a parallel cable over 4 feet in length. The blank pages occur because the Canon LBP-8IV printer defaults to a 30-second time-out. This setting cannot be changed.

### **Solution:**

To correct this problem, connect the printer to the system using a parallel cable shorter than 4 feet. This is the recommended length specified in the Canon LBP-8IV printer documentation.



## ERROR: Adobe PostScript Driver 2.11 Cannot Print on a Network due to Convention.

### Error:

SPOOL32 caused a general protection fault in module ADOBEPS.DRV

### Cause:

This printer driver cannot print over a network. The Adobe PostScript printer driver version 2.1.1 appends a colon (:) to the end of the network path before it calls Open Job(). The colon causes the network path to the print spooler to be invalid.

### Solution:

Either install a Windows 95 PostScript printer driver, or print to a file, then copy the file to the network printer port.

Do one of the following:

- 1) Load a PostScript Driver:
  - a) Choose the 'Start' button to display the ['Start' menu](#).
  - b) Select the 'Settings' menu and then select 'Printers'.



[Printers in settings menu](#)

- c) Right-click on the printer object to change the settings. (A popup menu appears.)
- d) Choose 'Properties' from the popup menu.



[local laser printer properties](#)

- e) Choose the 'Details' tab.
- f) Determine if the installed driver is a PostScript driver. (The driver is usually followed by 'PostScript' or 'PS'.)
- g) Do one of the following:
  - 1) If the driver is a PostScript driver, proceed with step 8).
  - 2) If the driver is not a PostScript driver:
    - a) Choose 'New Driver...'
    - b) Select a printer from the list of printers. (Available printer drivers will be listed in the right-hand window.)

- c) Select a PostScript driver. (This driver is usually followed by 'PostScript' or 'PS'.)
- 3) Choose the 'Fonts' tab.
- 4) Choose 'Send TrueTypes as Graphics'.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.
- 7) Send the print job again.

2 )Print to a file:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select the 'Settings' menu and select 'Printers'.



Printers in settings menu

- c) Right-click on the printer object to change settings. (A popup menu appears.)
- d) Choose 'Properties' from the popup menu.



local laser printer properties

- e) Choose the 'Details' tab.
- f) Change the 'Print to the following port' field for that printer's driver from a specific port to 'File'.

*NOTE: When the document is printed, a new file will be created that contains the document formatted with the printer codes for that specific printer.*

- g) Copy the file to the printer port, using the MS-DOS 'Copy' command. (You cannot drag-and-drop the print file to the printer icon.)

*NOTE: Run the MS-DOS 'Copy' command from the 'Run' command on the 'Start' menu. To copy the print file to the second parallel port, for example, where the print filename is MyPrintJob.hp, type:*

*command /c copy /b MyPrintJob.hp lpt2:*



## **Lotus Agenda incompatible; Run in MS-DOS mode.**

**Cause:**

Lotus Agenda is not completely compatible with Windows 95.

**Solution:**

Try running Lotus Agenda in MS-DOS mode. If running Lotus Agenda in MS-DOS mode does not correct the problem, contact the program's manufacturer for additional information. An updated version of Lotus Agenda that is completely compatible with Windows 95 is not yet available.



## Problem in JetDirect; Install HP DraftMaster II driver.

### Cause:

Hewlett-Packard JetDirect software running under Windows 95 incorrectly identifies the plotter as an HP LaserJet IIIsi printer. Hewlett-Packard is aware of this problem with the JetDirect cards.

### Solution:

To print to a DesignJet plotter connected to a JetDirect card, install the HP DraftMaster II printer driver and redirect the printing to the JetDirect object on the network.

To install the DraftMaster II printer driver, follow these steps:

- 1) Choose the 'Start' button to display the 'Start' menu|FILE WIN95010.TXT NEW.
- 2) Select 'Settings' and select 'Printers'.  
<Screen: Printers in settings menu>|IMAGE WIN95658.BMP
- 3) Open (double-click) the 'Add Printer' icon. (The 'Add Printer' Wizard is launched.)  
<Screen: Add Printer icon>|IMAGE WIN95660.BMP
- 4) Choose 'Next'.
- 5) Select 'Local Printer' if the printer is attached directly to the computer.
- 6) Choose 'Next'.
- 7) In the 'Manufacturers' box, click HP. In the 'Printers' box, click 'DraftMaster II', and then choose 'Next'.
- 8) In the 'Available Ports' box, click 'LPT1' and then choose 'Next'.
- 9) In the 'Printer Name box', type a name for the printer. If printing from MS-DOS-based programs, click the 'Yes' option, and then choose 'Next'.
- 10) When the prompt: 'Would you like to print a test page?' is displayed, click 'No', and then choose 'Finish'.

To connect to the JetDirect object on the network, follow these steps:

- 1) Choose the 'Start' button to display the 'Start' menu|FILE WIN95010.TXT NEW.
- 2) Select 'Settings' and select 'Printers'.  
<Screen: Printers in settings menu>|IMAGE WIN95658.BMP
- 3) Use the right mouse button to click the DraftMaster II printer, and then select 'Properties' on the menu that appears.
- 4) Select the 'Details' tab, and then click 'Add Port'.
- 5) Enter the network path for the JetDirect object in the 'Specify the network path to the printer' box.

- 6) Choose 'OK'.
- 7) Choose 'OK' again.



**What is your Printer Options and Format question?**





## How To: Install a Plug and Play Device under Windows 95.

### Solution:

Shut down Windows 95 and turn off the computer. Install the device. Turn the computer on and restart to Windows 95.

Do the following to install a new Plug-and-Play device|FILE WIN95901.TXT NEW in Windows 95:

- 1) Shut Down Windows 95 and turn off the computer.
- 2) Install the new device (for example, a display adapter card).

*NOTE: In most cases, hardware devices should be installed by a qualified computer technician.*

*CAUTION: Carefully follow all installation instructions given in the device's Installation or User Manual.*

- 3) Turn on the computer and allow Windows 95 to boot. (Windows 95 should automatically detect the new Plug-and-Play device.)
- 4) Do one of the following:
  - a) If a driver for the new device is already installed: Wait for Windows 95 to setup the correct device driver and automatically configure the new device to work with existing hardware and applications.  
  
EXAMPLE: When a new PCMCIA card device is installed, the computer beeps after Windows 95 automatically installs and configures the new device.
  - b) If a device driver is NOT installed: Do the following:
    - 1] Insert a diskette containing the correct device driver in the floppy drive when Windows 95 requests it.
    - 2] Follow the on screen instructions to install the new device driver.



## How To: Print a Postscript file attached to e-mail.

### Solution:

Save attachment, open DOS prompt and enter the directory path and file to print, path and name of PostScript printer to print to in the format of: TYPE <path\filename>> <portname>.

- 1) Open the email message.
- 2) Right-click on the attachment icon.
- 3) Select 'Save As'.
- 4) Select desired directory, drive and filename and press 'Save' to save attached file to the desired location.
- 5) (Optional) Determine PostScript printer port name (<portname>):

- a) Press 'Start' and open 'Settings' and 'Printers'.
- b) Select 'Details' tab.
- c) Note the complete pathname in the 'Print to the following port:' drop down list box.

- 6) Open 'MS-DOS' prompt and enter the following command at the command prompt:

TYPE <path\filename> > <portname>

(where <path\filename> is the name of the directory path and file to be printed and <portname> is the path and name of the PostScript printer to print on).

- 7) Retrieve printed document from the printer.

*NOTE: If the document does not appear properly, then the selected printer is likely not PostScript-compatible.*



## How To: Install a Plug and Play printer under Windows 95.

### Solution:

Turn off the computer, plug the printer cable into a port, turn on the computer and allow Win95 to boot. Follow the onscreen instructions.

- 1) Shut Down Windows 95 and turn off the computer.
- 2) Plug the printer cable into a port on the computer.

*CAUTION: Carefully follow all installation instructions given in the printer's Installation or User Manual.*

- 3) Turn on the computer and allow Windows 95 to boot. The plug and play printer reports its device ID to Windows 95, which searches INF files to find the ID that matches the values reported by the printer and then proceeds with installation in one of the following ways:
  - a) If an exact match is found, Windows 95 automatically installs the correct printer driver.
  - b) If an exact match is not found, but a compatible driver is found, Windows 95 displays a dialog box showing the device that was found and the compatible driver that is available.
- 4) (Optional) To install a third party printer driver, do the following:
  - a) Insert the diskette provided by the manufacturer containing the correct driver in the floppy drive when Windows 95 requests it.
  - b) Follow the on screen instructions to install the printer driver.



## How To: Install or remove fonts under Windows 95.

### Solution:

Select 'Control Panel' from the 'Start' button. Open the 'Fonts' icon and select the font(s) to add or delete. Select the 'File' menu and then select 'Install New Font' or 'Delete'.

1) Manually install or re-install a font from a disk by following these steps:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' and from the 'Settings' menu select 'Control Panel'.



Control Panel in Settings menu

- c) Double-click the 'Fonts' folder.



Fonts folder in Control Panel

- d) On the 'File' menu, click 'Install New Font'. (The 'Add Fonts' dialog box displays.)
- e) Change to the drive where the fonts to be added are located. (When installing fonts from a floppy disk, this is usually drive A or drive B. If installing the fonts from a compact disc, the CD-ROM drive is usually drive D.) Double-click the folder containing the fonts.
- f) Click the font to add. To select more than one font at a time, hold down the CTRL key while clicking each font.
- g) Make sure the 'Copy Fonts To Fonts Folder' dialog box is checked.
- h) Choose OK.

The new fonts are now in the 'Fonts' folder and are accessible by the Windows programs.

2) (Optional) Check to ensure fonts are installed correctly.

3) Follow these steps to completely remove fonts from the hard disk:

- a) Choose the 'Start' button to display the 'Start' menu.
- b) Select 'Settings' and from the 'Settings' menu select 'Control Panel'.



Control Panel in Settings menu

- c) Double-click the 'Fonts' folder.



#### Fonts folder in Control Panel

- d) Click the font to remove. To select more than one font at a time, hold down the CTRL key while selecting each font.
- e) Select the 'File' menu, and select 'Delete'.
- f) When the question "Are you sure you want to delete these fonts?" appears, choose 'Yes'.

*NOTE 1: To prevent a font from loading without removing it from the hard disk, move the font from the 'Fonts' folder into another folder. Use this method for troubleshooting purposes. This will not completely uninstall the font, as font registry information is not deleted. However, it will prevent the font from loading.*

*NOTE 2: The TrueType font file has a .ttf extension. Windows 3.1x creates a pointer file with an .FOT extension based on the TrueType file. In Windows 3.1x, .FOT files can be removed from the 'Control Panel' without affecting the .ttf files. Windows 95 does not create a pointer file. It uses only the .ttf file. If a .ttf file is deleted, reinstall the program that originally installed the font in order to use that font again.*



## File is corrupt; Reinstall font from the original source disks or CD-ROM.

### Cause:

File is corrupt.

### Solution:

View the TrueType font desired to determine if the font file is corrupt. If the font is corrupt, reinstall it from the original Windows 95 disks or CD-ROM, or the diskettes from the third party provider.

*NOTE: Microsoft Windows 95 groups fonts in the 'Fonts' folder (contained in the 'Windows' folder). Printer fonts and some third party fonts, such as Adobe Type Manager, may be located in another folder. Check any third-party software documentation to determine where these fonts are installed.*

To view the installed TrueType fonts, do the following:

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and from the 'Settings' menu select 'Control Panel'.



Control Panel in Settings menu

- 3) Double-click the 'Fonts' folder icon.



Fonts folder in Control Panel

- 4) Double-click the desired font icon. A sample page appears containing the following information:
  - Name of the font
  - Type of font
  - Typeface name
  - File size
  - Version
  - Copyright information
  - Font sample

- 5) (Optional) To print a sample font, open the sample page. Click 'Print'.



**What is your Adding and Installing Drivers question?**





**What is your Video Performance problem or question?**



**What is your Specific File problem or question?**



**What is your Managing Files, Programs problem or question?**



**What is your Registry Settings problem or question?**



**What is your Phone Dialer question?**



**What is your Messages question?**



**What is your Setup question?**



**What is your DOS Help problem or question?**





**What is your Backup problem or question?**



**What is your Directories problem or question?**



**What is your DOS Programs and Versions problem or question?**



**What is your Formatting problem?**



**What is your Long Filename problem?**



**What is your Assigning, Renaming, Changing  
Filenames problems or questions?**



**What is your Settings and Setup problem?**



**What is your Installing and Uninstalling Windows 95  
problem or question?**





**What is your Windows Not Starting problem?**



**What is your Laptop, Portable, or Laplink problem or question?**



**What is your Remote problem or question?**



**What is your Laptop, Portable, or Laplink problem or question?**



**What is your Remote question?**



**What is your Copying problem or question?**



**What is your Playing problem or question?**



**What is your Installing and Removing Fonts problem  
or question?**





**What is your Missing Font problem?**



**What is your problem Starting or Opening Programs?**



**What is your Memory problem?**



**What is your Computer Freezes problem?**



**What is your Display problem or question?**



**What is your Operating System problem or question?**



**What is your Closing, Installing, Moving, Removing  
Software Program question:**



**What is your Applications problem or question?**





**What is your Utilities problem or question?**



**What is your Keyboard problem or question?**



**What is your Mouse problem or question?**



## How To: Use the numeric keypad instead of a mouse (use Mouse Key).

### Solution:

Select 'Settings', 'Control Panel', 'Accessibility Options', 'Mouse' tab, and check the 'Use MouseKeys' option.

- 1) Choose the 'Start' button to display the 'Start' menu.
- 2) Select 'Settings' and select 'Control Panel'.



Control Panel

- 3) Open the 'Accessibility Options' icon.
- 4) Select the 'Mouse' tab.
- 5) Check the 'Use MouseKeys' option.



use Mouse Key

- 6) Choose 'Settings...'. (The 'Settings for MouseKeys' dialog box displays.)



MouseKeys settings

- 7) Do one or more of the following:
  - a) Check 'Use shortcut' in the 'Keyboard shortcut' section.  
*NOTE: This option allows using ALT+SHIFT+NUM LOCK to turn on 'MouseKeys'.*
  - b) Check 'Hold down CTRL to speed up and SHIFT to slow down' to enable pointer speed adjustments when using the keyboard.
  - c) Choose whether to use Num Lock to activate 'MouseKeys' by selecting an option in 'Use Num Lock when Mouse Key is on'.
  - d) Check 'Show Mouse Key status on screen' to display the Mouse Key indicator on screen.
- 8) Choose 'OK' to close the dialog box.





**What is your Cursors problem or question?**



**What is your Making Changes to the Desktop  
question?**



**What is your Settings and Setup problem or question?**





**What is your Problems with Output problem?**



**What is your Network question?**



**What is your DeskJet Printer or Driver problem?**



**What is your Faxing question?**



**What is your Network problem or question?**



**What is your Working with Print Jobs question?**



**What is your Printer Driver problem or question?**



**What is your Print Dialog Box problem?**





**What is your Printing in a Specific Operating System problem?**



**What is your Documents and Multimedia question?**



## Monitor is energy saving; Uncheck 'Energy Star Compliant' in display settings.

### Cause:

The monitor is an energy saving monitor which is set to shut down after a predetermined amount of idle time.

### Solution:

Make sure that 'Energy Star Compliant' is not checked in the display settings.

Disable the 'Energy Star Compliant' option:

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Display' icon.



[Display icon](#)

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'



[Change Display](#)

- 6) Choose 'Change' in the 'Monitor Type' section.
- 7) Uncheck the 'Monitor is Energy Star compliant' box.



[Energy Star Compliant](#)



**What is your Draw Specific Shapes question?**



**What is your Change or Create Colors question?**



## How To: Change the amount of desktop area displayed.

### Solution:

Open 'Display' change the desktop area on the 'Settings' properties sheet.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Display' icon.



[Display icon](#)

- 4) Change the amount of desktop area displayed:
  - a) Choose the 'Settings' tab.
  - b) Move the slider tab in the 'Desktop area' section to the right or the left. (An example of the desktop size will appear in the sample monitor.)
  - c) Choose 'Apply'.
  - d) Choose 'OK' when the 'Display Properties' prompt appears for the new desktop settings to take effect.



**What is your Display question?**



**What is your Page Design question?**





## ERROR: Invalid VxD dynamic link...due to load MS Netware Client.

### Error:

Invalid VxD dynamic link call from NWREDIR (04) + 000000B9 to device 0487 service 6. Your Windows configuration is invalid. The NWredir file is in the correct directory and is not damaged.

### Cause:

The computer is configured to load Microsoft client for Netware networks (NWREDIR) for the network card.

### Solution:

Remove the Microsoft Client for NetWare and install the Novell client.

Remove 'Microsoft Client for NetWare Networks' and add the correct driver for the Netware shell being used:

- 1) Select the 'Start' menu and select 'Settings'.
- 2) Select the 'Settings' menu and select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Network' icon.



[Network icon](#)

- 4) Select 'Microsoft Client for NetWare Networks' from the 'Installed components' list box.
- 5) Choose 'Remove'.
- 6) Choose 'Add'.
- 7) Select 'Client'.
- 8) Choose 'Add...'.
- 9) Select 'Novell' from the 'Manufacturer' list box.
- 10) Select the correct shell from the 'Network Clients' list box.

*NOTE: Contact the Network Administrator for the correct shell version.*

- 11) Choose 'OK' twice.
- 12) Insert the appropriate Windows 95 disk or CD-ROM when prompted.





## **ERROR: Cannot load...NWREDIR.VXD due to load MS Netware Client.**

### **Error:**

Cannot load a device file that is specified in the SYSTEM.INI. The performance of Windows should not be affected without this file NWREDIR.VXD. Press any key to continue.

### **Cause:**

The computer is configured to load Microsoft client for Netware networks (NWREDIR) for the network card.

### **Solution:**

Remove the Microsoft Client for NetWare and install the Novell client.

Remove 'Microsoft Client for Netware Networks' and add the correct driver for the Netware shell being used.

- 1) Select 'Control Panel'.



Control Panel

- 2) Open (double-click) the 'Network' icon.



Network icon

- 3) Select 'Microsoft Client for NetWare Networks' from the 'Installed components' list box.
- 4) Choose 'Remove'.
- 5) Choose 'Add'.
- 6) Select 'Client'.
- 7) Choose 'Add...'
- 8) Select 'Novell' from the 'Manufacturer' list box.
- 9) Select the correct shell from the 'Network Clients' list box.

*NOTE: Contact the Network Administrator for the correct shell version.*

- 10) Choose 'OK' twice.
- 11) Insert the appropriate Windows 95 disk or CD-ROM when prompted.





**What is your Sending a Fax problem or question?**



**What is your Receiving a Fax problem or question?**



**What is your Installation problem?**



**What is your Hardware Installation question?**





**What is your Play question?**



Select setup error message that begins with the letters  
(A-D):



Select setup error message that begins with the letters(E-K):



Select setup error message that begins with the letters  
(L-S):



Select setup error message that begins with the letters  
(T-Z):



## How To: Embed or link an existing object in WordPad.

### Solution:

Select 'New object...' from the 'Insert' menu.

- 1) Select the 'Insert' menu within Wordpad and select 'Object...'.  
2) Select the 'Create from File' radio button.



[create from file](#)

- 3) Enter the file path and name.
- 4) (Optional) Check the link option to insert a [linked](#) object.
- 5) Choose 'OK'.



**What is your Changing Network Passwords problem?**



**What is your Network Clients problem?**





**What is your Netwatcher problem?**



**What is your Network Messages and Errors problem?**



**What is your Netware problem?**



**What is your Network Drives problem?**



**What is your Netowrk Protocol problem?**



## Windows 95 converted icons to short cuts; Use GRPCONV.EXE to convert groups.

### Cause:

When Windows 95 is installed over Windows 3.1 or 3.11, Windows 95 setup converts all Windows 3.1 or 3.11 Program Manager groups to folders that are located inside the 'Programs' folder on the 'Start' menu. All program icons are converted to shortcuts.

### Solution:

Use GRPCONV.EXE utility located in the Windows directory to convert the Windows 3.1 or 3.11 program groups to Windows 95 format.



## Windows 95 does not display MS-DOS prompt object; Create shortcut on desktop.

### Cause:

By default, Windows 95 does not display the MS-DOS prompt object on the desktop.

### Solution:

Create a shortcut on the desktop.

- 1) Right-click on an empty space on the desktop. (A popup menu appears.)
- 2) Select 'New'.
- 3) Select 'Shortcut'.
- 4) Enter the following in the 'Command Line' box in the 'Create Shortcut' dialog box:

COMMAND.COM

- 5) Choose 'Next'.

*NOTE: 'MS-DOS Prompt' will already be listed in the 'Select a Name for the Shortcut' box. (A different name may be entered.)*

- 6) Choose 'Finish'.



## **MS-DOS 'Help' command not recognized; Enter MS-DOS command /? at DOS prompt.**

### **Cause:**

Windows 95 does not recognize the MS-DOS 'Help' command when issued from within Windows 95.

### **Solution:**

Open 'MS-DOS Prompt' and enter `topic /?` (where 'topic' represents the MS-DOS command to request help on.)

EXAMPLE: `RENAME /?`

- 1) Open ['MS-DOS Prompt'](#).
- 2) Enter the following at the command prompt:  
`TOPIC /?` (where 'TOPIC' represents the MS-DOS command to request help on.)  
EXAMPLE: `RENAME /?`
- 3) (Optional) To view the MS-DOS help dialog one screen at a time, enter '|MORE' after the command.  
EXAMPLE: `RENAME /?|MORE`





## **'Energy Star Compliant' option is on; Disable 'Energy Star Compliant' option.**

### **Cause:**

The 'Energy Star Compliant' option has been enabled.

### **Solution:**

Disable the 'Energy Star Compliant' option.

- 1) Choose the 'Start' button to display the ['Start' menu](#).
- 2) Select 'Settings', and from the 'Settings' menu select 'Control Panel'.



[Control Panel](#)

- 3) Open (double-click) the 'Display' icon.



[Display](#)

- 4) Choose the 'Settings' tab.
- 5) Choose 'Change Display Type...'.- 6) Choose 'Change' in the 'Monitor Type' section.
- 7) Uncheck the 'Monitor is Energy Star Compliant' box.



Select a Microsoft Windows 95 for CyberMedia topic.



## Create a shortcut for a file in Windows 95

- 1) Create shortcut next to the original folder first, then drag to the desired location:
  - a) Open 'My Computer'.
  - b) Click on the drive containing the program, file or folder.
  - c) Open the folder containing the program or file.
  - d) Right-click on the program object. (An 'Object' menu displays.)
  - e) Select 'Create Shortcut' from the menu. (A shortcut is created in the original folder.)
  - f) Move the newly-created shortcut to the desired location on the desktop by left-dragging it to the new location.
- 2) Right-click on the desktop to display the 'Object' menu.
  - a) Select 'New' from the 'Object' menu.
  - b) Select 'Shortcut'.
  - c) Do one of the following:
    - 1] Enter the path of the program file in the command line box.
    - 2] Use 'Browse...' to locate the program file:
      - a] Choose 'Browse...',
      - b] Open the folder containing the program file.
      - c] Select the program executable file. (The path of the program automatically appears in the command line.
      - d] Choose 'Open'.
  - d) Choose 'Next'.
  - e) Enter a name for the shortcut or keep the highlighted name.
  - f) Choose 'Finish'.

*NOTE: If an application has associated icons, the shortcut uses the default icon.*



## **Drag and drop an object in Windows 95**

- 1) Position the pointer on the object.
- 2) Click on the left mouse button while dragging the object to the desired location.
- 3) Release the mouse button.



## **Right-dragging an object in Windows 95**

- 1) Position the pointer on the object.
- 2) Click on the right mouse button while dragging the object to the desired location.
- 3) Release the right mouse button. (A menu appears.)
- 4) Select the appropriate action from the menu.



## **MS-DOS commands not included with Windows 95**

The following commands, which are used with MS-DOS version 6.2 and below, are not included with Windows 95:

APPEND  
ASSIGN  
BACKUP  
COMP  
DOSSHELL  
EGA.SYS  
FASTHELP  
FASTOPEN  
GRAFTABL  
HELP  
INTERLINK  
INTERSVR  
JOIN  
MEMCARD  
MIRROR  
MSAV  
MSBACKUP  
POWER  
PRINTER.SYS  
RECOVER  
REPLACE  
RAMDRIVE.SYS  
ROMDRIVE.SYS  
SHARE  
SMARTMON  
TREE  
UNDELETE  
UNFORMAT

VSAFE



## Using the extract utility with Windows 95 to extract compressed files

EXTRACT.EXE is located in the \WINDOWS\COMMAND directory or on the original installation diskettes or CD-ROM.

1) Insert the diskette or CD ROM containing the compressed Windows file into the drive.

2) Enter the following:

```
EXTRACT /y X1:/DIR1/original_file X2:/DIR2/Expanded_file
```

### *NOTE:*

*X1: is the drive letter of the drive containing the diskette or CD ROM.*

*DIR1 is the directory containing the compressed file*

*original\_file is the name of the compressed file*

*X2 is the driver letter of the drive to receive the expanded file*

*DIR2 is the directory to receive the expanded file*

*Expanded\_file is the name of the expanded file.*

Use the following optional parameters after 'Extract':

/A Processes all files in the directory beginning with the original file named

/D Only provides a directory listing (does not extract)

/E Force extraction

/L Location (where Location represents a directory other than the default to place extracted files.)

/Y Files with the same name in the destination directory are overwritten without prompting.





## Locating a file in Windows 95

### USING THE FIND COMMAND:

- 1) Choose 'Start' on the Taskbar. (The 'Start' menu displays.)
- 2) Select 'Find' from the 'Startup' menu.
- 3) Select 'Files or Folders...'.
  - 4) Click on the arrow in the 'Look In' box to display the drop-down list.
  - 5) Select the drive to search or choose 'Browse...'.
    - 6) Check 'Include all Subfolders'.
  - 7) Do one of the following:
    - a) If the filename is known, enter the filename in the 'Named' box.
    - b) If the file creation date is known, choose the 'Date Modified' tab.
      - 1] Choose 'Find All Files Created and Modified'.
      - 2] Select one of the following:
        - (a) 'Between' and enter the date range to search.
        - (b) 'During the Previous' and enter either the month or days.
    - c) If text contained in the file is known, choose the 'Advanced' tab.
      - 1] Select the type of file from the 'Of Type' drop-down list.
      - 2] Enter a text string or word in the 'Containing' box.
  - 8) Choose 'Find Now'.

### USING EXPLORER:

- 1) Choose 'Start' on the Taskbar. (The 'Start' menu appears.)
- 2) Select 'Programs' from the 'Start' menu.
- 3) Select 'Windows Explorer'.
- 4) Select 'Find' from the 'Tools' menu.
- 5) Select 'Files or Folders...'.
  - 6) Click on the arrow in the 'Look In' box to display the drop-down list.
  - 7) Select the drive to search or choose 'Browse...'.
    - 8) Check 'Include all Sub-folders'.
  - 9) Do one of the following:
    - a) If the filename is known, enter the filename in the 'Named' box.
    - b) If the file creation date is known, choose the 'Date Modified' tab.

- 1] Choose 'Find All Files Created and Modified'.
- 2] Select one of the following:
  - a] 'Between' and enter the date range to search.
  - b] 'During the Previous' and enter either the month or days.
- c) If text contained in the file is known, choose the 'Advanced' tab.
  - 1] Select the type of file from the 'Of Type' drop-down list.
  - 2] Enter a text string or word in the 'Containing' box.



## Opening the Windows 95 start menu

- 1) Click on the 'Start' button on the left side of the Taskbar.  
(The 'Start' menu appears.)
- 2) To select an item from the 'Start' menu, do one of the following:
  - a) Position the pointer over the desired selection and wait a second for the appropriate cascade menu to appear.
  - b) Click once on the desired menu selection to display the cascade menu.



## Shortcut

A shortcut is an object on the desktop that points to a file, folder, or program on a local or network drive. Shortcuts use less disk space because duplicate copies of files, programs or folders are not necessary. A shortcut allows the program to remain in one local or network directory but be accessed from another. A shortcut can also be embedded in a document or an e-mail message sent over a network. Deleting a shortcut does not delete the associated file from the hard drive.



## Scrap

A scrap is the name of a portion of a document which has been dragged to the desktop. It is represented by a document icon with the title of 'Scrap' followed by the first few words of the text.



## Object linking and embedding with Windows 95

Windows 95 allows object linking and embedding using OLE version 2.0.

An object is any information to be pasted into a window whether visual or auditory.

When an object is EMBEDDED into a document, the application which created the object is started when the object is clicked. The advantages of embedding are that the filename or the application name need not be remembered. The file automatically opens in its native application when clicking on its object in a document. (NOTE: The file must be associated with an application first.)

A LINKED object may also be pasted into the document, however the object is only a link to the original file. Therefore any updates made to a linked object in a document automatically updates the original file and vice versa. The advantages to this are that only one copy of the file is needed.



## **Taskbar in Windows 95**

The taskbar by default is located at the bottom of the desktop. It takes the place of the Windows 3.1 and 3.11 Task List. Currently running programs are displayed as buttons on the taskbar. The taskbar may be moved by clicking on it and dragging to the desired desktop location. The taskbar can be resized or hidden from the desktop.



## Changing the browsing options for folders

- 1) Open 'My Computer' or 'Windows Explorer'.
  - 2) Select 'Options' from the 'View' menu.
  - 3) Choose the 'Folder' tab to display the folder 'Properties' sheet.
  - 4) Choose one of the following options:
    - a) To keep all folder windows open on the desktop when opening subsequent folders, choose 'Browse folders using a separate window for each folder'.
    - b) To browse folders using only one window which inherits the previous window settings (e.g., toolbar display), choose 'Browse folders by choosing a single window that changes as you open each folder'.
- NOTE: Option (b) is recommended because less windows are opened and each succeeding window inherits the properties or settings of the previous window, making it easier to navigate directory hierarchies.*





## **Restarting the computer in MS-DOS mode**

- 1) Select 'Shut Down' from the 'Start' menu.
- 2) Select the 'Restart the computer in MS-DOS mode' option. The computer shuts down. When the computer starts up again, Windows 95 does not appear on the screen. Instead, a DOS prompt reading C:\WINDOWS appears.



## Editing the registry using the registry editor

Use one of the following methods to run the Registry Editor:

- 1) Use the Run command from the Start menu:
  - a) Select 'Run...' from the 'Start' menu.
  - b) Enter the following in the 'Open' box: REGEDIT
  - c) Choose 'OK'.
- 2) Open REGEDIT in Windows Explorer:
  - a) Select 'Programs' from the 'Start' menu.
  - b) Select 'Windows Explorer' from the 'Programs' menu.
  - c) Double-click on the 'Windows' folder in the left window. (The files in the directory will display in the right-hand window.)
  - d) Scroll down and locate the REGEDIT file. (Files are listed alphabetically in the right-hand window.)
  - e) Double-click on REGEDIT to open the Registry Editor.
- 3) Open REGEDIT in My Computer:
  - a) Open 'My Computer' from the desktop.
  - b) Open the drive containing the WINDOWS directory.
  - c) Open the WINDOWS folder.
  - d) Double-click on 'REGEDIT' to open the Registry Editor.
- 4) Open 'DOS Prompt'.

Enter the following in the WINDOWS directory:

REGEDIT



## Shutting down and rebooting to Windows

- 1) Click on the 'Start' button to display the 'Start' menu.
- 2) Select 'Shut Down...'.
  - a) 'Shut down the computer'
  - b) 'Restart the computer?'. (The computer will reboot to Windows 95.)
  - c) 'Restart the computer in MS DOS mode'. (This will reboot to Windows 95 DOS - NOT the previous version of MS-DOS.)
  - d) 'Close all programs and log on as a different user'.



## Opening Windows explorer

*NOTE: The following actions assume the default location for Windows Explorer is in the 'Programs' menu.*

- 1) Click on the 'Start' button on the left side of the Taskbar.
- 2) Select 'Programs' from the 'Start' menu.
- 3) Select 'Windows Explorer' from the 'Programs' menu.



## Converting existing Windows 3.1x groups to Windows 95 format

- 1) Choose the 'Start' button, and select 'Run' from the 'Start Menu'.
- 2) In the popup dialog box that appears enter: GRPCONV /M
- 3) Do one of the following:
  - a) Open the folder to be converted.
  - b) Enter the pathname of the .GRP file.  
EXAMPLE: C:\WINDOWS\MAIN.GRP
- 4) Choose 'Open'. (The 'Program Manager Group Converter' dialog box appears.)
- 5) Choose 'Yes' to convert. (A 'Converting shortcuts status' dialog box appears. The program group now appears on the 'Start' menu.)



## **Video drivers that do not support animated cursors**

- ATI Ultra (Mach8)
- Diamond Viper (driver is based on Windows 3.1 video standard.)
- Standard Display Adapter (VGA) that ships with Windows 95

This driver is based on a standard established prior to the development of animated cursors.

- Super VGA that ships with Windows 95

This driver is based on a standard established prior to the development of animated cursors.



## Opening the MS-DOS prompt

- 1) Open from the 'Start' menu:
  - a) Open the 'Start' menu.
  - b) Select 'Programs'.
  - c) Select 'MS-DOS Prompt'.
  
- 2) (Optional) Create a shortcut on the desktop:
  - a) Right-click on an empty space on the desktop. (A popup menu appears.)
  - b) Select 'New'.
  - c) Select 'Shortcut'.
  - d) Enter the following in the 'Command Line' box in the 'Create Shortcut' dialog box:  
`COMMAND.COM`
  - e) Choose 'Next'. The MS-DOS prompt will already be listed in the 'Select a Name for the Shortcut' box. A different name may be entered.
  - f) Choose 'Finish'.



## Using long filenames in Windows 95

A long filename is any filename that exceeds the standard DOS 11 character (8.3) format. Long filenames may use up to 255 characters. The maximum size of a long filename and path must not exceed 260 characters. It is recommended that the name not exceed 50-75 characters in case the file is moved and the pathname becomes longer. The following characters which are not legal for MS-DOS 6.22 or lower may also be used in a long filename:  
+ . : = [ ]

Long filenames are case sensitive and are saved with the same capitalization as they are assigned.

MS-DOS automatically assigns an 11-character alias to any long filename. The alias is composed of the first 6 letters of the filename plus ~n (where 'n' represents a consecutive number if this filename is already in use) with a 3-character extension. (Example: LONGFI~1 for the first file named LongFileName and LONGFI~2 is assigned for a second file named LongFileName. An alias cannot be designated by the user. To view the MS-DOS name associated with a long filename, use the right mouse button to click the file, and then click Properties.

To view an alias of a file from the Windows 95 desktop, right-click on the file in Windows Explorer, My Computer, or the desktop and select 'Properties' from the popup menu. The alias appears in the value for MS-DOS Name on the General Property sheet.

The following are examples of valid filenames for Windows 95 applications:

MS-DOS name: 12345678.ABC (MS-DOS name)

No limit on extension 12345678.ABCDEF

Long filename 123456789012345678901234567890123456789.ABC

Long filename and

long extension:

1234567890123456789012345678901234567890.ABCDEF





## The LFNBK utility

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician.*

The LFNBK Utility is designed to remove and restore long filenames when running backup or disk management utilities for older versions of MS-DOS and Windows, which are not compatible with Windows 95 extended file systems. The LFNBK utility is located in the OTHER\LFNBK on Windows 95 CD-ROM directory or on the supplemental diskette containing DOS utilities.

Data and filenames may be lost if a hard disk utility that is incompatible with Windows 95 is used.

LFNBK CANNOT:

- repair long filename problems
- rename long filenames with matches to aliases with identical first 7 characters

*CAUTION: Only experienced users should use this utility. Preferably the utilities included with Windows 95 should be used (such as ScanDisk, DriveSpace, DoubleSpace). Any changes made to these files will seriously affect the performance and operation of your computer.*

After running the LFNBK utility for the first time and restarting Windows 95, the default 'Start' menu will be restored. However, the custom 'Start' menu WILL BE RESTORED when the LFNBK utility is run again to restore long filenames.

*CAUTION: If running LFNBK or any other disk utility changes the directory structure, the lfnbk /r command will not restore long filenames within the changed directories or subdirectories.*



## Using the LFNBK utility

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician.*

- 1) Locate the LFNBK folder on the installation CD-ROM or diskette and copy to the desktop:
  - a) Select 'Find' from the 'Start' menu.
  - b) Enter LFNBK in the 'Find What' box.
  - c) Choose the drive containing the Windows 95 installation CD-ROM or diskette.
  - d) Right-drag the LFNBK folder from the search results window onto the desktop.
  - e) Right-click on the folder to display the popup menu.
  - f) Select 'Copy Here' to copy the LFNBK folder onto the desktop.

2) Close all other running programs.

3) Open 'MS-DOS Prompt'.

4) Enter one of the following at the prompt:

a) `lfnbk /v`

*NOTE: Use this option to report actions on screen and backup and remove long filenames on the hard disk.*

b) `lfnbk /r`

*NOTE: Use this option to restore long filenames which were previously backed up.*

c) `lfnbk /p`

*NOTE: Use this option to locate long filenames but not convert them to 8.3 format. This option lists existing long filenames along with their corresponding creation, access and modification dates.*

5) Restart the computer.

*NOTE: When Windows 95 is restarted, the default Start menu will appear. The original Start menu will return when restoring the long filenames.*

6) Run the disk utility as described in the utility instructions.

7) Run LFNBK utility again by entering `lfnbk /r` to restore the long filenames.



## Copying a file in Windows 95

### COPY A FILE USING WINDOWS EXPLORER:

- 1) Open 'Windows Explorer'.
- 2) Click on the file to be copied in the right Explorer window.
- 3) Return to the Explorer window and locate the folder or drive to receive the file. NOTE: DO NOT CLICK ON THIS FOLDER. The original file remains on display in the right window.
- 4) Do one of the following:
  - a) Right-drag the file:
    - 1] Right-drag the file to the left window. (A popup menu appears when the mouse button is released.)
    - 2] Select 'Copy Here'. NOTE: Use only if copying the file to a different disk or drive. By default, drag-and-drop will MOVE a file located on the same disk but COPY a file located on a DIFFERENT disk or drive.
  - b) Drag-and-drop the file to the desired destination window.

### COPY A FILE ONTO THE DESKTOP:

- 1) Open the window containing the file to be copied or locate the file on the desktop.
- 2) Right-drag the file onto the appropriate desktop folder. (A popup menu appears when the mouse button is released.)
- 3) Select 'Copy Here'.

### USE THE KEYBOARD:

- 1) Press CTRL and click on the file to be copied.
- 2) Drag the copy to the desired destination.

### COPY A FILE TO A FLOPPY DISK:

- 1) Insert a diskette in the drive.
- 2) Open the 'Windows Explorer' icon.
- 3) Select the file to be copied.
- 4) Copy the file:
  - a) Right-click the 'File' menu.
  - b) Select 'Send To' from the 'File' menu'.

**c)** Select '3-1/2 Floppy A' or other drive listed for the floppy drive.



## Moving a file in Windows 95

Use one of the following methods to move a file:

USE THE FILE'S POPUP MENU:

- 1) Open Windows Explorer or the desktop folder containing the file to be copied.
- 2) Right-click on the file to be moved to display the popup menu.
- 3) Select 'Cut' from the popup menu. (The file is placed in the clipboard.)
- 4) Right-click on the folder to receive the file to display the popup menu.
- 5) Select 'Paste'. (The file is pasted into the folder.)

USE THE FOLDER'S MENU:

- 1) Open Windows Explorer or the desktop folder containing the file to be copied.
- 2) Select the file to be moved.
- 3) (Optional) To select multiple files, press CTRL while selecting the files to be moved.
- 4) Select 'Cut' from the 'Edit' menu. (The file is placed into the clipboard.)
- 5) Open the folder to receive the file.
- 6) Select 'Paste' from the 'Edit' menu.

USE DRAG-AND-DROP:

- 1) Display the window, shortcut or folder to receive the file.
- 2) Do one of the following:
  - a) Right-drag the file:
    - 1] Right-drag the file to the left window. (A popup menu appears when the mouse button is released.)
    - 2] Select 'Move Here'.
  - b) Drag-and-drop the file to the desired destination.

USE THE KEYBOARD AND MOUSE:

Press SHIFT while dragging the file to the desired destination.



## Locating and opening regedit

Use one of the following methods to run the Registry Editor (REGEDIT):

USE THE FIND FEATURE TO LOCATE REGEDIT:

- 1) Choose 'Start' on the 'Taskbar'. (The 'Start' menu displays.)
- 2) Select 'Find' from the 'Start' menu.
- 3) Select 'Files or Folders...'.
  - 4) Enter REGEDIT in the 'Find What' box.
  - 5) Select the drive containing the WINDOWS directory.
  - 6) Check 'Include all Subfolders'.
  - 7) Do one of the following:
    - a) Double-click on 'Regedit.exe' in the 'Search results' window to start.
    - b) Create a shortcut on the desktop to REGEDIT:
      - 1] Right-drag the REGEDIT file onto the desktop.
      - 2] Release the button to display the popup menu.
      - 3] Select 'Create Shortcut(s) Here'.

RUN REGEDIT AT THE MS-DOS PROMPT:

- 1) Open the 'MS-DOS Prompt'.
- 2) Enter REGEDIT to start the Registry Editor.



## Booting to a previous MS-DOS version

- 1) Select 'Find' from the 'Start' menu.
- 2) Select the root directory to search in (for example, C:\).
- 3) Enter 'MSDOS.SYS' in the 'Named' box.
- 4) Choose 'Find Now'.
- 5) Right-click on the file named MSDOS.SYS in the find results window to display the popup menu.
- 6) Copy MSDOS.SYS to a diskette to make a backup:
  - a) Select 'Send To' from the popup menu.
  - b) Select '3-1/2 Floppy A' or other drive listed for the floppy drive.
- 7) Right-click on the MSDOS.SYS file again.
- 8) Select 'Properties...' from the popup menu.
- 9) Choose the 'General' tab.
- 10) Uncheck 'Read-only', 'Hidden', and 'Archive'. (This removes the MSDOS.SYS default attributes and enables the file to be edited.)
- 11) Choose 'Apply'.
- 12) Choose 'OK'.
- 13) Select the MSDOS.SYS file from the find window.

*NOTE: The search results window may contain multiple files named MSDOS. The correct file is named MSDOS.SYS and is a system file.*
- 14) Select 'Open with...' from the 'File' menu. (The Open With dialog box displays.)
- 15) Scroll and select 'WordPad'. (The MS-DOS.SYS file opens in WordPad.)
- 16) Enter the following in the 'Options' section:  
BootMulti=1
- 17) Select 'Save As...' from the 'File' menu.
- 18) Select 'MSDOS.SYS' and answer 'Yes' to replace.
- 19) Shut down Windows.
- 20) Reboot the computer.
- 21) Press F4 when before the Starting Windows prompt appears.





## Advanced SCANDISK options

### Display summary options:

ALWAYS: ScanDisk displays a summary of the disk and errors found and corrected.

NEVER: No summary is displayed when ScanDisk is run.

ONLY IF ERRORS FOUND: A summary is only displayed if ScanDisk finds errors.

### Log File Options:

REPLACE LOG: ScanDisk details are saved in a file named SCANDISK.LOG in the root drive. Any previous log is overwritten.

APPEND TO LOG: The ScanDisk details are appended to the end of an existing SCANDISK.LOG.

NO LOG: No log file is created when ScanDisk is run.

### Cross-Linked Files Options:

DELETE: Cross-linked files are deleted when found.

MAKE COPIES: Copies of each cross-linked cluster are made for each of the cross-linked files.

IGNORE: Cross-linked files are not corrected.

### Lost File Fragments Options:

FREE: Lost file fragments are deleted. Choose this option to free disk space.

CONVERT TO FILES: Lost file fragments are converted to files that can then be viewed by the user.

### Check Files for Options:

INVALID FILE NAMES: ScanDisk checks files for invalid filenames.

INVALID DATES AND TIMES: Checks files for invalid dates and times.

CHECK HOST DRIVE FIRST: Use this option to check a drive compressed using DoubleSpace or DriveSpace. The host drive is checked first.



## Description of MSDOS.SYS

MSDOS.SYS is a file created in the root directory of the boot drive by Windows 95 setup. This text file is assigned the Read-Only (R), System (S), and Hidden (H) attributes. This is NOT THE SAME as the MSDOS.SYS file used by MS-DOS.

MSDOS.SYS contains two sections: [Paths] and [Options]. The [Paths] section defines locations of Windows 95 files, such as the Registry. The [Options] section permits customization of the startup process. Here are descriptions of all the options in the MSDOS.SYS file.

### [Paths] section:

UninstallDir=C:\ Defines the starting location from which the Windows 95 uninstaller runs. Do not modify this line.

HostWinBootDrv=C Defines the location of the boot drive root directory.

WinBootDir=C:\WINDOWS Defines the location of required startup files. The default is the directory specified during Setup.

WinDir=C:\WINDOWS Defines the location of the Windows 95 directory as specified during Setup.

### [Options] section:

BootDelay=n Sets the initial startup delay to n seconds. (The default is 2.)

BootKeys=0 disables the delay set by the BootDelay option

BootFailSafe=0 Specifies whether to use Safe Mode for startup. (0 disables Safe Mode.)

BootGUI=1 Enables graphic display of the startup screen. (0 disables this feature.)

BootKeys=1 Enables the startup keys (F5, F6, and F8). (0 disables startup keys.)

BootMenu=0 Specifies whether the Windows 95 'Startup' menu appears by default.

BootMenuDefault=n Sets the default menu item on the Windows 'Startup' menu; the default is 1 if the system is running correctly. If the system was previously frozen, the value is 3.

BootMenuDelay=n Sets the number of seconds to display the Windows 'Startup' menu before running the default menu item. (The default is 30.)

BootMulti=0 Specifies dual-boot capabilities. 0 is the default and disables

dual-boot capabilities. 1 enables multi-boot to MS-DOS by pressing F4.

BootWarn=1 Enables the Safe Mode startup warning and menu.

BootWin=1 Specifies whether Windows 95 is the default operating system. 0 disables Windows 95 as the default. (This is useful only running MS-DOS 5 or 6.x.)

DblSpace=1 Specifies automatic loading of DBLSPACE.BIN.

DoubleBuffer=0 Specifies whether a SCSI controller. (1 enables double-buffering.)

DrvSpace=1 Specifies automatic loading of DRVSPACE.BIN.

LoadTop=1 Specifies whether to load COMMAND.COM or DRVSPACE.BIN at the top of 640K memory.

Logo=1 Determines whether the animated logo is displayed.

Network=0 Specifies if network software components are to be installed. (1 enables Safe Mode with Networking as a menu option.)



## SYSTEM.DAT

SYSTEM.DAT is part of the Windows 95 Registry. It contains hardware and computer settings, including those that used to be stored in the various Windows 3.x .INI files. The information stored in the registry is required for Windows 95 and the installed applications to run properly.

Every time Windows 95 starts, it makes a backup copy of SYSTEM.DAT, called SYSTEM.DA0. This ensures that the latest system settings are saved.

*NOTE: For extra protection, be sure to create a Startup diskette during Windows 95 Setup. This diskette preserves a copy of the basic System Registry (SYSTEM.DAT), and can be used to restore the Registry if it is ever damaged.*



## **The USER.DAT file**

The USER.DAT file is a part of the Windows 95 Registry. This file stores user specific information such as desktop settings. If the user is on a network these settings are reflected in user profiles. Every time Windows 95 starts, a backup of the USER.DAT file is automatically made named USER.DA0. This ensures that the latest user settings are saved. The USER.DAT file may be copied onto diskette and transferred to a different computer.



## EMM386 with Windows 95

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician. Any changes made to these files will seriously affect the performance and operation of your computer.*

Windows 95 IO.SYS does not load EMM386 by default. Therefore, it must be added to CONFIG.SYS if a program requires its use.

- 1) Do one of the following:
  - a) Add the EMM386.EXE command AFTER the device command for HIMEM.SYS
  - b) Add the EMM386.EXE command BEFORE any DEVICEHIGH commands.
- 2) Use one of the following options:
  - a) Use NOEMS to create upper memory blocks only:
    - 1] DEVICE=C:\DOS\EMM386.EXE NOEMS
  - b) Use RAM to create both upper memory blocks and expanded memory:
    - 1] DEVICE=C:\DOS\EMM386.EXE RAM
- 3) Save the file and reboot the computer.
- 4) Watch for a message about expanded memory during startup.
- 5) Do one or both of the following:
  - a) Enter MEM at the DOS prompt to confirm availability of expanded memory.
  - b) Enter MSD at the DOS prompt.
    - 1] Choose 'Memory Status'.
    - 2] Look for the 'Expanded Memory' item and read the amount of extended memory available.



## Editing CONFIG.SYS in Windows 95

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician. Any changes made to these files will seriously affect the performance and operation of your computer.*

- 1) Select 'Programs' from the 'Start' menu.
- 2) Select 'Accessories'.
- 3) Select 'WordPad'. (WordPad application is launched.)
- 4) Select 'Open' from the 'File' menu.
- 5) Enter C:\CONFIG.SYS  
(where 'C:' represents the root drive containing CONFIG.SYS.)



## Creating a start menu folder on the desktop

An advantage of creating a 'Start' menu folder on the desktop is quick Program Manager-like access to 'Start' menu programs.

- 1) Right-click on the desktop to display the desktop popup menu.
- 2) Select 'New' from the popup menu.
- 3) Select 'Shortcut'. (The 'Create Shortcut' dialog box displays.)
- 4) Enter the following in the 'Command Line' box:  
*NOTE: Capitalize the filename exactly as shown below.*  
C:\WINDOWS\Startm~1\programs  
(Where C:\ represents the drive containing the Windows directory.)
- 5) Choose 'Next'.
- 6) Enter a name for the shortcut.
- 7) Choose 'Finish'. (A shortcut to the 'Programs' menu appears on the desktop. Open this folder and the programs can be accessed in Program Manager-like fashion.)





## Program properties sheet

Note: Not every application has a Program properties sheet. The Program properties sheet typically appears with MS-DOS programs.

The Program properties sheet is displayed by right-clicking on the program icon, selecting 'Properties' from the popup menu and choosing the 'Program' tab. Alternately, program properties may be changed from selecting programs in Windows Explorer. The purpose of the Program properties sheet is to control the program file association, working directory, icon, shortcut key and operation mode.

The following are the individual settings on the Program properties sheet:

The program title appears at the top of the Program properties sheet. The MS-DOS icon appears to the left of an MS-DOS program. Any name may be chosen and this does not effect the program executable file.

Cmd line: The drive, folder and executable filename  
(<drive>\<folder>\<filename>). EXAMPLE:

C:\WP60\WP.EXE

runs WP.EXE from a folder called WP60 on drive C:\

(Optional) Enter any switches required to run the program:  
<drive>\<folder>\<filename> /x

(where /x represents the switch) Refer to the program documentation for information on the switches for each program.

Working: The folder that becomes the current directory when Windows runs this program.

Batch file: (optional) The name of a batch file that invokes the program.

Shortcut key: (optional) Defines a shortcut key that will bring the program to the foreground when it is running. Enter the letter in the box or press a function key (example, F6). If the key is already being used, Windows automatically adds the 'Shift' key. If SHIFT+F6 has been defined as the Shortcut key for the MS-DOS prompt, press SHIFT+F6 to invoke the MS-DOS prompt.

Run: The type of window in which the program runs. The options are maximized, minimized or normal.

Close on exit checkbox Check this option to close the window automatically when the MS-DOS program has ended.

Change Icon... Choose 'Change Icon...' to select a different icon than the default for the program. Sample icons are displayed. Choose 'Browse...' to locate any other icons on the drive.

Advanced... Choose the 'Advanced...' button to display the Advanced Program Settings sheet. The options on this sheet should only be modified by advanced users.



## **File attributes defined**

Windows 95 users can assign any or all of four attributes to a file. To determine the attribute of a file in Windows 95, select the file from File Manager and click the File menu in the menu bar. Select the Properties option to display the Properties screen. All file attributes that could be assigned to the file appear as checkboxes on the screen.

Following are attributes for files:

**Read Only:** The file may be read, but not edited or deleted.

**Hidden:** The file does not appear in a directory listing (unless the Show Hidden/System Files checkbox has been selected).

**System:** The file is a Windows 95 system file and is not displayed in a directory listing (unless the Show Hidden/System Files checkbox has been selected).

**Archive:** The file has been modified since the last time it was backed up to disk.



## The program properties sheet 'font' tab page

The Font properties sheet for an MS-DOS application controls the type and size of the font as displayed in an MS-DOS window. The type and size of the font affect the size and shape of the program window and may be previewed prior to saving.

To change the MS-DOS program window fonts:

- 1) Open the Properties sheet for the program.
- 2) Choose the 'Font' tab to display the Font properties sheet.
- 3) Choose the desired font type from the 'Available types' section. (This section lists the types of fonts available for the selected DOS application.)
- 4) Select the desired font size from the 'Font size' section. (The size of the window will change in accordance with the selected font size. A preview can be viewed in the 'Windows preview' section. Fonts are previewed in the 'Font preview' section.)

*NOTE: TrueType fonts are preceded by the 'TT' symbol.*

- 5) Choose 'OK'.



## Program properties sheet: memory

The Memory properties sheet settings control the way an MS-DOS program uses the computer's memory. Any settings changed do not affect Windows 95 operation since they only affect an MS-DOS application's virtual memory.

In most cases Windows 95 automatically adjusts these settings when the program is installed. However, this properties sheet may be used to fine tune the settings to increase program performance.

The following memory properties may be modified:

- 1) Conventional memory
- 2) Expanded (EMS) memory
- 3) Extended (XMS) memory
- 4) MS-DOS protected mode (DPMI) memory

Conventional memory consists of the first 640 Kb of memory available on the computer. This value is set in the Total box.

Expanded (EMS) memory can be installed via an expanded memory card or it can be emulated by an expanded memory manager (EMM). EMM software maps pages of expanded memory onto the system's upper memory area. Select the Details... button and read the displayed screen to display information about expanded memory on the computer.

Extended memory is essentially a seamless upward extension of the original 1 Mb address space available in the memory of 80286 and 80386 computers. Extended memory always starts 1024K, since the upper memory area ends there. High Memory Area (HMA) frees conventional memory for use by MS-DOS-based applications and can further improve performance.

MS-DOS protected mode (DPMI) memory serves as expanded memory for MS-DOS-based applications that require it to run. Windows 95 cannot provide this memory if CONFIG.SYS loads EMM386.EXE with the noems parameter. Use the ram parameter when loading EMM386.EXE in CONFIG.SYS, or use the x=mmmm-nnnn statement to allocate enough space in the upper memory area to create an EMS page frame.





## MS-DOS files deleted by Windows 95 during setup

The following MS-DOS files from previous MS-DOS are deleted by Windows 95 setup or not used by Windows 95 operating system:

ANSI.SYS  
ATTRIB.EXE  
CHKDSK.EXE  
COMMAND.COM  
COUNTRY.SYS  
DEBUG.EXE  
DISKCOPY.EXE  
DISPLAY.SYS  
DOSKEY.COM  
DRIVER.SYS  
EDIT.COM  
EDIT.HLP  
EGA.CPI  
EXPAND.EXE  
FASTOPEN.EXE  
FC.EXE  
FDISK.EXE  
FIND.EXE  
FORMAT.COM  
GRAPHICS.COM  
GRAPHICS.PRO  
KEYBD.COM  
KEYBOARD.SYS  
LABEL.EXE  
LCD.CPI  
LOADFIX.COM  
MEM.EXE  
MORE.COM

MCSDEX.EXE  
NLSFUNC.EXE  
PRINT.EXE  
QBASIC.EXE  
QBASIC.HLP  
REPLACE.EXE  
RESTORE.EXE  
SHARE.EXE  
SORT.EXE  
SUBST.EXE  
SYS.COM  
XCOPY.EXE

Compaq\_DOS files deleted by Windows 95 Setup:

CACHE.EXE  
CEMM.EXE  
CEMMP.EXE  
DOS5HELP.CHD  
FASTART.EXE  
FSEDIT.EXE  
HELP.EXE  
TU.EXE  
UPCU.EXE

Non-MS-DOS Operating System Files Deleted by Windows 95 Setup:

DELPURGE.EXE  
DELWATCH.EXE  
DISKMAP.EXE  
DISKOPT.EXE  
DOSBOOK.EXE  
HIDOS.SYS  
LOCK.EXE  
LOGIN.EXE  
MEMAX.EXE  
PASSWORD.EXE  
RENDIR.EXE



SETUP.EXE

SYS.COM

TASKMAX.EXE

TASKMAX.INI

TOUCH.EXE

UNINSTAL.EXE

XDEL.EXE

XDIR.EXE



## Folders

An area for storing files to keep them organized (formerly and sometimes still called directories). Folders can contain other folders for further organization.



## Renaming a file in Windows 95

- 1) Open 'My Computer' or 'Windows Explorer'.
- 2) Do one of the following:
  - a) Use the File menu:
    - 1] Click on the file to select it.
    - 2] Select 'Rename' from the 'File' menu.
  - b) Display the file's popup menu:
    - 1] Right-click on the file.
    - 2] Select 'Rename' from the popup menu.
- 3) Begin entering the new name. (The existing name will automatically be replaced.)

*NOTE: Renaming the file does not affect the hidden file extension.*



## **Real mode driver**

A real mode driver is a Windows 3.1x/MS-DOS driver that loads from CONFIG.SYS. These drivers are also known as 16-bit drivers.



## **Protected-mode driver**

A protected-mode driver is designed to run natively in Windows 95 or Windows NT. Protected-mode drivers include VxD drivers. These drivers are also known as 32-bit drivers.



## Arrange icons options for viewing folders and directories

- 1) Select 'Arrange Icons' from the 'View' menu of an open window such as 'Find Results', My Computer, or Windows Explorer.
- 2) Pull down the 'View' menu.
- 3) Select one of the following options:
  - a) Large Icons (This is Windows 95 default display.)  
This option displays large folder and file icons rows.
  - b) Small Icons: This option displays small folder and file icons in rows.
  - c) Lists: This option displays small folders in columns.
  - d) Details: This option displays small folders in a list showing size, (if object is a file), type, and date modified
- 4) Select 'Arrange Icons' from the 'View' menu.
- 5) Select one of the following:
  - 'By Name' to view files alphabetically.
  - 'By Type' to sort files by type
  - 'By Size' to sort files by size
  - 'By Date' to view files by date
- 6) IMPORTANT: Select 'Refresh' from the 'View' menu.

*NOTE: The settings for this window are saved when the window is closed and will remain when reopening until they are changed.*



## Running backup in Windows 95

- 1) Display the Start menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories' from the 'Programs' menu.
- 4) Select 'Backup' from the 'System Tools' menu. (A 'Welcome to Microsoft Backup' screen appears.)
- 5) Choose 'OK' to acknowledge the 'Welcome to Microsoft Backup' screen.

*NOTE: Steps 5 and 6 may not be necessary if these screens have been previously disabled.*

- 6) Choose 'OK' to acknowledge the 'Full System' backup explanation window.
- 7) Select the items to be backed up.

*NOTE: Folders, files, and drives can be selected at this point. When an entire drive or folder and its contents are selected a check mark will appear with a white background. Check marks with a gray background indicate the only partial contents of that drive or folder have been selected.*

- 8) Choose 'Next Step'
- 9) Select location of the backup destination.

*NOTE: Backup locations can be a tape drive, a floppy disk, or a path on a hard drive.*

- 10) Choose 'Start Backup'.
- 11) Enter name for backup set label.
- 12) Choose 'OK'. (The backup process begins.)



## Defragmenting the hard drive with Windows 95

- 1) Display the Start menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories' from the 'Programs' menu.
- 4) Select 'Disk Defragmenter' from the 'System Tools' menu.
- 5) Select the drive to be defragmented from the drop-down list box. (A dialog box stating whether or not defragmentation is recommended for this disk appears.)
- 6) Do one of the following:
  - a) Choose 'Start' to begin defragmentation immediately.
  - b) Choose 'Advanced...' to specify whether the drive should be checked for errors or to specify a defragmentation method.
  - c) Choose one of the following options (depending on how badly the disk is fragmented):
    - 1] 'Full defragmentation (both files and free space). (This option will take longer.)
    - 2] 'Defragment files only'.
    - 3] 'Consolidate free space only'.
  - d) Choose 'OK'.
- 7) Choose 'Start' to begin defragmentation.





## Virtual memory (swap file)

A swap file is an area of the hard disk assigned to swap data between RAM and the hard disk. This creates "virtual memory". A swap file can be used to speed up disk access. Windows 95 automatically creates virtual swap files as needed and deletes these when the computer reboots. The hard disk should have enough free space to accommodate the swap file. Generally at least 20MB of unused hard disk space should be available for the virtual memory.



## How to run backup in Windows 95

- 1) Open Backup in one of the following ways:
  - a) From the 'Programs' menu:
    - 1] Select 'Accessories' from the 'Programs' menu.
    - 2] Select 'System Tools'.
    - 3] Select 'Backup'.
  - b) Open 'My Computer' and right-click on the drive to be backed up.
- 2) Do one of the following:
  - a) To back up a drive, check the drive to be backed up in the left-hand window.
  - b) To back up only a directory:
    - 1] Click on the drive's icon. Do not check the box next to the drive. (The directories and files contained in the drive appear in the right-hand window.)
    - 2] Check the box next to the folder. (The files contained in the folder are automatically checked.)
- 3) Select 'Options...' from the 'Settings' menu.
- 4) Choose the 'Backup' tab.
- 5) Choose 'Full Backup of All Selected Files'.
- 6) Choose 'OK'.
- 7) Choose 'Next Step'.
- 8) Click on the drive to back up to.
- 9) Choose 'Start Backup'.
- 10) Enter a name for the backup set.
- 11) Choose 'OK'. (The 'Backup operation status' box appears.)

*NOTE: Later, after files have been modified or added, do a differential backup only the modified or added files since the last backup will be added to the backup set.*
- 12) Repeat steps 1) to 3).
- 13) Choose 'Differential Backup of selected files that have changed since the last backup.'
- 14) Choose 'OK'.
- 15) Choose 'Next'.
- 16) Click on the drive to back up to.

- 17) Choose 'Start Backup'.
- 18) Click on the drive to back up to.
- 19) Choose 'Start Backup'.
- 20) Enter a name for the backup set.



## Windows 95 files that may be safely deleted to free disk space

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician. Any changes made to these files will seriously affect the performance and operation of your computer.*

*CAUTION: Make absolutely sure that none of these files are needed by any program or user before deleting ANY file. Do a complete backup of the files on the hard disk before deleting any of them.*

- 1) Delete old .TMP (temporary) files.

*NOTE: .TMP files may be stored anywhere on the computer.*

- 2) Delete unneeded .BAK (backup) files.

*CAUTION: Make sure a valid copy of the backup file is available if these backup files are important.*

- 3) Delete the files installed by programs that are no longer used. These files may be stored in the WINDOWS and WINDOWS\SYSTEM directories (and perhaps several others), as well as the main application directory.

*NOTE: See the manual for the application for help in determining the files to delete.*

- 4) Delete files for Windows utilities including:

.BMP files--Bitmaps, such as wallpaper files, that are not used

.HLP files--Windows Help files that are not used

.TTF files--TrueType font files for fonts that are not used

.WAV files--WAV digital sound files that are not used

.MID files--MIDI sound files that are not used

.AVI files--AVI movie files that are not used

- 5) DOS commands, including:

APPEND.EXE--APPEND, if this command is not used

ASSIGN.COM--ASSIGN, if this command is not used

CALC.EXE--Calculator

CALENDAR.EXE--Calendar

CLOCK.EXE--Clock

COUNTRY.COM--Country settings

DISKCOMP.COM--Disk Compare command if this command is not used

DISKCOPY.COM--DiskCopy command that is unneeded if floppy diskette copying is done within Windows 95

EDIT.COM--Editor, if this is NOT used to edit text files

EDIT.HLP--The help file for the editor

FASTOPEN.EXE--FastOpen utility

MSD.EXE--Microsoft Diagnostics

MSD.INI--Microsoft Diagnostics configuration file

MSPAINT.EXE--Windows Paint

PBRUSH.EXE--Windows Paintbrush, if Windows 95 was installed over a previous Windows version

PRINT.EXE--print command, which is unneeded if ALL printing is done within Windows 95

QBASIC.EXE--Microsoft Quick Basic, for programming in BASIC

QBASIC.HLP--The help file for Microsoft Quick Basic

README files--Read Me files that contain last minute information about programs or utilities. These files may have different names, including: README.TXT, README, README.1ST, README.DOC, and README.NOW

WRITE.EXE--Windows Write, if Windows 95 was installed over a previous Windows version

WRITE.HLP--Windows Write help file, if Windows 95 was installed over a previous Windows version

WORDPAD.EXE--WordPad may be unnecessary if the user always uses Microsoft Word to do word processing

- 6) Compress any other rarely-needed files with a compression utility like PKZIP.



## Drives supported by Windows 95 for backup

The following types of tape drives are supported by Windows 95 for backup:

*NOTE: Microsoft Backup works only with the 1992 or later versions of these tape drives.*

### Floppy Controller Drives:

Tape sizes	Compatible drives
DC2000	QIC 40 & QIC 80
DC2120	QIC 40 & QIC 80
MC3000	XL/QIC 3010

CMS QIC 40, QIC 80, and QIC 3010 tape drives connected to a parallel port.

The following companies make these types of drives connected to the primary floppy disk controller:

Colorado Memory Systems QIC 40, 80, and 3010 tape drives connected through a parallel port.

Conner

IOmega

Wangtek (only in hardware phantom mode)

### Parallel Port Drives:

Colorado Trakker 120, 250 and 3010

The following tape backup units are not supported with Windows 95 Backup:

- SCSI controller tape backup units
- Proprietary Controller Tape Backup
- SCSI tape backup units using an external SCSI controller connected to the parallel port
- Drives connected to a secondary floppy disk controller or to an accelerator card
- Archive drives
- Irwin AccuTrak tapes

- Irwin drives
- Mountain drives
- QIC Wide tapes
- QIC 3020 drives
- SCSI tape drives
- Summit drives
- Travan drives

*NOTE: Some tape backup units driven by floppy controller require firmware revisions to work properly with the Windows 95 Backup program.*



## Disk space and memory requirements for installing Windows 95

Approximate Disk Space Requirements for Windows 95

(Source: Microsoft Corporation 7/95)

Installation option	Compact**	Typical
New installation	30 MB	40 MB
Windows 3.1 upgrade	20 MB	30 MB
Windows for Workgroups 3.x upgrade	10 MB	20 MB

Choosing the compact configuration may limit the functionality of Windows features.

*NOTE: Actual Windows 95 disk space requirements will vary with individual system resources that Windows 95 must support using drivers and other system components.*

Memory ..... 4 MB of RAM (minimum); 8 MB (recommended)

Video display ..... VGA (minimum); Super VGA (recommended)

Disk space ..... 30 MB of free hard-disk space is recommended. The full custom installation requires a minimum of 19MB. A certain amount free disk space may also be required for a swap file, depending on how much RAM the computer has. As a guideline, 14 MB of memory are required which can be divided between RAM and disk space.

For example: If the computer has 4 MB of RAM, at least 10 MB of free disk space are required for a swap file. If the computer has 14 MB of memory, it needs very little disk space for a swap file.





## Display utilities from various video driver manufacturers

The following utilities must be run to reset the refresh rate for a video driver in Windows 95:

ATI	INSTALL.EXE
Cirrus Logic	MONTYPE.EXE, CLMODE.EXE, WINMODE.EXE
Diamond Stealth	STLMODE.EXE
Diamond Stealth 64	S64MODE.EXE
Matrox	\MGA\SETUP\SETUP.EXE
Tseng Labs	VMODE.EXE
Western Digital	VGAMODE.EXE



## **Enhanced metafile spooling**

Enhanced Metafile Spooling (EMF) is used by Windows 95 to improve the printing speed for all non-PostScript printers. Windows 3.1x uses RAW printer data.



## TELEPHON.INI

The TELEPHON.INI file stores the settings for all applications which are TAPI-enabled such as Fax and Dial-Up Networking.

Following are the DEFAULT settings for a TELEPHON.INI file:

[Providers]

NumProviders=1

NextProviderID=2

ProviderID0=1

ProviderFilename0=UNIMDM.TSP

[Provider1]

NumLines=1

NumPhones=0

[HandoffPriorities]

RequestMakeCall=DIALER.EXE



## Rules for 8.3-compliant filenames

,

The following criteria must be met for an '8.3-compliant' file or directory name:

- The filename must be composed of all uppercase letters.
- Any combination of letters (A-Z) and/or numbers (0-9)\\ must be used.
- The following special characters may be used:

\$	Dollar sign
%	Percent sign
'	Apostrophe
`	Opening single quotation mark
-	Hyphen
@	At sign
{	Left brace
}	Right brace
~	Tilde
!	Exclamation point
#	Number sign
(	Opening parenthesis
)	Closing parenthesis
&	Ampersand
_	Underscore
^	Caret

When a file or sub-directory is named in Windows 95, the system creates a primary filename, which can be a long filename, and an MS-DOS '8.3-compliant' alias. If the file or sub-directory name is already '8.3-compliant', then only one directory entry is used.



## **Closing an open folder**

Do one of the following to close an open folder:

- 1)** Click 'X' (close) button on the upper right-hand corner of the folder.
- 2)** Select 'Close' from the 'File' menu.



## Using MS-DOS SETVER with Windows 95

Use the SETVER command when a program or device driver requires a specific earlier version of MS-DOS to run.

Do one or both of the following to use the SETVER command:

- 1) Determine the current DOS versions reported to programs by SETVER (if any), enter the following command at the DOS prompt:

```
SETVER X:\<path>
```

(where X: is the letter for the drive on which SETVER is stored, and <path> is the full directory path to SETVER).

- 2) Change the DOS version reported to a program or device, enter the following command at the DOS prompt:

```
SETVER X:<path> <filename> x.xx
```

(where X: is the letter for the drive on which SETVER is stored, <path> is the full directory path to SETVER, <filename> is the filename of the program to add to the SETVER table, and x.xx is the MS-DOS version required by this program).

*NOTE: The drive letter and path to SETVER is not required if SETVER is located in directory contained in the current PATH statement.*

EXAMPLE: Enter the following command to set the version expected by the DOS utility GRAPHICS.COM to DOS 6.22:

```
SETVER GRAPHICS.COM 6.22
```



## How to edit AUTOEXEC.BAT in Windows 95

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician. Any changes made to these files will seriously affect the performance and operation of your computer.*

AUTOEXEC.BAT is a special-purpose batch file containing commands that are automatically executed by MS-DOS when the computer is turned on or rebooted in an MS-DOS configuration.

IMPORTANT: The following basic guidelines must be observed when editing AUTOEXEC.BAT:

- Do not include other versions of Windows in the path statement
- Start the path with C:\WINDOWS;C:\WINDOWS\COMMAND (using the name for the Windows 95 directory on the hard disk).
- Do not change the previous MS\_DOS directory on the path. This is intentionally kept in by Windows 95.
- Do not add SmartDrive or other disk caches. Windows 95 includes built-in caching.
- Do not include any statements for loading mouse support software. Windows 95 includes built-in mouse support.
- Do not place any batch file entries for connecting to network servers in AUTOEXEC.BAT. Run the batch file from the Startup folder instead.

Use one of the following methods to edit AUTOEXEC.BAT:

**1) Edit AUTOEXEC.BAT using WordPad:**

- a)** Select 'Programs' from the 'Start' menu.
- b)** Select 'Accessories' from the 'Programs' menu.
- c)** Select 'WordPad'.
- d)** Select 'Open' from the 'File' menu.
- e)** Open 'AUTOEXEC.BAT' from the root directory.
- f)** Select 'Save As...' from the 'File' menu.
- g)** Enter a new name such as AUTOEXEC.XXX (This saves a backup copy.)
- h)** Make the editing changes.
- i)** Select 'Save As...' from the 'File' menu.
- j)** Enter AUOTEXEC.BAT
- k)** Reboot the computer for changes to take effect.

**2) Edit AUTOEXEC.BAT at the MS-DOS prompt:**

- a)** Enter EDIT AUTOEXEC.BAT in the root drive.
- b)** Select 'Save' from the 'File' menu in the DOS Editor to save the file.

If unable to correct problem or improve operation, enter the following command at the DOS prompt to restore the original AUTOEXEC.BAT:

```
COPY AUTOEXEC.XXX AUTOEXEC.BAT
```





## **Terminate and stay resident (tsr) programs or utilities**

A TSR, or a 'Terminate and Stay Resident' program, is a program that loads (from AUTOEXEC.BAT or the command line) and remains in memory until it is explicitly deactivated or the computer is turned off. Some TSRs are 'pop-up' utilities like calculators or task switchers, that load into memory, remain in the background, and are immediately activated by pressing a special keystroke combination. Other TSRs load into memory and serve as middlemen between programs and the disk (e.g., 'on the fly' disk compression programs like DoubleSpace, Stacker, or SuperStor). For example, when another program tries to write to the disk, the disk compression TSR intercepts the data, compresses it, and writes only the compressed form to the disk. No user action is required for this type of TSR to do its work.



## Creating a startup diskette in Windows 95

During Windows 95 setup, the user is prompted whether to delete or create a startup diskette. It is highly recommended that the user choose 'Yes'.

A startup diskette may also be created after Windows 95 has been installed as follows:

- 1) Choose the Start button on the Taskbar.
- 2) Select 'Settings'.
- 3) Select 'Control Panel'
- 4) Choose 'Add/Remove Programs'.
- 5) Choose the 'Startup disk' tab.
- 6) Choose 'Create Disk' to create a startup disk.

The following files are copied onto the Startup diskette by Windows 95:

Filename Description

ATTRIB.EXE	File Attribute utility
COMMAND.COM	Core operating system file
DRVSPACE.BIN	Disk compression utility
EBD.SYS	Utility for the startup disk
EDIT.COM	Text editor
FDISK.EXE	Disk Partition utility
FORMAT.COM	Disk Format utility
IO.SYS	Core operating system file
MSD.EXE	Microsoft Diagnostics
MSDOS.SYS	Core operating system file
REGEDIT.EXE	Registry Editor
SCANDISK.EXE	Disk Status and Repair utility
SCANDISK.INI	Disk Status utility configuration file
SYS.COM	System Transfer utility

*NOTE: The user should manually also copy the following files onto the startup diskette:*

SYSTEM.DAT

CONFIG.SYS

AUTOEXEC.BAT

WIN.INI

SYSTEM.INI



## Io.sys: the real-mode operating system

*CAUTION: Any changes made to these files will seriously affect the performance and operation of your computer.*

The IO.SYS system file, which Windows 95 uses, replaces the MS-DOS system files (IO.SYS and MSDOS.SYS). This is a real-mode operating system file that contains the information needed to start the computer. CONFIG.SYS and AUTOEXEC.BAT are no longer required by the computer to start Windows 95. However, Windows 95 saves these files for backward compatibility with certain applications and drivers. If the computer is started using the previous operating system, the Windows 95 IO.SYS file is renamed to WINBOOT.SYS

The following drivers are loaded by default into IO.SYS:

- HIMEM.SYS
- IFSHLP.SYS
- SETVER.EXE
- DBLSPACE.BIN or DRVSPACE.BIN (if found on the hard disk)

Following are the common entries in CONFIG.SYS that are now incorporated into IO.SYS and their default values in Windows 95: (Source: Microsoft Corporation, 7/95)

dos=high,umb Specifies that MS-DOS should be loaded in the high memory area (HMA), the default.

himem.sys Enables access to the HMA. This line loads and runs the real-mode Memory Manager and is the default.

ifshlp.sys Installable File System Helper which loads device drivers. This allows the system to make file system calls. Until this is loaded, only the minimal file system from IO.SYS is used. After this point, the full file system is available.

setver.exe Optional TSR-type device. This file responds to DOS applications that require a DOS version number and sets the version number.

files=60 Specifies the number of file handle buffers to create.

lastdrive=z Specifies the last drive letter available for assignment. If Windows 95 Setup finds this entry, it is moved to the Registry.

buffers=30 Specifies the number of file buffers to create.

stacks=9,256 Specifies the number and size of stack frames. This is not required for Windows 95 but is included for compatibility with older applications.

shell=command.com /p ..Indicates what command process to use. The /p switch indicates that the command process is permanent and should not be unloaded. If the /p is not specified in CONFIG.SYS, the command process can be unloaded when quitting the operating system.

fcbs=4     Specifies the number of file control blocks that MS-DOS can have open at the same time.

To override the above-listed default values in Windows 95 IO.SYS:

- Place an entry in CONFIG.SYS containing the desired value

Any switches or parameters entered into CONFIG.SYS OVERRIDE those of drivers and settings created by IO.SYS.

*NOTE: Entries for files=, buffers=, and stacks= must be set in CONFIG.SYS to at least the default values in IO.SYS.*

Default settings corresponding to AUTOEXEC.BAT commands in IO.SYS for Windows 95:

net start     Binds the real-mode network components and validates the binding. Any errors received are placed in the NDISLOG.TXT file. (SYSINIT or COMMAND.COM performs the necessary net start.)

set path       Sets the path as specified.

IO.SYS does not load EMM386.EXE. EMM386 must be defined in CONFIG.SYS for any applications requiring expanded memory.



## How Windows 95 processes AUTOEXEC.BAT

AUTOEXEC.BAT is not required for Windows 95, but it is included for compatibility purposes. If the computer has an AUTOEXEC.BAT file, each line is processed in sequence during system startup. AUTOEXEC.BAT can contain additional application-specific entries that are run in the sequence they are listed.

Default settings corresponding to AUTOEXEC.BAT commands are in IO.SYS for Windows 95.

### Command Meaning

`net start .....` Binds the real-mode network components and validates the binding. Any errors received are placed in the NDISLOG.TXT file. (SYSINIT or COMMAND.COM performs the necessary net start.)

`set path .....` Sets the path as specified.

Following is the default Windows 95 environment:

`tmp=c:\windows\temp`

`temp=c:\windows\temp`

`prompt=$p$g`

`path=c:\windows;c:\windows\command`

`comspec=c:\windows\command\command.com`

When Windows 95 is set up, the following changes are made to AUTOEXEC.BAT:

- Update PATH statement
- REM is used to comment out incompatible TSRs
- Delete any WIN statement (or equivalent) and SHARE.EXE
- Copy the original AUTOEXEC.BAT to AUTOEXEC.DOS
- Set Temp directory

For diskless workstations, if the TEMP and TMP environment variables are not set, Windows 95 Setup creates a TEMP directory in the home directory (which can be on the local hard disk or on the network), and adds `set tmp=` and `set temp=` entries in AUTOEXEC.BAT that point to the new directory.

The following tables describe changes that Setup makes to AUTOEXEC.BAT. For entries that are removed, Setup uses `rem` to comment out the line.

Commands Removed from AUTOEXEC.BAT

dosshellfastopensharewinsetcfg UnSet=comspec=ascsi

The following lines that start disk caches are removed from AUTOEXEC.BAT:

Command line    Disk cache

CACHE-AT ..... Golden Bow Systems software

CACHE-EM .....Golden Bow Systems software

CACHE

FAST512

FLASH ..... Flash disk cache utility

HYPER286 ..... Hyper disk cache utility

HYPER386 .....Shareware disk cache

HYPERDKC ..... Hyper disk cache utility

HYPERDKE ..... Hyper disk cache utility

HYPERDKX ..... Hyper disk cache utility

IBMCACHE

ICACHE

MCACHE ..... Paul Mace utilities

NCACHE ..... Norton Utilities disk cache utility

PC-CACHE ..... PC Tools disk cache utility

PC-KWIK ..... PC-Kwik disk cache utility

PCKWIN ..... Multisoft Super PC-Kwik Windows driver

QCACHE ..... 386MAX disk cache utility

SCPLUS ..... SpeedCache for disks and CD-ROM

SMARTDRV ..... Microsoft SmartDrive disk utility

SUPERON ..... Batch file which turns on Super PC-Kwik

SUPERPCK ..... Multisoft Super PC-Kwik disk cache

ZCACHE ..... Zenith Data Systems OEM from DOS 3.3 and 4.01



## SYSTEM.INI and WIN.INI

The following are changes made by Windows 95 Setup to SYSTEM.INI and WIN.INI.

*NOTE: Most configuration options for Windows 95 are now stored in the Registry and are no longer required in SYSTEM.INI.*

The following are changes made by Windows 95 to SYSTEM.INI:

Entries Added to the [Boot] Section of SYSTEM.INI

comm.drv=comm.drvdibeng.drv=dibeng.dll

gdi.exe=gdi.exesound.drv=sound.drv

user.exe=user.exe

Entries Added to the [386Enh] Section of SYSTEM.INI

device=\*vsharedevice=\*vcd

device=\*intl3device=\*dynapage

Entries Deleted in the [386Enh] Section of SYSTEM.INI

device=\*vfddevice=\*configmgdevice=serial.386

device=lpt.386device=pagefile.386timercriticalsection=

device=isapnp.386device=wshell.386

The following summarizes where related parameters should be set using Windows 95 tools:

- Set all memory-related parameters using the System option in Control Panel.
- Set parameters for hardware devices using Device Manager in the System option in Control Panel.
- Set all networking and resource sharing parameters using the Network option in Control Panel.





## **File transfer protocols supported by hyperterminal**

HyperTerminal supports the following file transfer protocols:

- 1) 1KXmodem (or Xmodem 1K)
- 2) Xmodem
- 3) Ymodem
- 4) Ymodem-G
- 5) Zmodem
- 6) Kermit



## Start Windows in safe mode

Do one of the following to start Windows 95 in Safe Mode:

- 1) Turn on the computer.
- 2) Wait for the 'Starting Windows 95' message to appear.
- 3) Press F8 IMMEDIATELY. (A Windows 95 startup option menu appears.)
- 4) Do one of the following:
  - a) Start a full Windows 95 session in Safe Mode: Select 'Safe Mode'.
  - b) Start a command line session ONLY: Select 'Safe Mode command prompt only'.

The following events occur when Windows starts in Safe Mode:

1. Windows 95 bypasses the Registry, AUTOEXEC.BAT and CONFIG.SYS files.
2. HIMEM.SYS is loaded.
3. IFSHLP.SYS is loaded.
4. Windows 95 obtains path information from the MSDOS.SYS file.
5. If Windows 95 files are found, the COMMAND.COM is skipped. If Windows 95 files are not found, COMMAND.COM is executed.
6. Windows 95 looks for a SYSTEM.CB file in the Windows directory. If this file is not found, a clean SYSTEM.CB is loaded from memory and the following virtual device drivers (VxDs) are loaded:

```
mouse=*vmouse
device=*configmg
device=*vwin32
device=*vfbackup
device=*vshare
device=*vcomm
device=*ifsmgr
device=*ios
device=*vfat
device=*vcache
device=*vcond
device=*intl3
device=*vxdldr
```

```
device=*vdef
device=*dynapage
device=*reboot
device=*vsd
device=*parity
device=*biosxlat
device=*vmcpd
device=*vkd
device=*vdd
device=*ebios
device=*vtdapi
device=*vmpoll
woafont=dosapp.fon
```

7. After these VxDs are loaded the original SYSTEM.INI file is restored.

8. Windows 95 uses the original Registry settings and SYSTEM.INI and WIN.INI files thus bypassing the [Boot] and [386Enh] sections of the SYSTEM.INI file.

8. The shell resizes the desktop to a resolution of 640 x 480.



## Create a connection in hyperterminal

- 1) Display the 'Start' menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories' from the 'Programs' menu.
- 4) Select 'HyperTerminal' from the 'Accessories' menu.  
*NOTE: If HyperTerminal is not available from the 'Start' menu, use Control Panel to add this application as described at end of this section.*
- 5) Open 'HyperTerm.exe'. (A 'New Connection' dialog box appears.)
- 6) Enter the name of the new connection in the 'Name' box.
- 7) Select an icon from the 'Icon' scroll list.
- 8) Choose 'OK'. (The Phone Number dialog box appears.)
- 9) Select the country.
- 10) Enter an area code.
- 11) Enter the phone number.
- 12) Select a modem from the 'Connect Using' drop-down list box.
- 13) Choose 'OK'. (The Connect dialog box appears.)
- 14) Choose 'Dialing Properties'.
- 15) Enter the dialing properties in the 'How I dial from this location' section.
- 16) Choose 'OK'.
- 17) To dial the call immediately, choose 'Dial'.
- 18) Select 'Save as...' from the 'File' menu and enter a name for the file.  
*NOTE: If HyperTerminal is not available from the 'Start' menu, use Control Panel to add this application as described below.*
- 1) Select 'Settings' from the 'Start' menu.
- 2) Select 'Control Panel'.
- 3) Open 'Add/Remove Programs'.
- 4) Choose the 'Windows Setup' tab.
- 5) Select 'Accessories'.
- 6) Choose 'Details...'.  
7) Check 'System Monitor'.  
8) Choose 'OK'.

9) Choose 'Apply'.

10) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.



## International phone number format

In order to dial an international number using Phone Dialer, the following format must be observed:

+ CC (Area code) NUMBER

CC represents the country code and must be preceded with a 'PLUS SIGN'.

Example:

To call Germany, dial:

+49 (208) 14069

*NOTE: Foreign countries do not necessarily have a fixed number of digits in the area code or the phone number.*



## Adding a profile to Microsoft Exchange

In order to more effectively access networks and information, Microsoft Exchange requires a profile about that network or information. By default, Windows 95 provides profiles for the following:

- Microsoft Mail
- Microsoft FAX
- Microsoft Network
- CompuServe
- Personal Address Book
- Personal Information Store.

The Windows 95 Plus Pack provides a profile for access Internet mail.

To add a profile:

- 1) Choose the Start button, select to Settings, and choose the Control Panel icon.
- 2) Double-click the Mail And FAX icon.
- 3) Select the options to include in the profile and choose the Next button.
- 4) Follow the instructions to complete the profile. Microsoft Exchange creates a personal address book file (.PAB) and a personal information store file (.PST) for each profile.



## **Adding Microsoft Exchange and Microsoft Fax after Windows has been set up**

If 'Microsoft Exchange' and 'Microsoft Fax' were not chosen during the initial Windows 95 installation, they may be added later. 'Microsoft Fax' requires 'Microsoft Exchange' to run.

- 1) Select 'Settings' from the 'Start' menu.
- 2) Select 'Control Panel'.
- 3) Open 'Add/Remove Programs'.
- 4) Choose the 'Windows Setup' tab.
- 5) Check 'Microsoft Exchange'.
- 6) Check 'Microsoft Fax'.
- 7) Choose 'OK'.
- 8) Choose 'Apply'.
- 9) Insert the correct Windows 95 installation diskette or CD-ROM when prompted.





## Comx port properties

Following are the default COM port properties on the COMx Properties sheet:

### Port Settings

Bits per second: 2400 (The settable values range from 110-921600, depending on the speed the line can support.)

Data bits: 8 (The number of data bits may be set to 4, 5, 6, 7, or 8.)

Parity: None (The parity may be set to None, Even, Odd, Space, or Mark.)

Stop bits: 1 (The number of stop bits may be set to 1, 1.5 or 2.)

Flow control: Hardware (Flow control may be set to Hardware, Xon/Xoff or None.)



## Modem properties

### Connection Preferences

=====

It is recommended that connection settings for a modem be changed in individual applications such as HyperTerminal instead of through the 'Modem' option in Control Panel.

### Use Tone Dialing

=====

Uncheck this option if the phone being used does not support touch tone.

### Wait for Dial

=====

Uncheck this option if the modem does not detect a dial tone and the modem was obtained from a foreign country.

### Cancel the Call

=====

Adjust the number of seconds to wait for a call to go through before disconnecting.

### ADVANCED PROPERTIES

#### Use Error Control

=====

This is a feature of most newer modems. Check 'Use Error Control' to increase file transfer speed by eliminating errors caused by phone line disturbances. However, if the modem has difficulty connecting, uncheck this option.

#### Required To Connect

=====

Choose this option only if the modem must connect to another modem if that modem uses error control.

#### Compress Data

=====

Choose this option to increase transmission speed by compressing data.

NOTE: Enabling this feature may cause difficulties in connecting. It is not advisable to use this option when data has already been compressed by another application.

#### Use Cellular Protocol

=====

Reduces errors over cellular connections.

#### Use Flow Control

=====

Use this option to avoid loss of data. Choose RTS/CTS if the modem cable has RTS and CTS wires (refer to the modem documentation).

#### Low-Speed Modulation Settings

=====

Select this option to solve international calling difficulties.

Windows 95 provides three possible settings:

- Bell 103 and 212A, A (for calls in the United States)
- ITU-TV V.21 and V.22 (for international calls)
- ITU-TV V.23 (for French Minitel calls)

#### Record a Log File

=====

Checking this option enables recording of modem commands and responses in the MODEMLOG.TXT file. This file may be used for troubleshooting.

#### Extra Settings

=====

Enter any extra modem commands that Windows 95 must use in the initialization sequence. Do not include the "AT" prefix in this box.

*NOTE: This field should only be used by technical support personnel.*



## Terminal emulations supported by hyperterminal

ANSI: Viewdata (for the United Kingdom) is a generic terminal emulation which provides full-screen emulation and is supported by most UNIX systems.

Auto Detect: Determines which terminal emulation is being used by the remote computer automatically.

Minitel: This emulation is used mostly in France.

TTY: Displays all characters it receives on the display and does not have any terminal emulation.

Viewdata: This emulation is used mostly in the United Kingdom.

VT-100: This emulation is used by many UNIX systems due to its capabilities.

VT-52: This is a predecessor to VT-100 and provides full-screen terminal emulation on remote systems.



## Creating dial-up connection to a server

- 1) Open 'My Computer'.
- 2) Open 'Dial-Up Networking'.
- 3) Do one of the following:
  - a) If the 'Make New Connection' wizard appears, choose 'Next'.
  - b) Or open 'Make New Connection'.
- 4) Enter a name for the computer which is being dialed.
- 5) Select a modem.
- 6) (Optional) Configure the modem by selecting 'Configure...'.- 7) Choose 'Next'.
- 8) Enter the area code, telephone number, and country code.
- 9) Choose 'Next'.
- 10) Enter a name for the connection.
- 11) Choose 'Finish'. (The connection will be saved in the Dial-Up Networking Window.
- 12) Double-click on the connection object to connect to a remote server.



## Sharing a folder on a network

- 1) Open 'My Computer' or 'Windows Explorer'.
- 2) Select the folder to be shared.
- 3) Select 'Properties...' from the 'File' menu.
- 4) Choose the 'Sharing' tab.
- 5) Choose 'Shared as'.
- 6) (Optional) Enter a name for the shared folder or accept the default.
- 7) (Optional) Add any comments to other users in the 'Comments' box.
- 8) Specify who has rights to the folder:
  - a) Choose 'Add...' to display the add users dialog box.
  - b) Select a user or group of users from the user list.
  - c) Do one of the following:
    - 1] Choose 'Read Only'. (The user name or group appears in the 'Read Only' list box.  
*NOTE: The user cannot edit the folder or its contents with Read Only rights.*
    - 2] Choose 'Full Access'. (The user name or group appears in the 'Full Access' list box.
    - 3] Choose 'Custom' to customize access rights. (The Change Access Rights dialog box appears.)
      - a] Check the access rights to be assigned.
      - b] Choose 'OK'.
  - d) Choose 'Apply'.
  - e) Choose 'OK'.
- 9) Close the folder.



## **How to install dial-up networking after setting up Windows**

Dial-up networking must be installed for a user to access a remote computer.

- 1) Select 'Settings' from the 'Start Menu'.
- 2) Select 'Control Panel'.
- 3) Open 'Add/Remove Programs'.
- 4) Choose the 'Windows Setup' tab. (The Windows Setup properties sheet displays.)
- 5) Select 'Communications'.
- 6) Choose 'Details...'. .
- 7) Check 'Dial-Up Networking'.
- 8) Choose 'OK'.
- 9) Insert the Windows 95 installation CD-ROM or diskette when prompted.



## Starting the 'compose new fax' wizard

- 1) Display the 'Start' menu.
- 2) Select 'Programs'.
- 3) Select 'Accessories' from the 'Programs' menu.
- 4) Select 'Fax' from the 'Accessories' menu.

*NOTE: If the Microsoft Fax is not present on the menu, add this program from the original Windows 95 installation diskettes or CD ROM.*

- 5) Select 'Compose New Fax'. (The 'Compose New Fax' Wizard appears.)
- 6) (Optional) Specify dialing location and properties.
  - a) Choose 'Dialing Properties...'.
    - b) Choose 'OK'.
- 7) Choose 'Next'.
- 8) Do one of the following:

- a) Enter the fax number manually:
  - 1] Enter the recipient's name in the 'To' box.
  - 2] Enter the recipient's fax number.
- b) Use the Address Book
  - 1] Choose 'Address Book' to display the 'Personal Address Book'.
  - 2] Select the addressee name from the 'Personal Address Book'.
  - 3] Choose 'To->'.
  - 4] Choose 'OK'.

*NOTE: If sending to multiple recipients, choose 'Add to List' and repeat step 8 for each recipient.*

- 9) Choose 'Next'.
- 10) Select whether or not a cover page is to be included:
  - a) Choose 'No' to send the fax without a cover page.
  - b) Choose 'Yes' to include a cover page.
    - 1] Select the cover page from the list box.
- 11) (Optional) Choose 'Options...' to customize sending options:
  - a) Select the desired fax options
  - b) Choose 'OK'.
- 12) Choose 'Next'. (The 'Compose New Fax' dialog box appears.)
- 13) Enter the subject and text of the fax.



**14)** Attach a file to the fax:

**a)** Choose 'Add File'.

**b)** Select the file to be attached.

*NOTE: An attached file will print out as additional pages on the recipient's fax machine.*

**15)** Choose 'Next'.

**16)** Choose 'Finish'.



## Connection protocols for Windows 95 dial-up client

The following connection protocols may be used by a Windows 95 remote client to dial-up to a server.

### Point-to-Point Protocol (PPP)

=====

PPP is the standard for remote access and is recommended due to its flexibility and its role as an industry standard. PPP also provides for future flexibility with client and server hardware and software. A dial-up client running PPP can connect to a network running IPX, TCP/IP, or NetBEUI protocols. PPP is the default protocol for the Microsoft Dial-Up adapter.

### Novell NetWare Connect

=====

Use NetWare Connect to allow a computer running Windows 95 to connect directly to a NetWare connect server. If the computer is running a NetWare-compatible network client it can connect to NetWare servers. Windows 95 can only act as a client for connecting to a NetWare Connect server. NetWare Connect clients cannot dial-up and connect to a Windows 95 dial-up server directly.

### RAS for Windows NT 3.1 and Windows for Workgroups 3.11

=====

Asynchronous NetBEUI is used for two purposes:

- to connect computers running Windows 95 to remote access servers running Windows NT 3.1 or Windows for Workgroups 3.11
- to connect computers running Windows for Workgroups 3.11 or Windows NT 3.1 to a Windows 95 dial-up server.

*NOTE: The remote access server must be running NetBEUI.*

### Serial Line Internet Protocol (SLIP)

=====

SLIP is typically used by UNIX remote access servers and should only be used with a UNIX system configured as a SLIP server for Internet connections. The remote access server must be running TCP/IP. Windows 95 SLIP is for dial-out only.





## Advanced program properties sheet

Note: Many MS-DOS-based programs run optimally under Windows 95 without having to reset any options. Always try an MS-DOS-based program without making any properties modifications first.

PIF name:

Displays the name of the PIF file that's related to the program.

Prevent MS-DOS-based programs from detecting windows checkbox:

Check this box to prevent the MS-DOS-based applications from detecting Windows 95, for those applications that cannot run or that perform poorly if they detect the presence of Windows 95.

Suggest MS-DOS mode as necessary:

Check this box to permit Windows 95 to detect whether MS-DOS-based programs run optimally in MS-DOS Mode. If Windows 95 detects such an application, it runs a wizard to set up a customized command to run the application.

MS-DOS mode:

Check this option to run this program in exclusive MS-DOS Mode. No other processes may run simultaneously if this option is selected. Here are descriptions of the options that can be invoked if MS-DOS mode is checked:

Warn before entering MS-DOS mode:

Check this option to display a warning when Windows 95 is about to run an application that requires MS-DOS Mode and must shut down all other applications.

Use current MS-DOS configuration:

Check this option to use the present AUTOEXEC.BAT and CONFIG.SYS configuration.

Specify a new MS-DOS configuration:

Check this option to edit the CONFIG.SYS and AUTOEXEC.BAT files in the corresponding text windows. Windows 95 displays editable versions of the current files. Add appropriate lines to each to permit the application to run properly. The modifications made to these files remain in effect ONLY during the MS-DOS session during which the program runs.

Alternatively, choose the Configuration... button at the bottom of the sheet and follow the instructions. To set a global path for all MS-DOS-based applications, add a path statement to AUTOEXEC.BAT.



## Using quick view to view files

Quick Viewers allow files to be viewed without opening the application associated with them. This allows a reader to view a file regardless of whether the originating application is installed on the hard drive. Quick View may also be used to view files attached to e-mail or located on a network. Viewing options can be customized.

Program files may also be viewed in Quick View. The file type, Windows version and other technical information pertinent to the program file will be displayed.



## TCP/IP WINSOCK

Microsoft Windows versions 3.x and later have developed a TCP/IP standard called Windows Sockets Library (WINSOCK). This standard is accepted by all Windows Internet-based programs. This standard installs the file WINSOCK.DLL in the Windows directory. Conflicts may occur when Internet providers or software manufacturers customize this file.

Windows 95 contains two new WINSOCKS: one for 16-bit and one for 32-bit applications. Also, a Virtual Device Driver called WSOCK.VXD manages the TCP/IP interface.

Problems may occur, however, when an Internet provider has not yet upgraded to a Windows 95 version.



## Custom symbol entry

This entry can be done with two methods:

- 1) Enter a custom symbol from the keyboard.

*NOTE: The custom symbol entered above will be added to the list box once OK is chosen to complete the dialog box.*

- 2) Select from the list box.



## Link

A method used to exchange dynamic data between programs. When the information changes in the original location, the link destination updates automatically. Linking is similar to Copy and Paste except it allows dynamic updating.





## **Paste link**

This operation creates a link to the originating application and object. Any future changes to the original object can be changed and updated to the paste location.



## File types

File type refers to the three-letter extension that follows the filename. These extensions may be hidden from view in some applications. File types are used in determining which application is used to access the data contained in the file. The relationships between the file types and applications are called associations.



## **DOS prompt file default location**

The Default location for the MS-DOS Prompt file is:

X:/WINDOWS/COMMAND/COMMAND.COM

(where 'X:' represents the root drive and 'Windows' the directory containing Windows 95.



## Methods to create a shortcut for a file in Windows 95

- 1) Create shortcut next to original folder first, then drag to desired location:
  - a) Open 'My Computer'.
  - b) Click on the drive containing the program or file or folder
  - c) Open the folder containing the program or file.
  - d) Right-click on the program object. An Object Menu displays.
  - e) Select 'Create Shortcut' from the menu. A shortcut is created in the original folder.
  - f) Move the newly created shortcut to the desired location on the desktop by left-dragging it to the new location.
  
- 2) Right-click on the desktop to display the Object Menu.
  - a) Select 'New' from the Object Menu.
  - b) Select 'Shortcut'.
  - c) Do one of the following:
    - 1] Enter the path of the program file in the command line box  
OR
    - 2] Choose 'Browse...',
    - 3] Open the folder containing the program file.
    - 4] Select the program executable file. The path of the program automatically appears in the command line.
    - 5] Choose 'Open'.
  - d) Choose 'Next'.
  - e) Enter a name for the shortcut or keep the highlighted name.
  - f) Choose 'Finish'.

*NOTE: If an application has associated icons, the shortcut assumes the default icon.*



## **Start menu default location**

The Default location for the Start menu programs is:

X:/Windows/Start Menu/Programs/

(where 'X:' represents the root drive and 'Windows' is the directory containing Windows 95).



## **Desktop area options**

The 'Desktop Area' options are dependent upon the video capabilities of the users hardware. The larger the desktop area, the smaller everything looks on the screen. This is sampled in the sample screen. Sometimes a large number of colors in the 'Color Palette' requires a smaller desktop area.



## **Taskbar blank areas**

A Blank Area on the taskbar is any space where a program icon button does not exist. A Blank Area can be found at one of the following:

- 1) to one end of the task bar
- 2) between program icon buttons



## Window arrangement options

- 1) Cascade - Arranges windows in an overlapping manner so that all the title bars are fully visible.
- 2) Tile Horizontally - Tiles up to 3 windows horizontally.
- 3) Tile Vertically - Tiles up to 3 windows vertically.

*NOTE: Horizontal and Vertical Tiling have the same effect with 4 or more windows.*

- 4) Minimize All Windows - Returns all programs to the taskbar.
- 5) Undo.... - Use to undo the last window arrangement option chosen.





## Help word index

The 'Find' tabsheet will search the entire Help document and index every word. This feature will allow display of every occurrence of any word in the Help document. The procedure of building the index may take several minutes.



## Color palette selections

The selections available in the 'Color Palette' are dependent upon the video capabilities of the users hardware. The larger the number, the greater number of colors; the sharper the display.



## **Restore button**

The Restore Button restores the window to a smaller and previous size.



## Color command

Color is not applicable to 'Icon' and 'Palette Title'.



## Handles

Small squares associated with a graphical object that can be used to move or reshape the image.



## RLE files

RLE files are compressed bitmap files.



## **Running a DOS-based application in a window**

- 1) Start the DOS-based application.
- 2) If the DOS-based application requires full-screen display press ALT+ENTER.
- 3) (Optional) To toggle back and forth between a full-screen display and a window display, press ALT+ENTER again.



## Briefcase update options

Replace (Right Arrow) - Select this option to replace the original document with the copy in the Briefcase.

Replace (Left Arrow) - Select this option to replace the Briefcase copy with the original document.

Skip - Select this options to leave the copies of the document as they are. No updating occurs.





## Clipboard

A feature allowing placement of a single text or graphic element to be stored in the computer's temporary memory allowing it to be moved to another location by means of 'cut', 'copy' and 'paste'.



## **Exclusive mode**

This option for DOS-based applications allows the mouse to be used in the DOS application but disables the mouse for use in Windows.



## **Viewing programs installed with Windows 95**

Programs that have been installed with the Windows 95's Add/Remove install facility are listed in the Add/Remove window.



## Selecting more than one file

Do one of the following:

- 1) To select multiple files that are non-adjacent, press CTRL while selecting the files using the mouse.
- 2) To select all files in a folder, select 'Select All' from the 'Edit' menu.
- 3) To select files located next to each other press SHIFT while clicking on the files.



## Orphan

Briefcase does not track the changes made to an Orphan file. An Orphan file can no longer be updated.



## Batch file

The batch file specifies some environmental parameters that should be set before the program runs.




## Defining AUTOEXEC.BAT and CONFIG.SYS for DOS-based applications

Windows 95 allows the user to define the AUTOEXEC.BAT and CONFIG.SYS file configurations for DOS-based applications.

- 1) Choose 'Specify MS-DOS configuration:' on the MS-DOS application properties sheet.
- 2) Enter the desired configuration in the 'Edit windows for this DOS application' box.

NOTE: The configuration needed for the particular DOS applications will vary from application to application. Refer to that application's documentation.

- ### 3) (Optional) Use common configuration options.

- a)** Choose 'Configuration...'.  

The screenshot shows a 'Configuration' dialog box with several tabs: General, Environment, System, and Advanced. The 'General' tab is selected. It contains fields for Name, Path, and Working directory, all of which are empty. There is also a checkbox labeled 'Use default configuration' which is checked.

NOTE: A warning window may appear, if so Choose 'Yes'.

- b)** Check the options required by the DOS application.

- c)** Choose 'OK'.



## Setting the toolbar to appear as a default

Do the following:

- 1) Right-click on the DOS applications icon. (A popup menu appears)
- 2) Select 'Properties...'.  
3) Choose the 'Screen' tab. (The Screen tab sheet appears.)
- 4) Check the 'Display toolbar' option.
- 5) Choose 'Apply'.
- 6) Choose 'OK'.





## Wordpad wrap options

- 1) NO WRAP -- The text continues to the left until a keyboard return (press the ENTER key) is encountered.
- 2) WRAP TO WINDOW -- The text wraps to the window size so the user can see all the text regardless of the width of the WordPad window.
- 3) WRAP TO RULER -- The text wraps to a set length on the ruler regardless of the ruler size.



## Highlight

- 1) Position mouse pointer on one boundary of the item to be highlighted.
- 2) Press the mouse button. (Do not release mouse button yet.)
- 3) Drag the mouse pointer to the opposite boundary of the item.
- 4) Release the mouse button. (Item is highlighted)



## Wordpad edit menu

The last item on the WordPad Edit menu will differ according to the object type that is selected prior to opening the Edit menu.



## Fill styles in paint

The three styles by their descending position are:

- 1) An outline shape with a blank fill.
- 2) An outline shape with a color fill.
- 3) A color-filled shape with no outline.



## **Drivespace utility**

DriveSpace is a utility provided with Windows 95 that alters the storage compression of the computer's hard drive. Often this affects performance and the capability of certain applications.



## Options from the media player device menu

- 1) Video for Windows -- files that have the .AVI extension.
- 2) Autodesk Animator (TM) Animation... -- all media files.
- 3) CD Audio -- plays an audio CD.
- 4) MIDI Sequencer... -- files that have the .mid or .rmi extensions.
- 5) Sound... -- files that have the .WAV extension.



## Audio tracks

Audio tracks are the divisions on an Audio (music) CD. Most commonly the tracks are the individual songs.



## Audio CD

Audio CDs are the common music CDs standard to the music industry.





## Sound files

Sound files are multimedia files with a .WAV extension. These files are commonly referred to as 'wave' files. (Sound Waves)



## CODECS

Codecs are COmpresion DECompression Systems multimedia systems use in order to minimize the need for system resources such as memory, storage and calculation time.



## Media player options

Auto Rewind -- Rewinds an audio, video or animation file automatically when it reached the end.

Auto Repeat -- Plays an audio, video or animation file continuously.

OLE Object -- Object Linking and Embedding Options

Control Bar On Playback -- Specifies whether or not the control bar will appear when the multimedia file is inserted into a document.

Caption -- The name specified in the caption appears under the file's icon.

Border around object -- displays a thin border around the icon when a multimedia file is inserted into a document

Play in Client document -- Enable the playback of an audio, video or animation file by double-clicking on it. If this option is not checked double-clicking on the icon will start the Media Player.

Dither picture to VGA colors -- Reduce picture quality to smaller color set.



## **Fax answer modes**

Microsoft Fax can be configured in three ways:

- 1) AUTO ANSWER -- Microsoft Fax answers calls automatically after a set number of rings.
- 2) MANUAL ANSWER -- Microsoft Fax will prompt the user whether or not to answer the call when the phone rings.
- 3) DON'T ANSWER -- Microsoft Fax answers only when the user chooses the 'Answer Now' button.



## Dialing a call in the phone dialer

- 1) Do one of the following:
  - a) Enter the number in the 'Number to Dial' list box.
  - b) Select an existing number from the drop down list box.
- 2) Choose 'Dial'. (Dial and Call Status Windows appear.)
- 3) Wait for computer to dial. (Dialing completes and phone begins to ring.)
- 4) Pickup Phone Receiver.
- 5) Choose 'Talk'.



## Setting calling card numbers

- 1) Select 'Dialing Properties...' from the 'Tool Menu'
- 2) Check 'Dial Using Calling Card' on the 'My Locations' properties sheet.  
(The 'Change Calling Card' dialog box appears.)
- 3) Select the calling card type from the 'Calling Card to Use' list box.  
*NOTE: New calling cards can be defined using the 'New' and 'Advanced' buttons.*
- 4) Enter the calling card number.
- 5) Choose 'OK'.
- 6) Choose 'OK' to close the 'My Locations' properties sheet. Continue with the dialing process.



## Changing calling card dialing rules in phone dialer

The Dialing Rules dialogue box permits the user to store special codes for the following three calling situations:

- Calls within the same area code:
- Long distance calls:
- International calls:

Standard codes for these call types are stored for the default calling cards, listed on the Change Calling Card dialogue box.

To define these call types for other calling cards, use the following dialing codes:

Code	Description
,	Wait for two seconds
?	Display a prompt, telling the user to continue dialing
\$	Wait for the calling card prompt tone (Note: not all modem support this feature)
@	Wait for a ring followed by a pause of five seconds
E	Country code
F	Area code
G	Local number to call
H	Calling card number
W	Wait for a second dial tone

For people at companies in the United States that use PBX systems, enter the following values in the text boxes:

Calls within the same area code:	G
Long distance calls:	FG
International calls:	011EFG







## Local printers

Printers that are connected directly to the computer in use.



## Unprintable area

The area on the page that is unavailable for printing. The margins set here are never printed on.



## Host computer

The HOST computer contains the resources to be accessed by the GUEST computer. Normally the stationary computer serves as the host in a direct cable connection.



## Guest computer

The GUEST computer is the computer that is set up to access the resources available on the HOST computer. For example, a portable laptop (GUEST) may be set up to access the CD-ROM drive on the host computer.



## Sharing resources on a network

The following method will share all files and printers:

- 1) Select 'Settings' from the 'Start' menu.
- 2) Select 'Control Panel'.
- 3) Open 'Network'.
- 4) Choose the 'Configuration' tab.
- 5) Choose 'File and Print Sharing'.
- 6) Check 'I want to give other access to my files.'
- 7) Check 'I want to be able to allow others to print to my printers.'

Use the following procedure to share only certain resources:

- 1) Open 'My Computer'.
- 2) Right-click on one of the following to share resources: (A popup menu displays.)
  - a) A CD-ROM Drive.
  - b) A hard drive.
  - c) Any other resource object.
- 3) Select 'Sharing...' from the popup menu.
- 4) Choose 'Shared as'.
- 5) (Optional) Enter a name for the shared folder or accept the default.
- 6) (Optional) Add any comments to other users in the 'Comments' box.
- 7) Specify who has rights to the folder:
  - a) Choose 'Add...' to display the add users dialog box.
  - b) Select a user or group of users from the user list.
  - c) Do one of the following:
    - 1] Choose 'Read Only'. (The user name or group appears in the 'Read Only' list box.  
*NOTE: The user cannot edit the folder or drive with Read Only rights.*
    - 2] Choose 'Full Access'. (The user name or group appears in the 'Full Access' list box.
    - 3] Choose 'Custom' to customize access rights. (The Change Access Rights dialog box appears.)
      - a] Check the access rights to be assigned.

**b]** Choose 'OK'.

**d)** Choose 'Apply'.

**e)** Choose 'OK'.



## How to configure computers to use direct cable connection (DCC)

*NOTE: Prior to setting up the connection, obtain either a serial-to-serial or parallel-to-parallel cable (LapLink style) capable of data transfer. Although shorter in length, parallel cables provide faster connections.*

- 1) Shut down both computers.
- 2) Connect the null modem cable to the desired ports on both computers.
- 3) Determine which computer will serve as the Host and which computer is to be the Guest.
- 4) Turn on both computers.
- 5) Display the 'Start' menu.
- 6) Select 'Programs'.
- 7) Select 'Accessories' from the 'Programs' menu.
- 8) Do one of the following:
  - a) If Direct Cable Connection is not listed in 'Accessories', it must first be installed via the Control Panel as follows:
    - 1] Select 'Settings' from the 'Start' menu.
    - 2] Select 'Control Panel'.
    - 3] Open 'Add/Remove Programs'.
    - 4] Choose the 'Windows Setup' tab.
    - 5] Check 'Communications'.
    - 6] Choose 'Details...'.    - 7] Check 'Direct Cable Connection'.
    - 8] Choose 'OK' and insert the Windows 95 installation CD-ROM or diskette when prompted.
  - b) If Direct Cable connection is listed, select this option. (The Direct Cable Connection Wizard starts.)
- 9) Choose 'Host'.
- 10) Choose 'Next'. (Wait while the ports are configured.)
- 11) Select the type of port to use.

*NOTE 1: The host and the guest must both use the same type of port.*

*NOTE 2: The type of port selected depends on the type of null modem cable hooked up.*

- 12) Choose 'Next'.

- 13) (Optional) Check 'Use Password Protection' to require the guest computer to enter a password when logging on to the host.
  - a) Choose 'Set Password...'.
    - b) Enter the password.
    - c) Reenter the password to confirm.
    - d) Choose 'OK'.
- 14) Choose 'Finish'. (A prompt appears asking 'Is the Guest Computer Running?'. Ignore this prompt and close the dialog box.)
- 15) Set up resources to be shared with the guest by doing one of the following:
  - a) Share all files and printers:
    - 1] Select 'Settings' from the 'Start' menu.
    - 2] Select 'Control Panel'.
    - 3] Open 'Network'.
    - 4] Choose the 'Configuration' tab.
    - 5] Choose 'File and Print Sharing'.
    - 6] Check 'I want to give other access to my files' check box.
    - 7] Check 'I want to be able to allow others to print to my printers' check box.
  - b) Share only certain resources:
    - 1] Open 'My Computer'.
    - 2] Right-click on one of the following to share resources: (A popup menu appears.)
      - a] A CD-ROM Drive.
      - b] A hard drive.
      - c] Any other resource object.
    - 3] Select 'Sharing...' from the popup menu.
    - 4] Choose 'Shared as'.
    - 5] (Optional) Enter a name for the shared folder or accept the default.
    - 6] (Optional) Add any comments to other users in the 'Comments' box.
    - 7] Specify who has rights to the folder.
    - 8] Choose 'Add...' to display the 'Add Users' dialog box.
    - 9] Select a user or group of users from the user list.
    - 10] Do one of the following:
      - a] Choose 'Read Only'. (The user name or group appears in the 'Read Only' list box.  
*NOTE: The user cannot edit the folder or drive with Read Only rights.*
      - b] Choose 'Full Access'. (The user name or group appears in the 'Full Access' list box.)



- c] Choose 'Custom' to customize access rights. (The Change Access Rights dialog box appears.)
    - [1] Check the access rights to be assigned.
    - [2] Choose 'OK'.
  - d] Choose 'Apply'.
  - e] Choose 'OK'.
- 16) Repeat steps 5-7 above to install the Guest computer.
- 17) Select 'Direct Cable Connection' from the 'Accessories' menu.
- 18) Choose 'Guest'.
- 19) Repeat steps 10-14 above.



## IRQ conflicts involving serial and parallel ports

An interrupt is used when a peripheral communicates with the computer. Device interrupt conflicts occur when two or more devices attempt to use the same interrupt simultaneously.

There are 4 COM ports, but only 2 can be used simultaneously. COM1 and COM3 share interrupt 4; COM 2 and COM 4 share interrupt 3.

The following are Industry Standard Port Configurations:

### SERIAL PORT

Port	Address	Interrupt
COM1	03F8h	IRQ4
COM2	02F8h	IRQ3
COM3 *	03E8h	IRQ4
COM4 *	02E8h	IRQ3

\* Available only with DOS 3.3 and later.

### PARALLEL PORTS

Port	Address	Interrupt
LPT1	3BCh	IRQ7
LPT2	378h	IRQ5
LPT3	278h	None



## Enabling remote administration

- 1) Set up Remote Administration in Control Panel:
  - a) Select 'Settings' from the 'Start' menu.
  - b) Select 'Control Panel'.
  - c) Open 'Passwords'.
  - d) Choose the 'Remote Administration' tab.
  - e) Check 'Enable Remote Administration of this server'.
  - f) Enter a password in the 'Password' box.
  - g) Reenter the password in the 'Confirm password' box.
  - h) Choose 'OK'.
- 2) Run NetWatcher:
  - a) Select 'Programs' from the 'Start' menu.
  - b) Select 'Accessories' from the 'Programs' menu.
  - c) Select 'NetWatcher' from the 'System Tools' menu.



## How to install a new network adapter

*NOTE1: For best results, install a network adapter protected mode driver rather than a real mode driver used by older network cards.*

*NOTE2: Obtain a Plug and Play BIOS for easier network detection by Windows.*

Do the following to setup new hardware with the 'Add New Hardware Wizard':

- 1) Install the network card in the computer per manufacturer's instructions.
- 2) Select 'Control Panel' from the 'Start' menu. (The Windows 95 Control Panel appears.)
- 3) Open 'Add New Hardware'. (The Add New Hardware Wizard starts.)
- 4) Choose 'No' when prompted to let Windows detect installed hardware.
- 5) Choose 'Next'. (A Wizard page with a list of hardware types displays.)
- 6) Select 'Network Adapters' from the 'Hardware Types' list box.
- 7) Choose 'Next'.
- 8) Do one of the following:
  - a) Select the card manufacturer from the 'Manufacturers' list box:
    - 1] Select the type of card installed.
    - 2] Select the model from the models list box.
  - b) If the manufacturer is not listed:
    - 1] Choose 'Have Disk...'.    - 2] Insert the manufacturer's diskette provided with the network card in the floppy drive.
    - 3] Enter the drive letter and path that contains the drivers for the new hardware in the 'Copy Manufacturer's files from:' box.
- 9) Windows will display the configuration information for the selected card (either as currently detected settings or recommended settings). Refer to the card manufacturer's instructions for any necessary hardware settings and move the scroll buttons to select the correct settings.
- 10) Insert the Windows 95 installation CD-ROM or diskette when prompted.
- 11) Choose 'Finish'.
- 12) Reboot the computer.



## **HPFS (high performance file system)**

The High Performance File System is the Microsoft Windows NT and IBM OS/2 alternative to the standard DOS FAT (File Allocation Table) file system. HPFS file systems allow extended attributes (EAs), long filenames (not the 8+3 DOS format) and are more resistant to fragmentation than FAT file systems. HPFS file systems also preserve case; that is, filenames can have capital and lower case letters. Unfortunately, DOS does not support an HPFS file system, and any HPFS partitions on a computer will be invisible to it. This is also true of Windows 95. Also, only OS/2 applications can see the long filenames of an HPFS partition.

An HPFS file systems can be faster than FAT file systems on large (>100MB) hard disk partitions. However, because the HPFS file system uses additional memory, it is not a good choice for memory constrained OS/2 computers, especially those with less than 6MB.



## BIOS

BIOS (Basic Input Output System) is a chip containing firmware (program burned into a chip) used to store hardware configuration information, run the Power On Self Test (POST) and interact with the operating system used on the computer.



## **MAPI (messaging application program interface)**

This file system was developed by Microsoft Corporation and is used to add mail-enabled features to other Windows-based applications.



## Safe mode defined

Starting Windows 95 in Safe Mode bypasses the startup files such as the CONFIG.SYS, AUTOEXEC.BAT, the Registry, and the SYSTEM.INI [Boot] and [386Enh] sections. The user is then able to access the Windows 95 configuration files and make changes such as device drivers.

Safe Mode can be used to troubleshoot driver problems, start Windows if it hangs after the 'Starting Windows 95' message appears; or, diagnose printing problems.





## Cache

This is a section of memory which is used to store frequently accessed information. Caching is also called buffering. If the information is not accessed within a set amount of time, it is purged.



## **Plug and play device**

A Plug-and-Play device can be automatically detected and configured by a computer using Windows 95 and a Plug-and-Play BIOS. To install a Plug-and-Play compatible device, simply plug it in and turn on the computer. Windows 95 can load and unload protected-mode Plug-and-Play device drivers dynamically as the devices are installed and removed from the computer.



## Running CMOS setup

Setup is a utility for changing hardware-related information. CMOS stores hardware and device information for the computer.

This system-related configuration information is stored in the CMOS chip. Batteries provide the power to maintain this information, even while the computer is turned off.

Using Setup, the user can change the number and type of hard disk and floppy drives, the video type, and the date and time of day.

To run Setup:

- 1) Do one of the following, depending on computer model:
  - a) All Pentiums, 486s, 386s, most 286s, PS/2 Model 30 and PS/1: Press a specific keystroke combination while computer is booting up. (NOTE: Look for instructions on screen while computer is booting up.) Often, this keystroke combination is CTRL+ALT+ESC, CTRL+ALT+ENTER or CTRL+ALT+S.
  - b) Early 286s and all PS/2 MCA computers (except PS/2 Model 30 and PS/1). Insert the Boot Reference Diskette in Drive A, and press CTRL+ALT+DEL. (Computer will boot into setup utility.)
- 2) Carefully read and follow instructions on the Setup screen to navigate, set and change various items.
- 3) The Setup screen usually contains items like the following:

### BIOS SETUP PROGRAM

Date (mm/date/year): Mon, August 1, 1994

Time (hour/min/sec): 10:30:01

Base memory : 640KB

Extended memory : 2816

Expanded memory : 0

	Cyln	Head	WPcom	LZone	Sect	Size
Hard disk 0:	Type 40	820 6	820	820	17	41 MB

Hard disk 1 : None

Floppy drive A : 1.2 MB, 5 1/4

Floppy drive B : 1.44 MB, 3 1/2

Primary Display : VGA/EGA

Keyboard : Installed

ESC: Exit      Arrow keys to select/edit    F5 to Save/Exit/Reboot

*CAUTION: Changing the hard disk type definition is dangerous. Entering the wrong type can cause the primary hard disk (e.g., C:\) to seem to disappear. This means the computer will not finish booting, and DOS and other files on the hard disk will NOT be available.*

*CAUTION: The installation, diagnostic or maintenance tasks below should be performed by a qualified computer technician. Any changes made to these files will seriously affect the performance and operation of your computer.*

- 4) Use the arrow keys to navigate between items and bring up valid entries for each item.
- 5) When done, save the information to CMOS by following the instructions on the screen (e.g., F5 to Save).
- 6) Upon exiting Setup, the computer will reboot using the new setup information.
- 7) If configuration is not correct: reboot, and press the Setup key combination to reenter setup.
- 8) Change selected items and repeat steps 5-7.
- 9) EISA computers Only: If an adapter card change is made, EISA computer users must run the EISA Configuration Utility to tell the computer about the hardware changes. The utility is usually provided on a diskette with all EISA adapter cards. To run this utility, refer to the instructions that came with the card.

RECOMMENDATION: Use a utility to make a copy of the computer's CMOS setup information (and the EISA configuration, if applicable), and store it on the System Rescue Diskette in a safe place.



## Windows 95 installation options

Windows 95 Setup offers four basic installation options: Typical, Portable, Compact, and Custom.

### 1) TYPICAL

TYPICAL installation is the default Windows 95 installation option. The user must choose the directory in which to install Windows 95, and specify a user and computer ID. Setup also gives the user the choice to create a Windows 95 startup diskette.

### 2) PORTABLE

PORTABLE installation is the best Windows 95 installation option for users that have a portable, laptop, or notebook computer. This installation option installs the best combination of Windows 95 features for portable computer users. The PORTABLE installation option, combined with the Windows 95 hardware profile feature for different mobile and docking station hardware configurations, gives the portable computer user a flexible and powerful Windows 95 setup. Other useful applications for portable computer users are the direct cable connection and Briefcase file synchronization utilities, which make it easier to exchange and maintain version control for files between the road and the office.

### 3) COMPACT

COMPACT installation is for users who have very little hard disk space in which to install Windows 95. Only the files that are absolutely NECESSARY to run Windows 95 are installed by this option. No optional components are installed.

### 4) CUSTOM

CUSTOM installation gives the experienced user control over the Windows 95 components to install and the hardware devices to configure. The DEFAULT options in a CUSTOM installation are the same as the TYPICAL installation option discussed above.



## **Mounting and unmounting a drive defined**

Mounting is used with removable media such as diskettes and links a drive letter with a compressed volume file (CVF). This enables the computer to access the files on a compressed volume.

Unmounting disables the computer from accessing the files on a compressed volume.



## Universal naming convention

The Universal Naming Convention (UNC) allows files on another machine on the network to be run or accessed without having to map to a network drive. This allows any MS-DOS-recognized command to be issued at the MS-DOS Prompt in Windows 95.

EXAMPLE: To run a SETUP.EXE located on Server1 in a directory called GAMES from a local PC:

- 1) Open the 'MS-DOS Prompt'.
- 2) Enter the following command:

```
\\Server1\GAMES\SETUP.EXE
```



## Host drive

This term is used when compressing a drive using DriveSpace or DriveSpace3. The host drive is the physical drive containing the compressed volume file (CVF). The amount free space reserved for the host drive can be adjusted.





## Ensuring fonts are installed correctly

- 1) Select the 'Fonts' icon in 'Control Panel', and make sure the fonts are installed.
- 2) Select the desired font's icon, and then select 'Print'.
- 3) Print using a different font.
- 4) Print a different document using the same font.
- 5) Print with a different application using the same font.
- 6) Print to a different printer using the same font.
- 7) Verify the printer driver version, size, and date.
- 8) Try using a printer-resident font.
- 9) Print to a file, and then copy the file to a port to see if the driver or the spooler is causing the problem.

EXAMPLE: `copy test.prn /b lpt1:` (where test.prn is the filename)

- 10) If the printer supports PostScript and PCL, try printing in each format.
- 11) If it is a TrueType font, enable Print TrueType As Graphics.
- 12) Print with a different mini-driver, such as the Generic/TTY.



## Escape Codes

Certain codes inform the printer what print mode (portrait or landscape), font type (courier, helvetica, new century schoolbook), font size (pica, elite), or text attribute (bold, underline, italic) to apply to the text that is to be printed. These are called escape codes because they always begin with the escape character. An escape code tells the printer that the following information is a formatting code, not text to be printed.



=

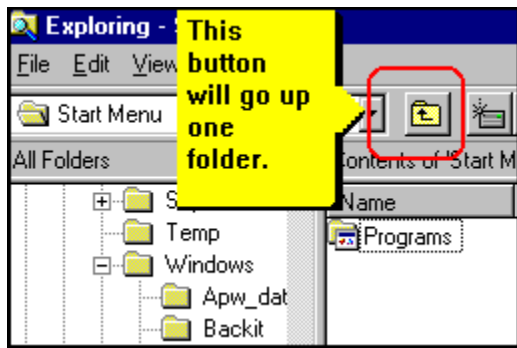
## **Bcc Box**

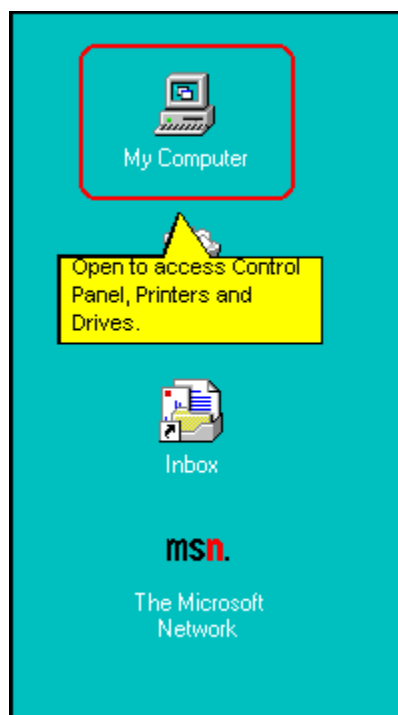
A Bcc Box is an address box where you enter names of recipients who will receive a copy of a message but will not appear in the list of message recipients. For each person listed in the Bcc box, only that person and the message sender knows to whom the message was sent.



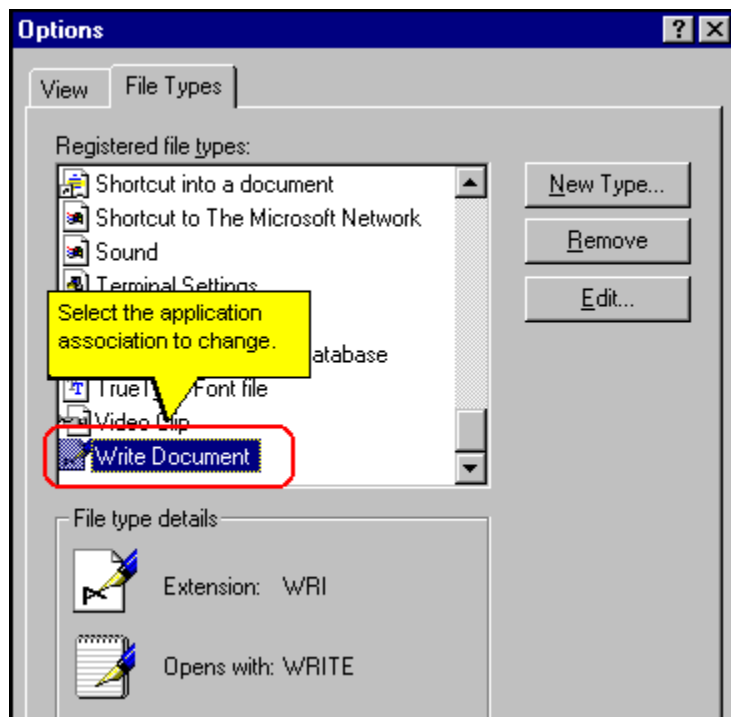
## TCP/IP

TCP/IP (Transmission Control Protocol/Internet Protocol) is the language a computer uses to communicate over a network. Computers must use the same protocol to communicate with each other.

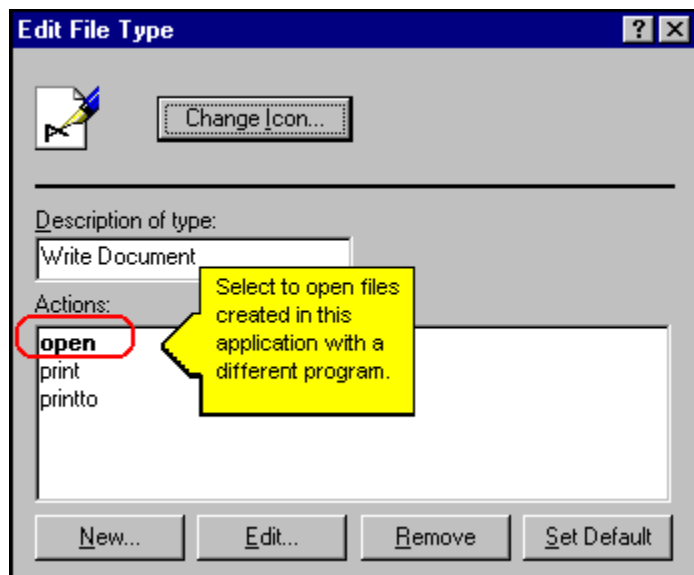












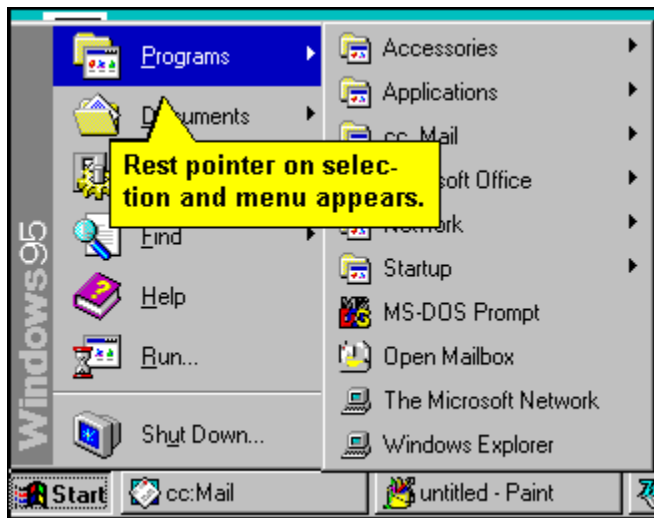
**Editing action for type: Write Document** ? X

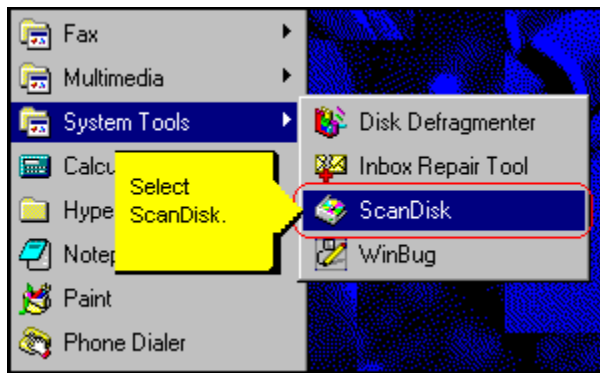
Action:  
open

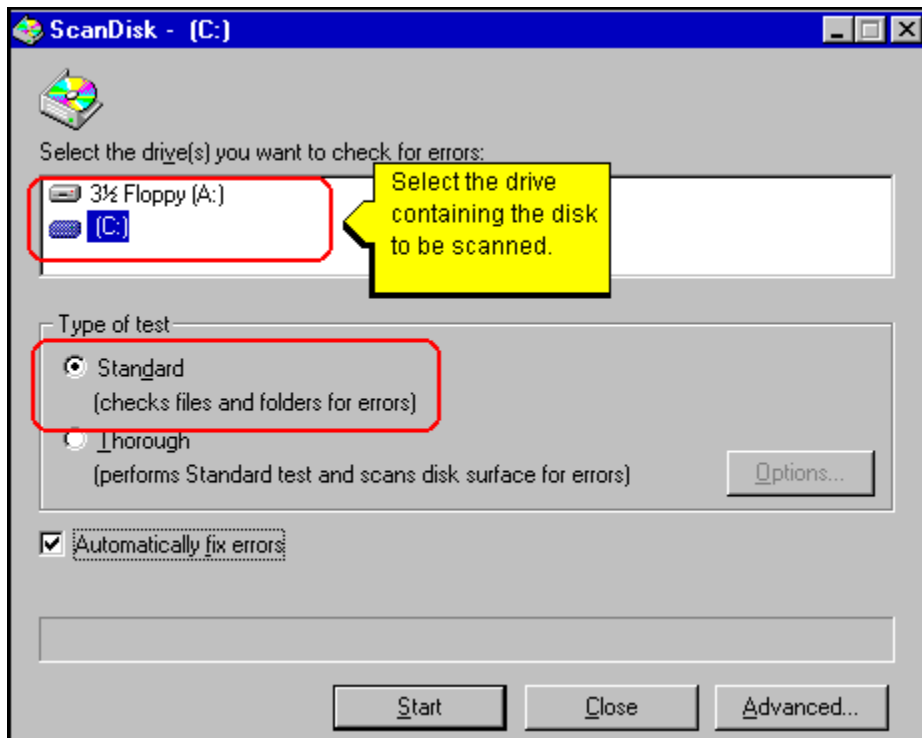
Application used to perform action:  
"C:\Program Files\Accessories\Wordpad.exe"

☐ Use DDE

OK  
Cancel  
Browse...



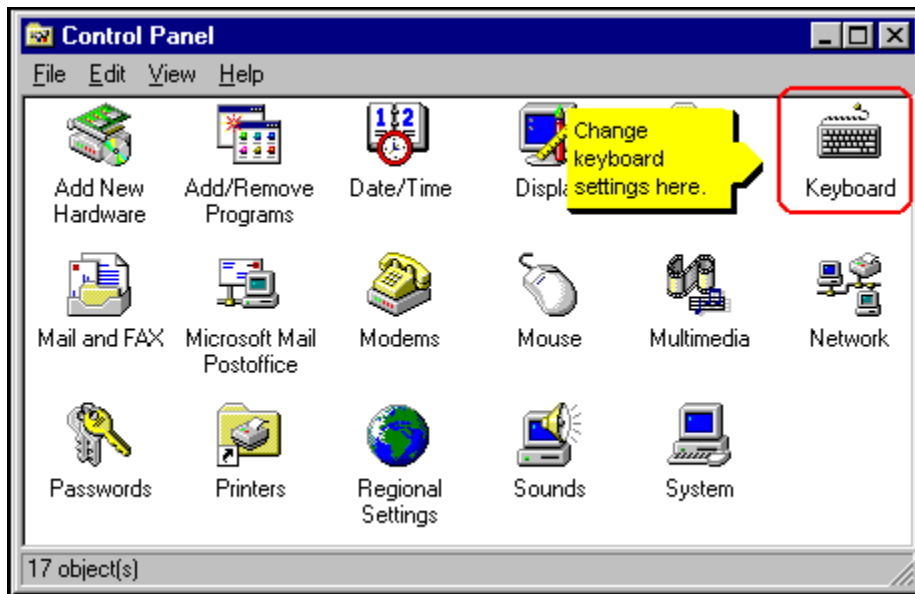


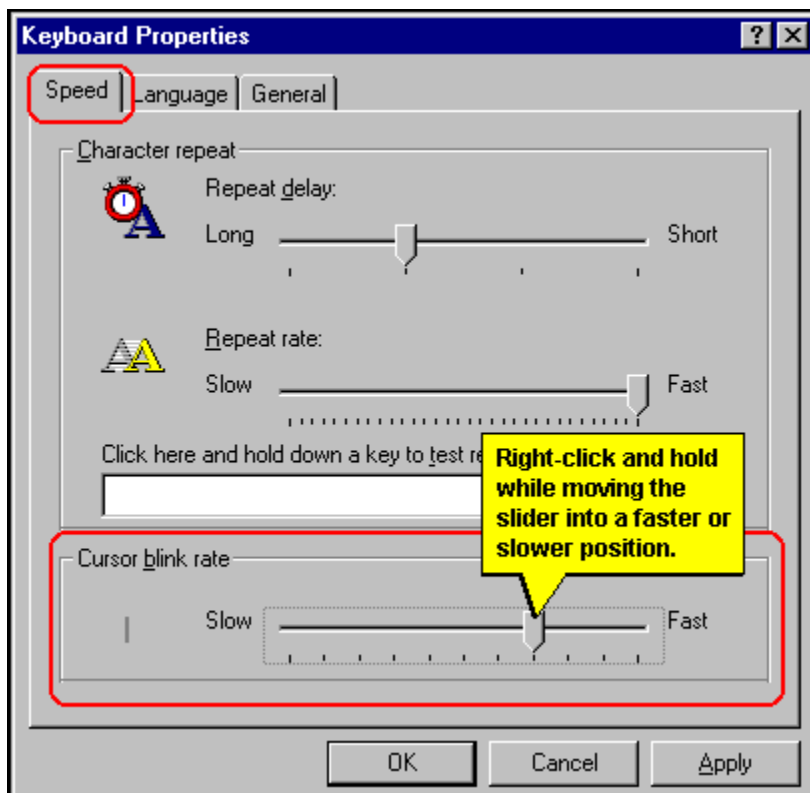


**ScanDisk Advanced Options** ? X

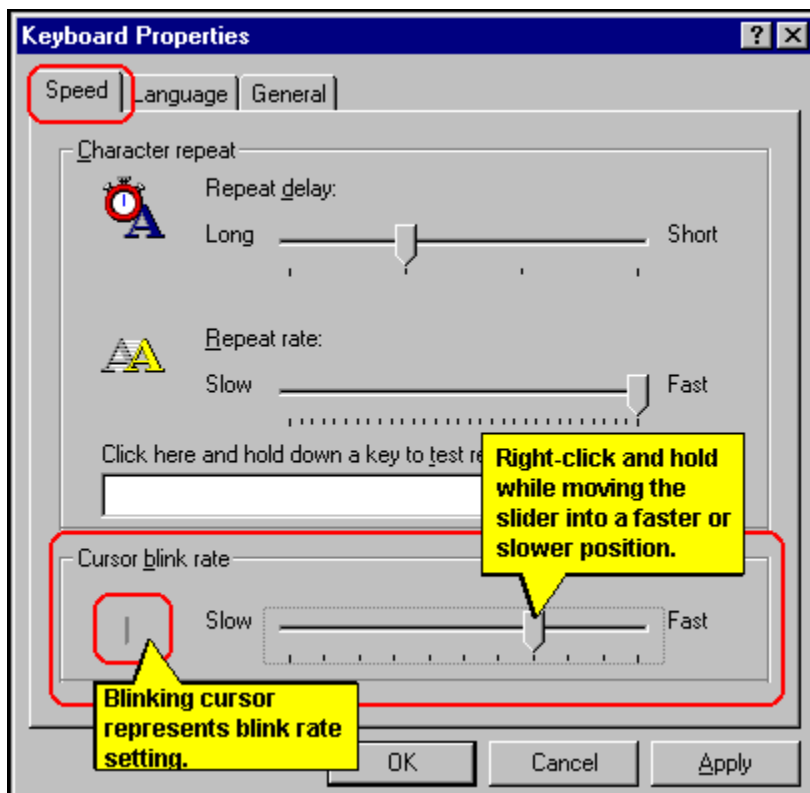
<p>Display summary</p> <p><input checked="" type="radio"/> Always</p> <p><input type="radio"/> Never</p> <p><input type="radio"/> Only if errors found</p>	<p>Lost file fragments</p> <p><input type="radio"/> Free</p> <p><input checked="" type="radio"/> Convert to files</p>
<p>Log file</p> <p><input checked="" type="radio"/> Replace log</p> <p><input type="radio"/> Append to log</p> <p><input type="radio"/> No log</p>	<p>Check files for</p> <p><input checked="" type="checkbox"/> Invalid file names</p> <p><input type="checkbox"/> Invalid dates and times</p>
<p>Cross-linked files</p> <p><input type="radio"/> Delete</p> <p><input checked="" type="radio"/> Make copies</p> <p><input type="radio"/> Ignore</p>	<p><input checked="" type="checkbox"/> Check host drive first</p>

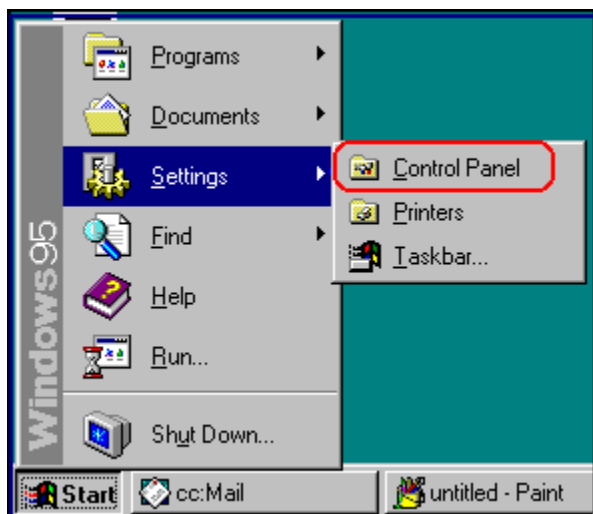
OK Cancel

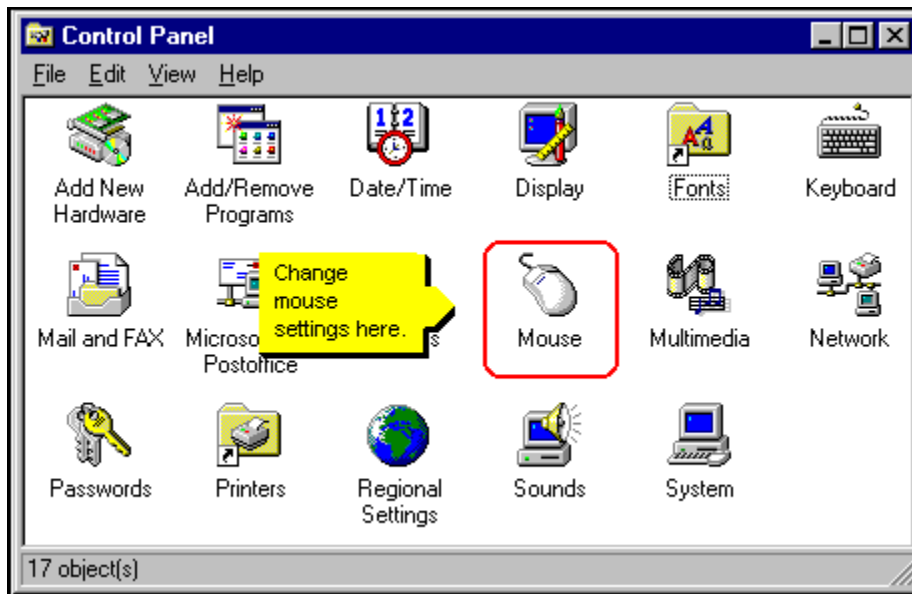


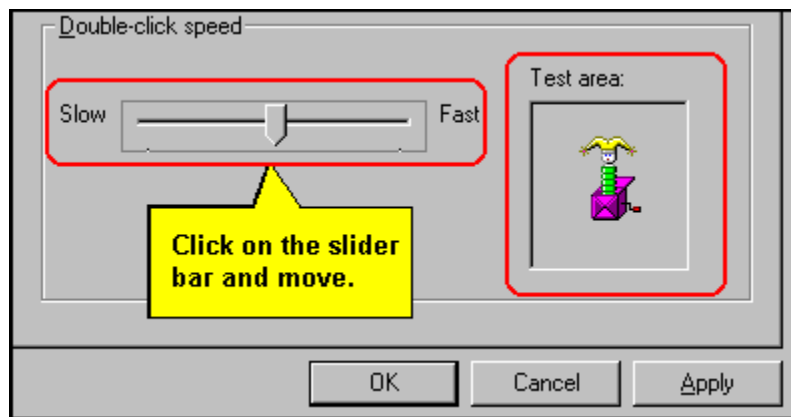


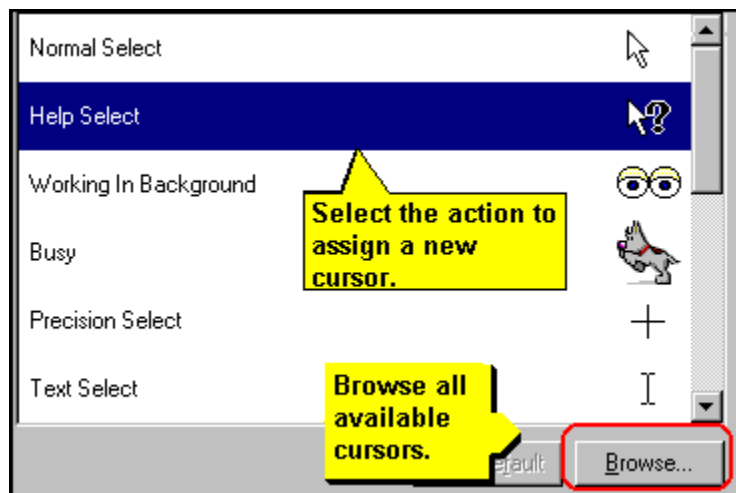


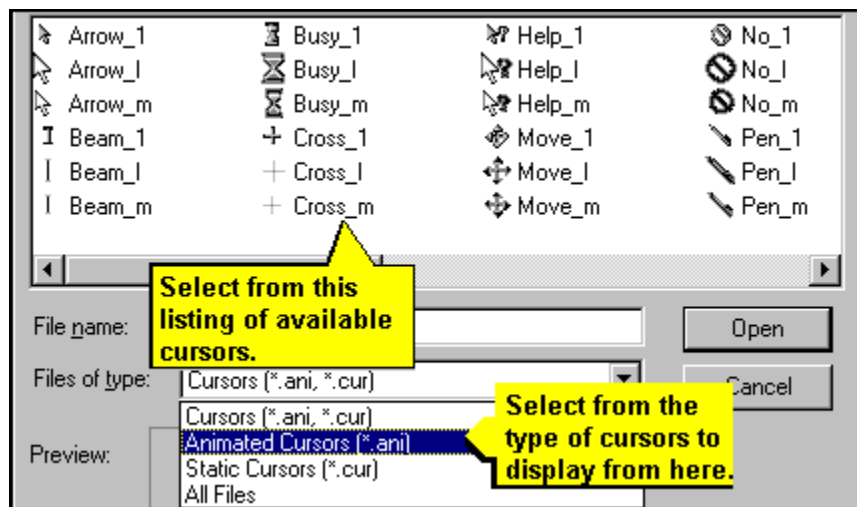


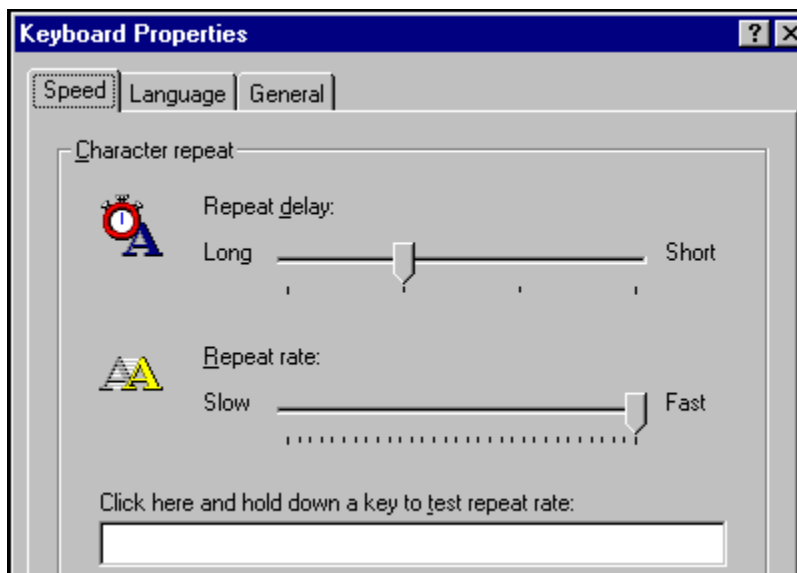


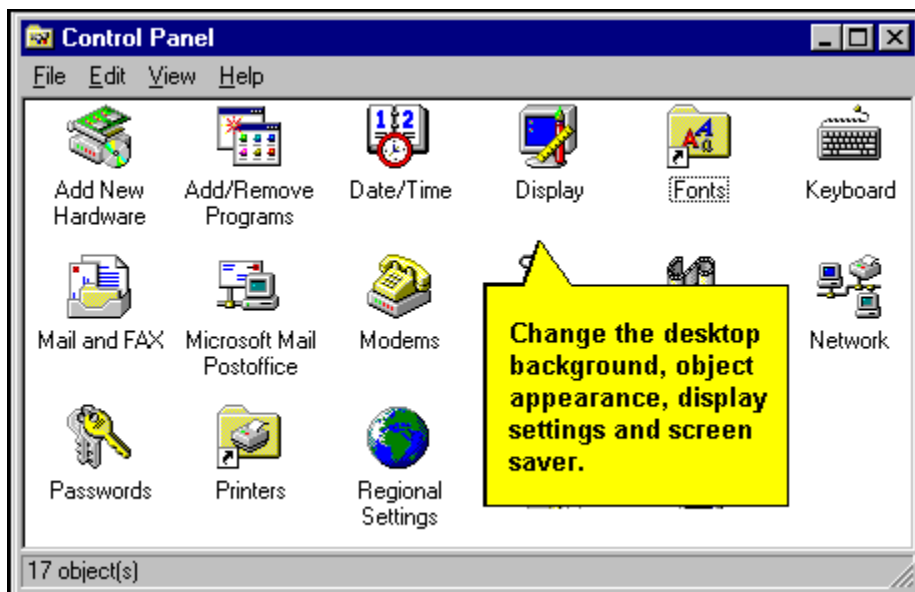




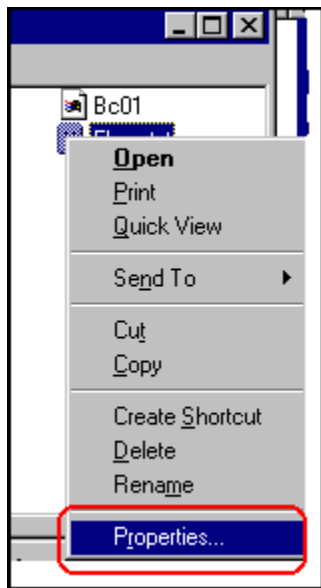


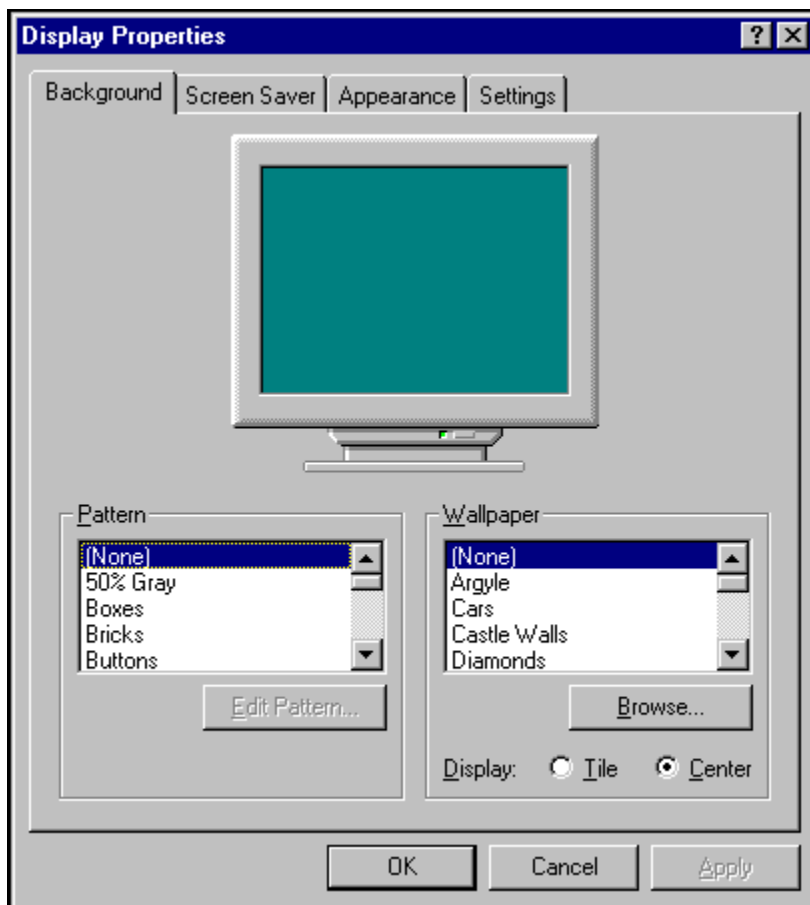


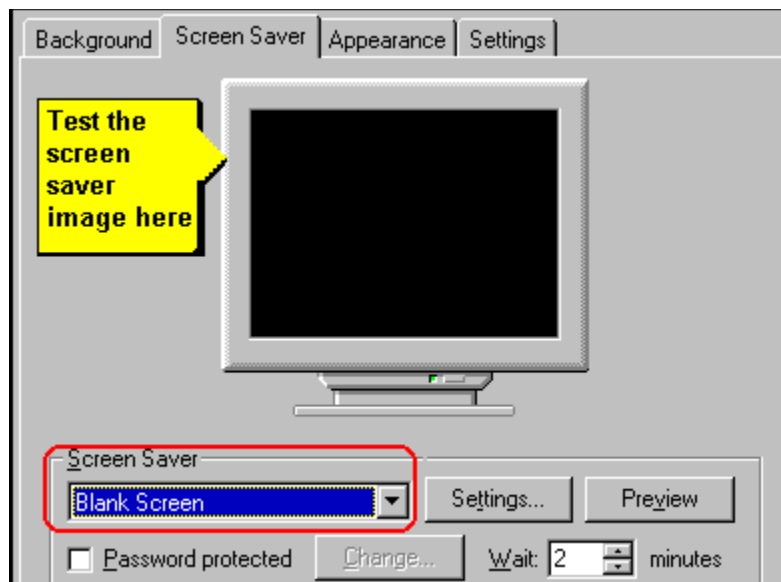












**Change Password** ? X

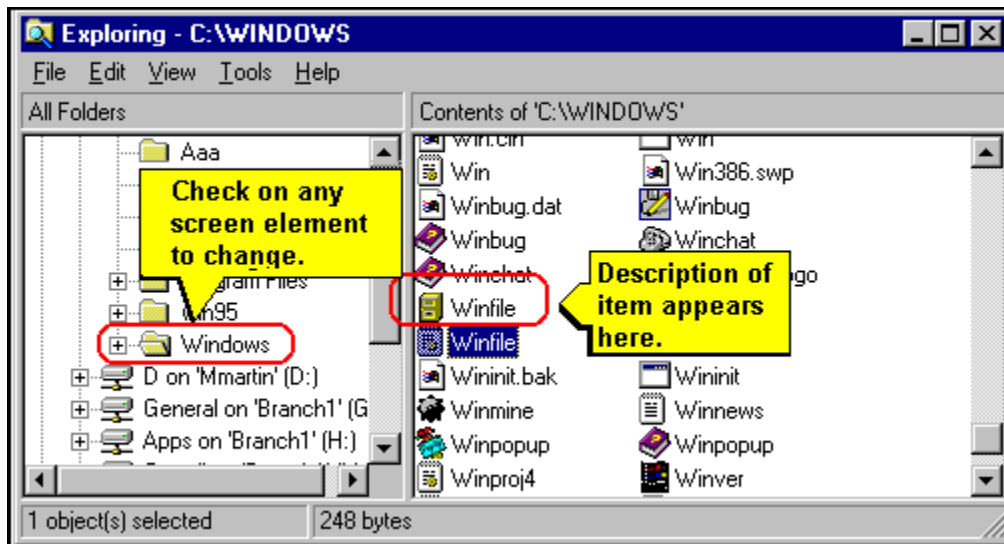
Change password for Windows Screen Saver

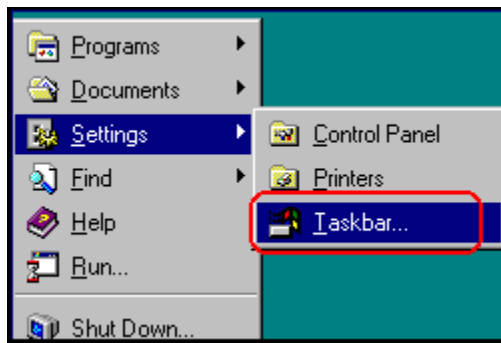
New password:

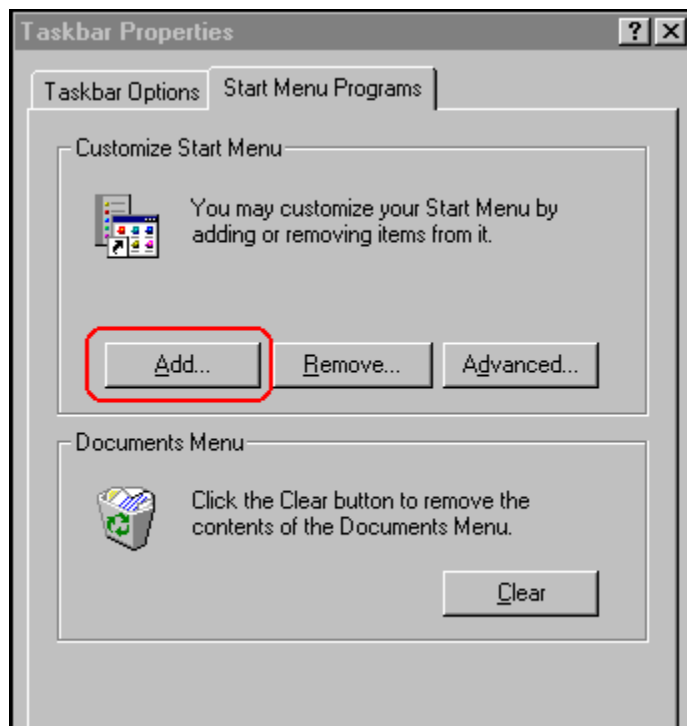
Confirm new password:

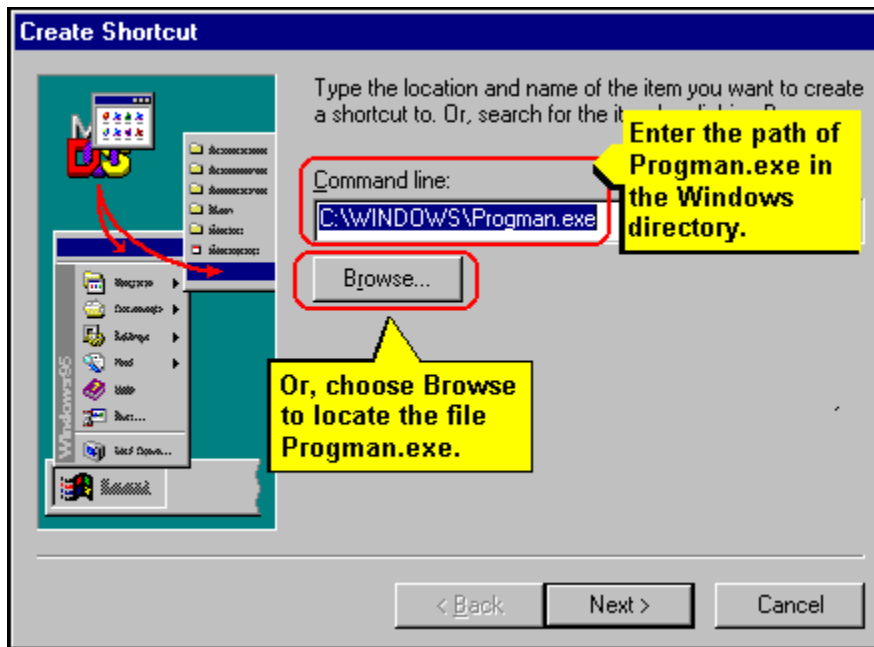
OK

Cancel

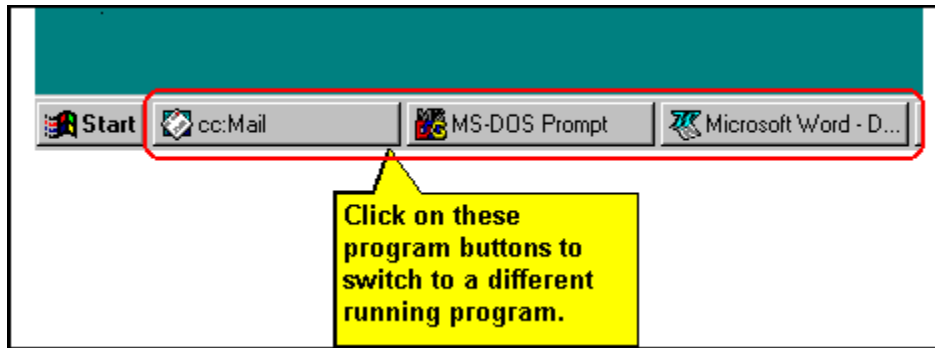




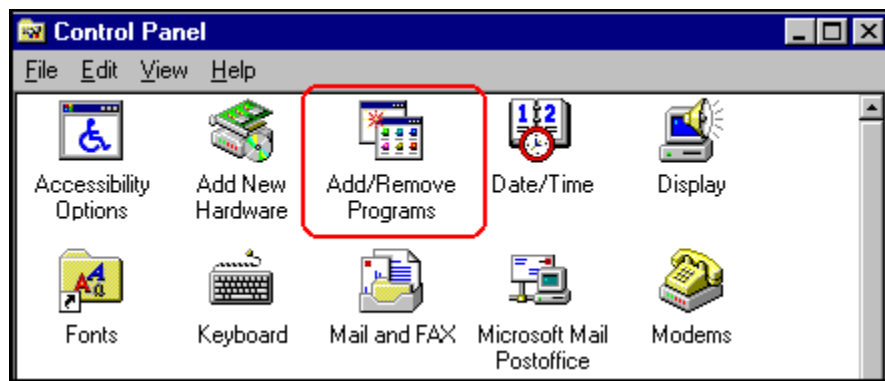


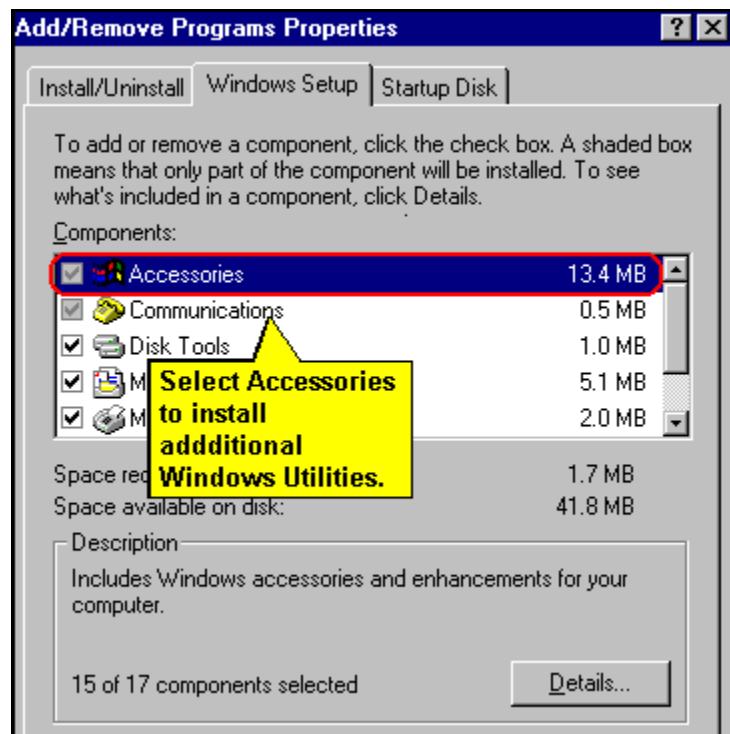






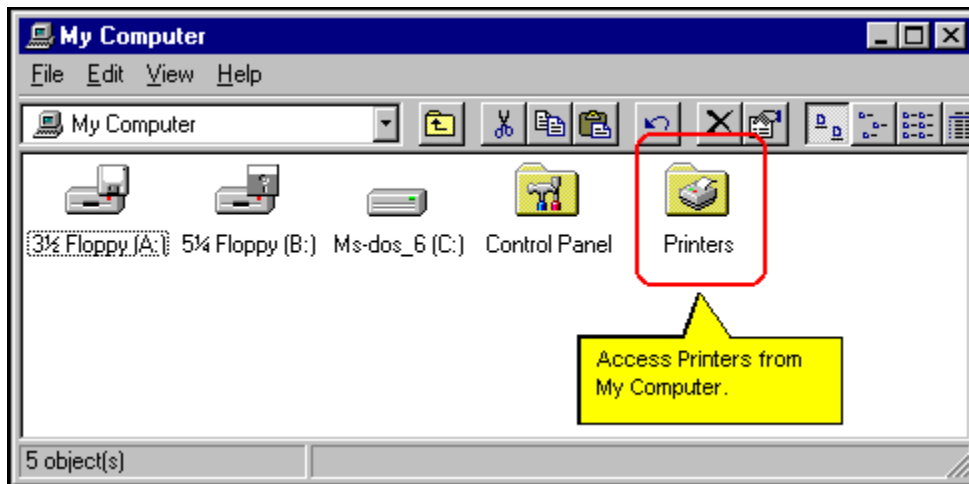


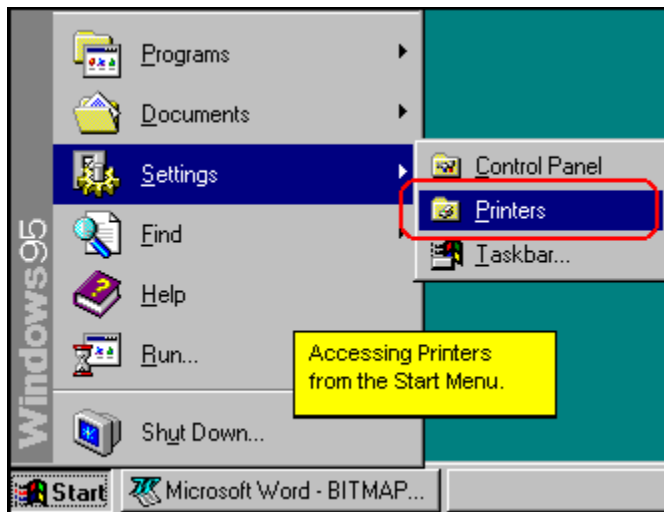




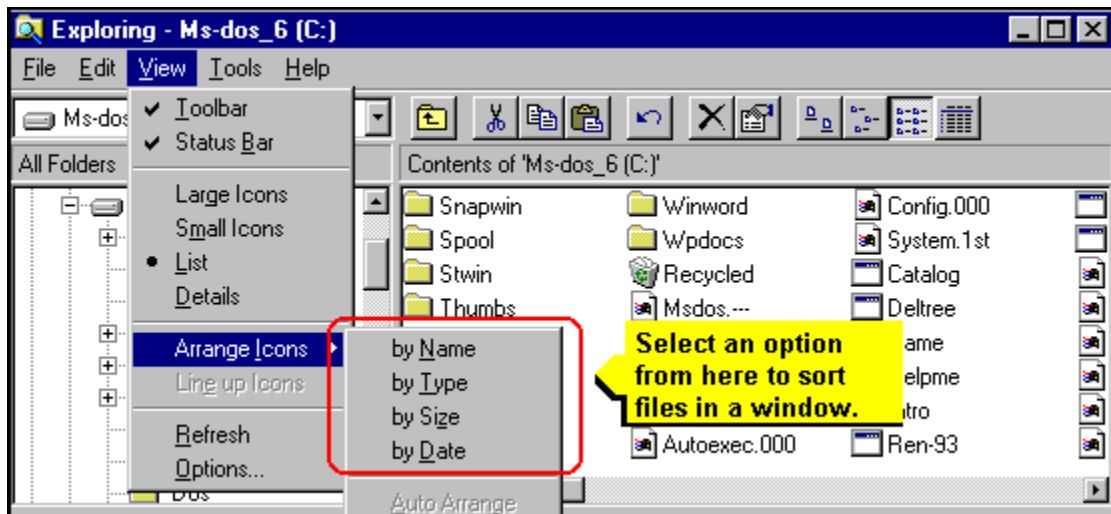
Component	Typical	Portable	Compact	CD-ROM Only
Accessibility Options	no	no	no	yes
Calculator	yes	no	no	no
Character Map	no	no	no	yes
Clipboard Viewer	no	no	no	yes
Desktop Wallpaper	no	no	no	yes
Document Templates	yes	no	no	no
Extra Cursors	no	no	no	yes
Games	no	no	no	yes
Microsoft Exchange	no	no	no	no
Microsoft Fax	no	no	no	yes
Microsoft Network	yes	yes	no	no
Multi-Language Support	no	no	no	yes
NetWatcher	no	no	no	yes
Object Packager	yes	no	no	no
Online User's Guide	no	no	no	yes
Paint	yes	no	no	no
Quick View Files	no	no	no	yes
System Monitor	no	no	no	yes
Windows 95 Tour	no	no	no	yes
WordPad	yes	no	no	no

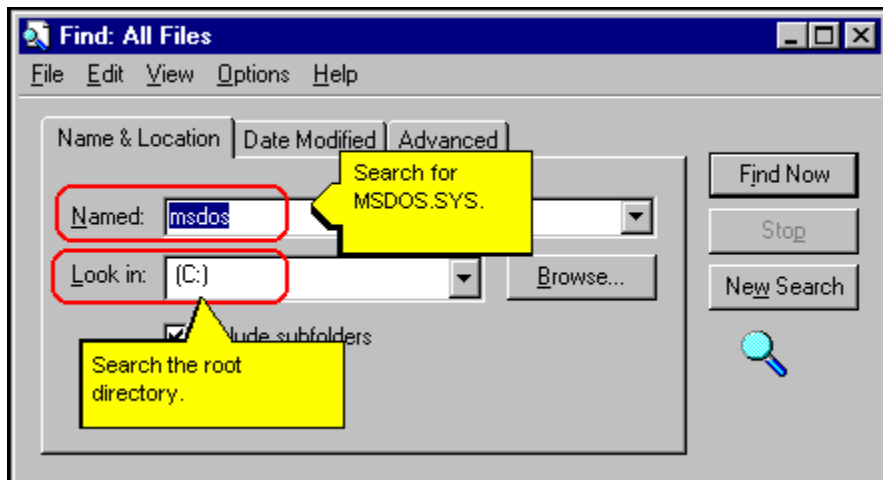
Component	Typical	Portable	Compact	CD-ROM Only
<b>Communications</b>				
Dial-Up Networking	no	yes	no	no
Direct Cable Connect	yes	no	no	no
HyperTerminal	yes	no	no	no
Phone Dialer	yes	yes	no	no
<b>Disk Tools</b>				
Backup	yes	no	no	no
Disk Defragmenter	yes	yes	yes	no
Disk Compression	no	yes	yes	no
<b>Multimedia</b>				
Audio Compression	yes	yes	no	no
CD Player	yes	yes	no	yes
Media Player	yes	no	no	no
Sound Recorder	yes	no	no	no
Sound & Video Clips	no	no	no	yes
Video Compression	yes	yes	no	yes
Volume Control	yes	no	no	yes
<b>Screen Savers</b>				
Blank Screen	yes	no	no	no
Curves and Colors	no	no	no	yes
Flying Through Space	no	no	no	yes
Mystify Your Mind	no	no	no	yes
Scrolling Marquee	yes	no	no	yes

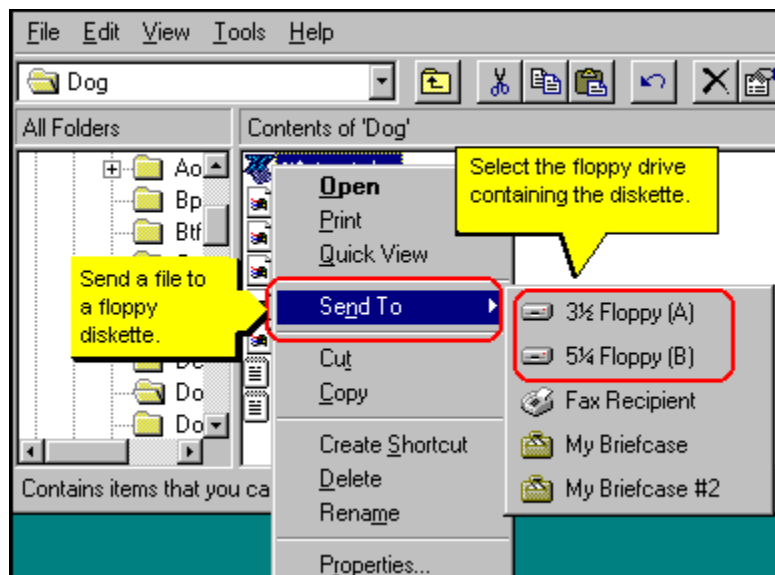


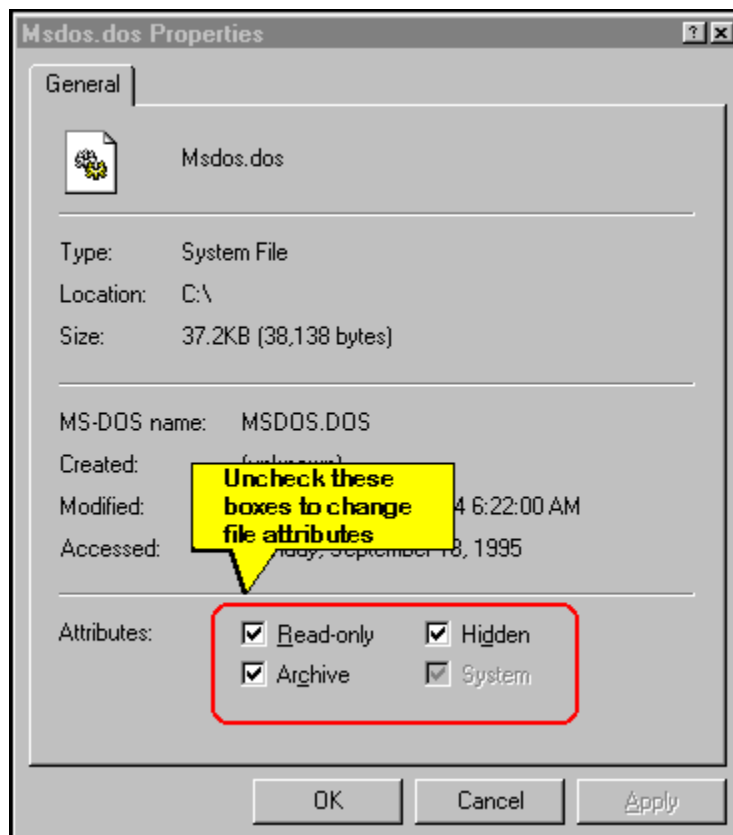


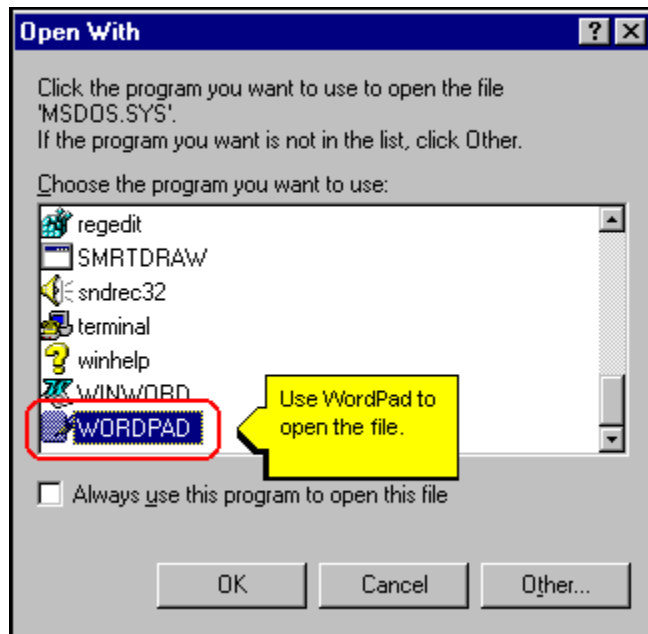


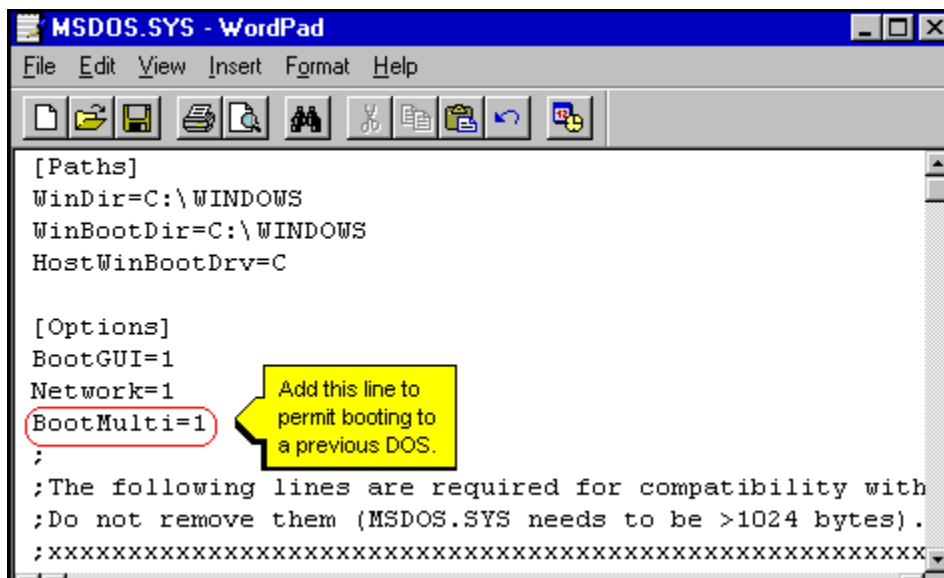


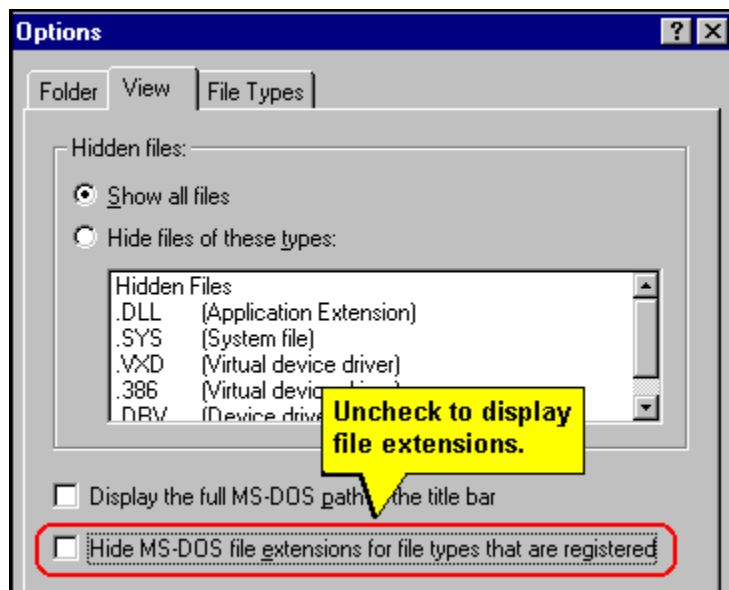










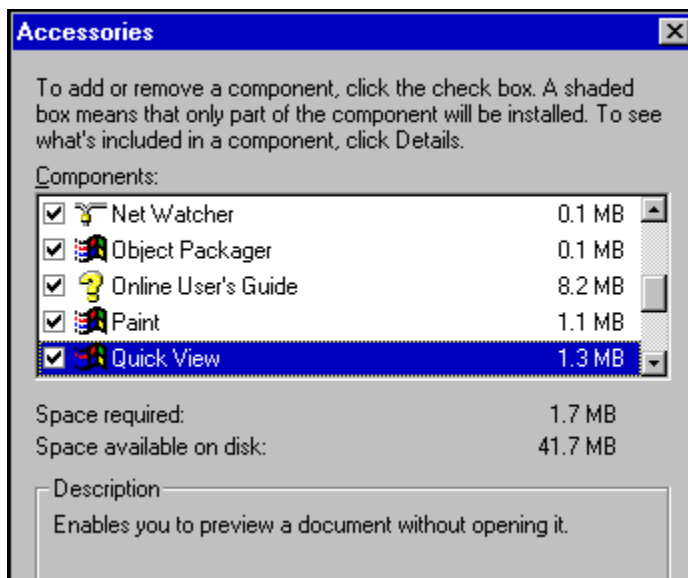


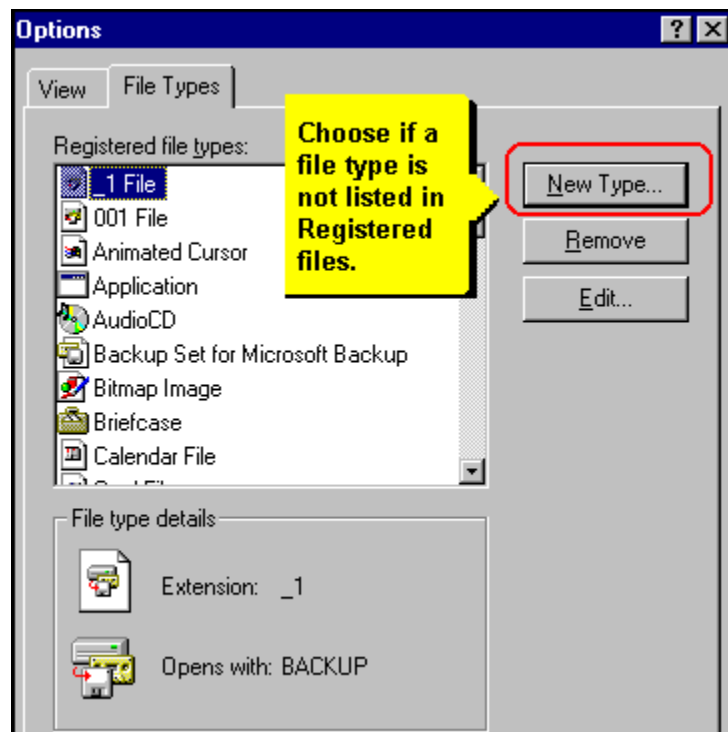
## FILES READABLE BY QUICK VIEW

The following file formats can be read by Quick View.  
(Source: Microsoft Corporation, 7/95)

<b>File Type</b>	<b>Application Associated with File</b>
.ASC	ASCII files
.BMP	Windows Bitmap files
.CDR	Corel Draw files
.DOC	Word files for DOS ver 5 & 6, Word for Windows ver 2 & 6, & WordPerfect ver 4.2, 5.6 & 6.1
.DRW	Micrographix Draw files
.EPS	Encapsulated Postscript files
.GIF	CompuServe GIF files
.INF	Setup files
.INI	Configuration files
.MOD	Multiplan versions 3, 4.0 & 4.1 files
.PPT	PowerPoint version 4 files
.PRE	Freelance for Windows files
.RLE	Bitmap Files
.RTF	Rich Text Format files
.SAM	AMI and AMI PRO files
.TIF	TIFF graphic files
.TXT	Text files
.WB1	Quattro Pro for Windows spreadsheets
.WK1	Lotus 1-2-3 Release 1 and 2
.WK3	Lotus 1-2-3 Release 3
.WK4	Lotus 1-2-3 Release 4 chart and spreadsheet
.WKS	Lotus 1-2-3 and MS-Works version 3 files
.WMF	Windows Metafiles
.WPD	WordPerfect demo files
.WPS	Works Word Processing Files
.WQ1	Quattro Pro for MS-DOS files
.WQ2	Quattro Pro version 5 for MS-DOS files
.WRI	Windows 3.x Write files
.XLC	Excel 4 charts
.XLS	Excel 4 spreadsheet & Excel 5 spreadsheet & chart







**Add New File Type** ? X

Change Icon...

---

Description of type:	Associated extension:
miniature graphic image	.TUD

Actions:

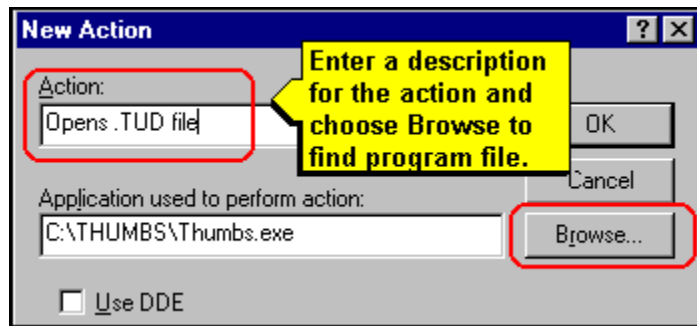
Opens .TUD file

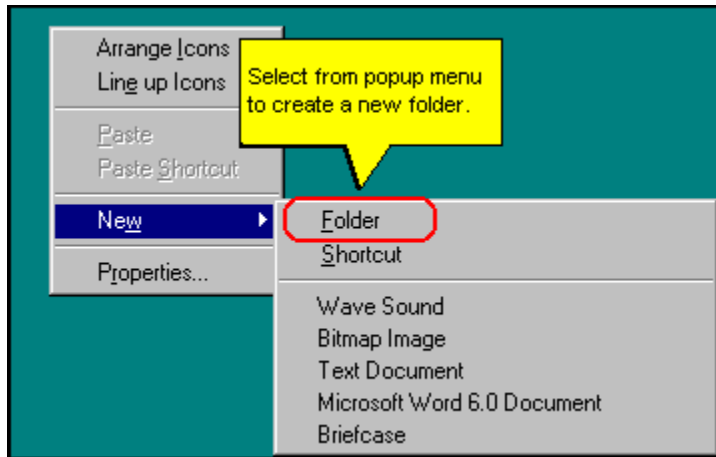
New... Edit... Remove Set Default

☒ Enable Quick View

☐ Always show extension

Close Cancel







Files of type  
Text  
Document #1

Search results are  
saved as an icon. Open  
to view results.



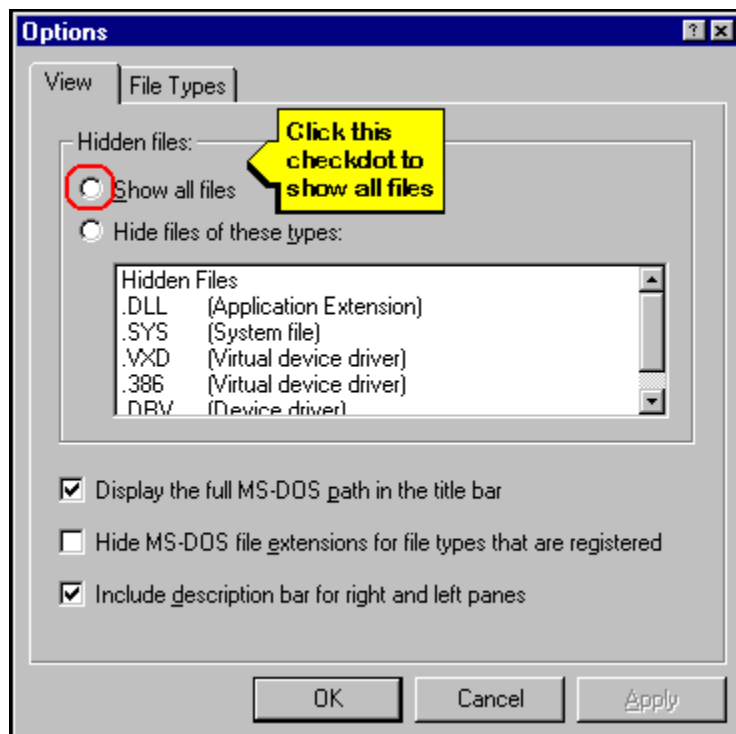
Network  
Neighborhood



Recycle Bin

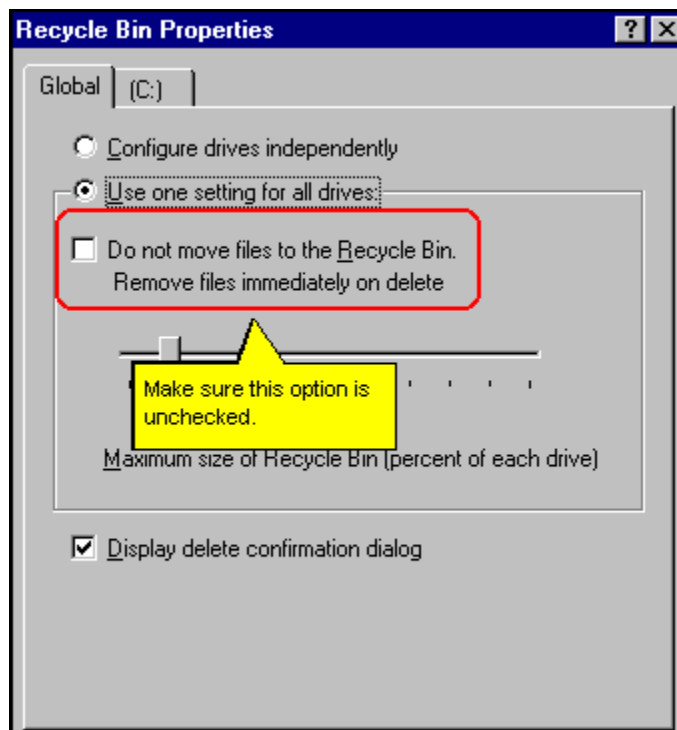


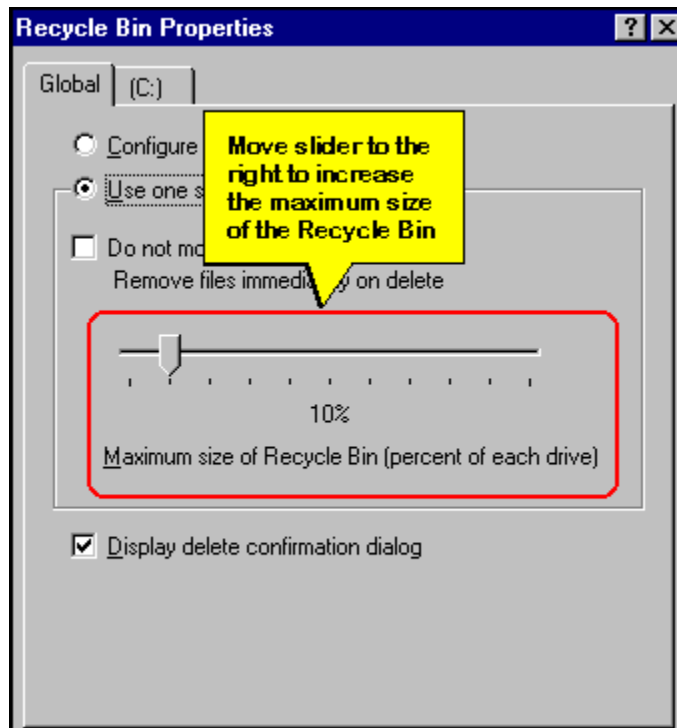
My Briefcase

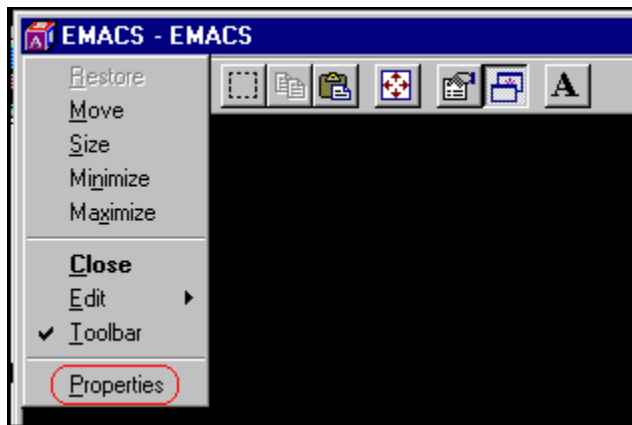


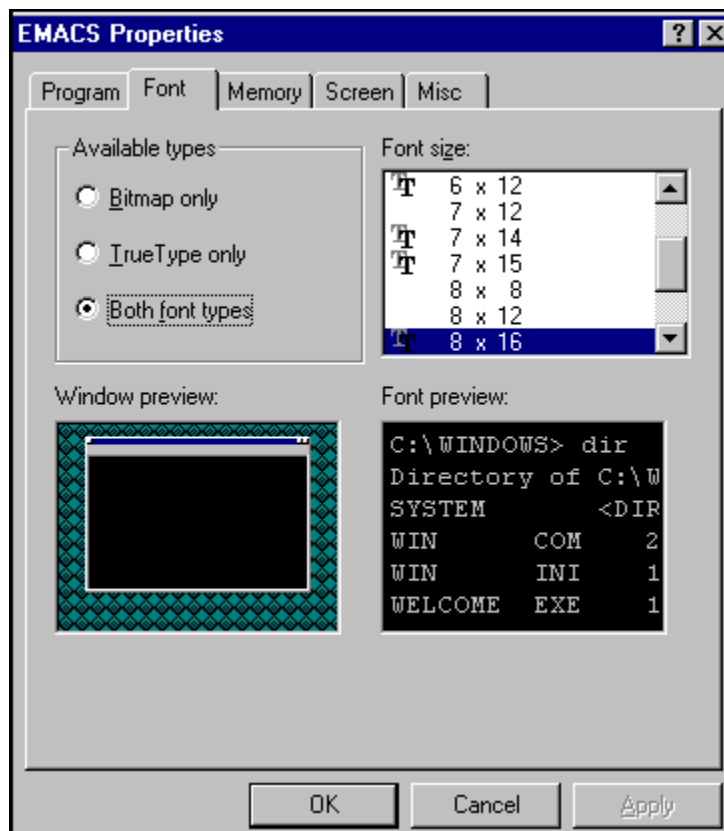


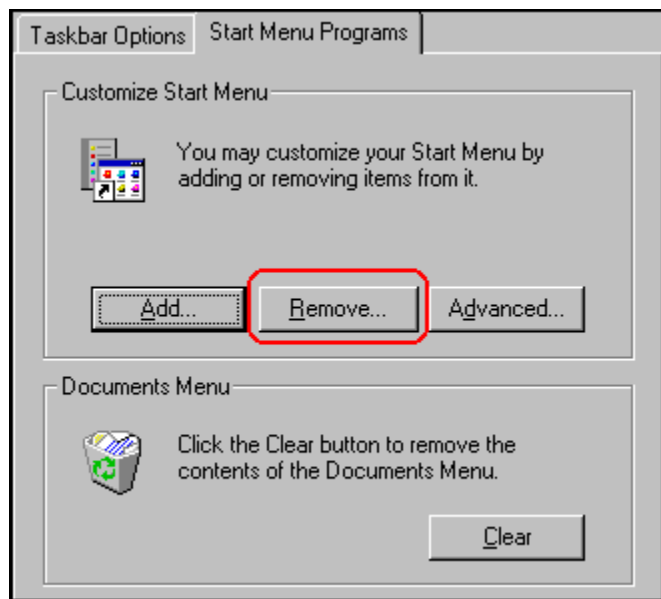


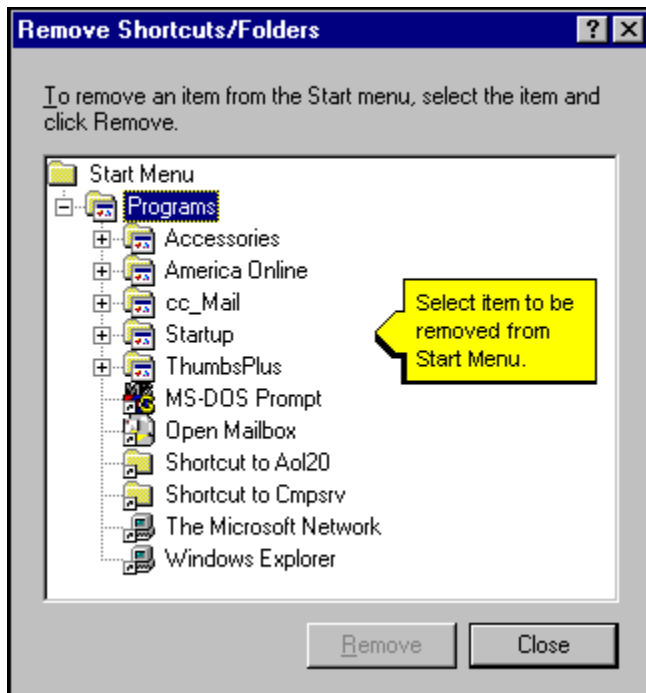












Rest the mouse pointer  
on the taskbar button.  
The full application  
name appears.

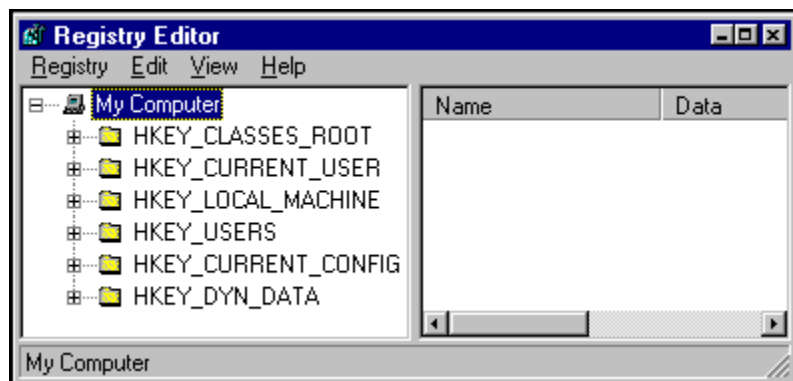
Microsoft Access - [DESKTOP]

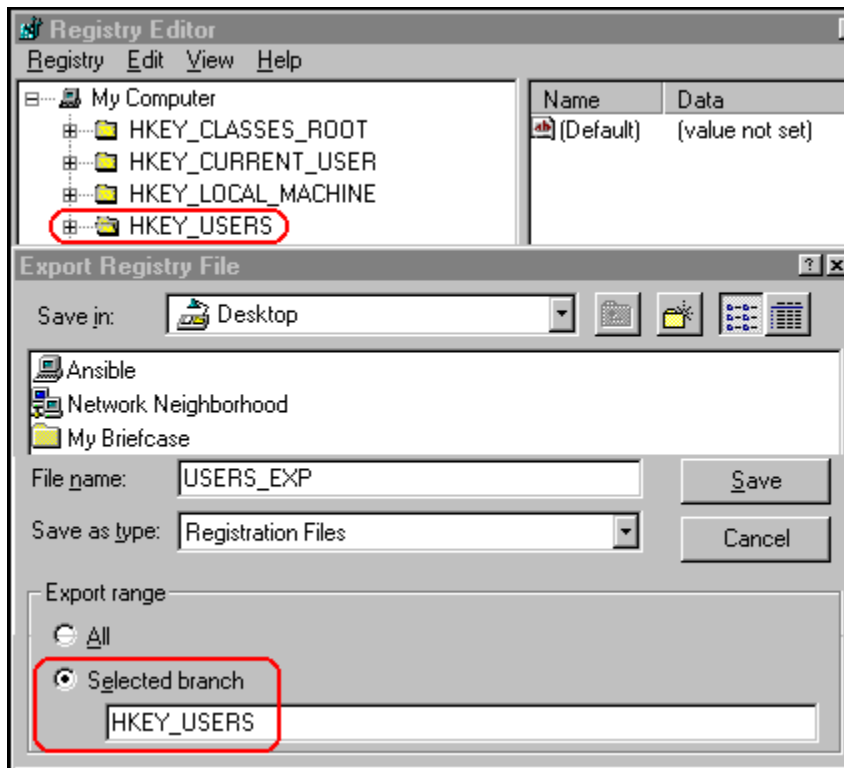


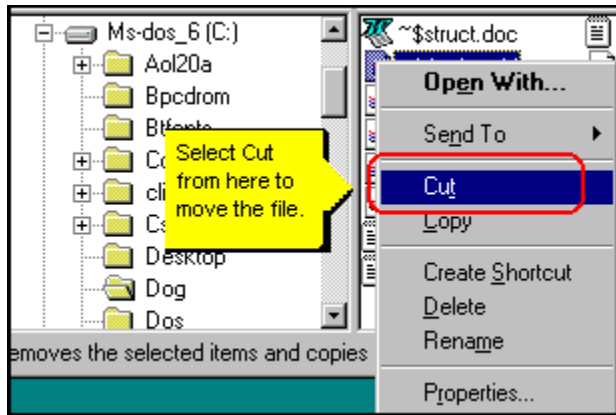
Microsoft Access - [DESK...

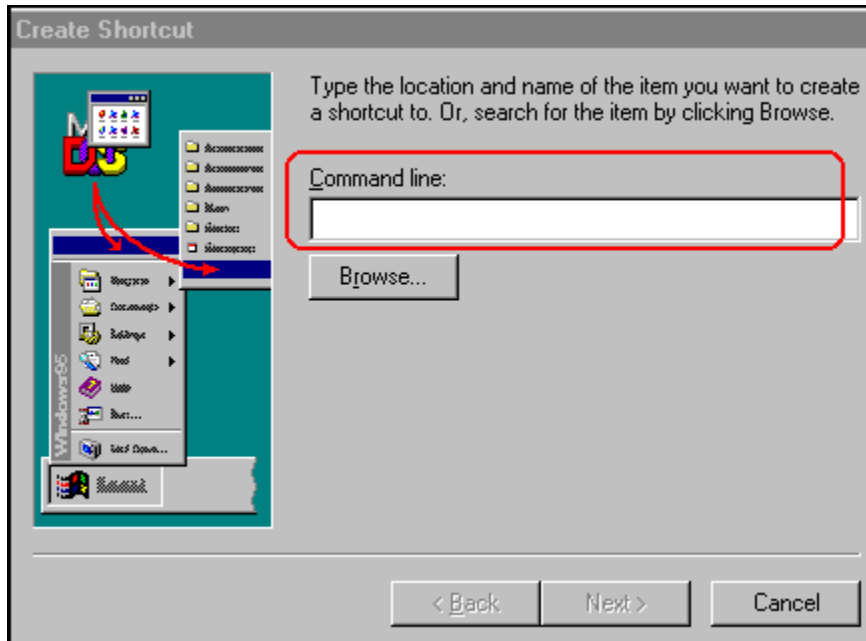
Microsoft Excel - RAWDA...

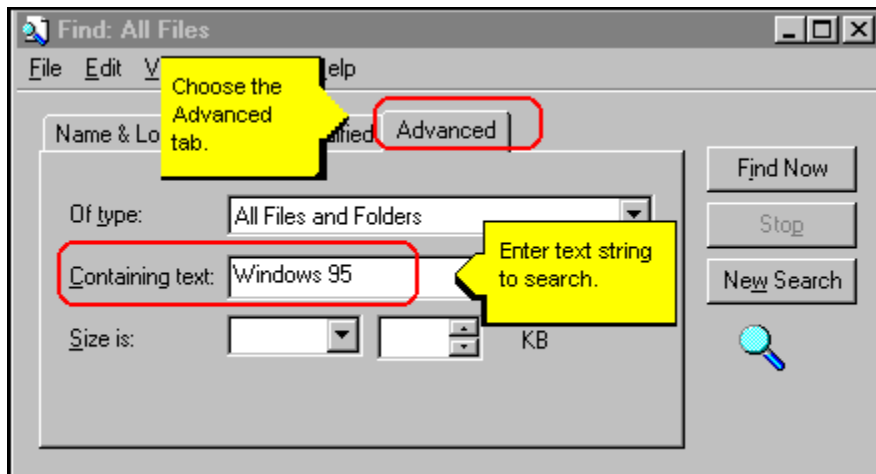


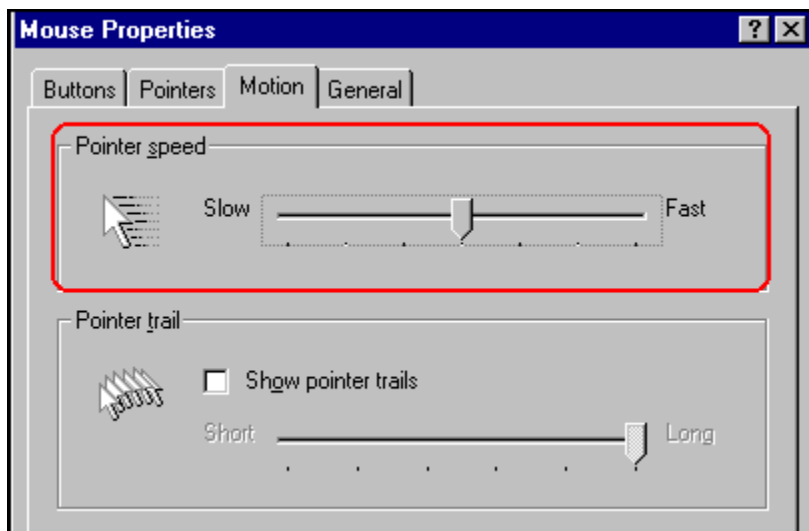


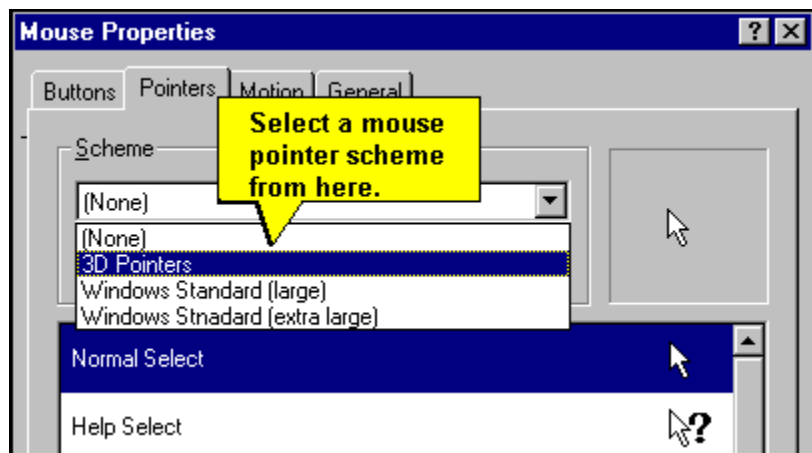


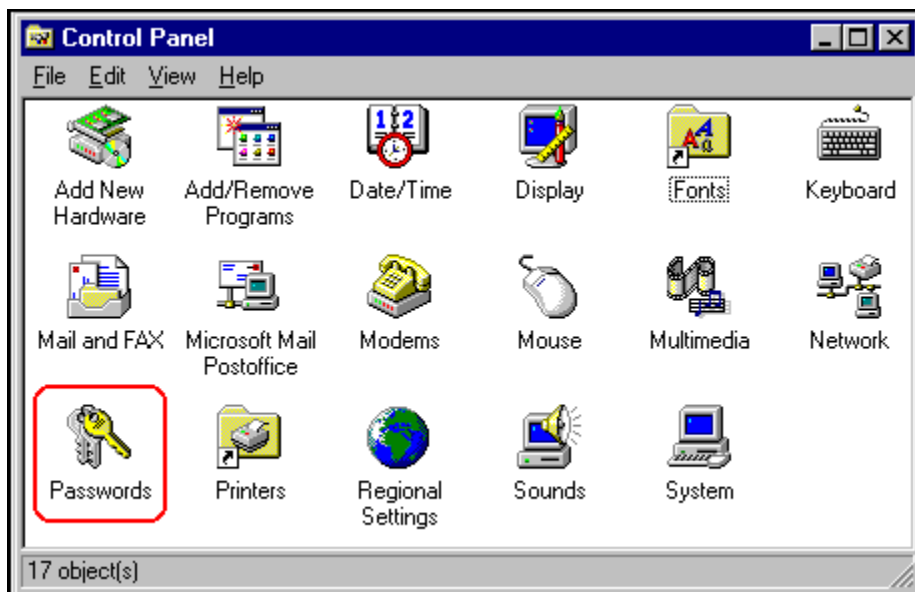




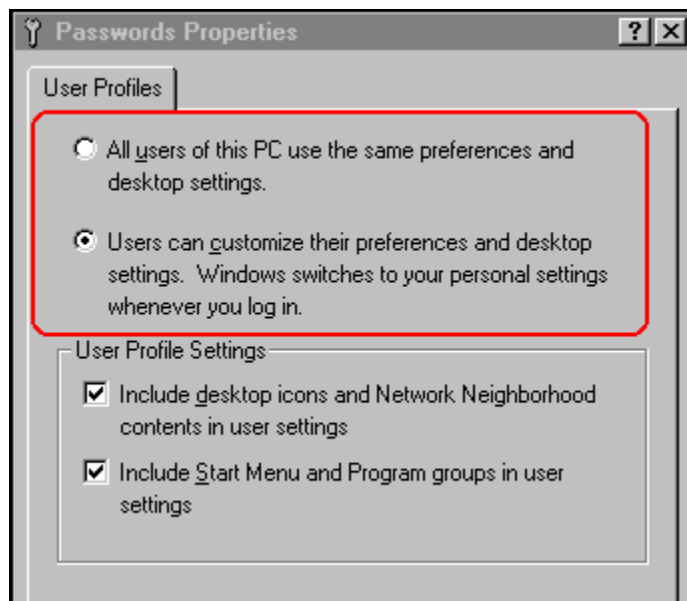


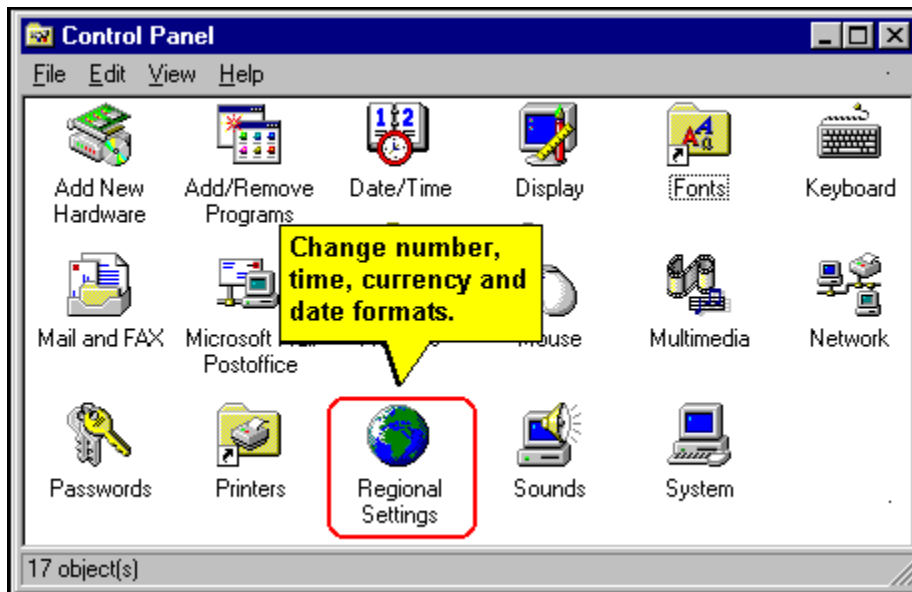












**Regional Settings Properties** ? X

Regional Settings | Number | Currency | Time | Date

Appearance

Time sample: 3:41:50 AM

Time style: h:mm:ss tt

Time separator: :

AM symbol: AM

PM symbol: PM

**Regional Settings Properties** ? X

Regional Settings | Number | Currency | Time | Date

Appearance

Time sample: 3:45:15 AM

Time style: h:mm:ss tt

Time separator: :

AM symbol: AM

PM symbol: PM

Select a time display format from this section.

Regional Settings

Number

Examples of selected formats appear here.

Appearance samples

Positive: 123,456,789.00

Negative: -123,456,789.00

Decimal symbol:

No. of digits after decimal:

4

Digit grouping symbol:

,

No. of digits in group:

4

Negative sign symbol:

-

Negative number format:

-1.1

Display leading zeroes:

0.7

Measurement system:

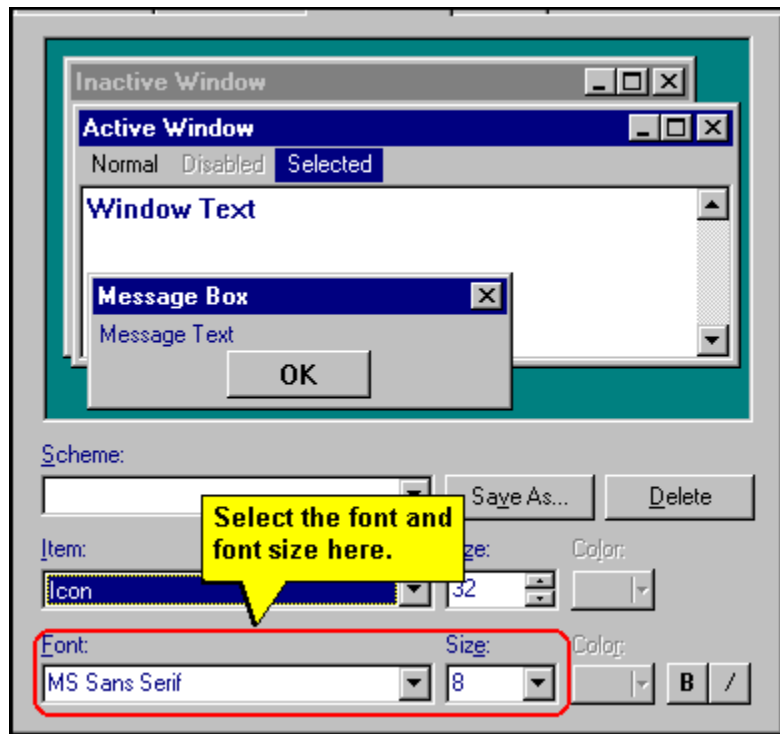
U.S.

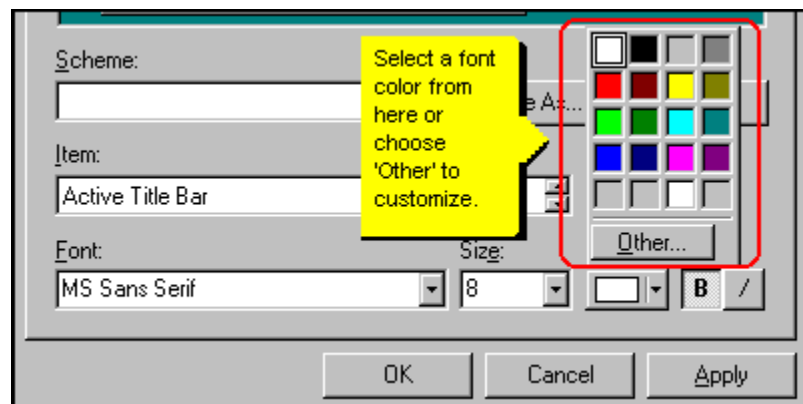
List separator:

,

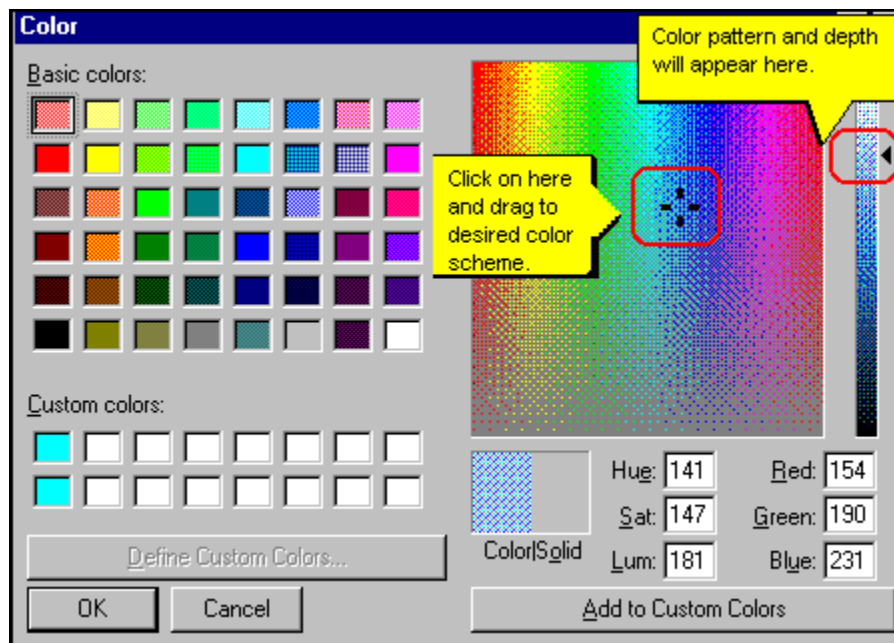
Select the system number defaults from these sections.

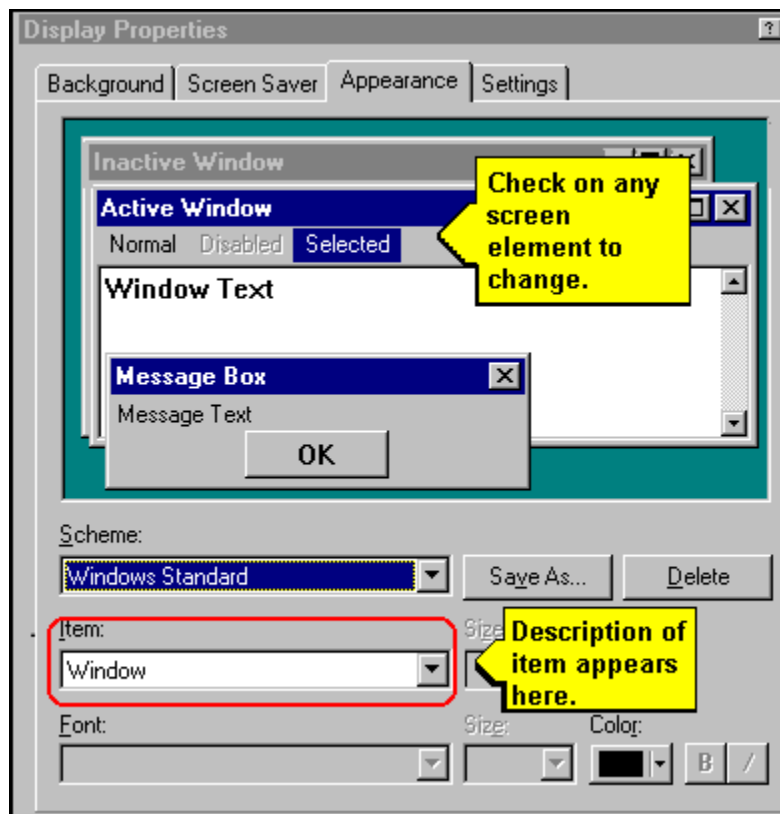


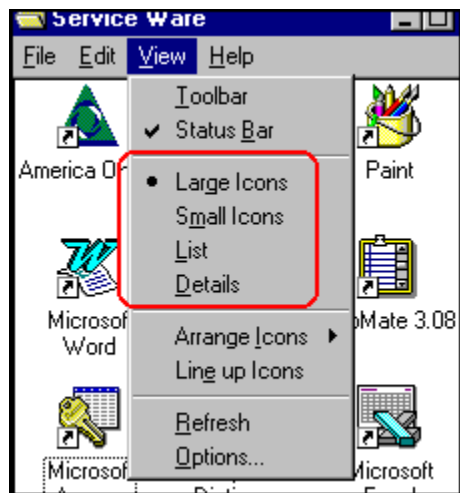


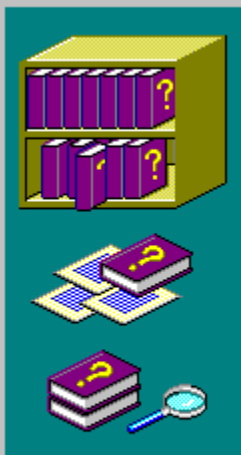












Find enables you to search for specific words and phrases in help topics, instead of searching for information by category.

Before you can use Find, Windows must first create a list (or database), which contains every word from your help file(s).

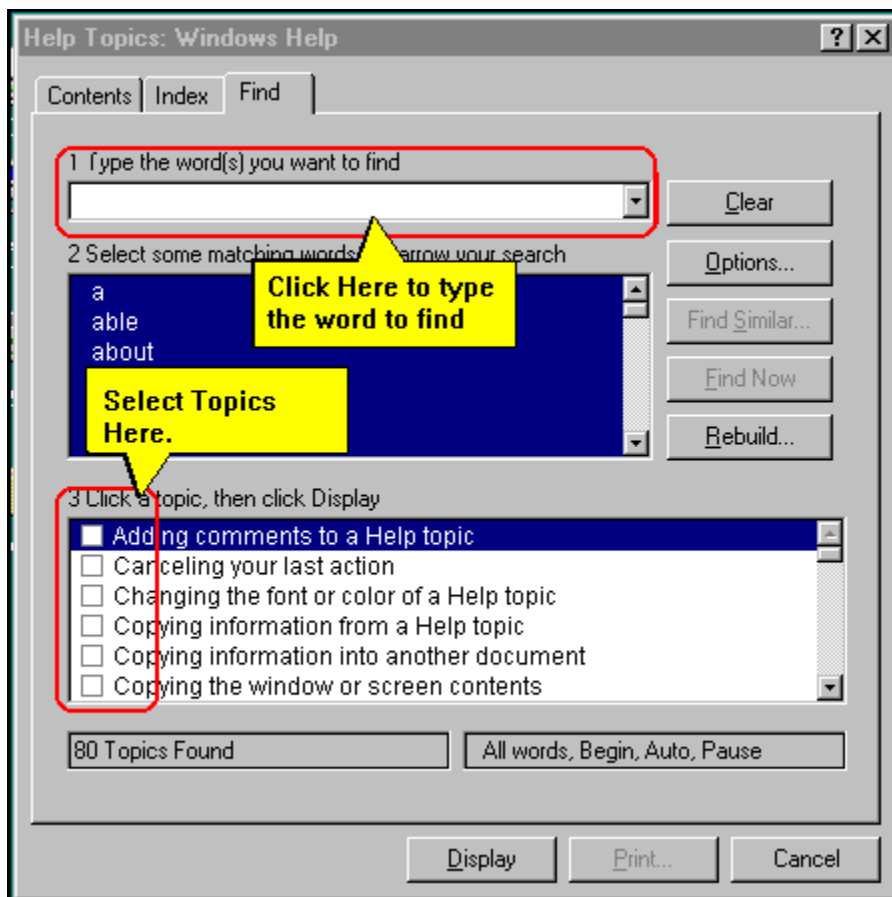
To create this list now, click Express and then click Next.

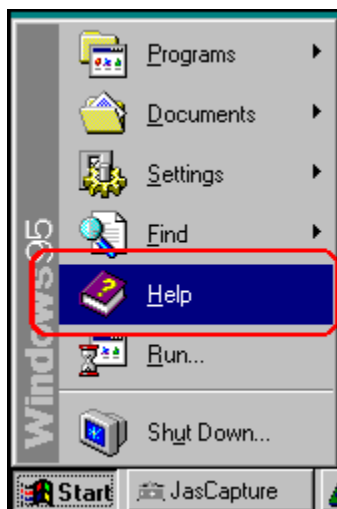
- ☐ Express (recommended)
- ☒ Custom (useful if you have limited disk space)

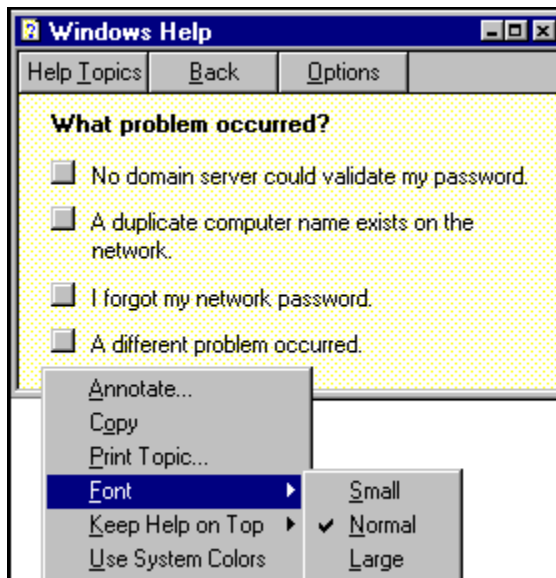
< Back

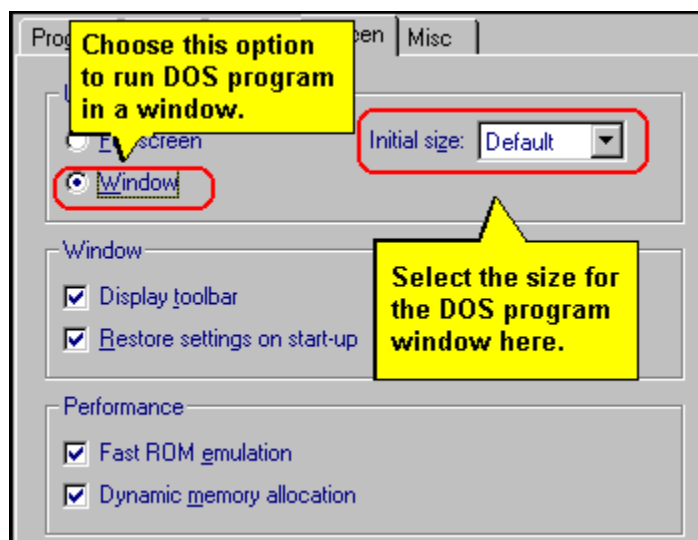
Next >

Cancel

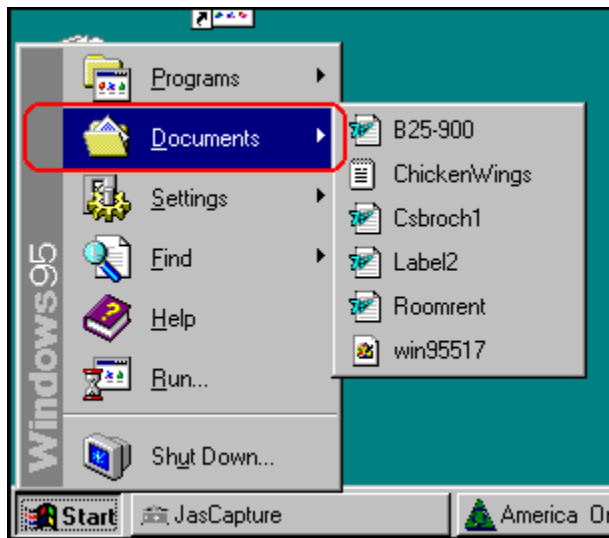


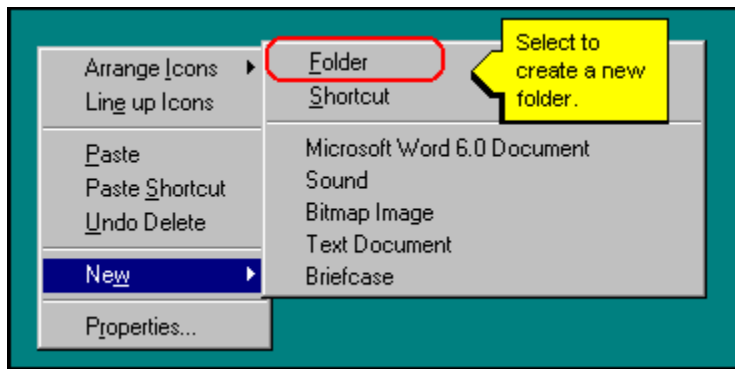


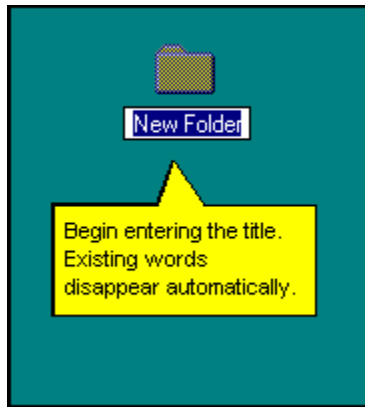


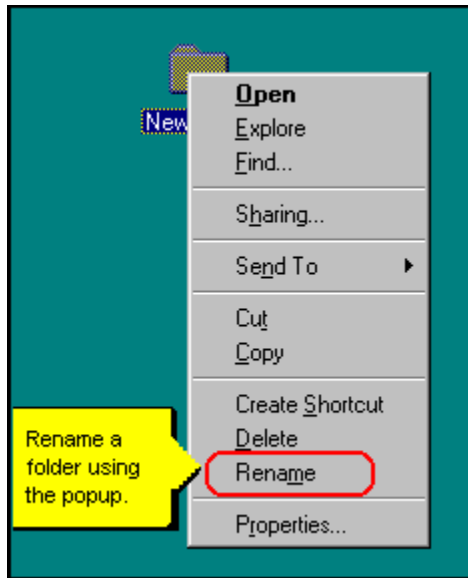


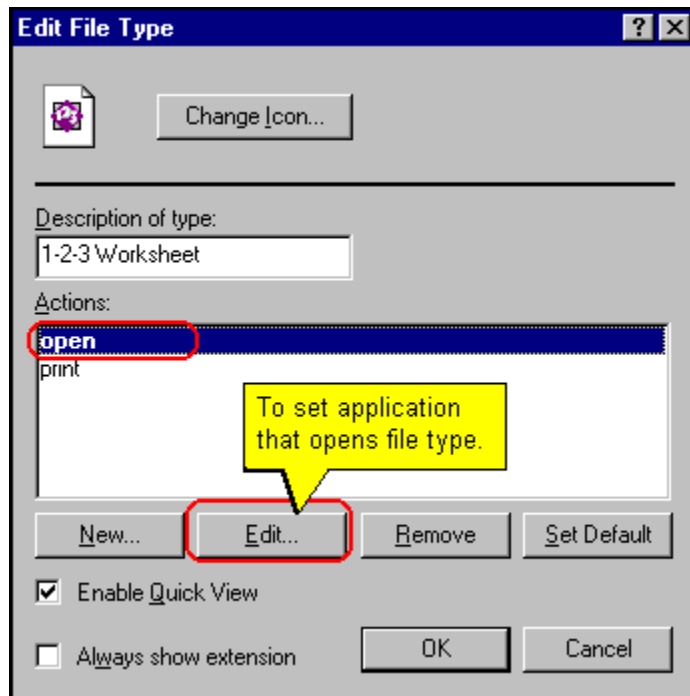


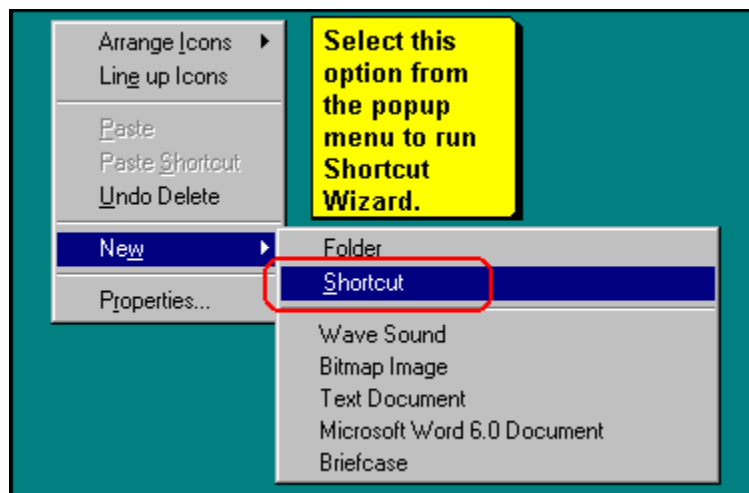


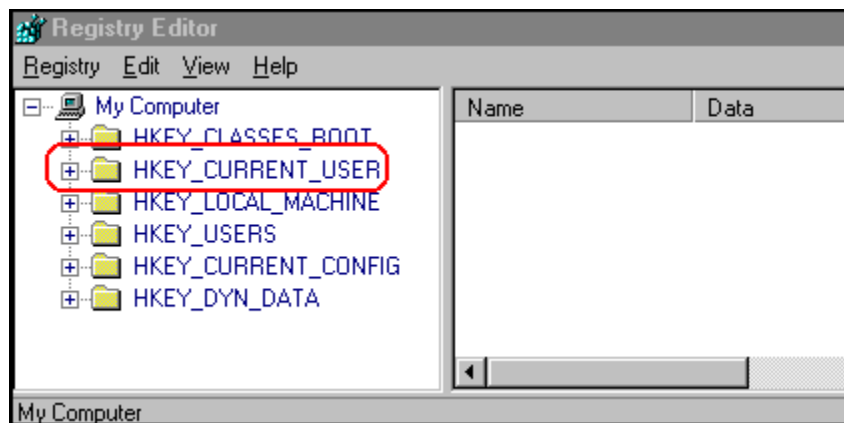


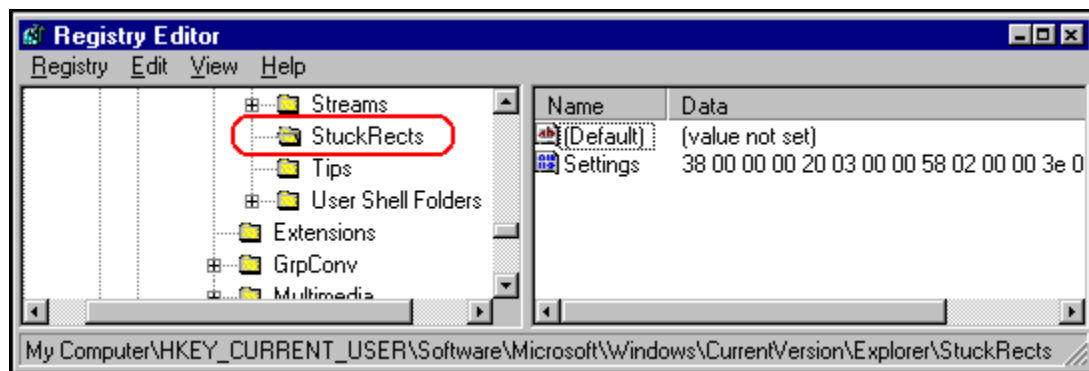




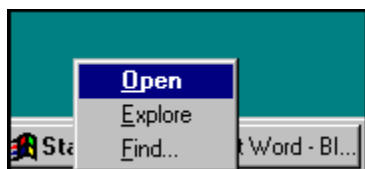


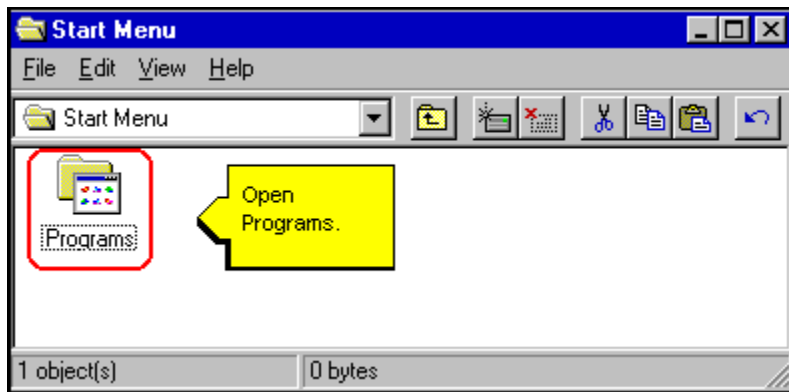


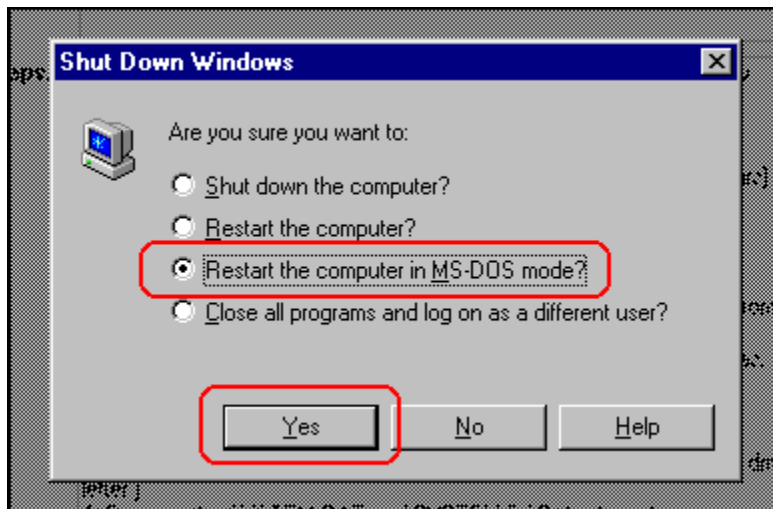


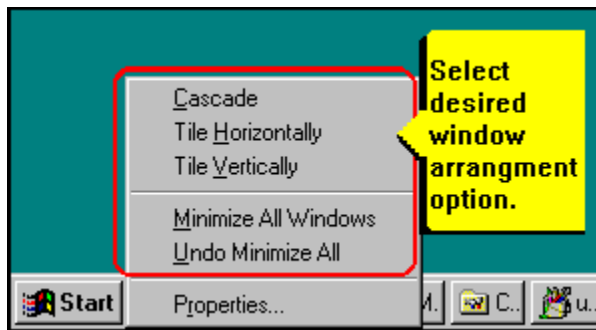


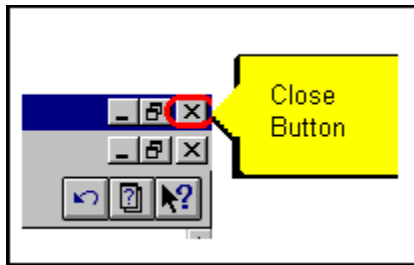















Quicken 6.0 dos

Cmd line:

C:\HARDCARD\QUICKEN\Q.EXE

Working:

C:\WINDOWS

Batch file:

Shortcut key:

None

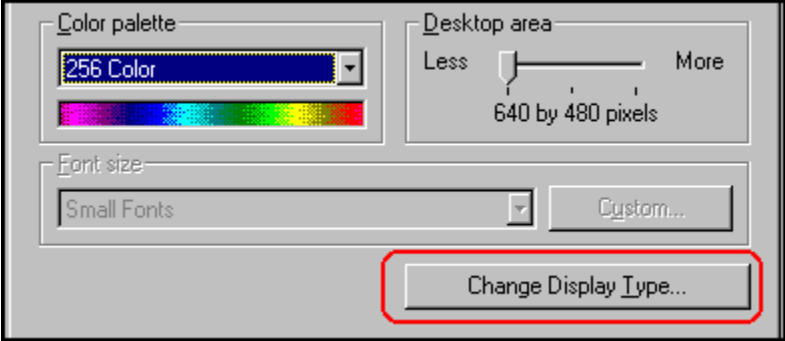
Run:

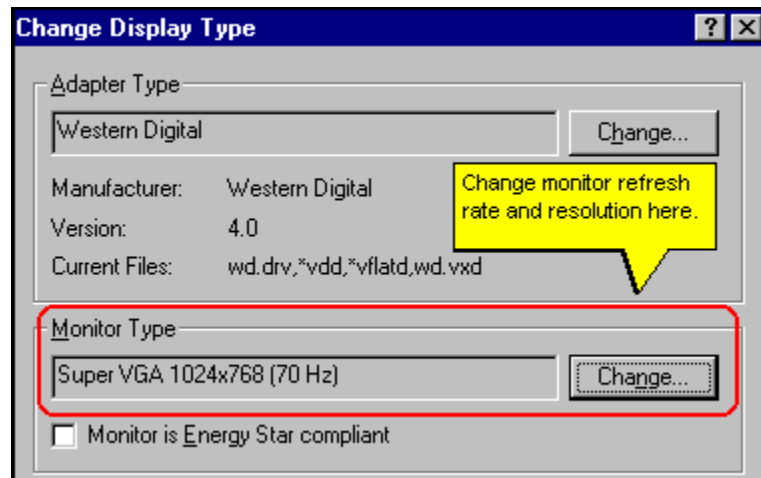
Normal window

Normal window

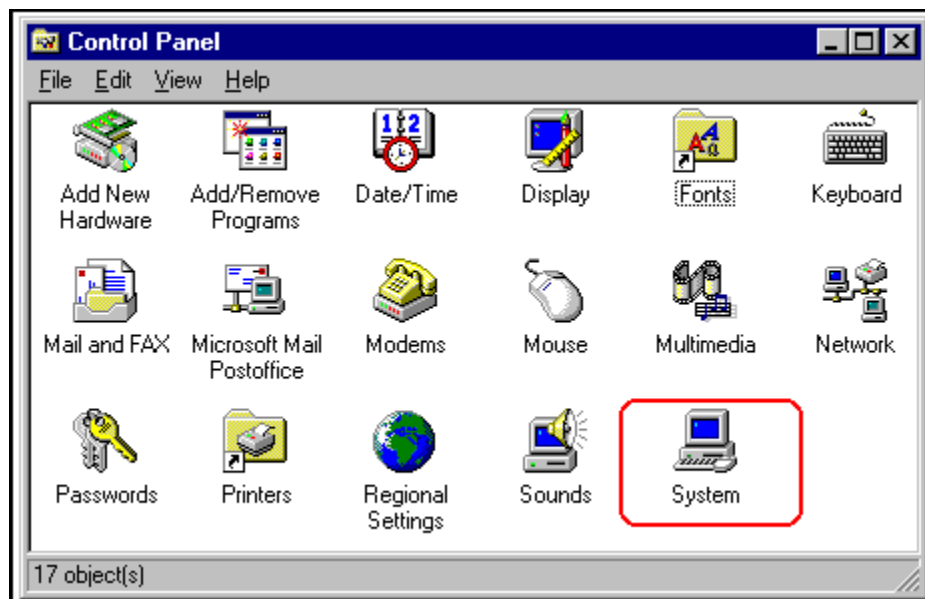
Minimized

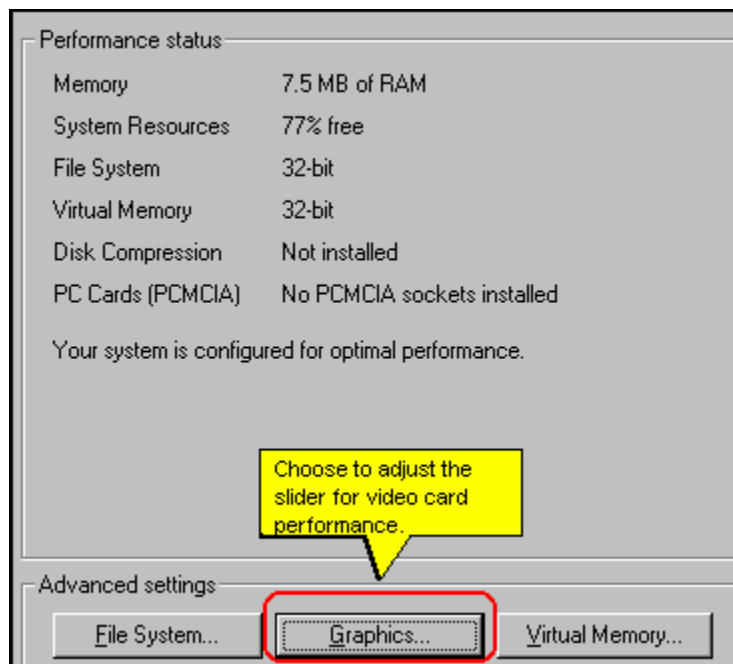
Maximized

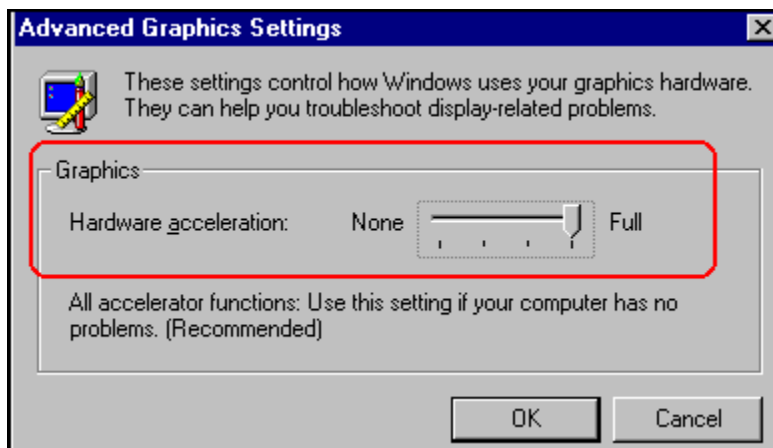












**Change Display Type** ? x

Adapter Type

Cirrus Logic 5429/30/34 Change...

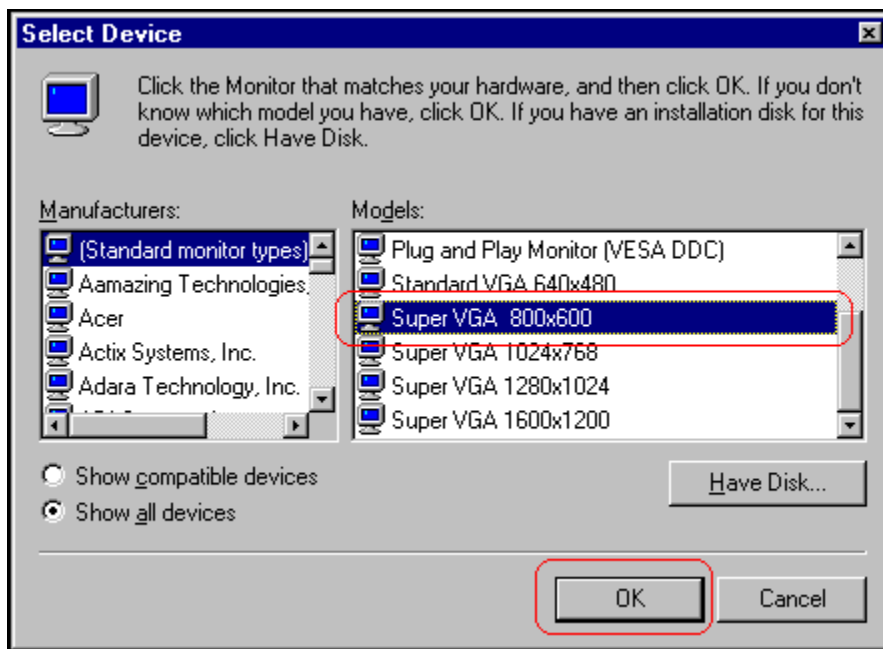
Manufacturer:    Cirrus Logic  
Version:           4.0  
Current Files:    cirrusmm.drv,\*vdd,\*vflatd,cirrus.vxd

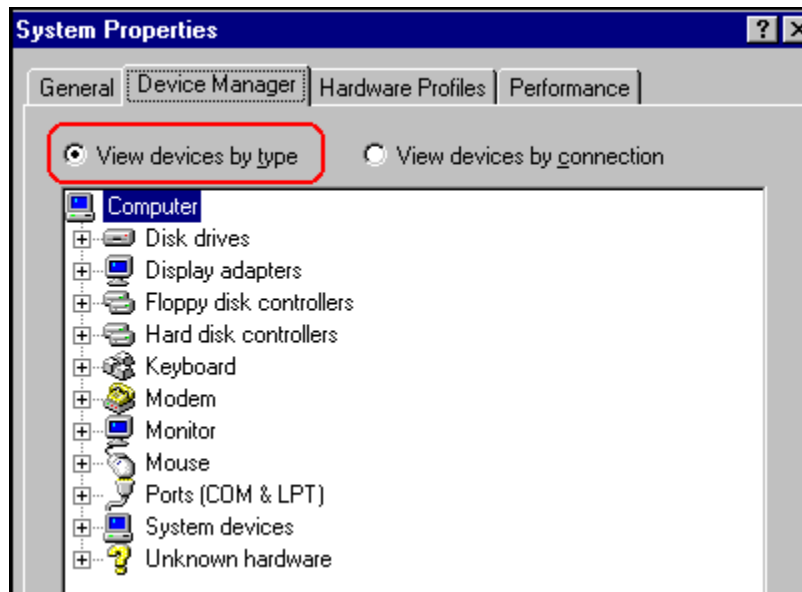
Monitor Type

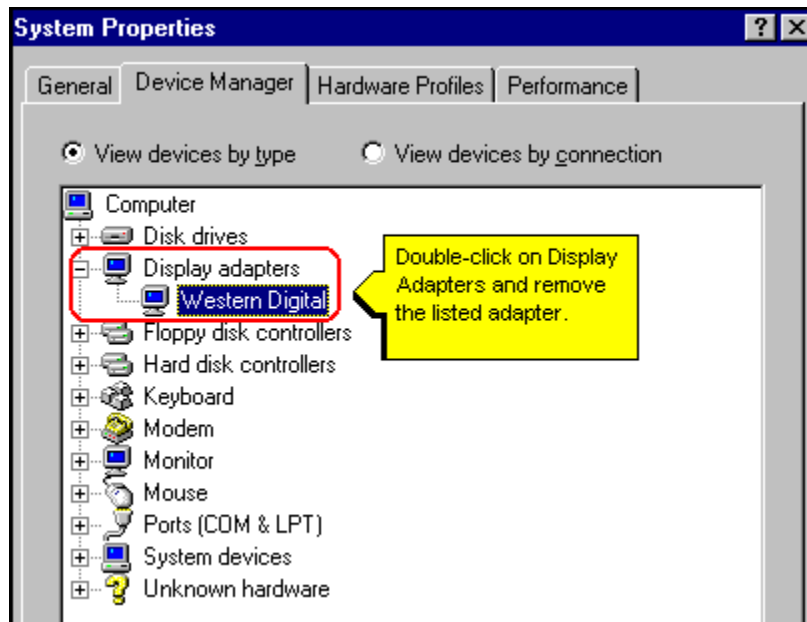
ASTVision 4V Change...

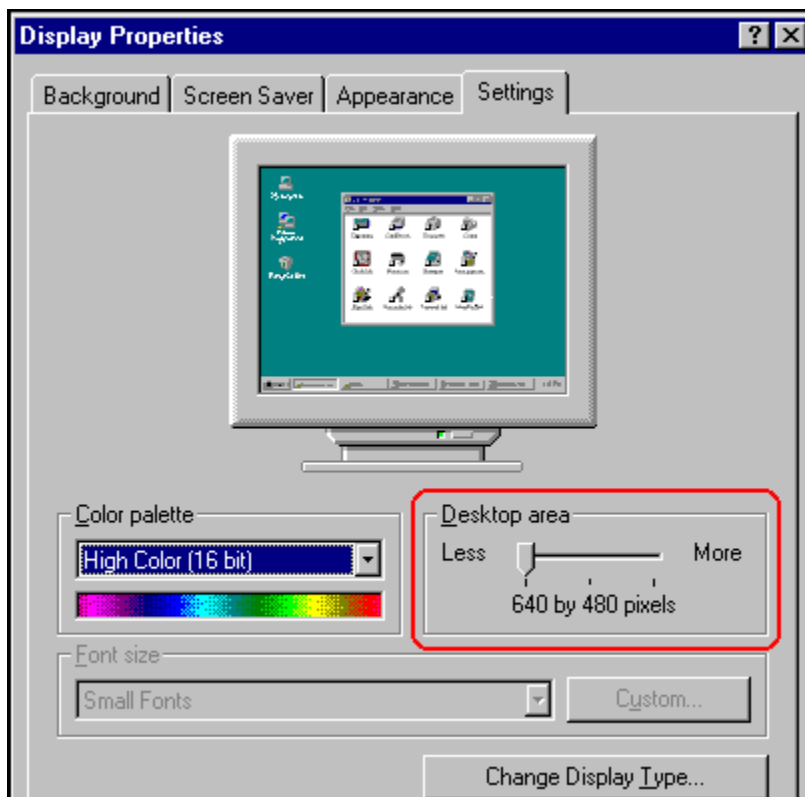
☐ Monitor is Energy Star compliant

Close

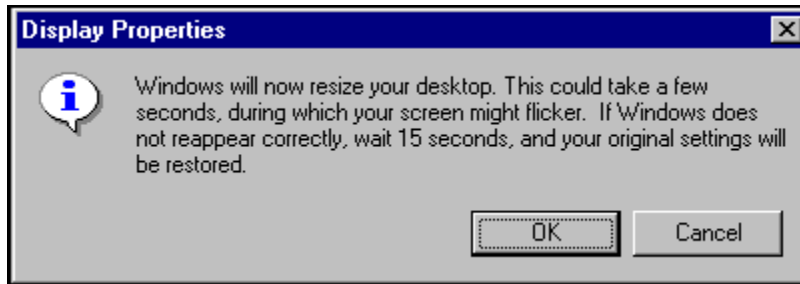


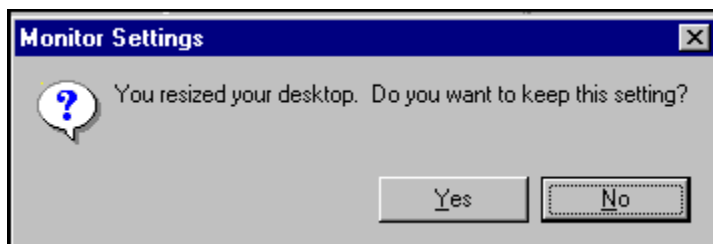


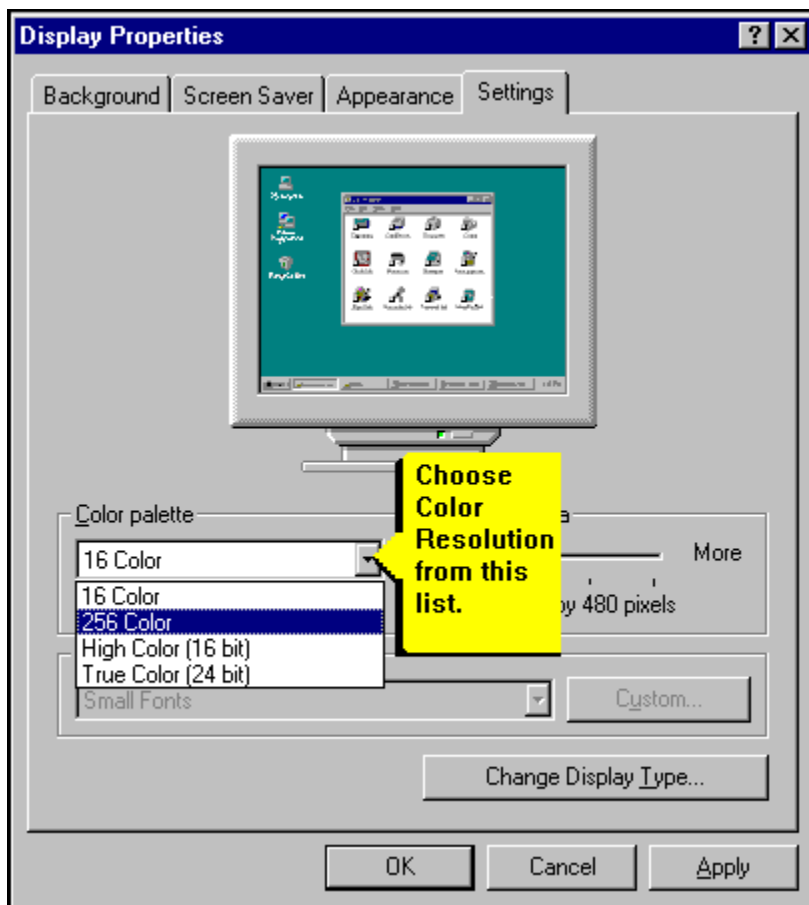


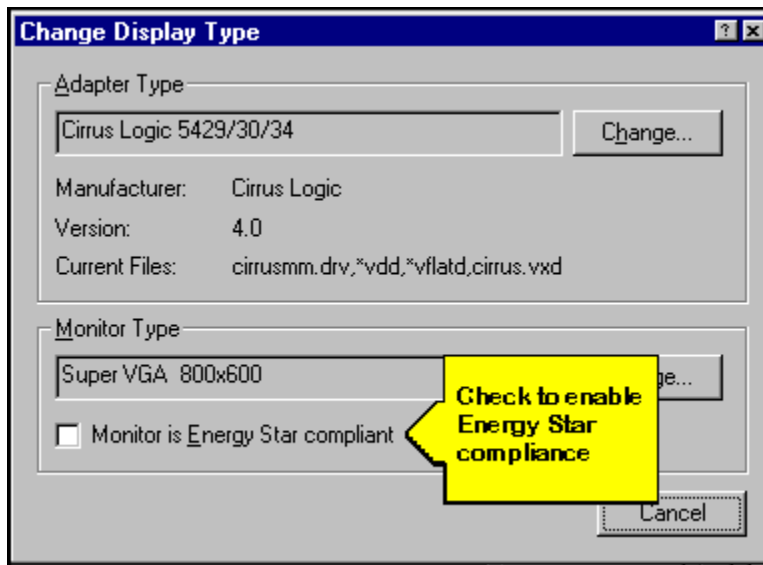


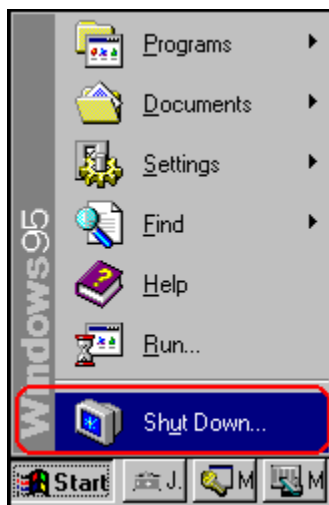


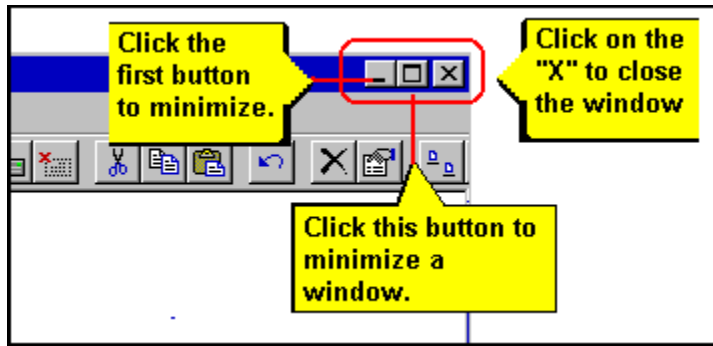


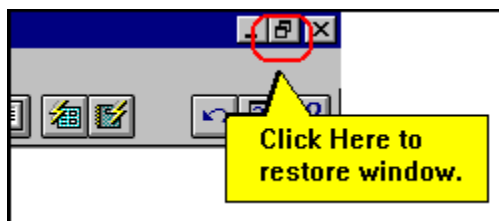


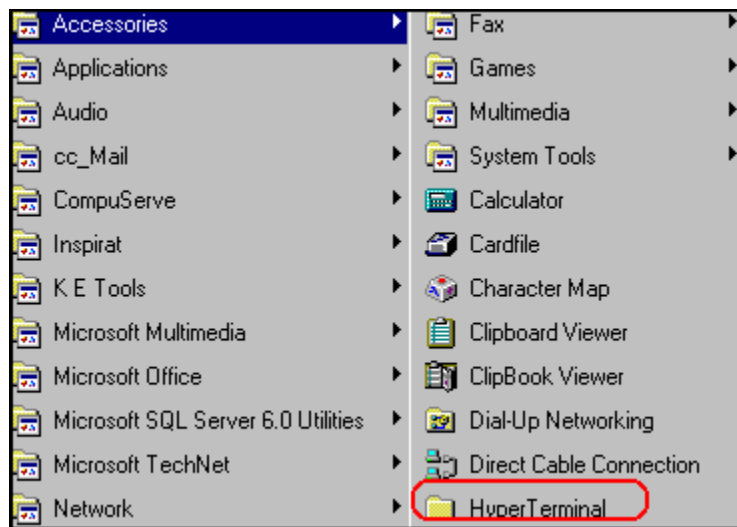




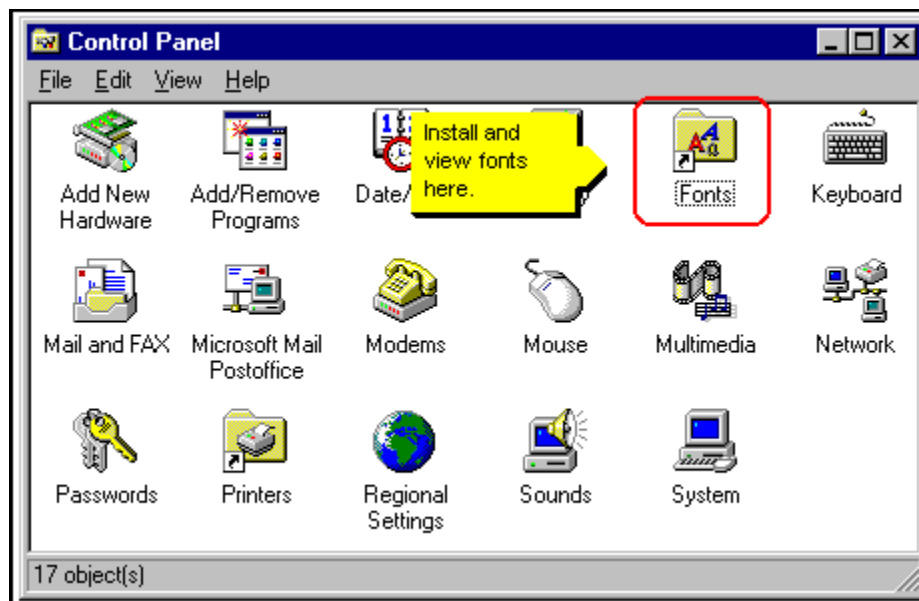


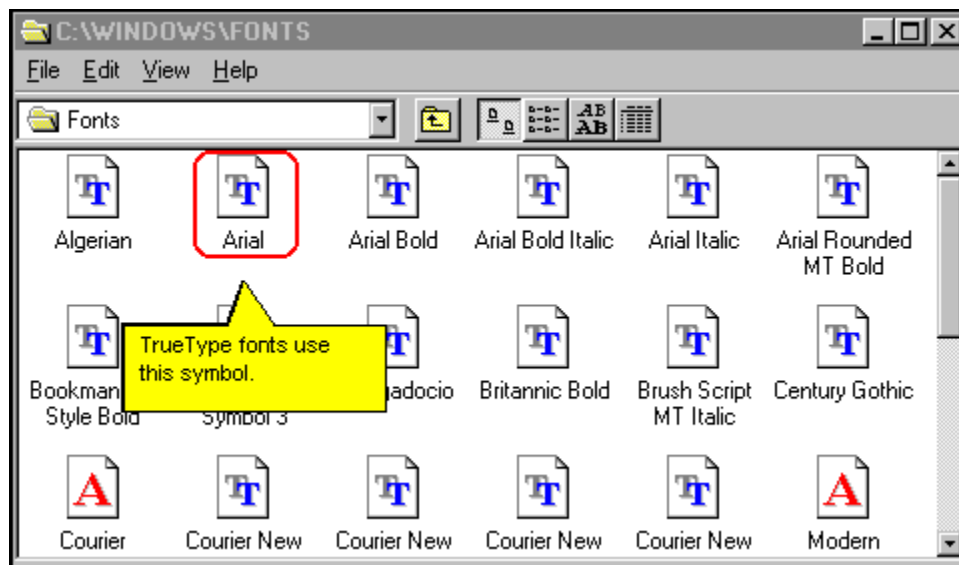




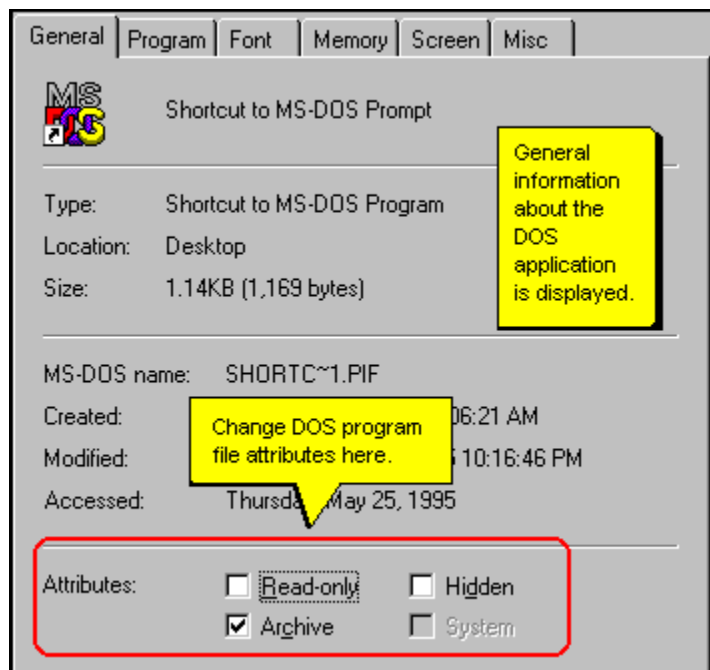





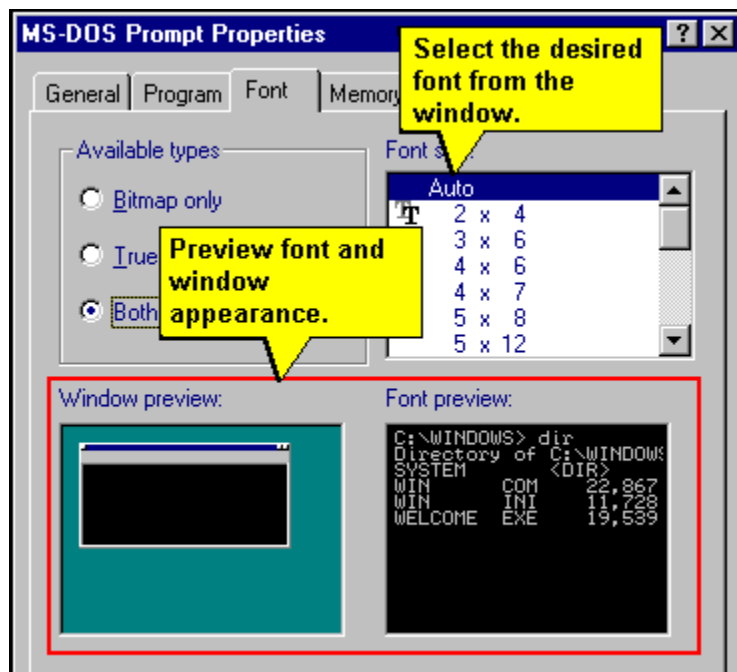


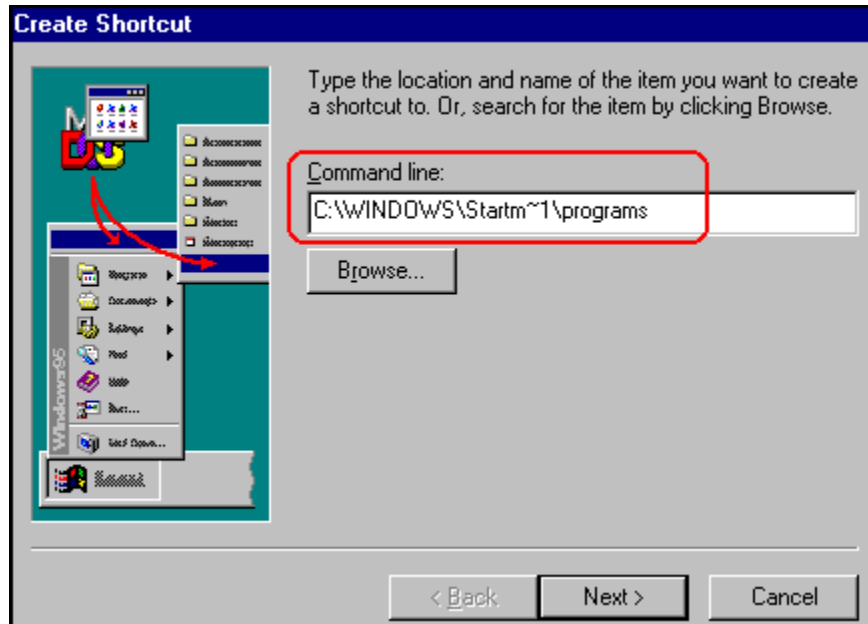


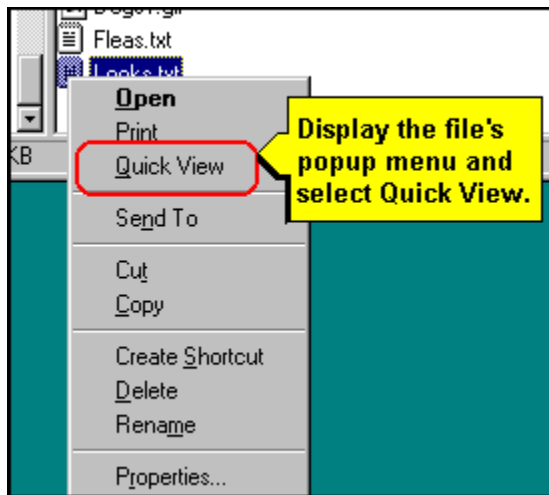




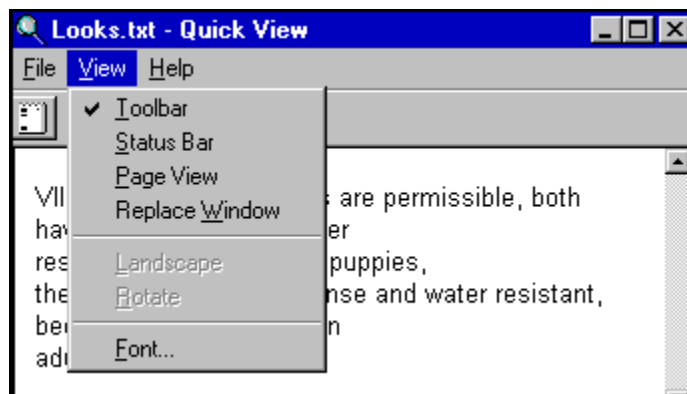
General	Program	Font	Memory	Screen	Misc
<div><div>MS-DOS Prompt</div></div>					
<hr/>					
Cmd line:		<div>C:\WINDOWS\COMMAND.COM</div>			
Working:		<div>C:\WINDOWS</div>			
Batch file:		<div></div>			
Shortcut key:		<div>None</div>			
Run:		<div>Normal window</div>			
<div><input checked="" type="checkbox"/> Close on exit</div>					
<div><div>Advanced...</div><div>Change Icon...</div></div>					
<div><div>OK</div><div>Cancel</div><div>Apply</div></div>					

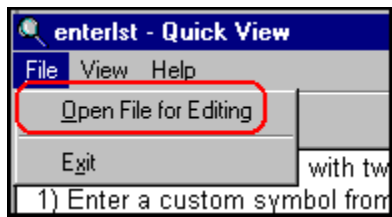


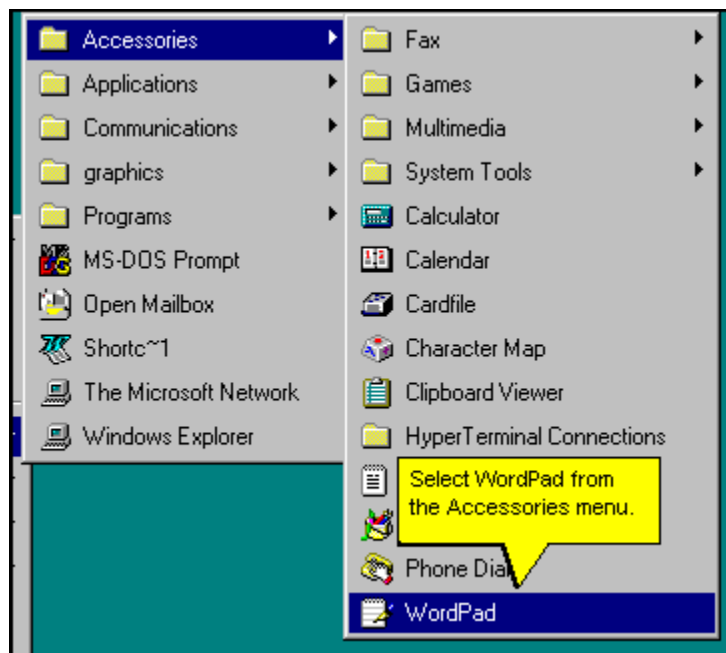


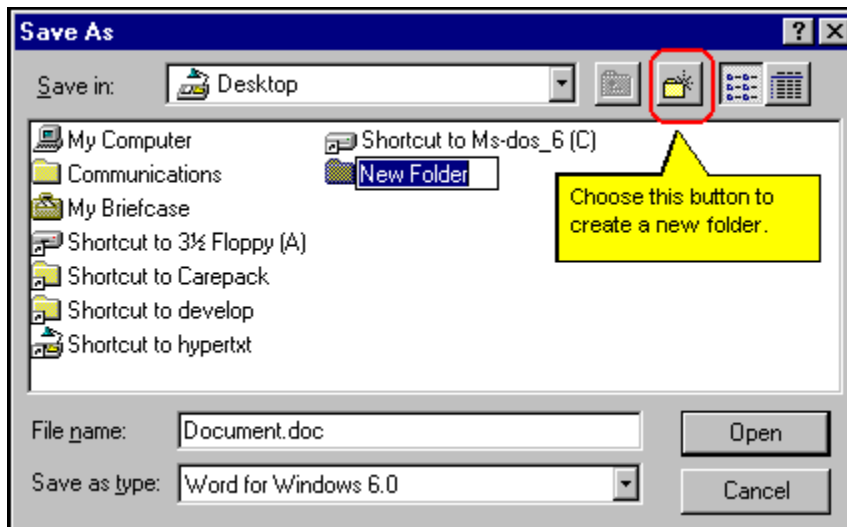


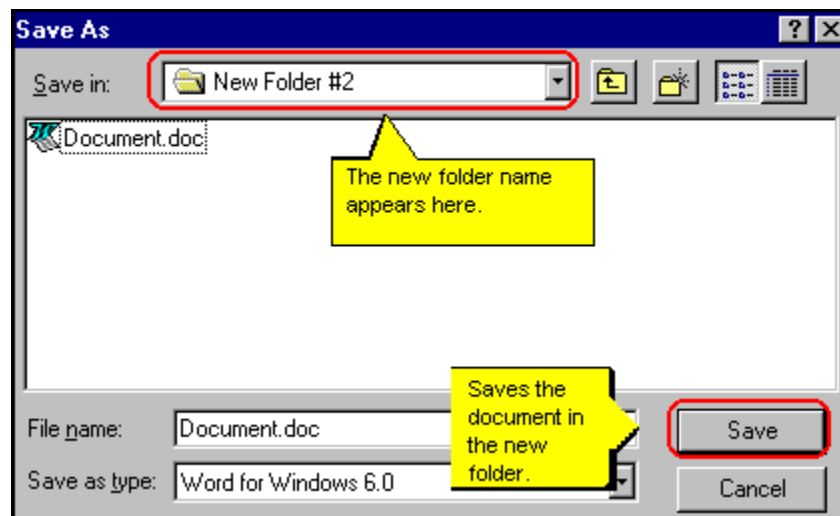












General | **Sharing**

☐ Not Shared

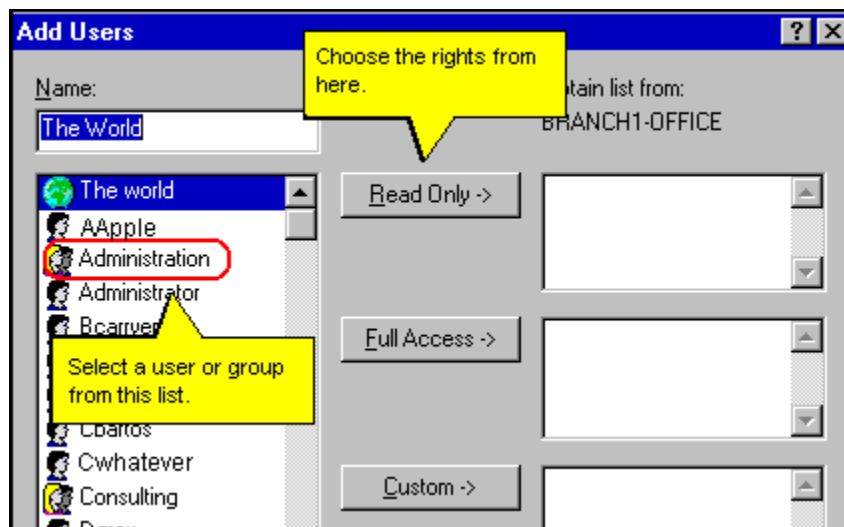
☒ **Shared As:**

Share Name:

Comment:

Name: Access Rights:

--



**Change Access Rights** ? x

Name: The World

OK

Cancel

☐ Read-Only Access Rights

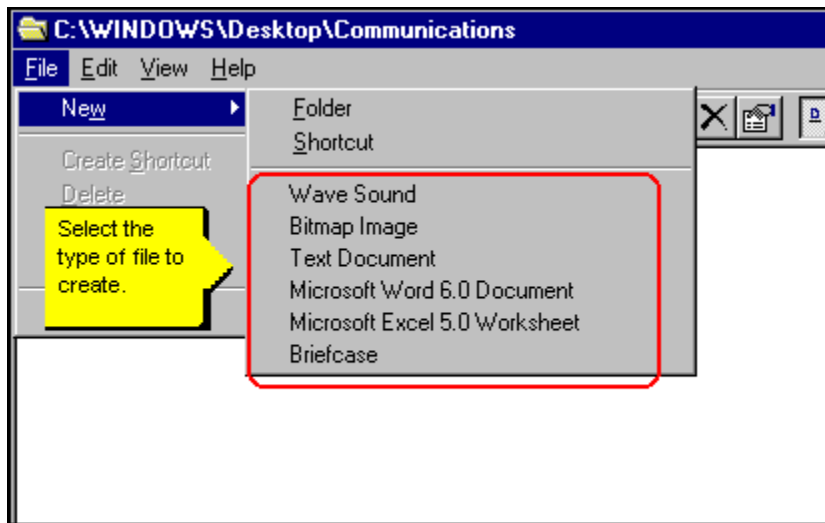
☐ Full Access Rights

☒ Custom Access Rights:

- ☒ **R**ead Files
- ☒ **W**rite to Files
- ☐ **C**reate Files and Folders
- ☐ **D**elete Files
- ☐ Change File **A**tttributes
- ☒ **L**ist **F**iles
- ☐ Change **A**ccess Control

Check the assigned access rights here for the selected user.

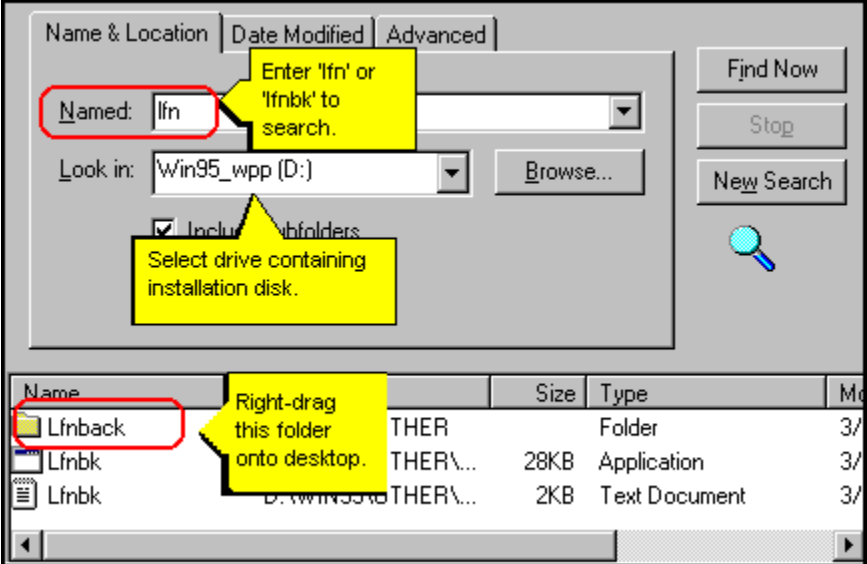


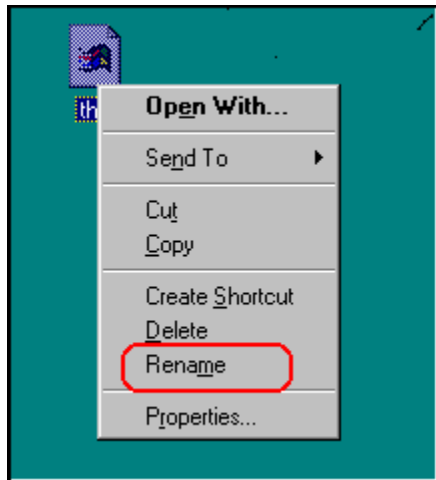


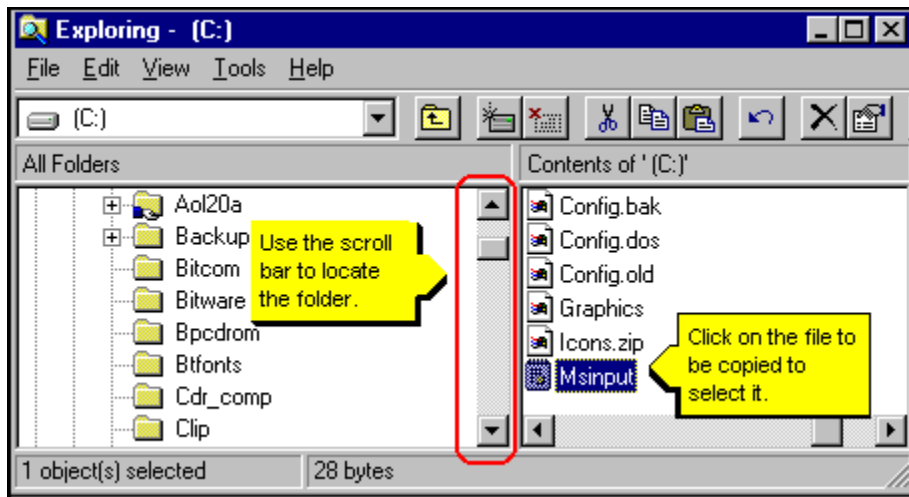
```
MS-DOS Prompt
7 x 12
dir this*.*
Volume Serial Number is 3018-13E6
Directory of C:\WINDOWS\DESKTOP

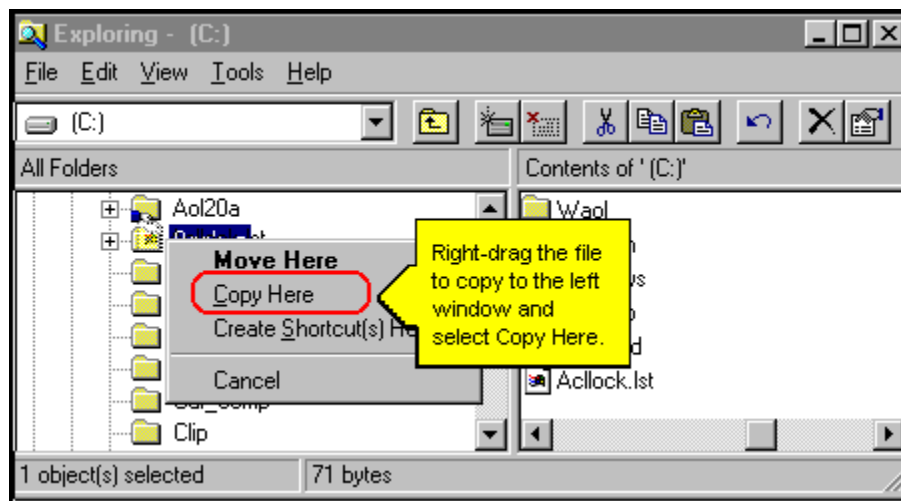
THISDO~1 TXT                37  05-17-95  1:16p
ng filename.txt
1 file(s)                  37 bytes
0 dir(s)                  167,067,648 bytes free

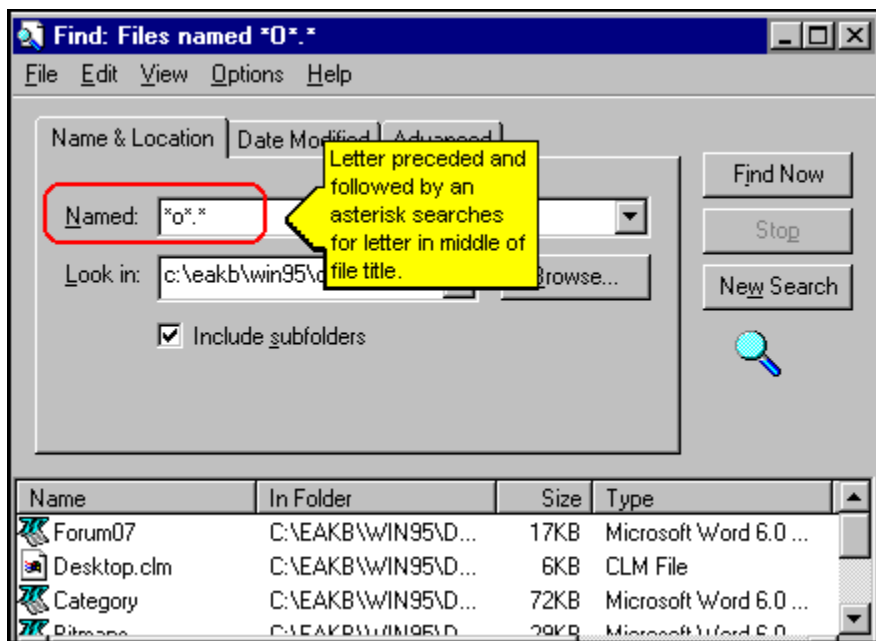
C:\WINDOWS\DESKTOP>_
```

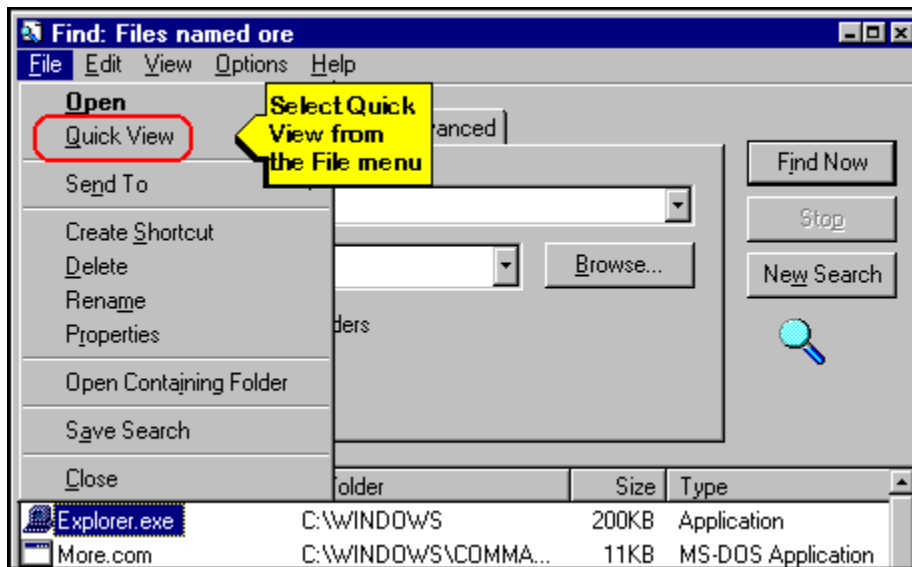




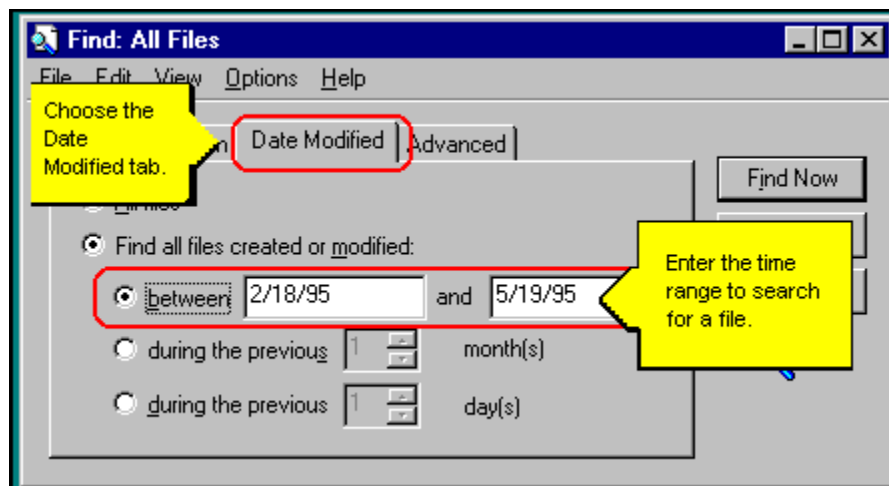


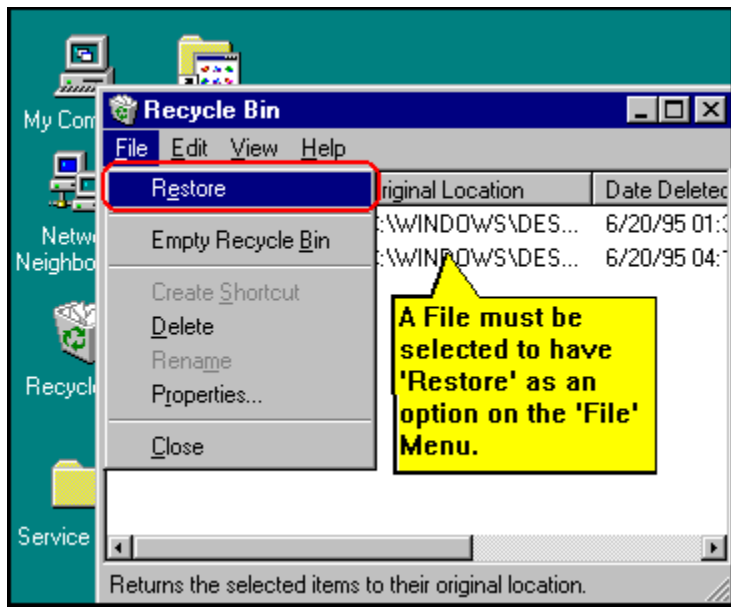


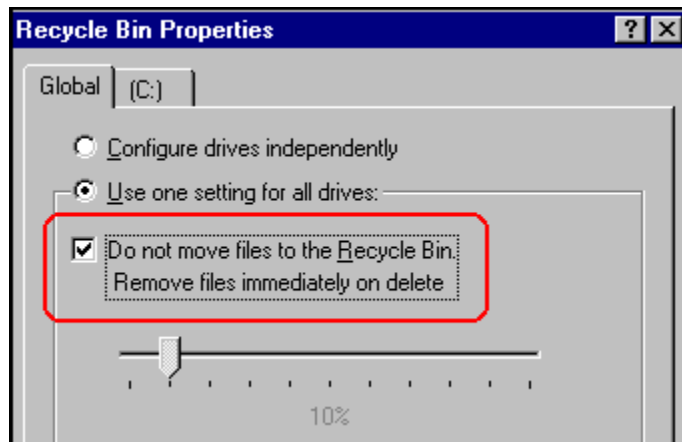


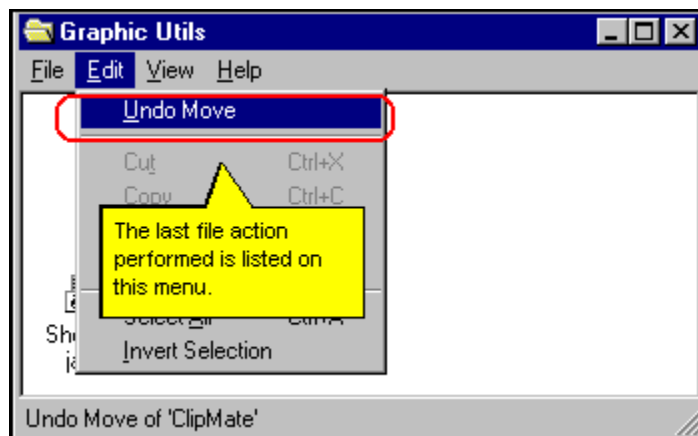


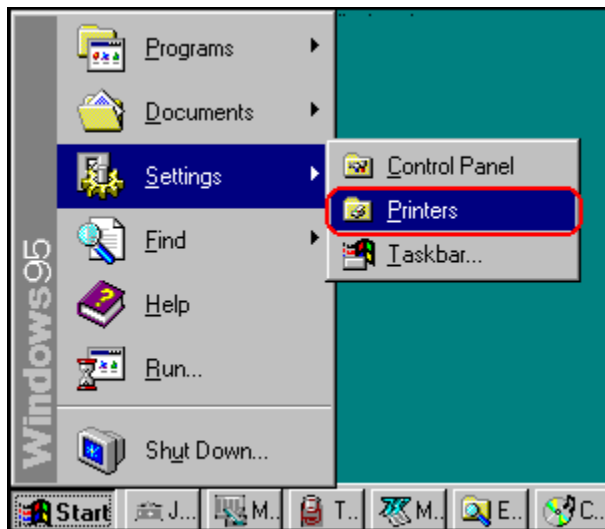


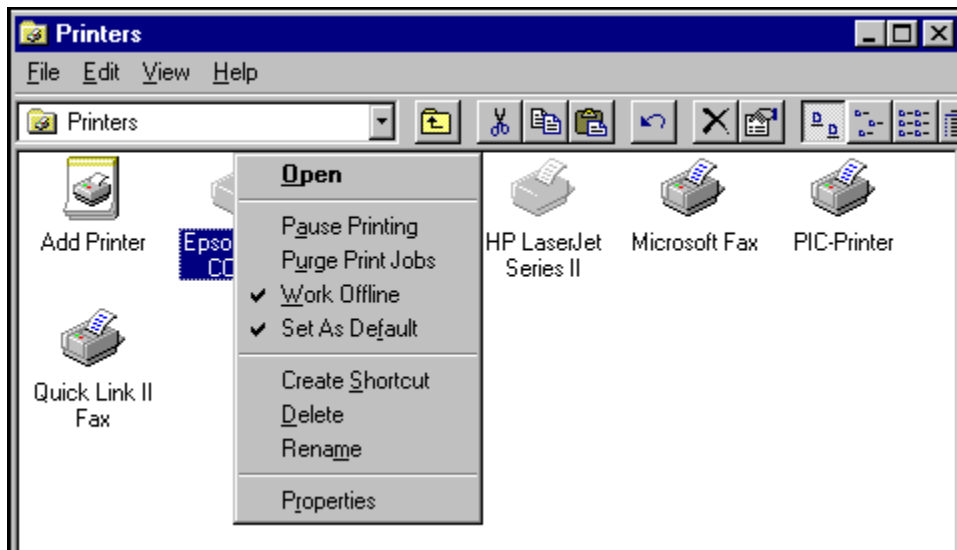













**HP LaserJet Series II Properties** [?] [X]

Graphics	Fonts	Device Options	
General	Details	Sharing	Paper

 HP LaserJet Series II

---

Comment:

Separator page:

Print to the following port:

LPT1: (Printer Port) ▼

Add Port...

Delete Port...

Print using the following driver:

HP LaserJet Series II ▼

New Driver...

Capture Printer Port...

End Capture...

Timeout settings

Not selected: 45 seconds

Transmission retry: 45 seconds

Spool Settings...

Port Settings...



**Spool Settings** ? X

☒ Spool print jobs so program finishes printing faster

☐ Start printing after last page is spooled

☒ Start printing after first page is spooled

☐ Print directly to the printer

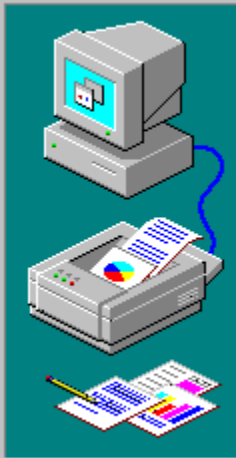
Spool data format: RAW

☐ Enable bi-directional support for this printer

☐ Disable bi-directional support for this printer

OK Cancel Restore Defaults

## Add Printer Wizard



Click the port you want to use with this printer, and then click Next.

Available ports:

COM1:	Communications Port
COM2:	Communications Port
FAX/MODEM	Unknown local port
FAX:	Microsoft Fax Monitor
FILE:	Creates a file on disk
GENI:	Unknown local port
<b>LPT1:</b>	<b>Printer Port</b>
PUB:	Microsoft Fax Monitor

Configure Port...

Print to the following port:

LPT1: (Printer Port)

Print using the following driver:

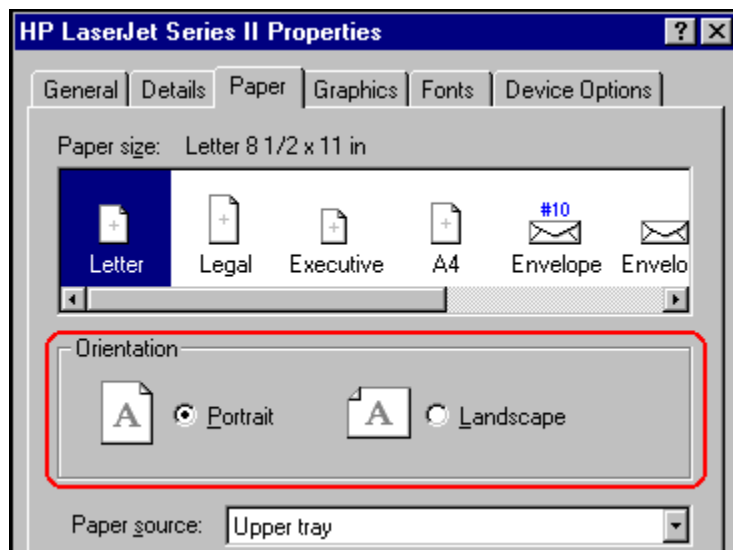
Epson Stylus COLOR

Timeout settings:

Not selected

Transmission

To activate proprietary printer settings choose here. (Not all printers will have this option.)



**Unprintable Area** ? X

Left: 250

Right: 250

Top: 250

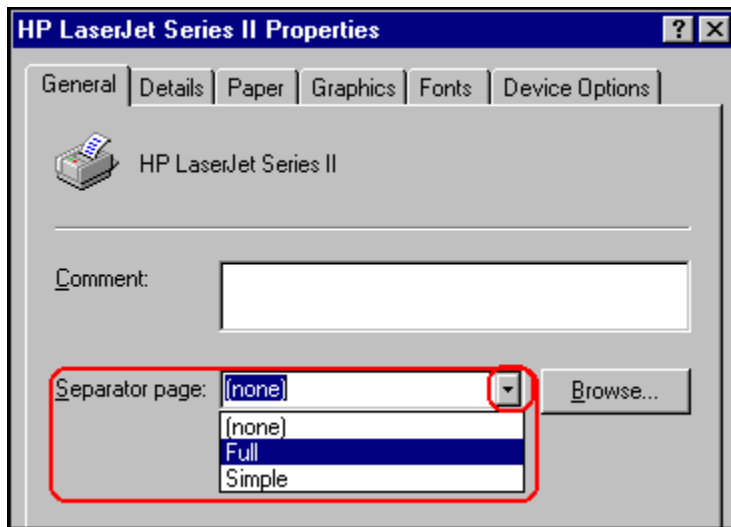
Bottom: 167

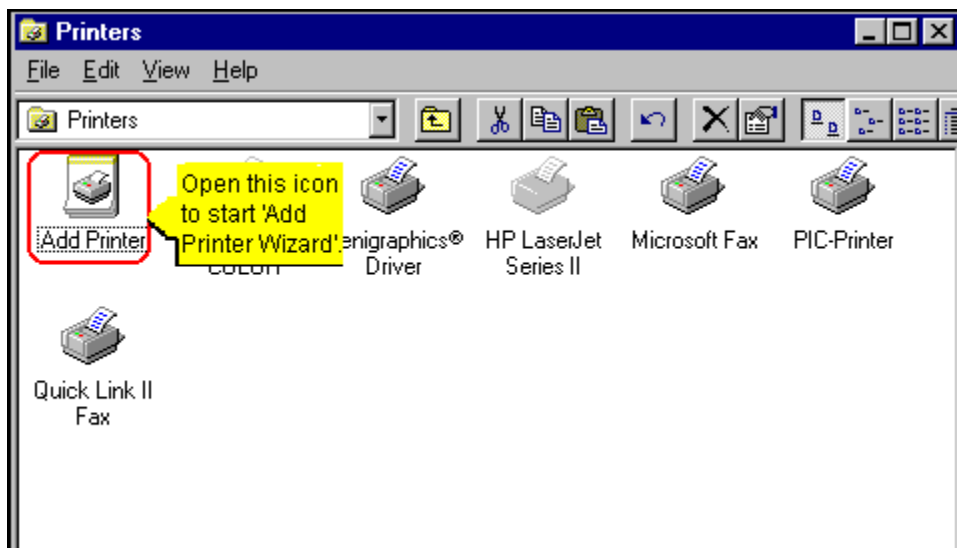
Units

☒ 0.001 inches

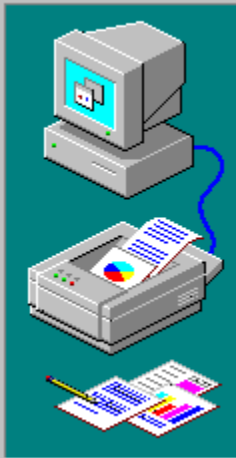
☐ 0.01 millimeters

OK Cancel Restore Defaults





## Add Printer Wizard



Type the network path or the queue name of your printer.  
If you don't know its name, click Browse to view available  
network printers.

Network path or queue name:

Browse...

Do you print from MS-DOS-based programs?

☐ Yes

☒ No



## Add Printer Wizard



Click the manufacturer and model of your printer. If your printer came with an installation disk, click Have Disk. If your printer is not listed, consult your printer documentation for a compatible printer.

Manufacturers:

Apple  
AST  
AT&T  
Brother  
Bull  
C-Itch  
Cannon

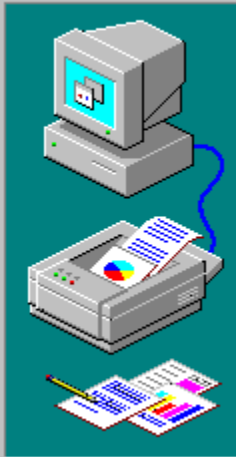
Printers:

Apple LaserWriter  
Apple LaserWriter II NT  
Apple LaserWriter Personal NT  
Apple LaserWriter II NTX  
Apple LaserWriter II NT  
Apple LaserWriter II NT  
Apple LaserWriter II NT  
Apple LaserWriter II NT

If printer  
make and  
model are  
not listed use  
the printer's  
disk.

Have Disk...

## Add Printer Wizard



You can type a name for this printer, or you can use the name supplied below. When you have finished, click Next.

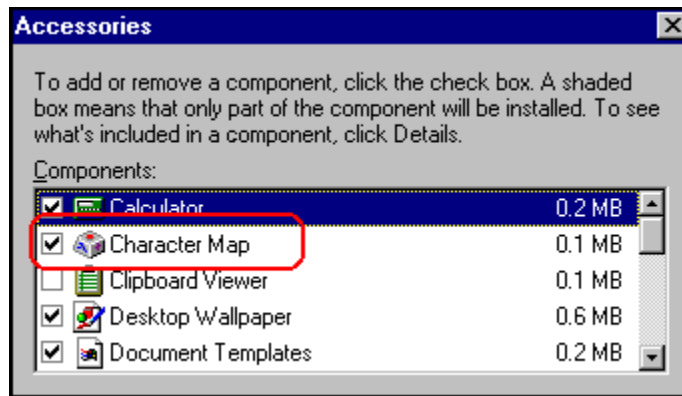
Printer name:

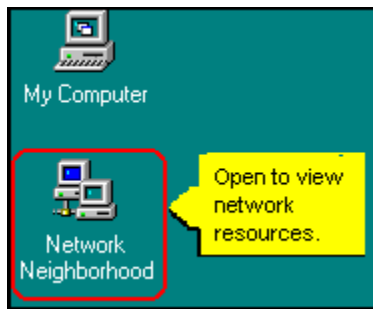
Apple LaserWriter

Do you want your Windows-based programs to use this printer as the default printer?

☐ Yes

☒ No



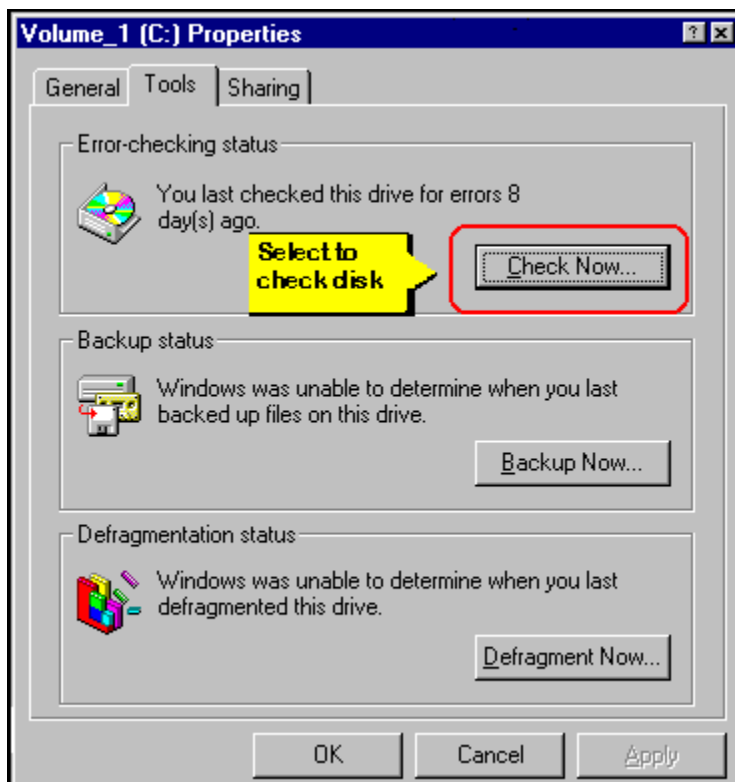




```
TMP=C:\WINDOWS\TEMP
winbootdir=C:\WINDOWS
COMSPEC=C:\COMMAND.COM
PROMPT=$P$G
MOUSE=C:\MOUSE
MIDI=SYNTH:1 MAP:E
SOUND=C:\VIBRA16
PATH=C:\WINDOWS;C:\WIN
TEMP=C:\TEMP
windir=C:\WINDOWS
BLASTER=A220 I5 D1 H5 P330 T6
```

TMP directory  
location

TEMP  
directory  
location



## Add Printer Wizard



Click the manufacturer and model of your printer. If your printer came with an installation disk, click Have Disk. If your printer is not listed, consult your printer documentation for a compatible printer.

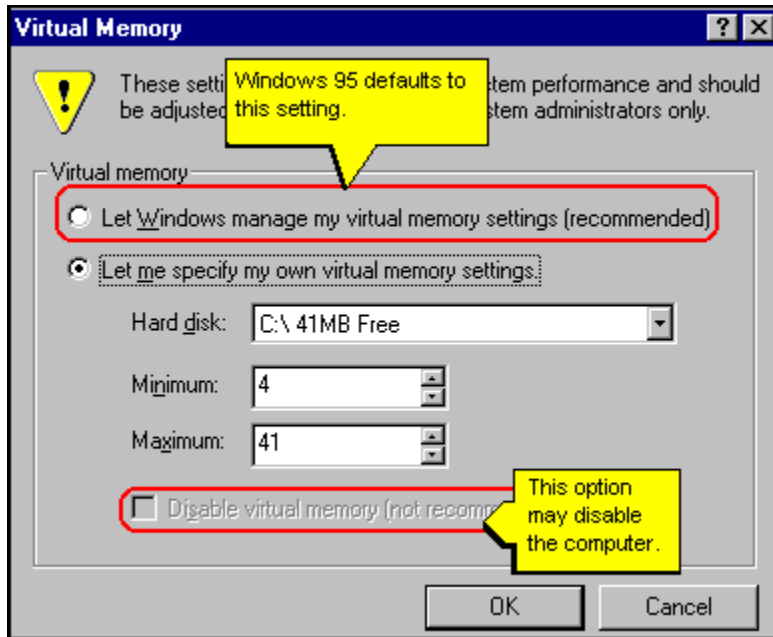
Manufacturers:

- Fujitsu
- Generic**
- Hermes
- HP
- IBM/Lexmark
- Kodak
- Kuncera

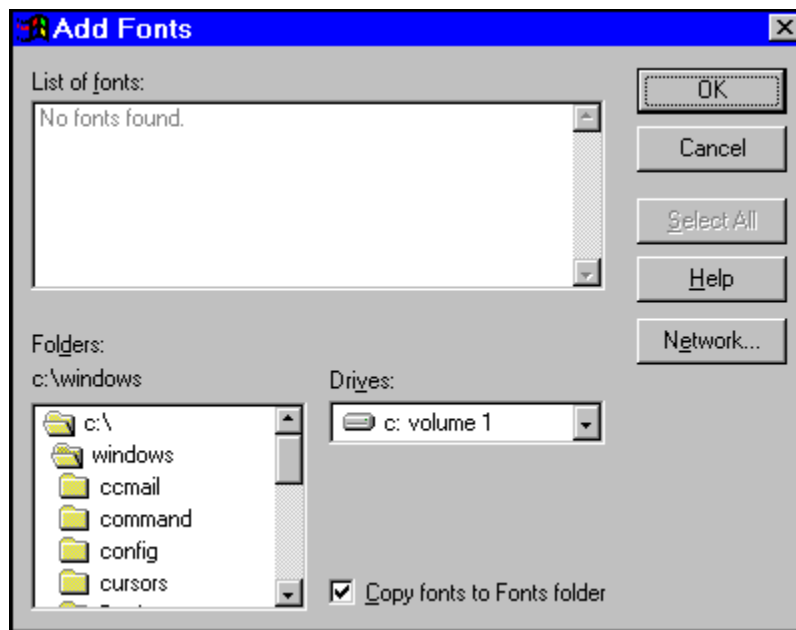
Printers:

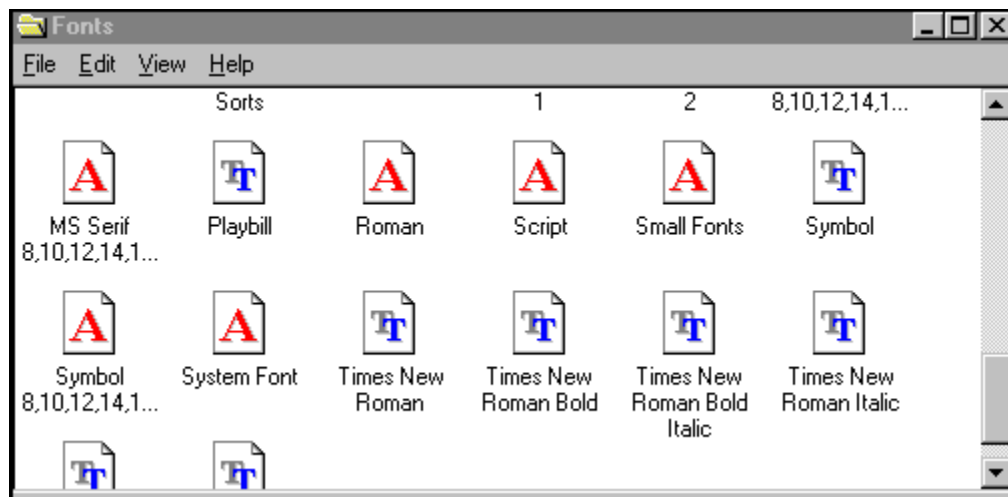
Generic / Text Only

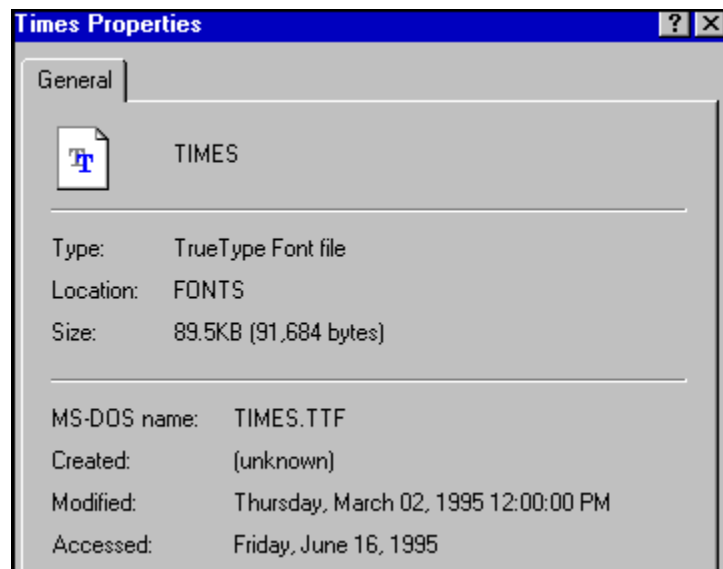


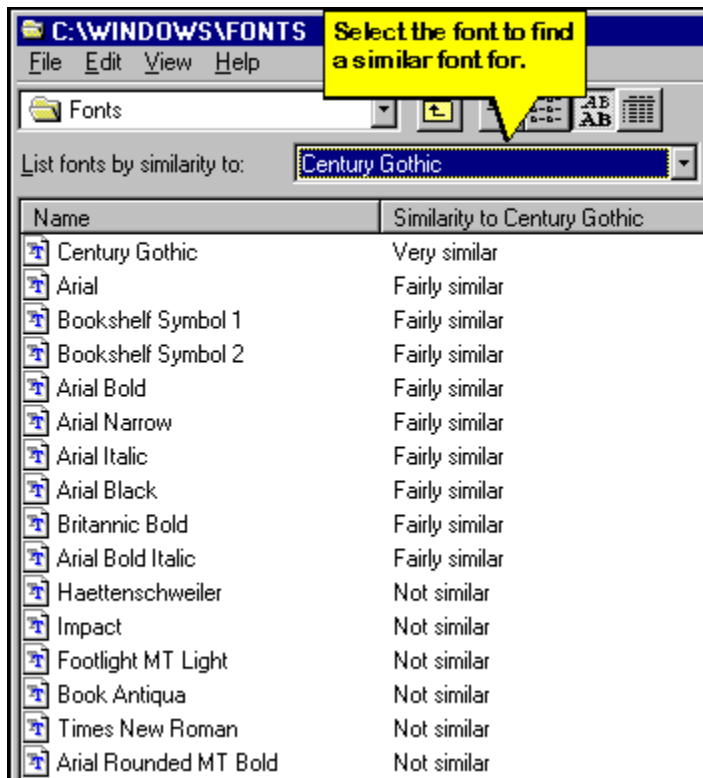


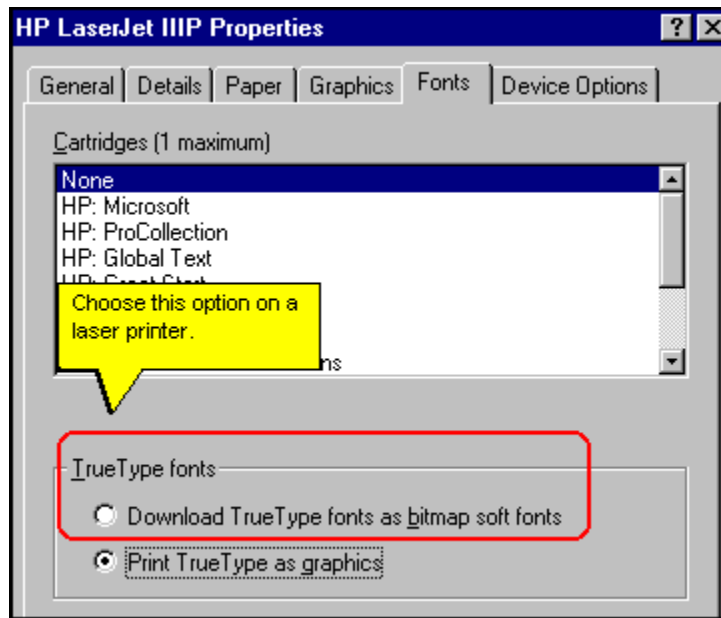


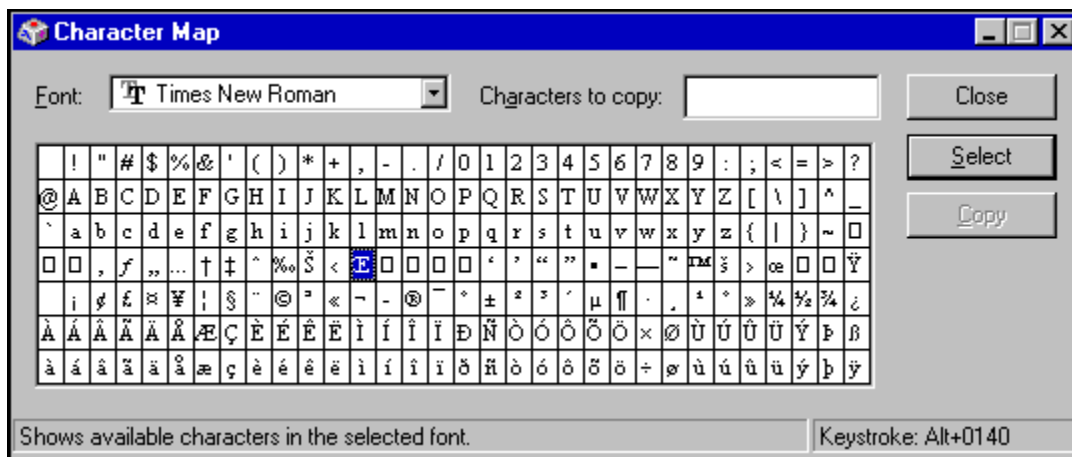




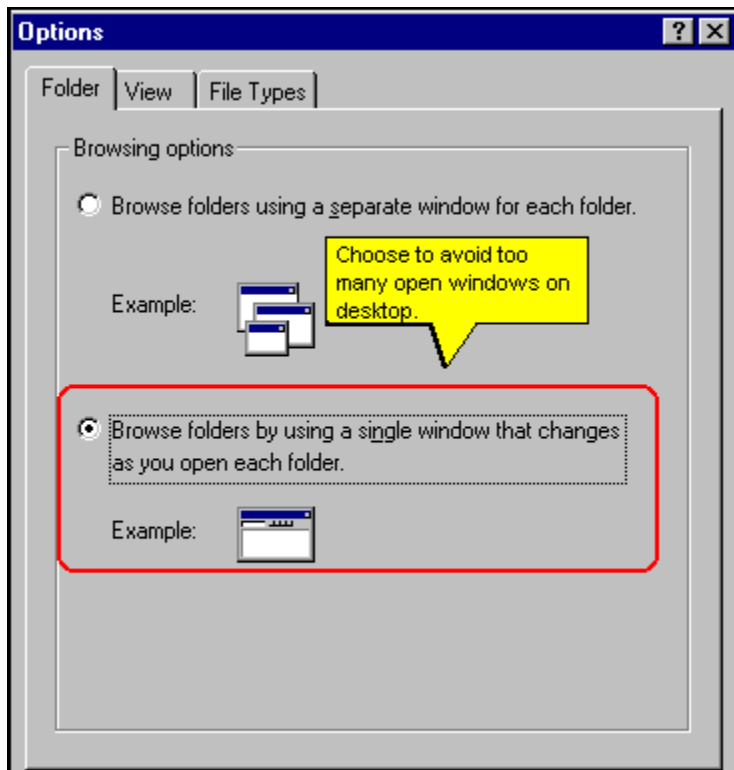


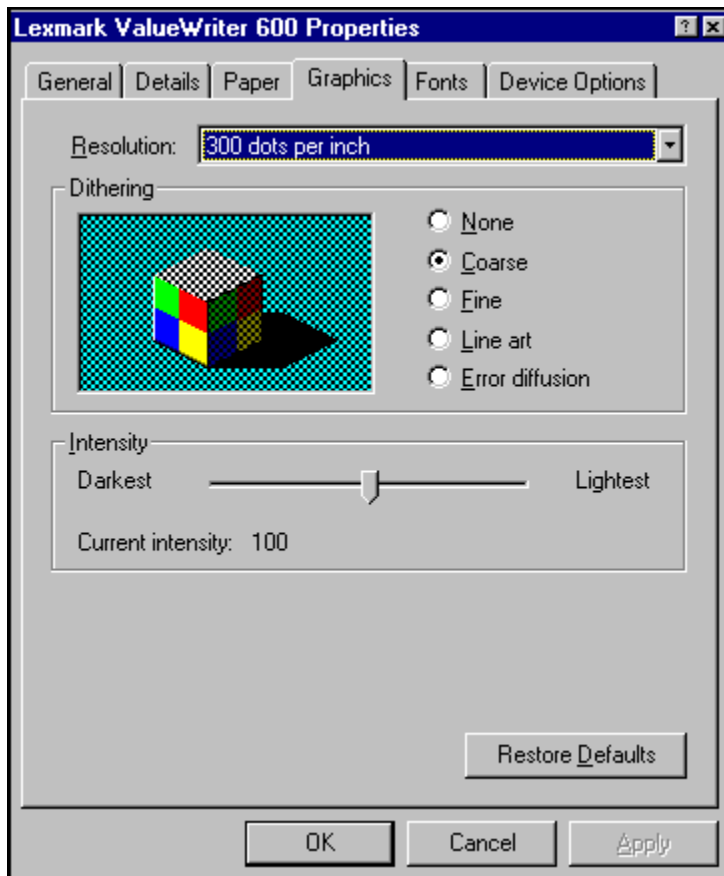




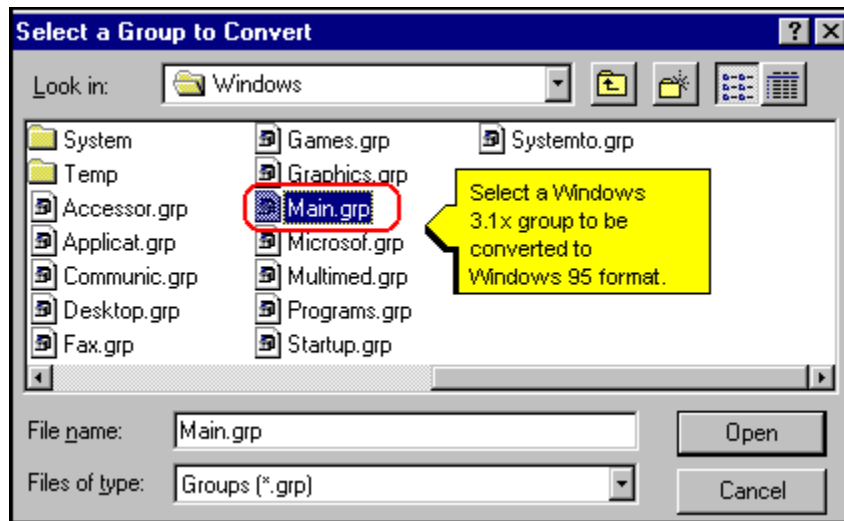






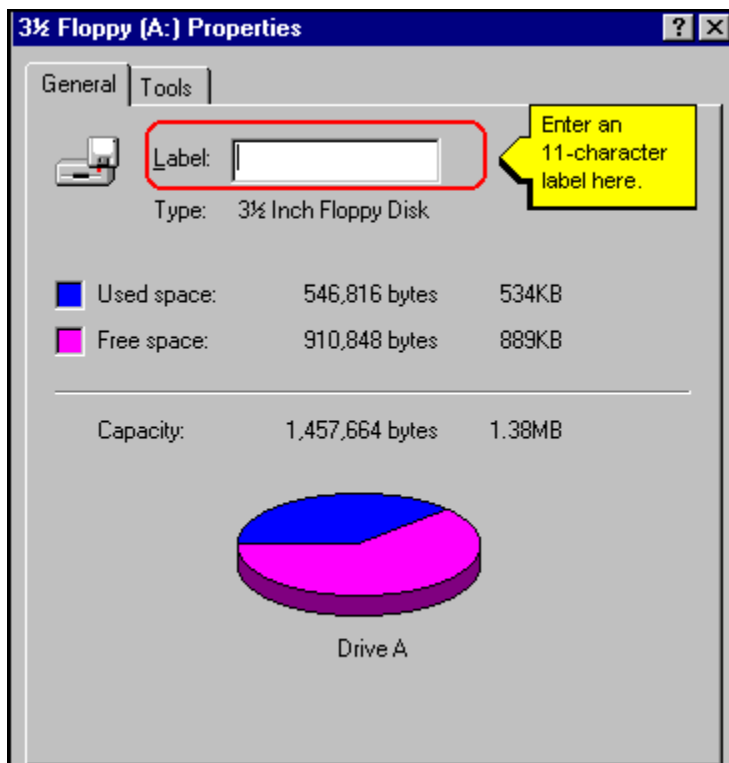


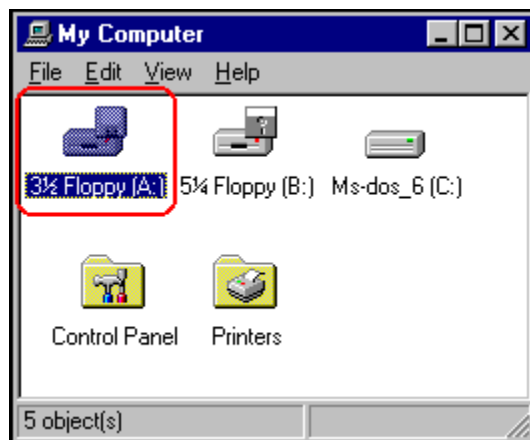
Resolution:	300 dots per inch	▼
	300 dots per inch	
	150 dots per inch	
	75 dots per inch	

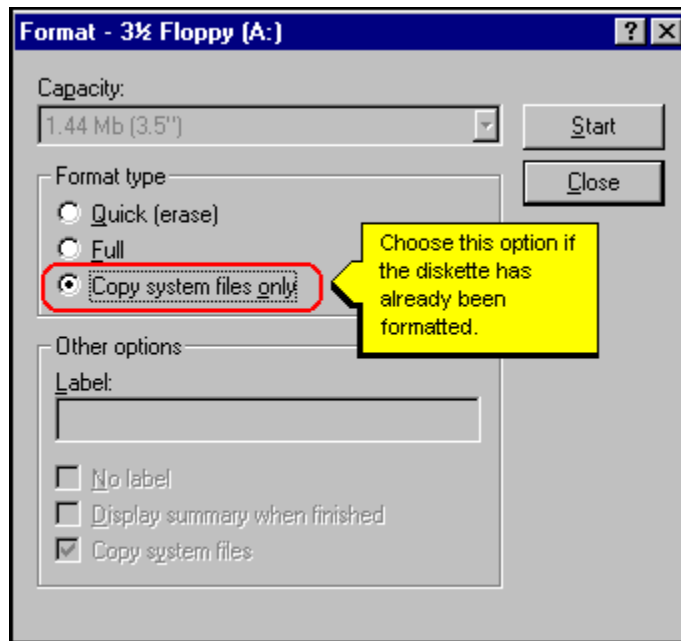


```
[boot]
shell=Explorer.exe
mouse.drv=mouse.drv
network.drv=
language.dll=
sound.drv=mmnsound.drv
comm.drv=comm.drv
keyboard.drv=keyboard.drv
system.drv=
386Grabb
oemfonts
fixedfon.fon=fix.fon
fonts.fon=vga\ys.fon
display.drv=pnpdrv.drv
drivers=mmssystem.dll
```

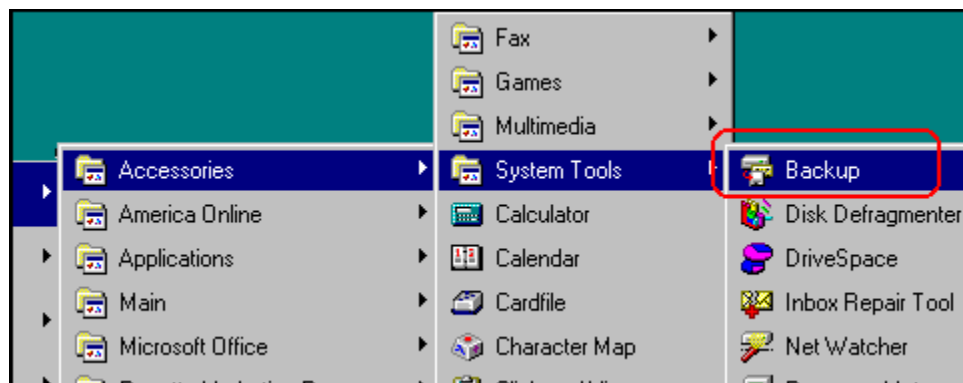
This line must be in  
SYSTEM.INI for '95  
display driver.

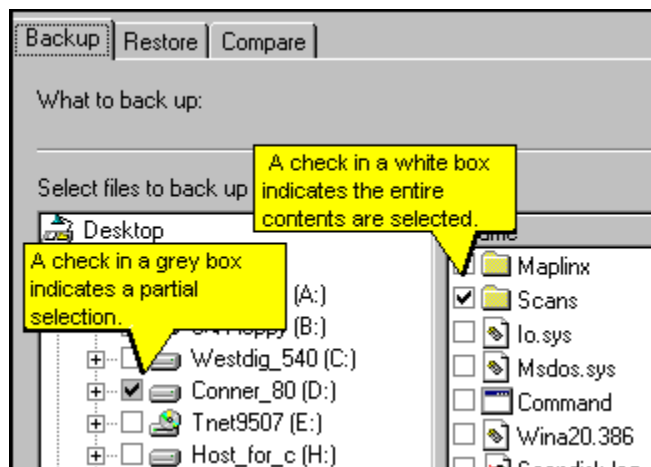


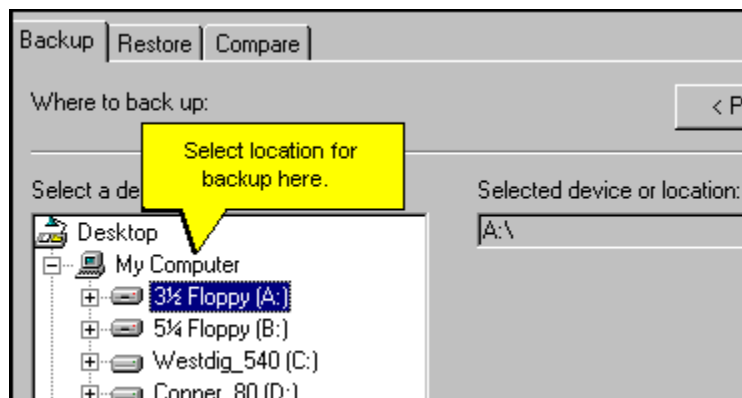


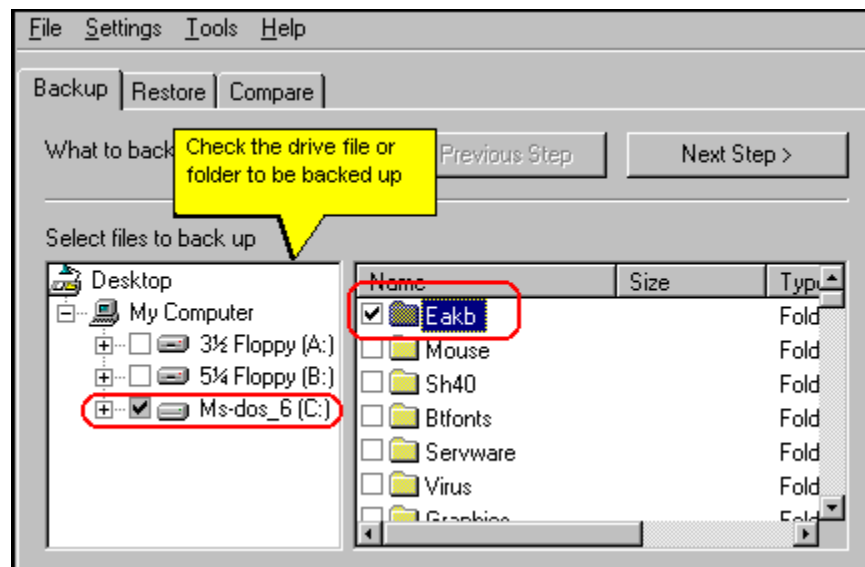


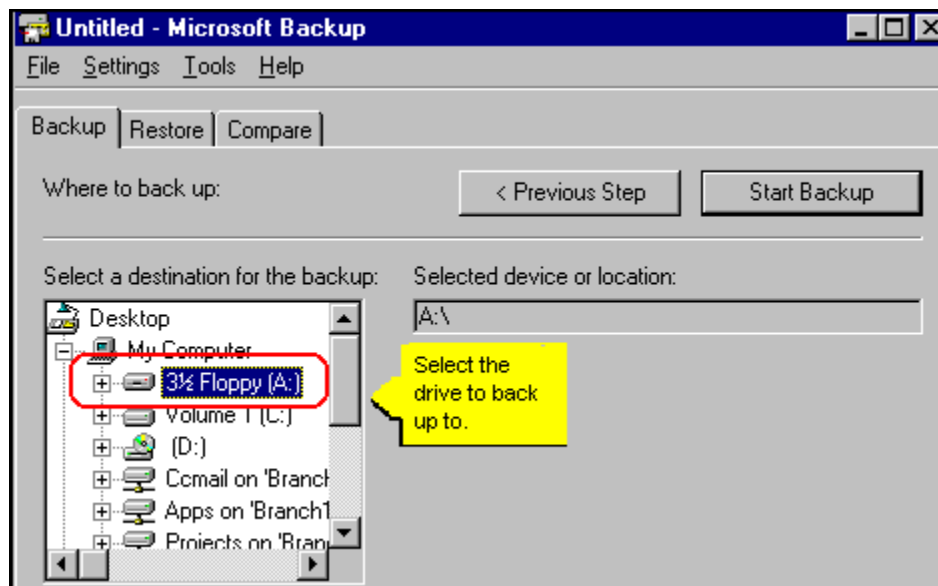










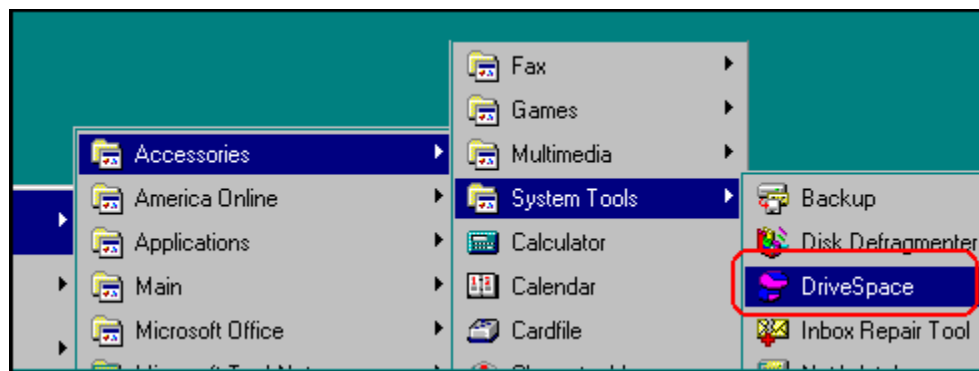


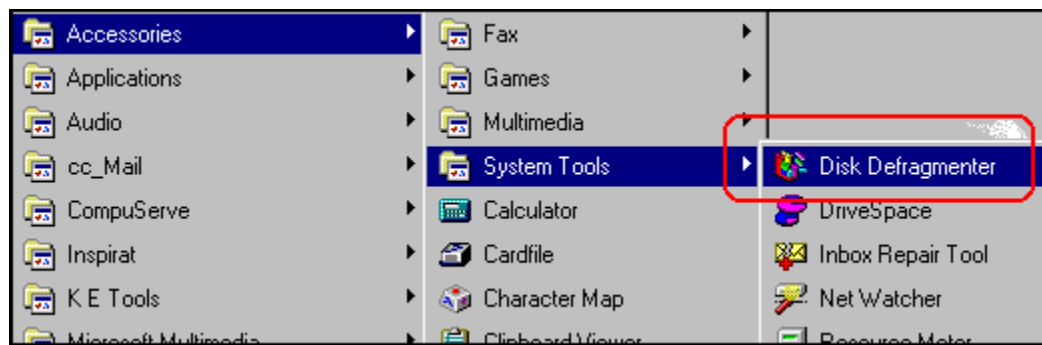
**Backup Set Label** ? X

Backup set:

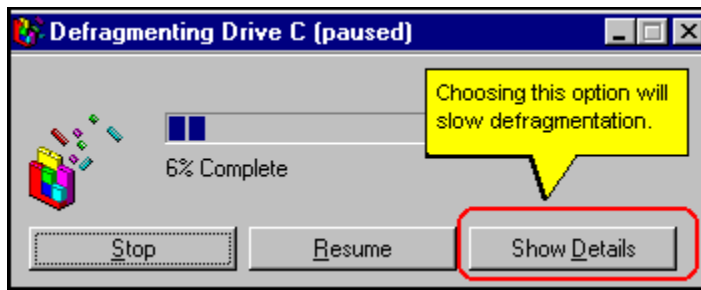
Type a name for the backup set.

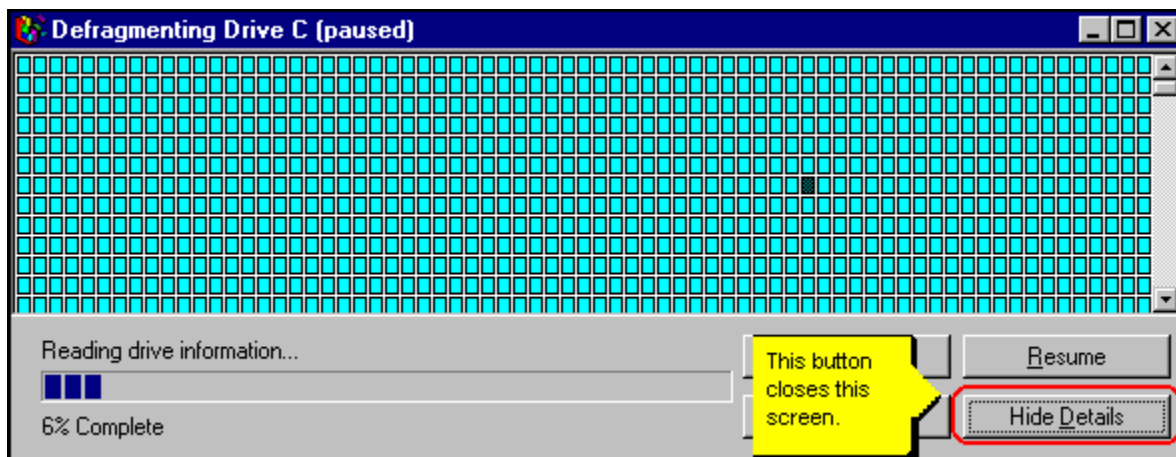
OK Cancel Password Protect...

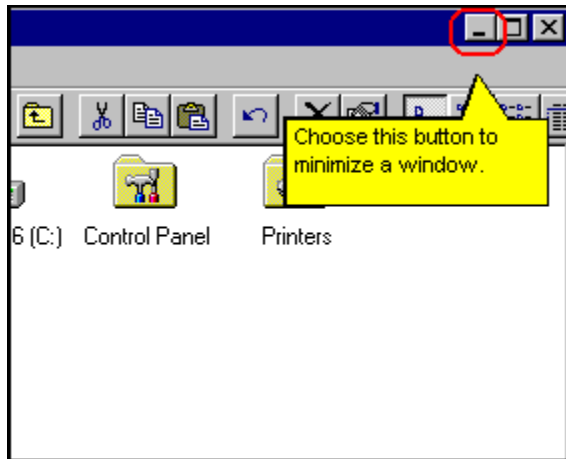


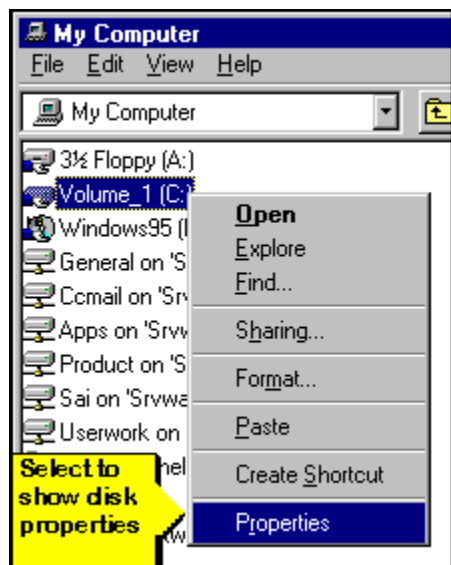


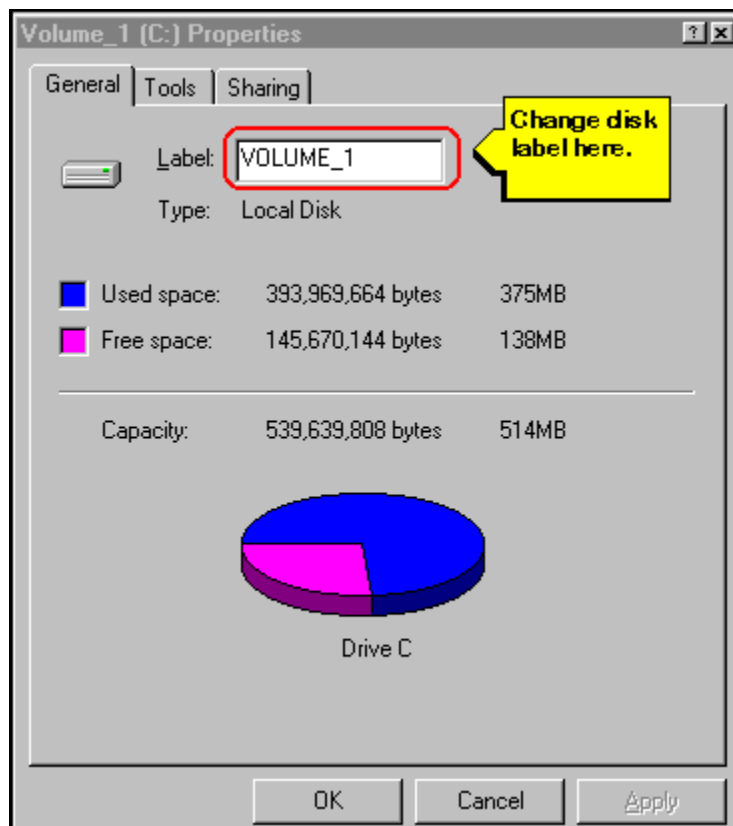














Select the drive(s) you want to check for errors:

- ☒ Westdig\_540 (C:)
- ☐ Conner\_80 (D:)
- ☐ Host\_for\_c (H:)

Select drive  
to check for  
errors.

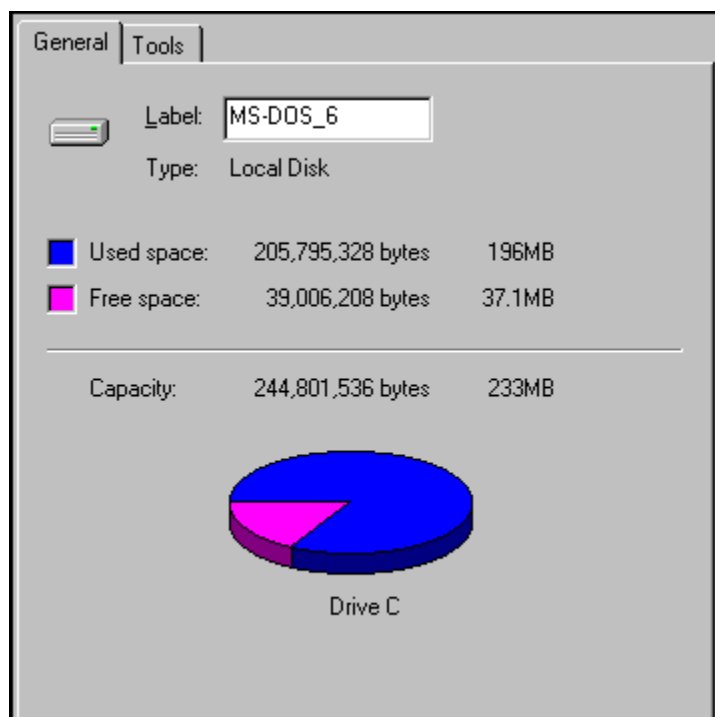
Type of test

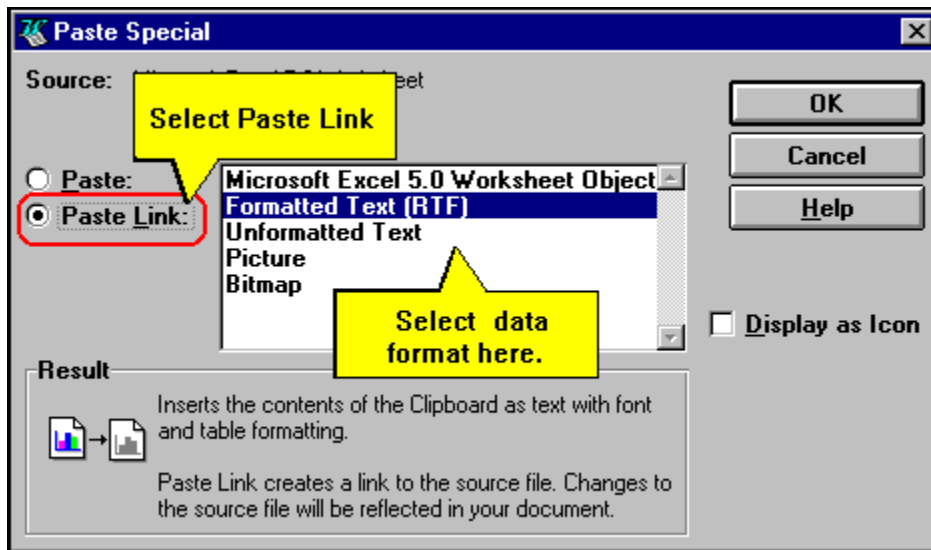
- ☒ Standard  
(checks files and folders for errors)
- ☐ Thorough  
(performs Standard test and scans disk surface for errors)

Options...

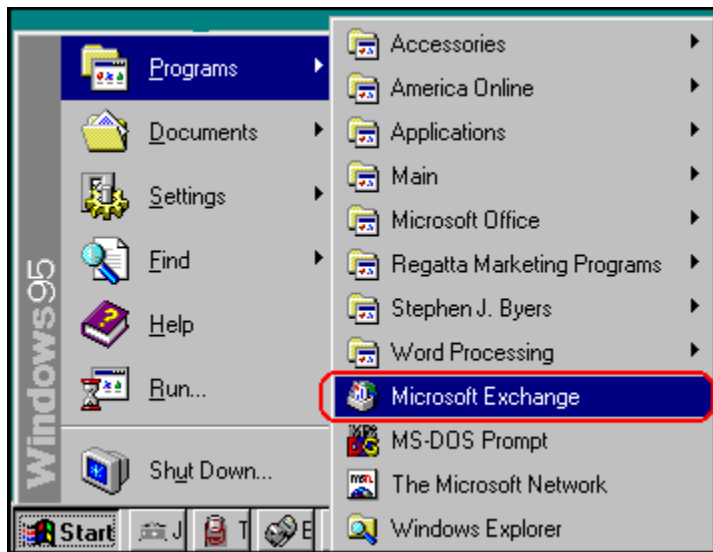
☒ Automatically fix errors

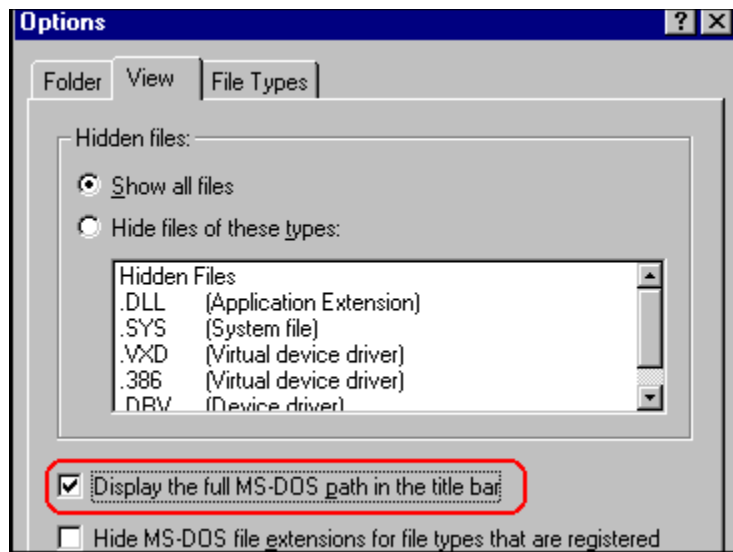
Check here  
to fix errors.

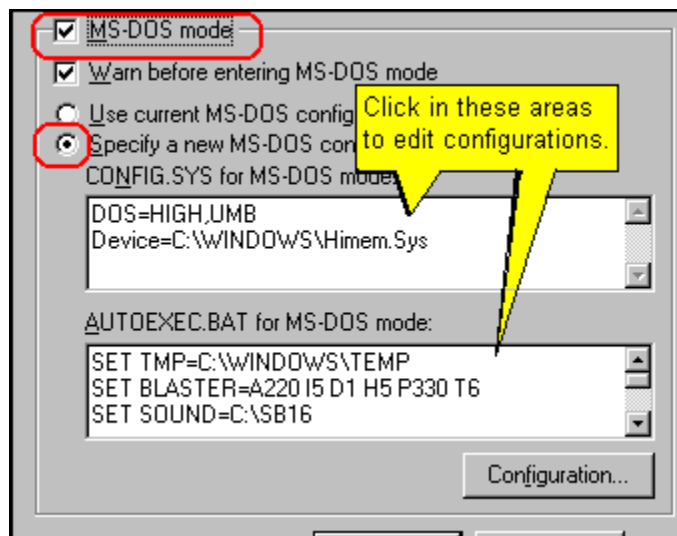












## Select MS-DOS Mode Configuration Options




Select the options you want enabled each time you start this program in MS-DOS mode.

- ☒ Expanded Memory (EMS)
- ☒ Mouse
- ☐ Disk Cache
- ☐ MS-DOS Command Line Editor (Doskey)
- ☐ Direct Disk Access

Choose options this application requires.

Click an item on the list to see a description of what it does.



Quicken 6.0 dos

---

Cmd line: C:\HARDCARD\QUICKEN\Q.EXE

Working: C:\WINDOWS

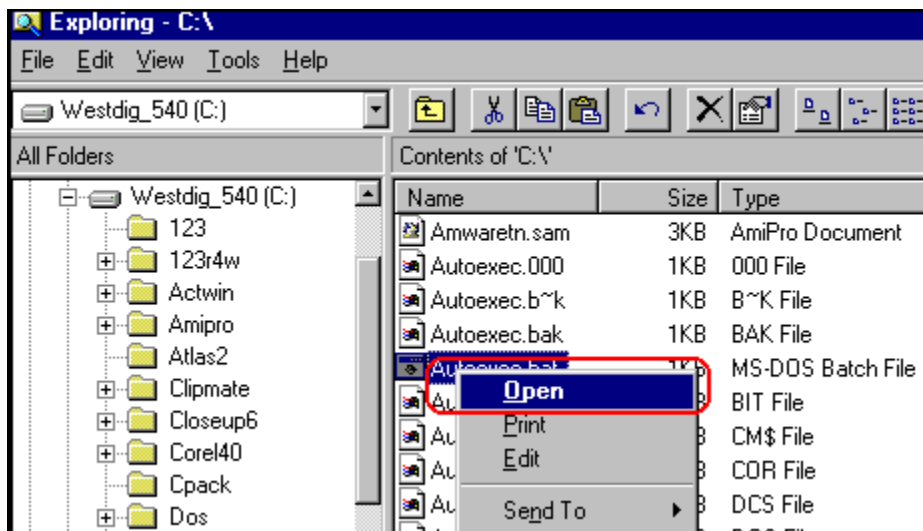
Batch file:

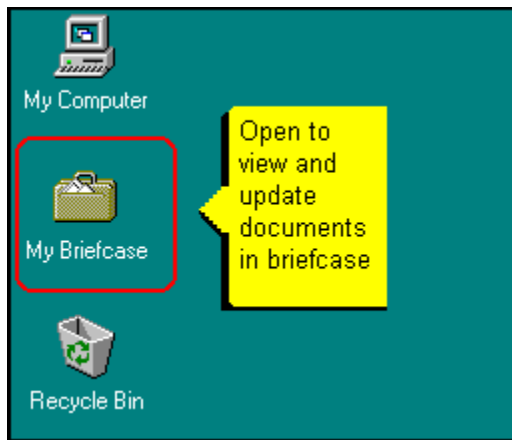
Shortcut key: None

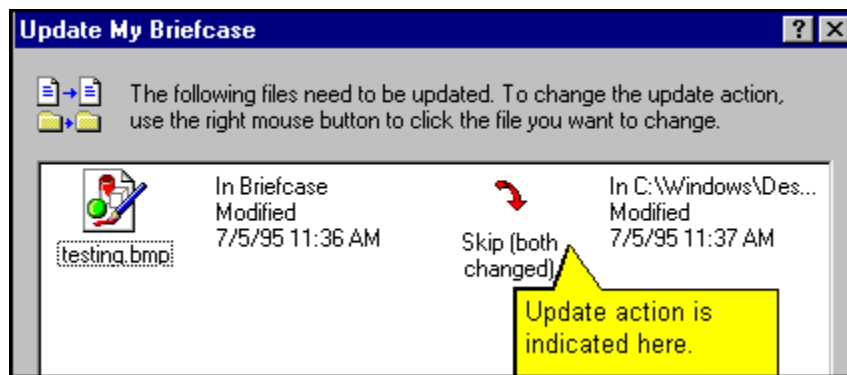
Run: Normal window

☒ Close on exit

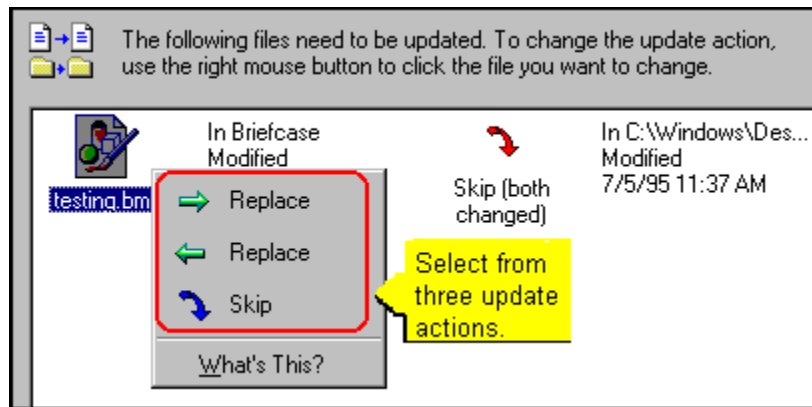
Check this box to close DOS window when application is terminated.

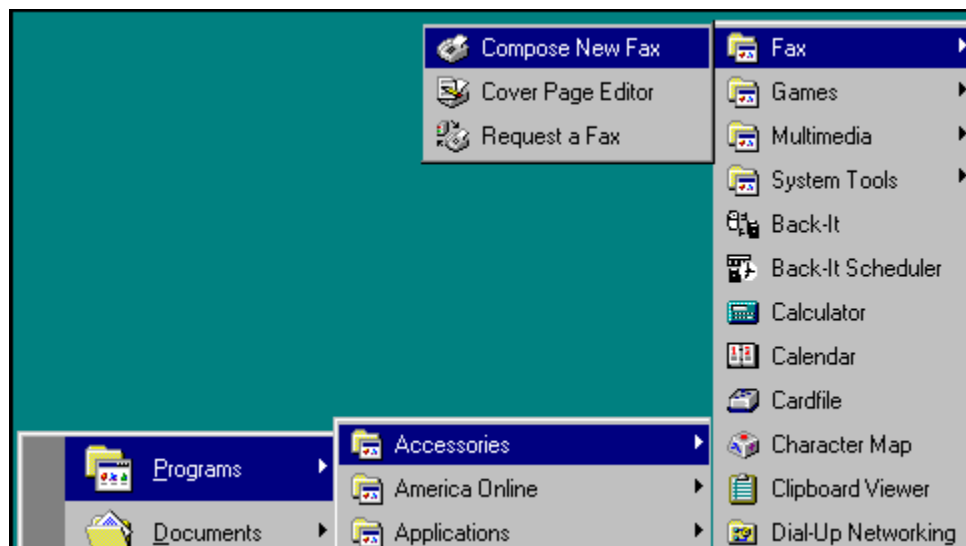




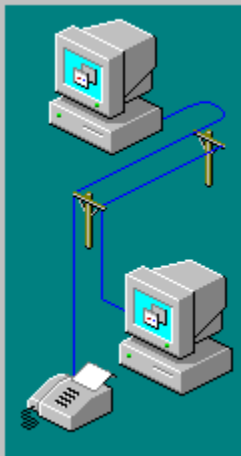








## Compose New Fax



Do you want a cover page?

☐ No

☒ Yes. Send this one:

Confidential!

For your information

**General purpose**

Generic

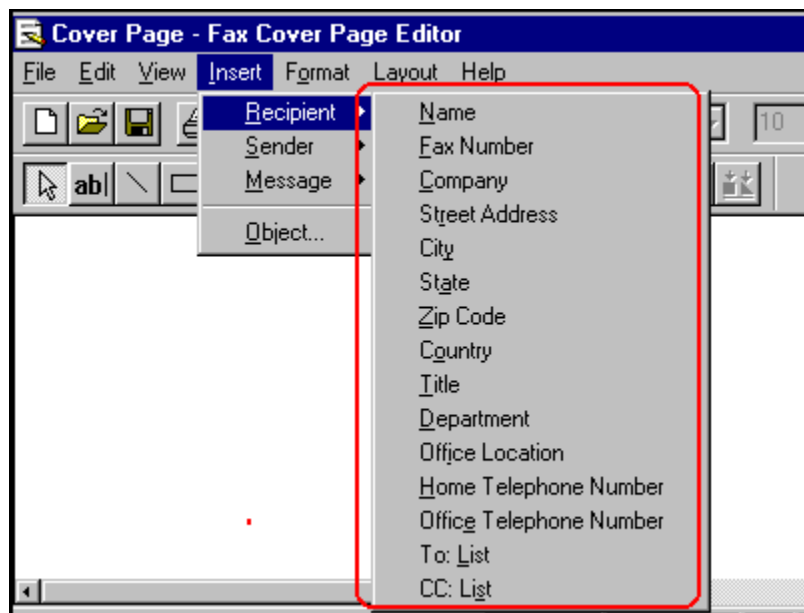
Urgent!

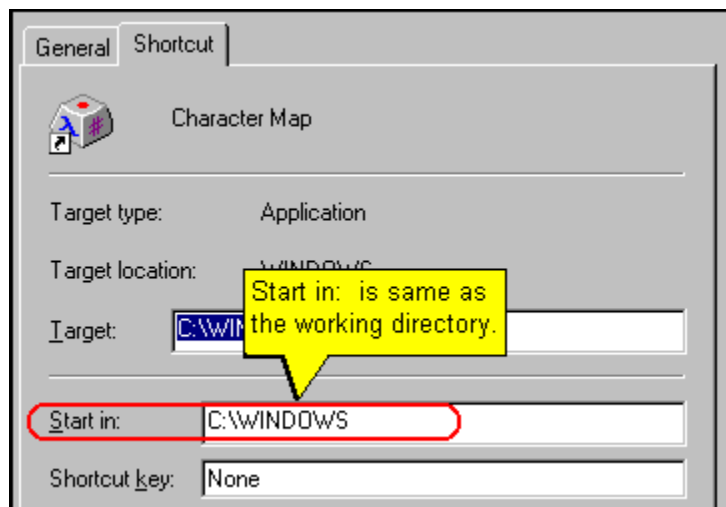
Select the type of  
cover page.

Fax options

Click this button to change the time when the fax is  
sent and set other options.

[Options...](#)



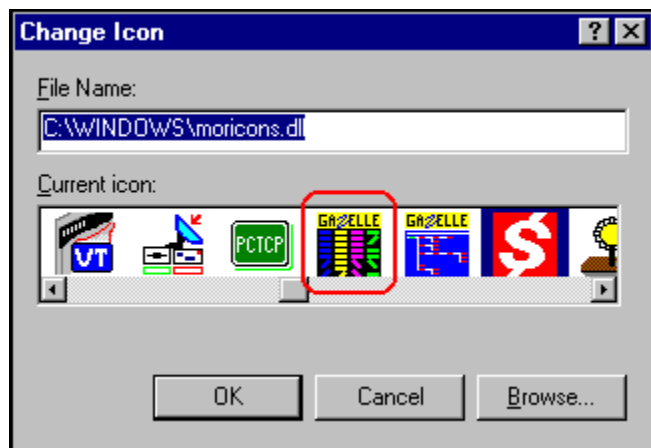


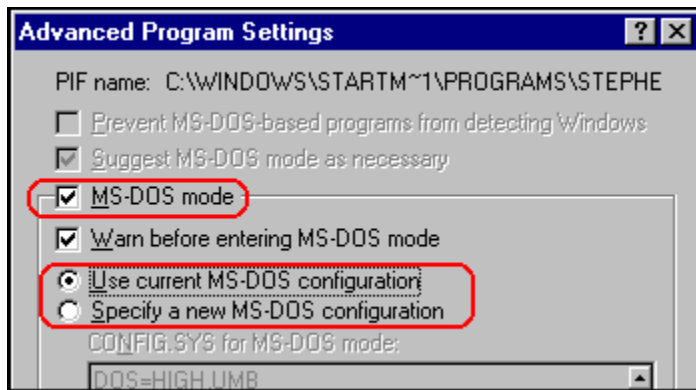
Batch file:

Shortcut key:

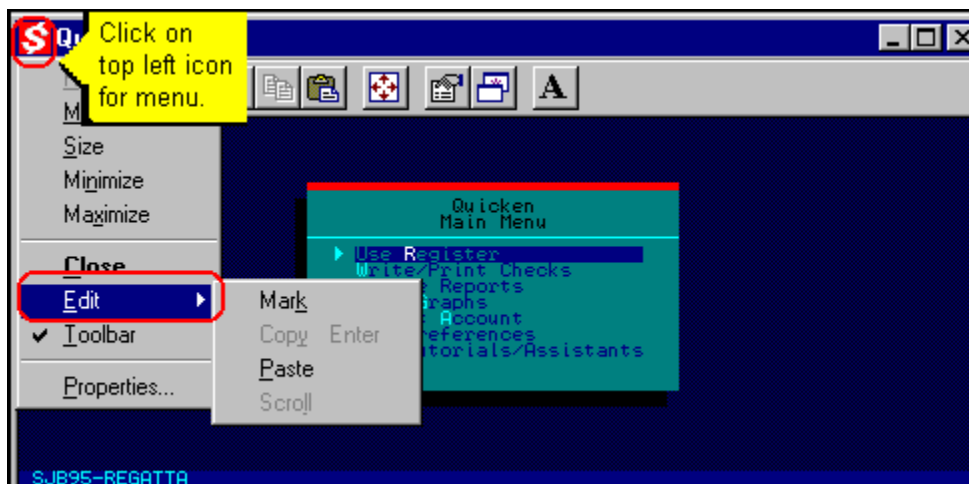
Run:

☒ Close on exit










General Program Font Memory Screen Misc

 Quicken 6.0 dos

Cmd line: C:\HARDCARD\QUICKEN\Q.EXE

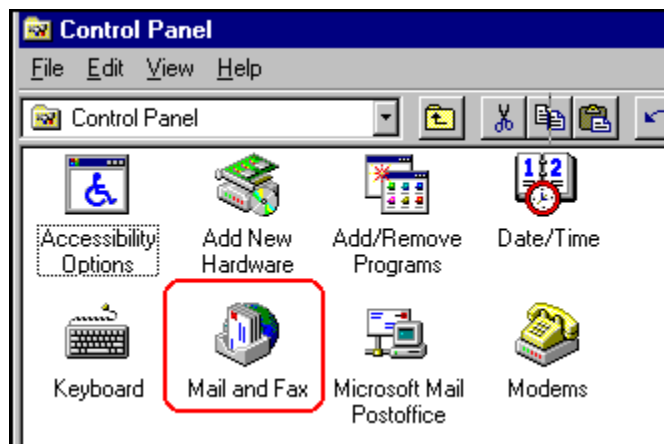
Working: C:\WINDOWS

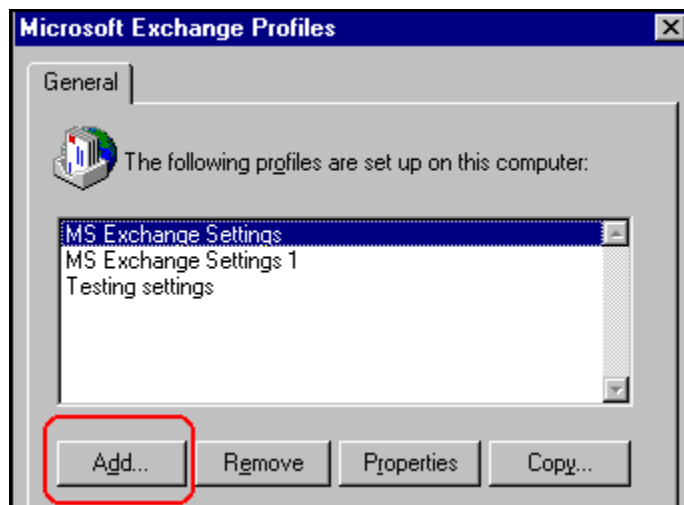
Batch file:

Shortcut key:

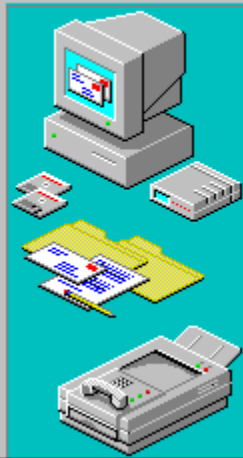
Run:

Enter the batch file to run prior to Cmd line.





## Inbox Setup Wizard

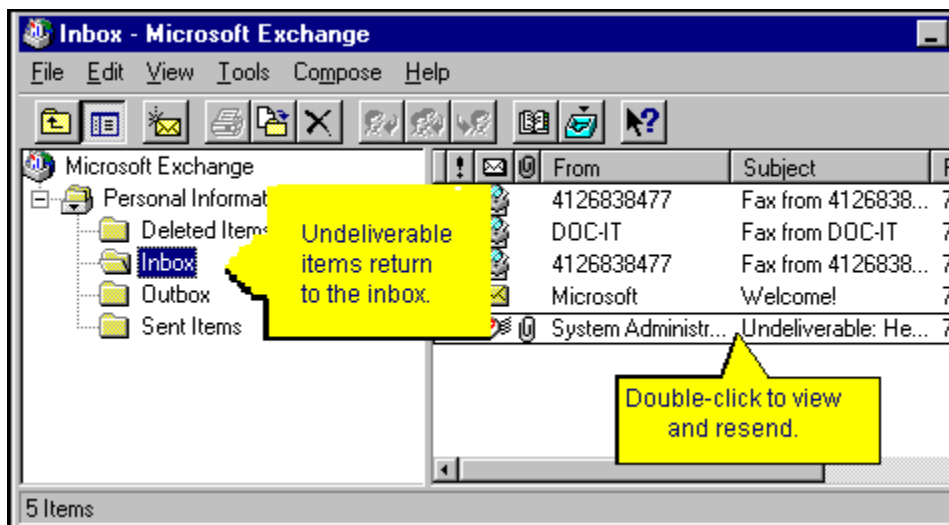


Select the information services(s) that you want to use with Microsoft Exchange.

☒ Use the following information services

- ☒ Microsoft Fax
- ☒ Microsoft Mail
- ☒ The Microsoft Network Online Service
- ☒ CompuServe Mail

☐ Manually configure information services



When starting Microsoft Exchange

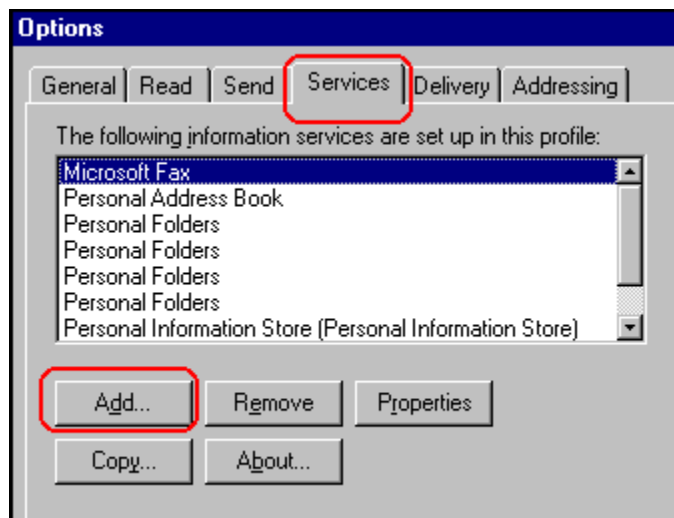
☐ Prompt for a profile to be used

☒ Always use this profile:

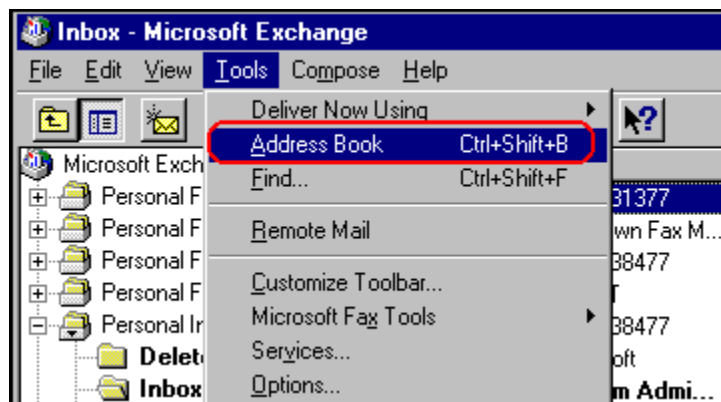
MS Exchange Settings

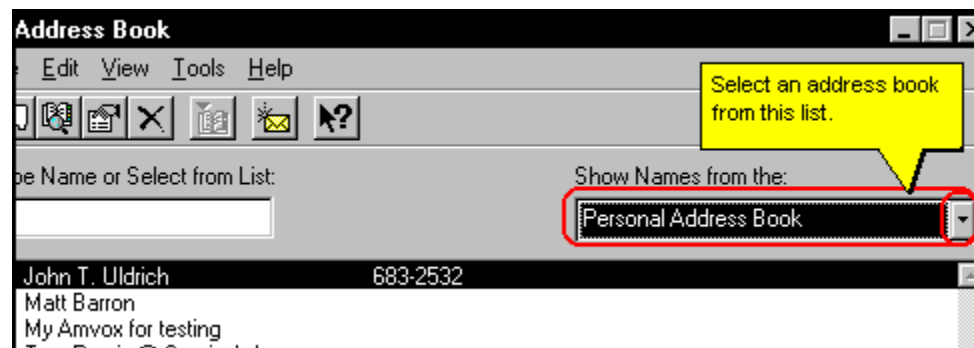
☒ Show ToolTips on toolbars

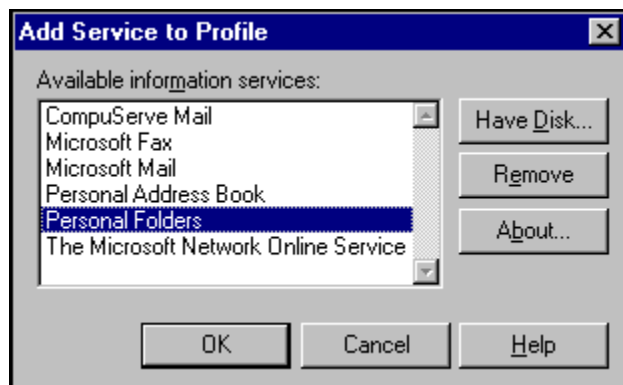
☒ When selecting, automatically select entire word











**Create Microsoft Personal Folders** [X]

File : C:\WINDOWS\Mara.pst

Name : Personal Folders

Encryption Setting

☐ No Encryption

☒ Compressable Encryption

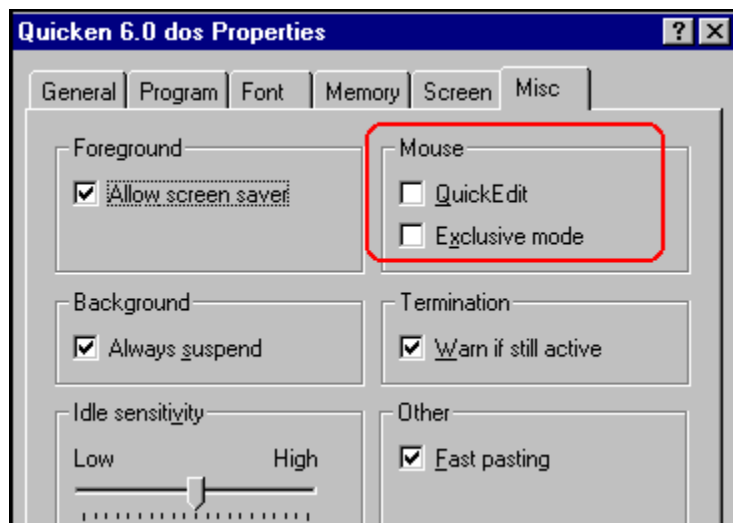
☐ Best Encryption

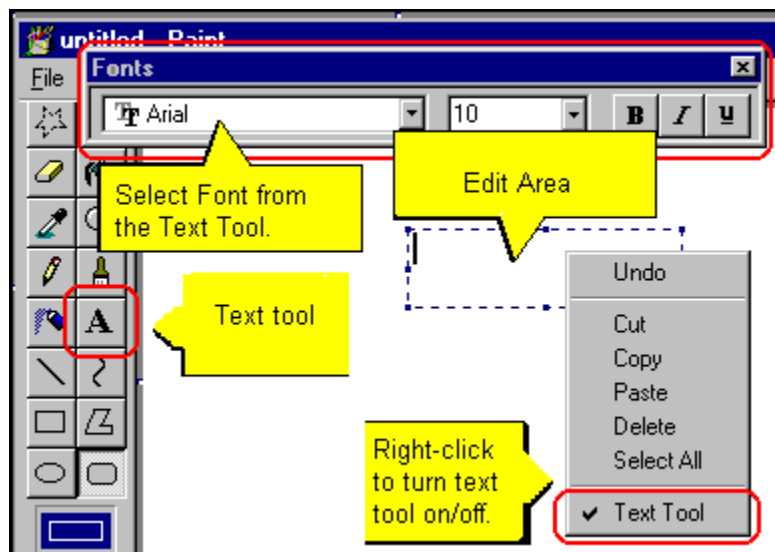
Password

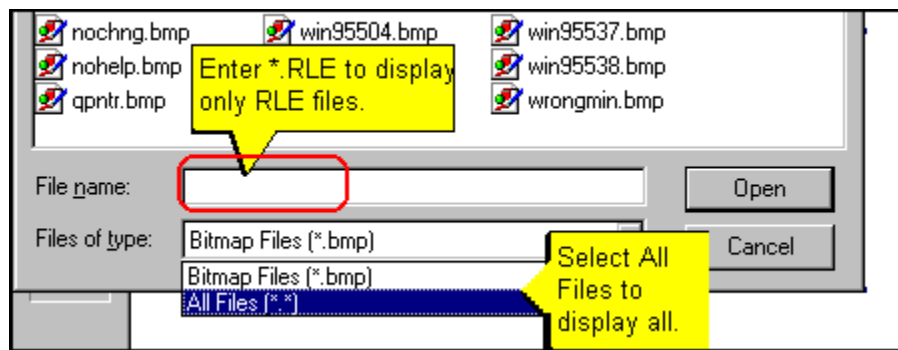
Password:

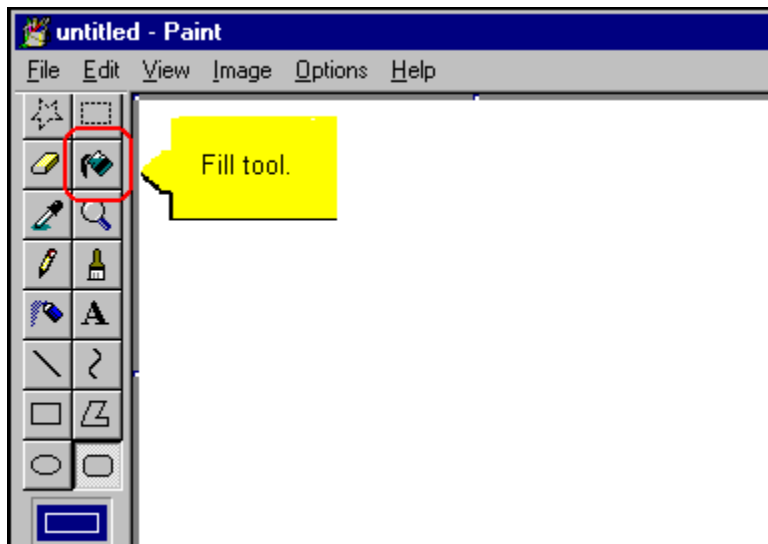
Verify Password:

☐ Save this password in your password list













My Locations

Where I am:

I am dialing from:

The area code is:

I am in:

How I dial from this location:


To access an outside line, first dial: ☐ for local, ☐ for long distance.

☐ Dial using Calling Card

☐ This location has call waiting. To disable it, dial:

The phone system at this location uses: ☒ Tone dialing ☐ Pulse dialing

**Change Calling Card** ? x

 Calling Card to use: Allnet via 1800 783-1444

Calling Card number: 8295468884

New... Remove Advanced...

OK

Cancel

**Dialing Rules** ? X

Calls within the same area code:

G

Close

Long distance calls:

102881FG

Copy From...

International calls:

10288011EFG

**Create New Calling Card** ? X

Create a new calling card named:

**Edit Speed Dial** ? X

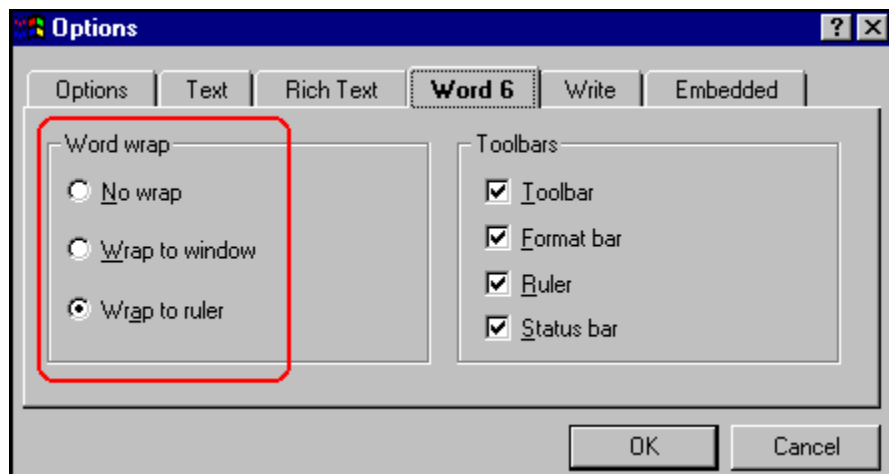
Choose a button from the group below.








1	John T. Uldrich	5	
2	Amvox	6	
3		7	
4		8	

---

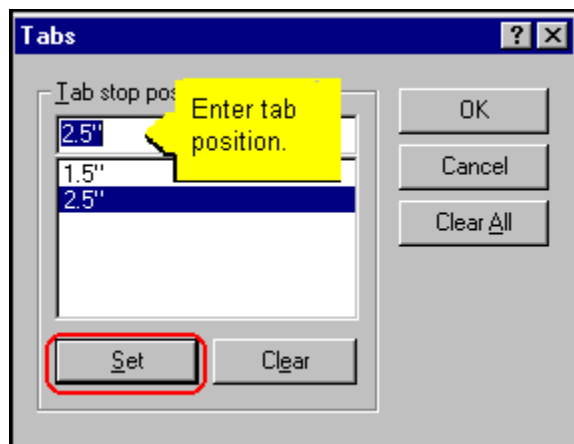
Enter a name and number for the selected button.

Name:	Number to dial:
<input type="text"/>	<input type="text"/>



Font:	Font style:	Size:	
Times New Roman	Regular	12	OK
 Times New Roman	Regular	12	Cancel
TimesNewRomanPS	Italic	14	
Tms Rmn	Bold	16	
 TypoUpright BT	Bold Italic	18	
 Umbra BT		20	
 VAGRounded BT		22	
 Vineta BT		24	
<b>Effects</b>			
<input type="checkbox"/> Strikeout			
<input type="checkbox"/> Underline			
Color:  Black			
<b>Sample</b>			
<div>AaBbYyZz</div>			
Script:  Western			





Paper

Size: Letter 8 1/2 x 11 in

Source: Auto Sheet Feeder

Orientation

☒ Portrait

☐ Landscape

Margins (inches)

Left:	1.25"	Right:	1.25"
Top:	1"	Bottom:	1"

Paper

Size: Letter 8 1/2 x 11 in

Source: Auto Sheet Feeder

Orientation

☒ Portrait

☐ Landscape

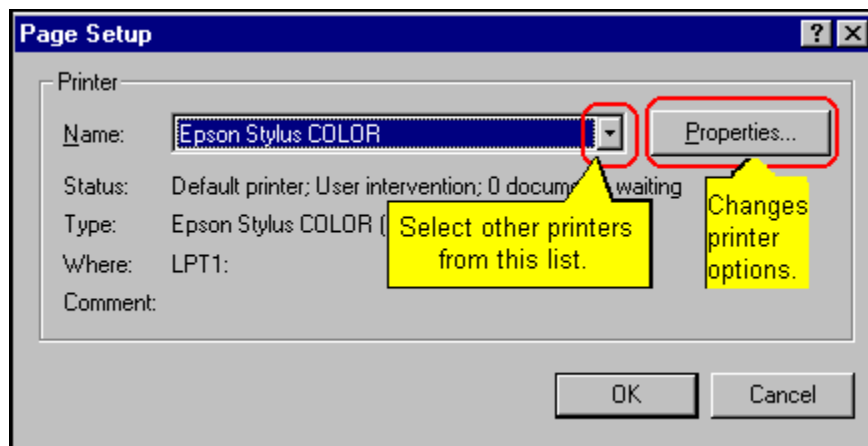
Margins (inches)

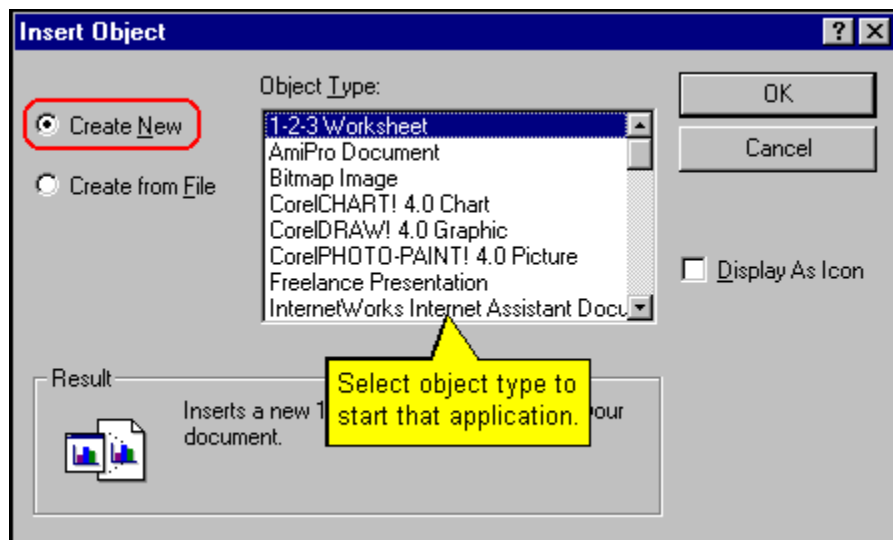
Left: 1.25" Right: 1.25"

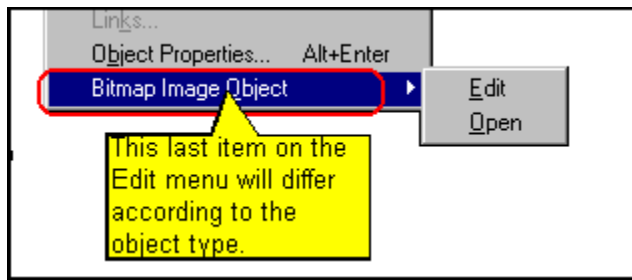
Top: 1"

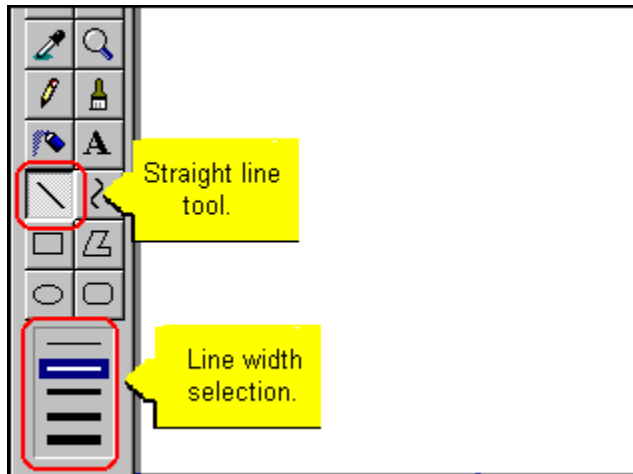
To change printer and printer options

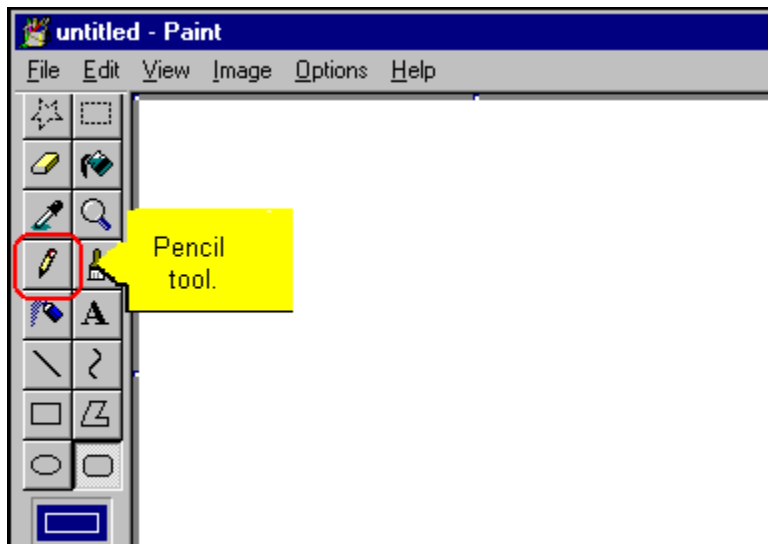
OK Cancel Printer...



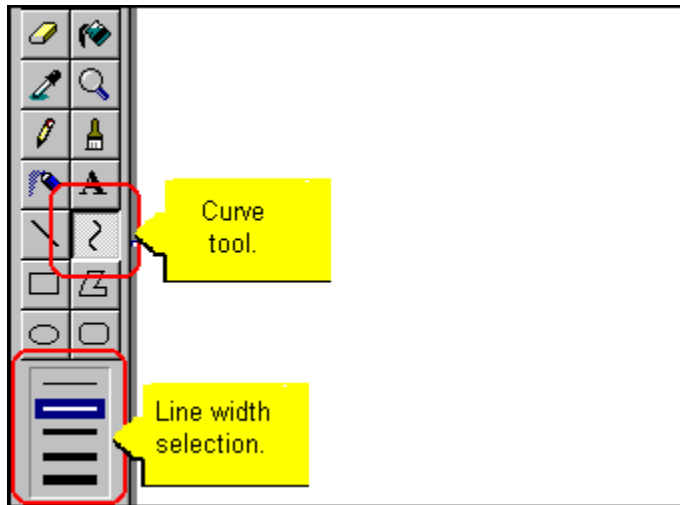


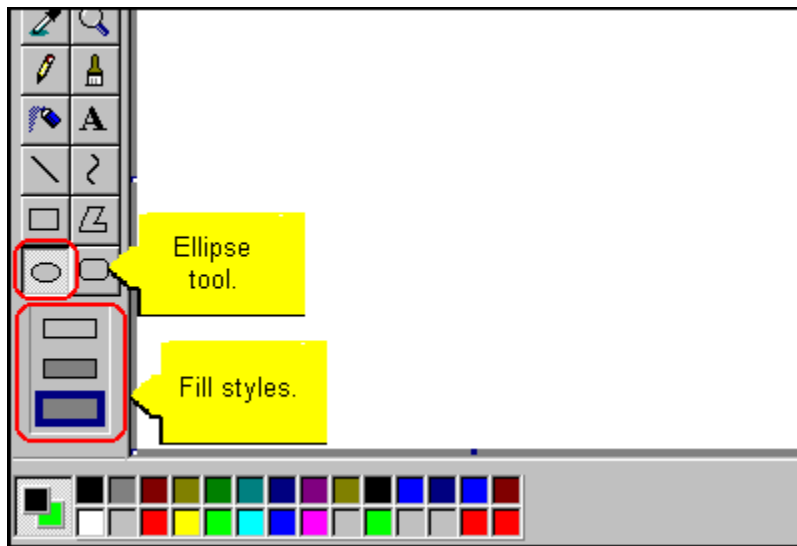


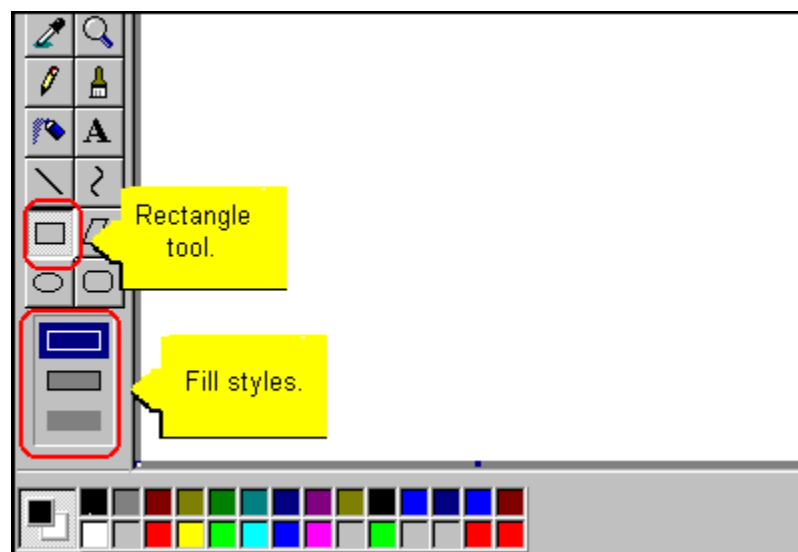


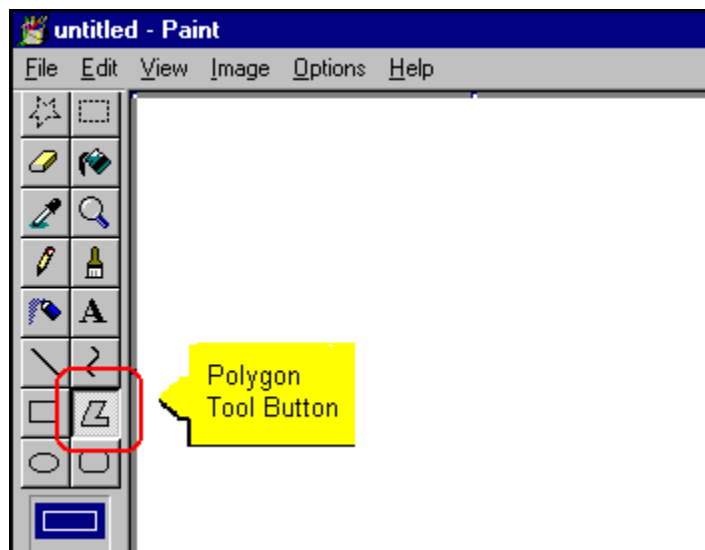


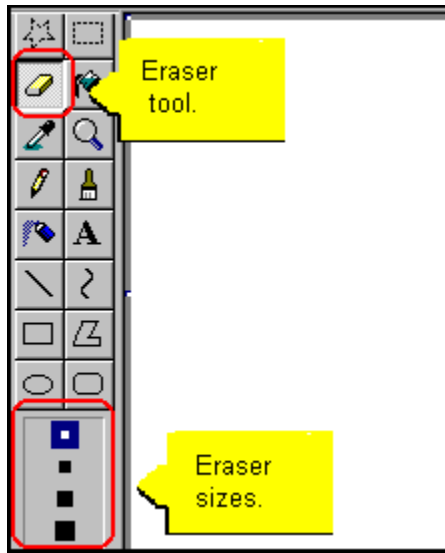


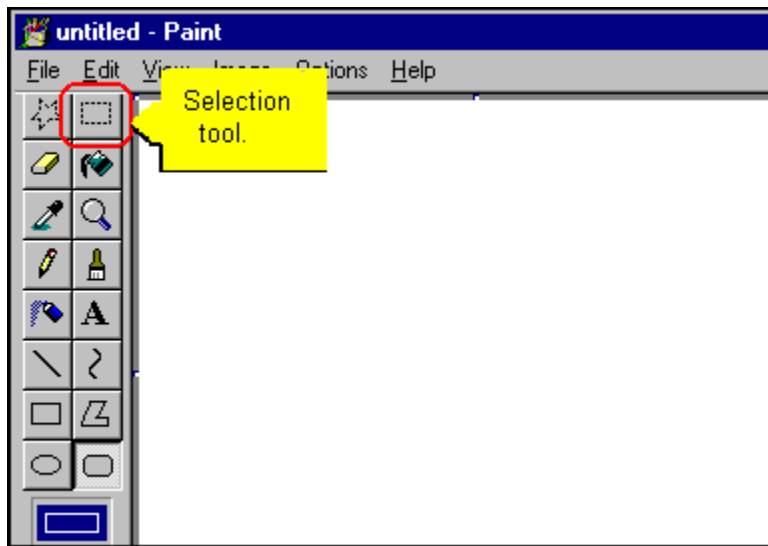















**Stretch and Skew** ? ✕


**Stretch**

 ☒ Horizontal:  %

 ☐ Vertical:  %

**Skew**

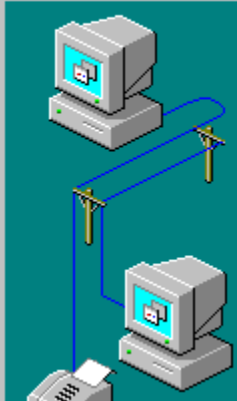
 ☒ Horizontal:  Degrees

 ☐ Vertical:  Degrees

OK

Cancel

**Compose New Fax**



To:

Country:

Fax #: (  )  ☐ Dial area code

To send to multiple addresses.

Recipient list:

--



**Send Options for this Message** [X]

Fax

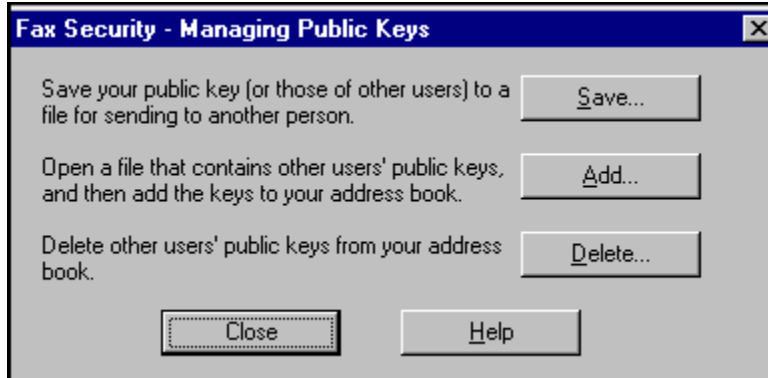
Set fax properties for this message.

Time to send	Message format
<input checked="" type="radio"/> As soon as possible	<input checked="" type="radio"/> Editable, if possible
<input type="radio"/> Discount rates	<input type="radio"/> Editable only
<input type="radio"/> Specific time: <input data-bbox="464 520 599 569" type="button" value="Set..."/>	<input type="radio"/> Not editable <input data-bbox="828 520 972 569" type="button" value="Paper..."/>

Cover page

☒ Send cover page:





**Message Security Options** ✕

Security method

☐ None

☒ Key-encrypted

You must exchange public keys with all recipients before you can send and receive key-encrypted fax messages.

☐ Password-protected

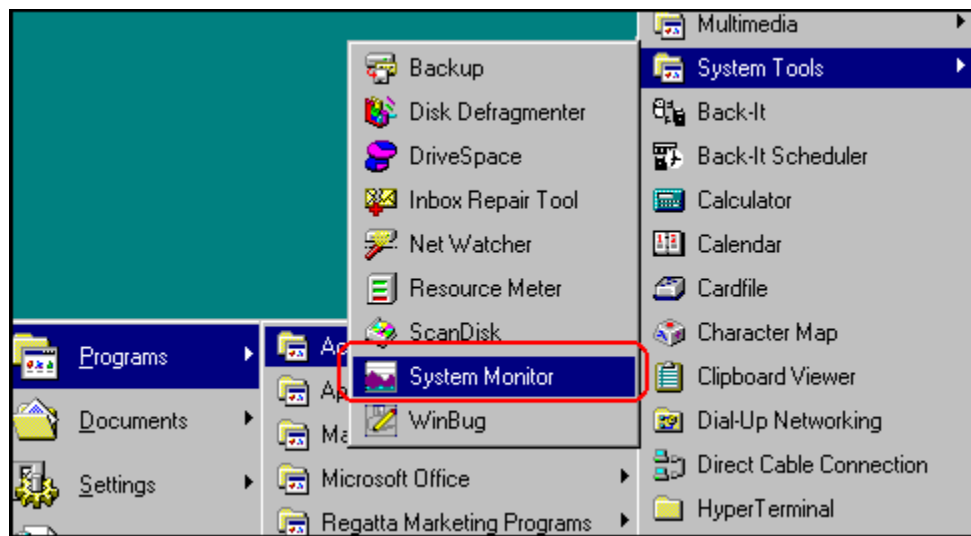
☐ Digitally sign all attachments

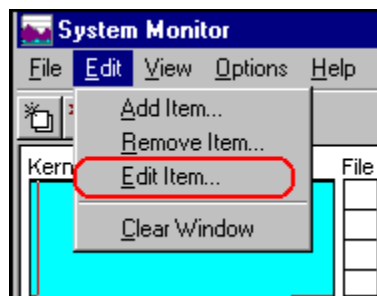
A signed fax allows the recipient to verify that you signed the attachments and that they have not been changed. Recipients must have your public key to verify your signature.

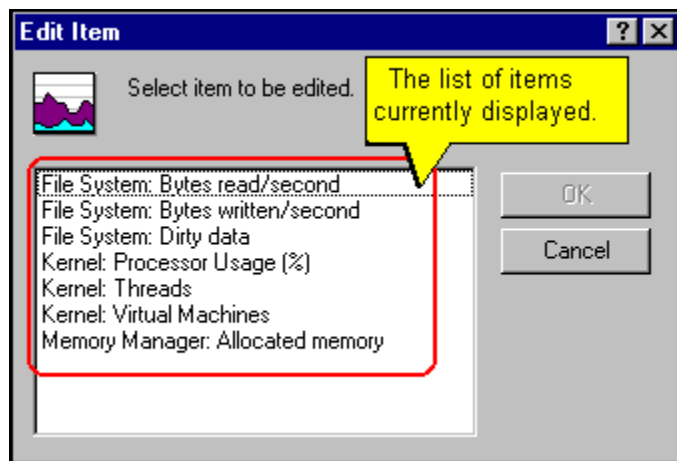
OK

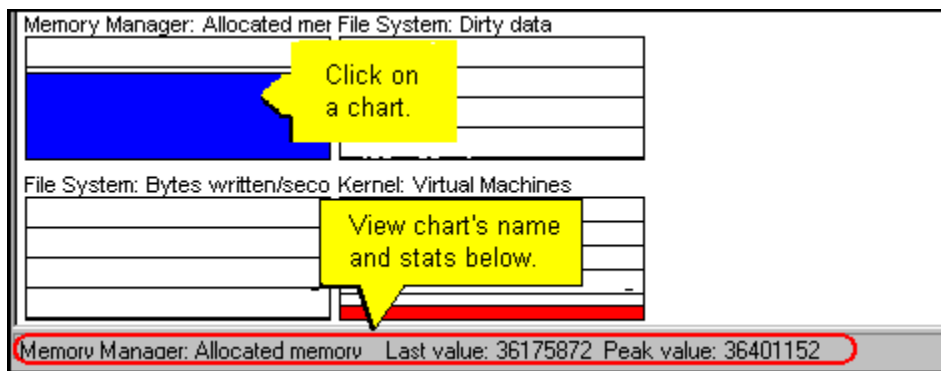
Cancel

Help

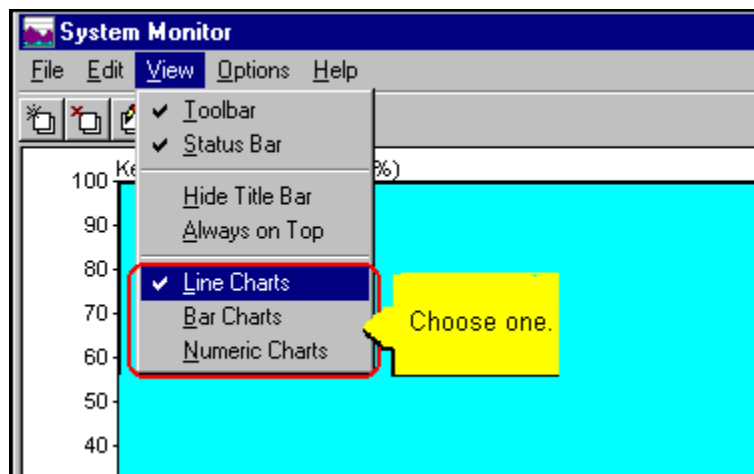


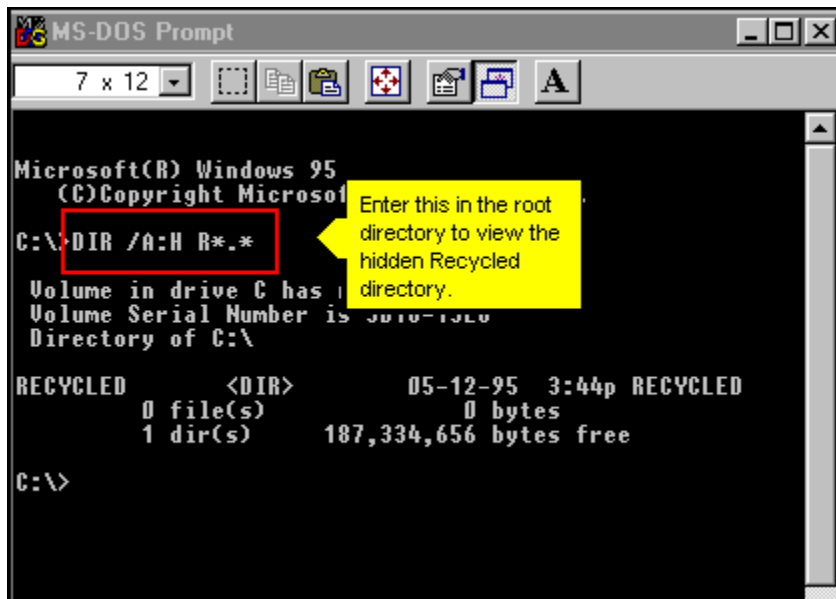












MS-DOS Prompt

7 x 12

Microsoft(R) Windows 95  
(C)Copyright Microsoft

C:\>DIR /A:H R\*.\*

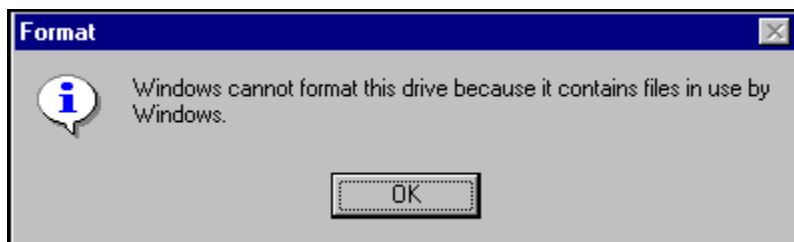
Enter this in the root directory to view the hidden Recycled directory.

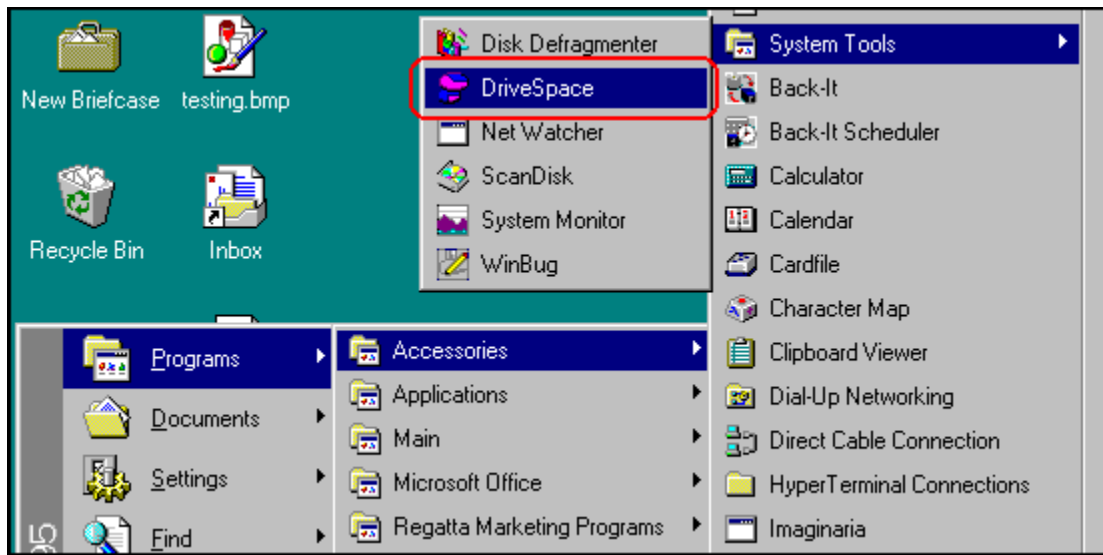
Volume in drive C has  
Volume Serial Number is 3010-1320  
Directory of C:\

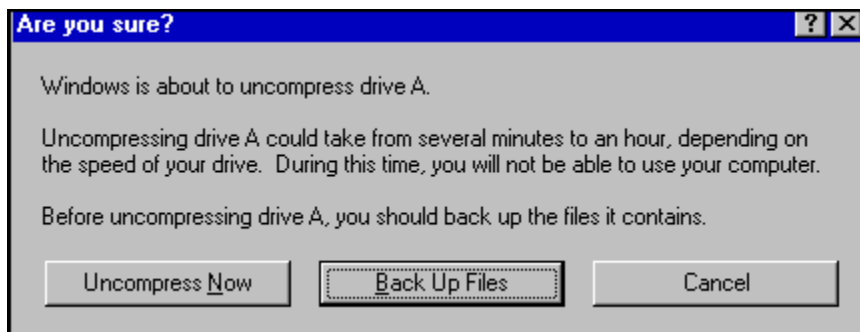
RECYCLED	<DIR>	05-12-95 3:44p	RECYCLED
0 file(s)		0 bytes	
1 dir(s)		187,334,656 bytes free	

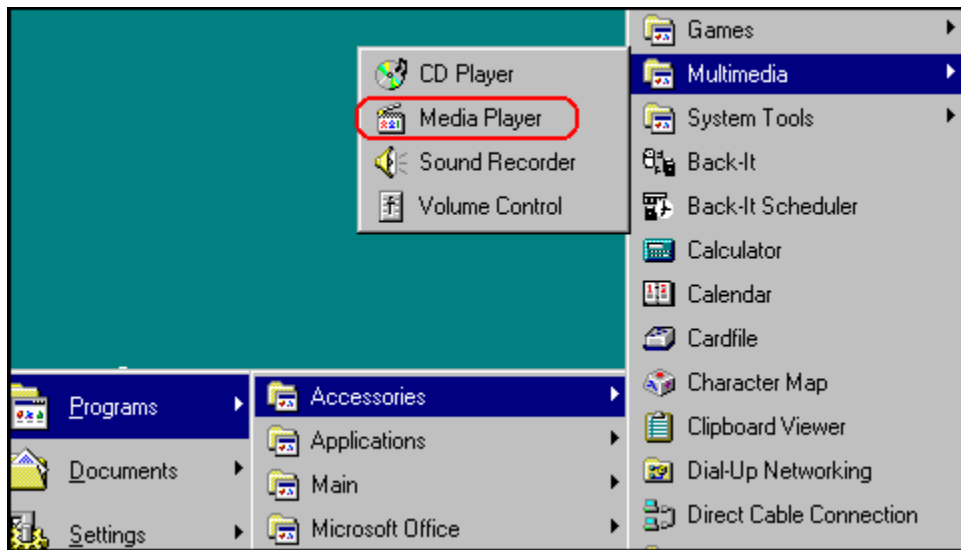
C:\>

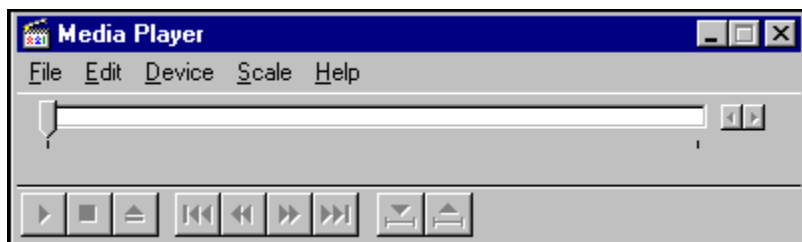




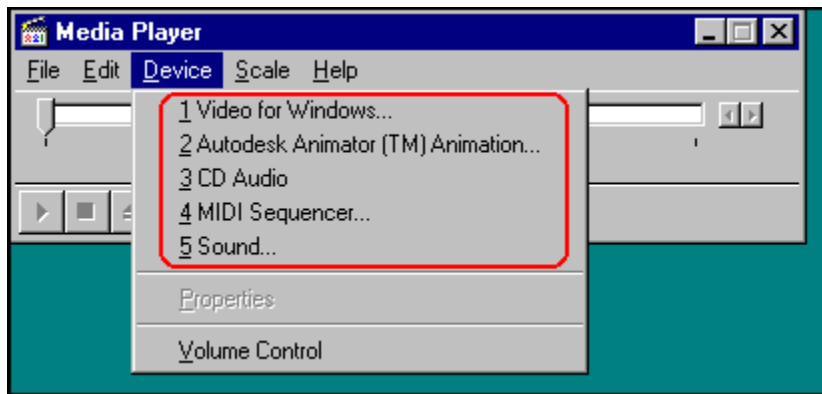


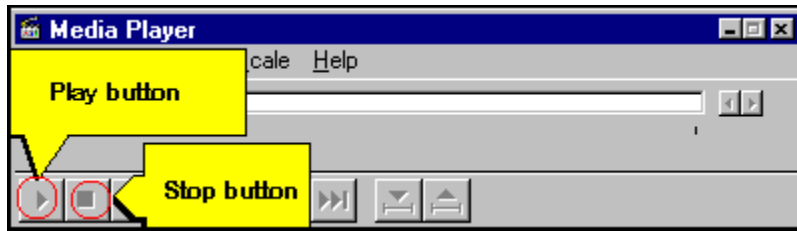


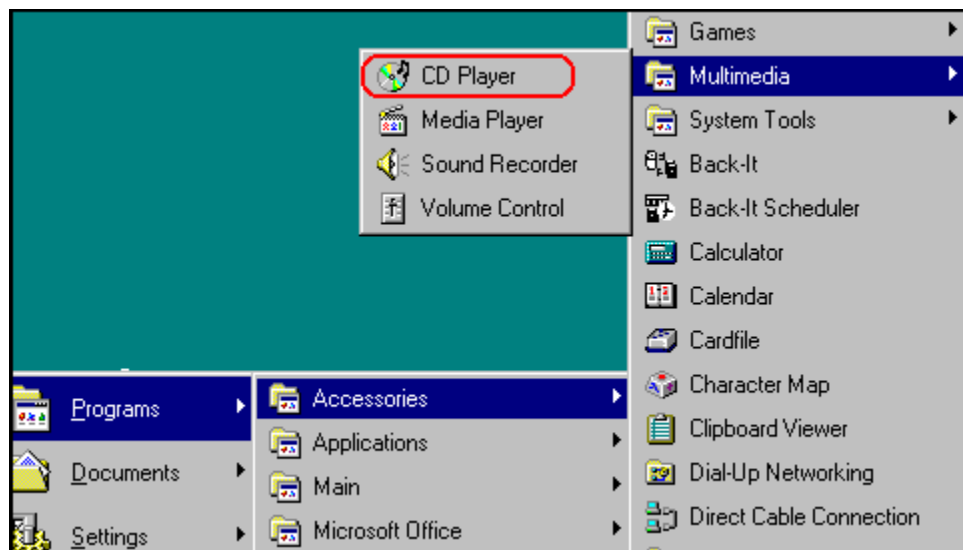


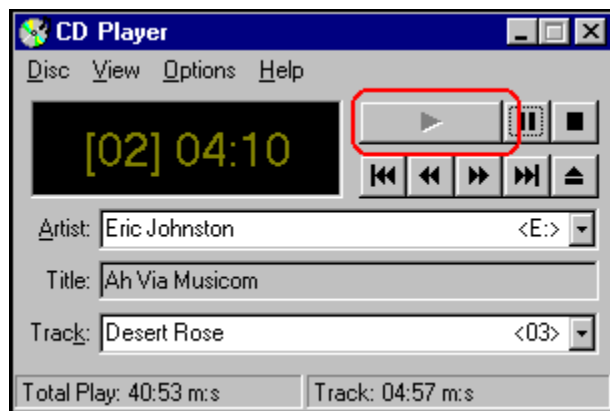


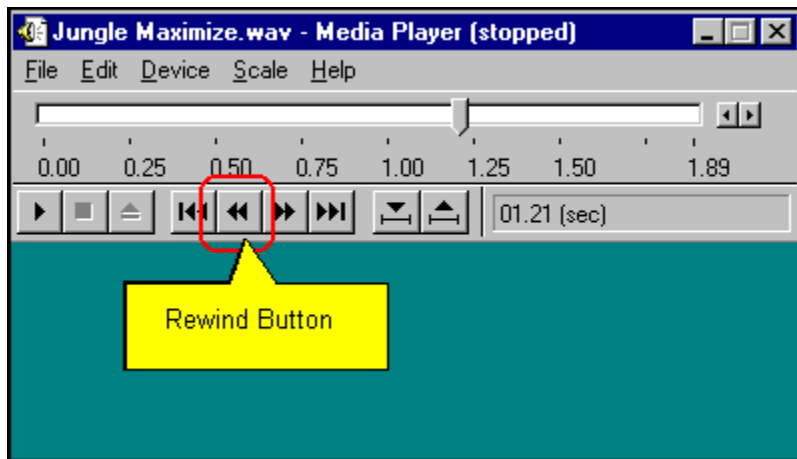


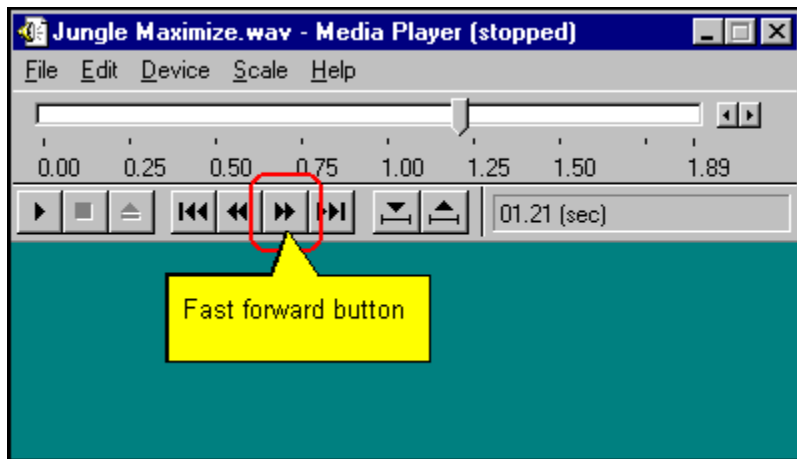


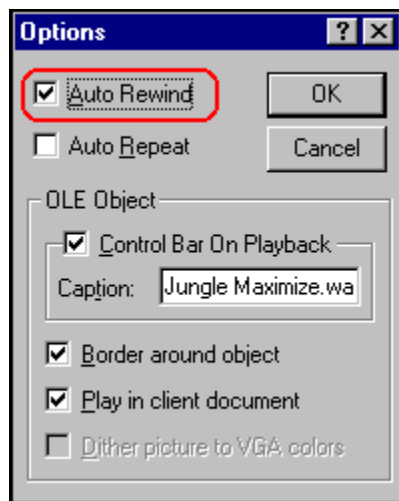


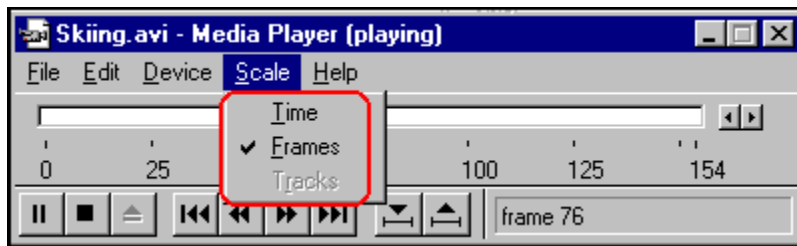














**Options** ? X

☐ Auto Rewind

☒ Auto Repeat

OK

Cancel

OLE Object

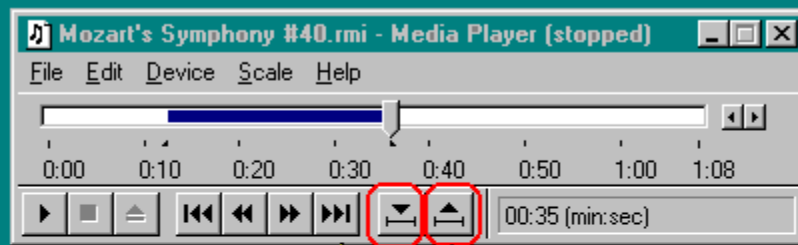
☒ Control Bar On Playback

Caption: Chimes.wav

☐ Border around object

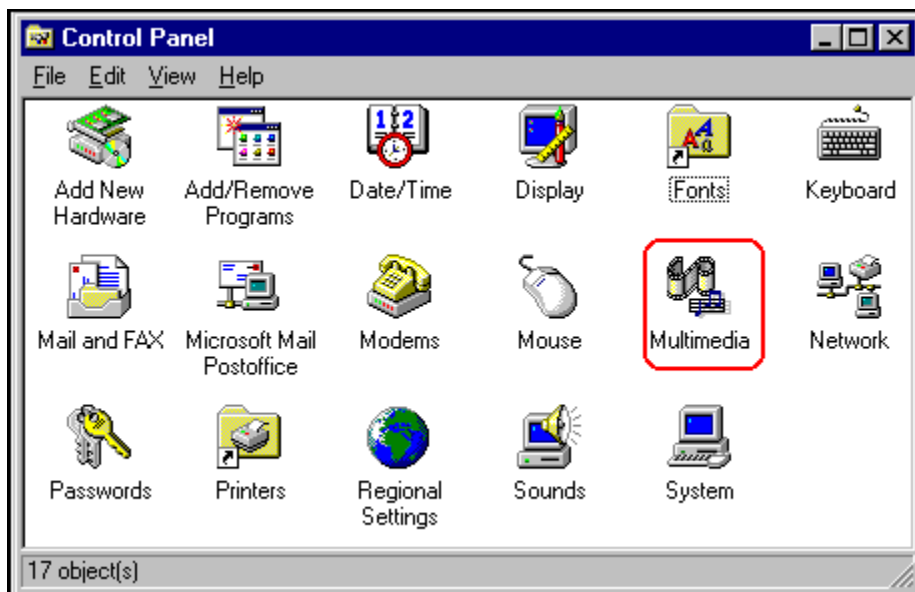
☒ Play in client document

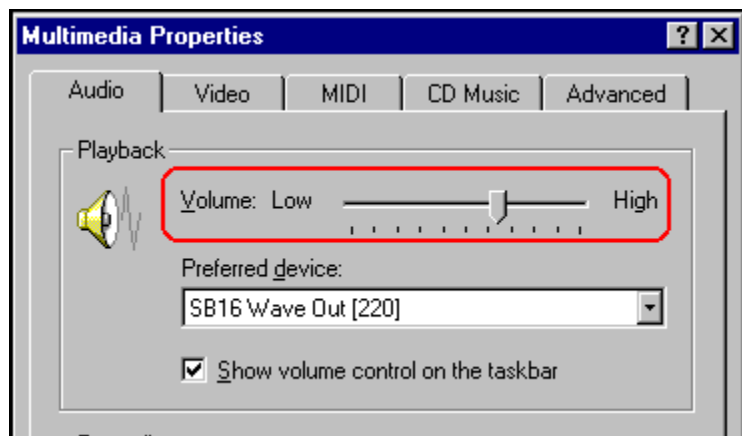
☐ Dither picture to VGA colors

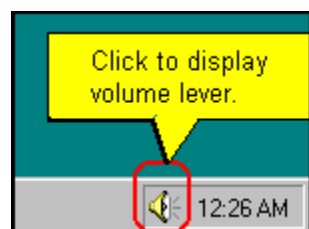


Marks the start of  
a selection

Marks the end of  
a selection







Artist:

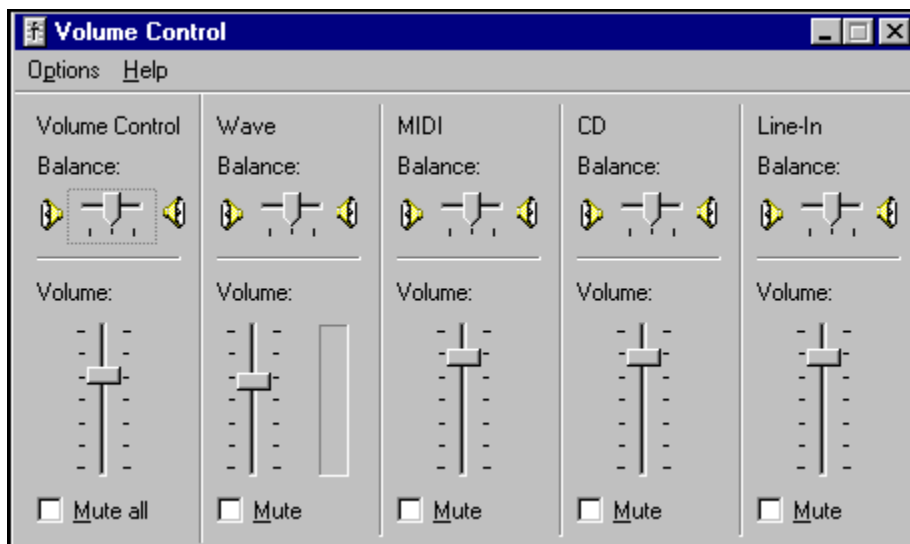
Title:

Play List: Enter Artist and Title

♪ Ah Via Musicom	< Add	♪ Ah Via Musicom
♪ Cliffs of Dover		♪ Cliffs of Dover
♪ Desert Rose	Remove ->	♪ Desert Rose
♪ High Landrons		♪ High Landrons
♪ Steve's Boogie		♪ Steve's Boogie
♪ Trademark	Clear All	♪ Trademark
♪ Nothing can keep m...		♪ Nothing can keep m...
♪ Song for George		♪ Song for George
♪ Righteous		♪ Righteous
♪ Forty Mile Town		♪ Forty Mile Town

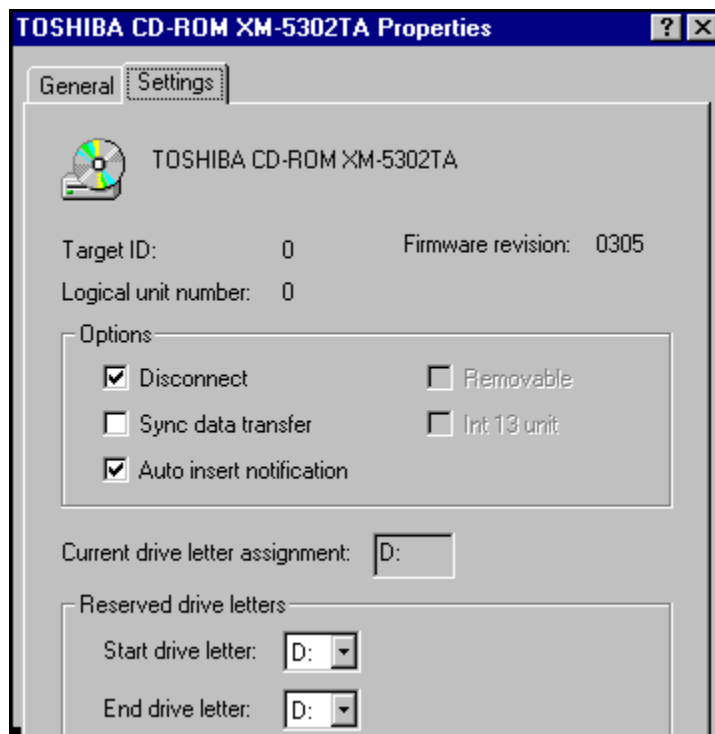
Track 06:

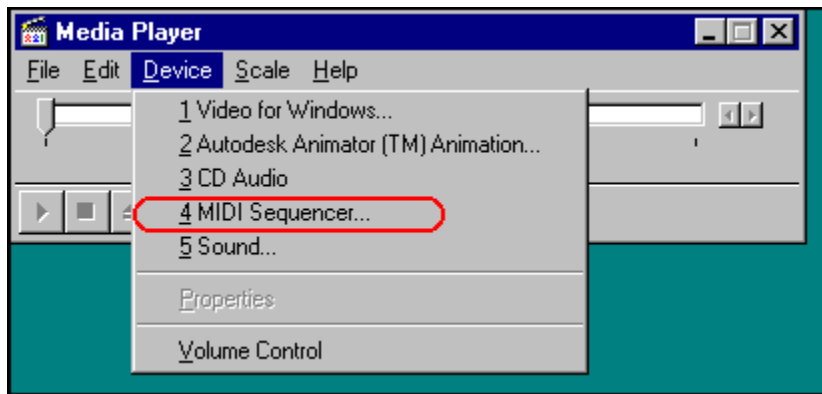
Enter track names

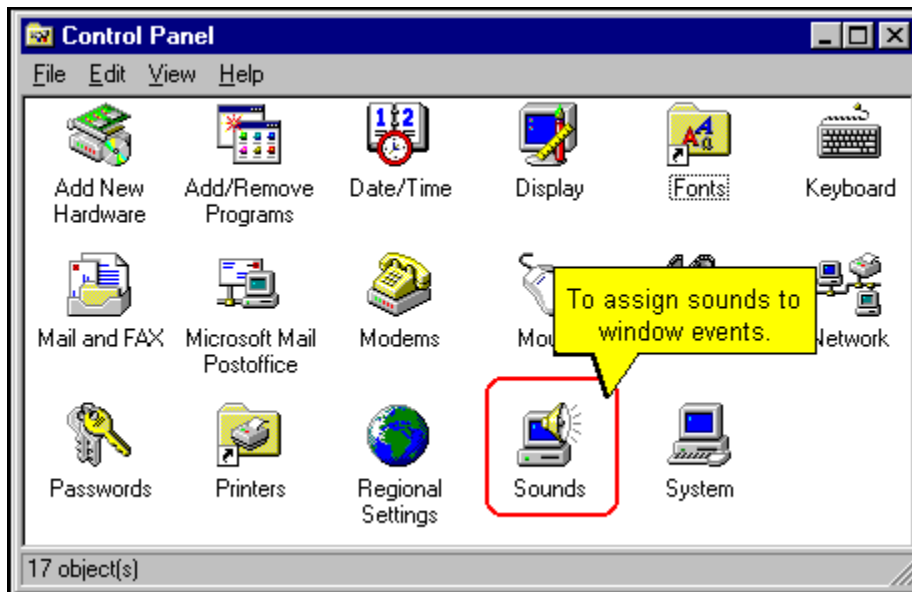


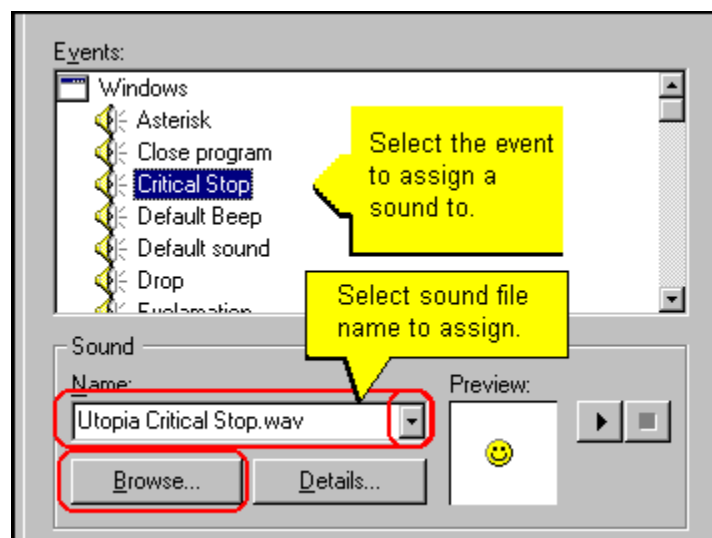


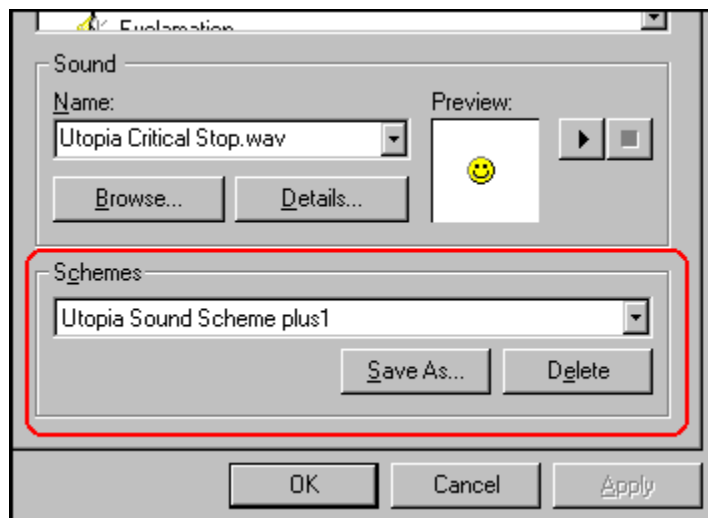


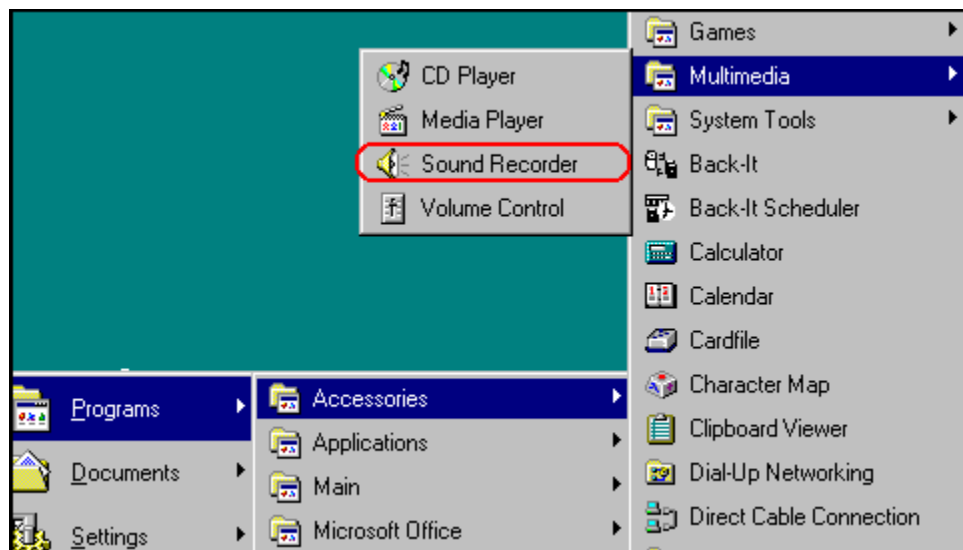


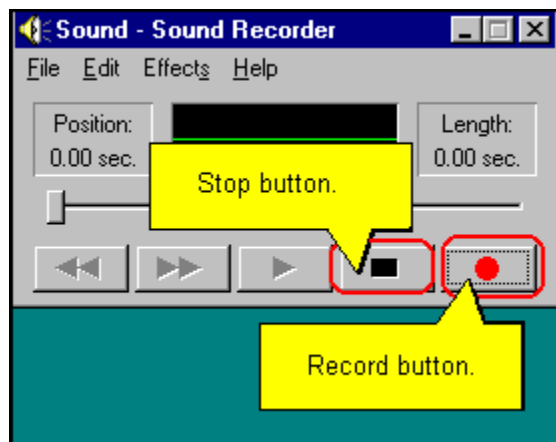


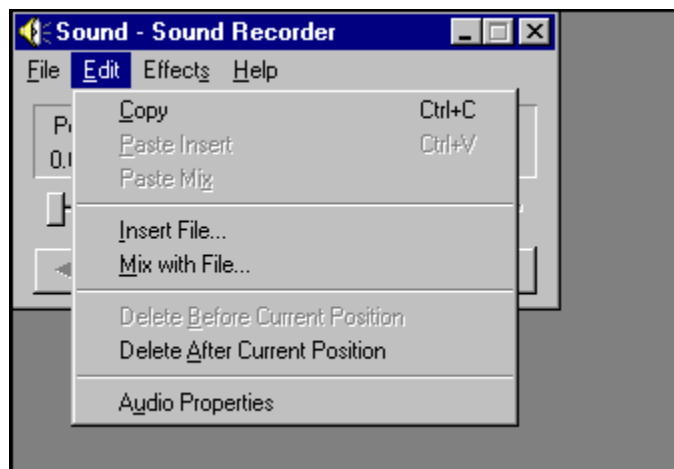




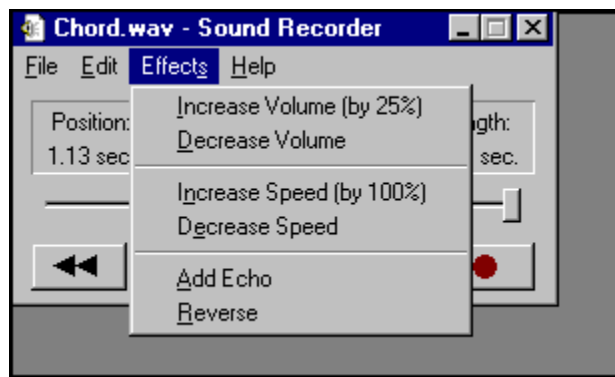


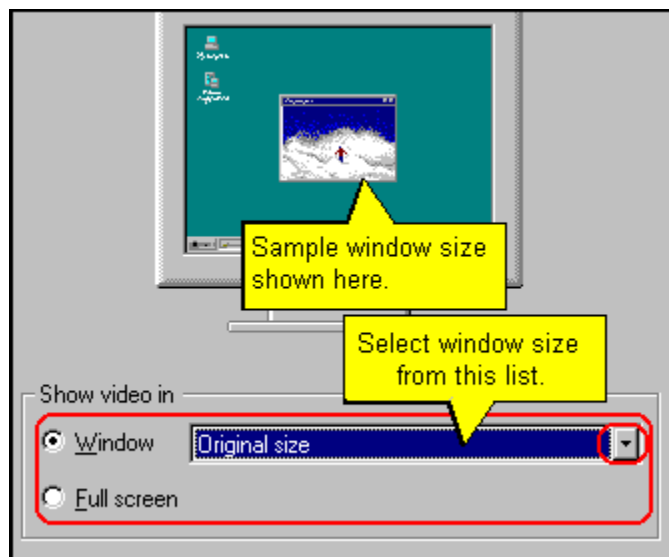


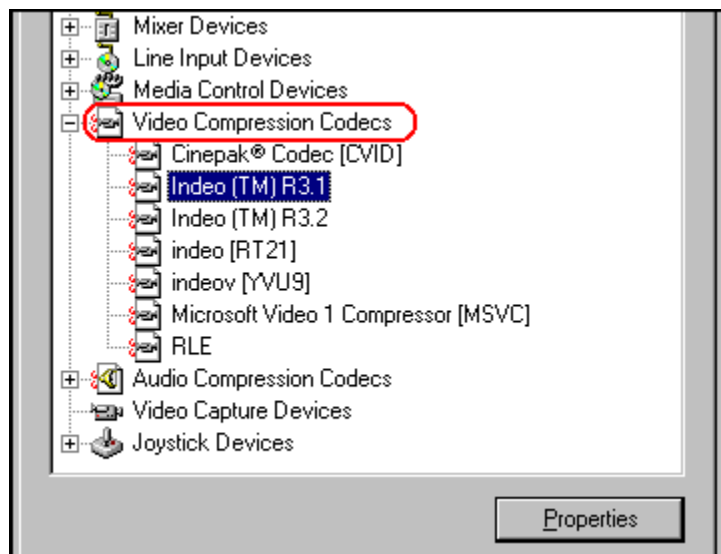


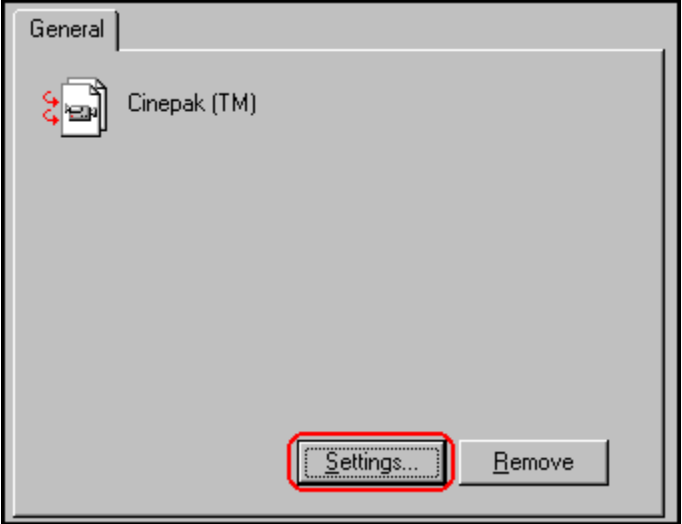


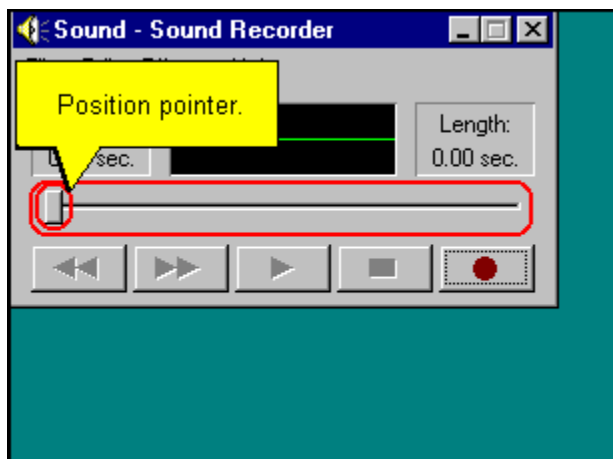


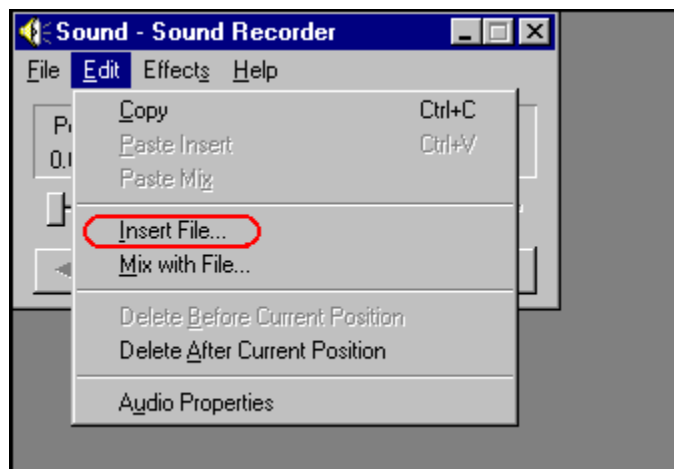


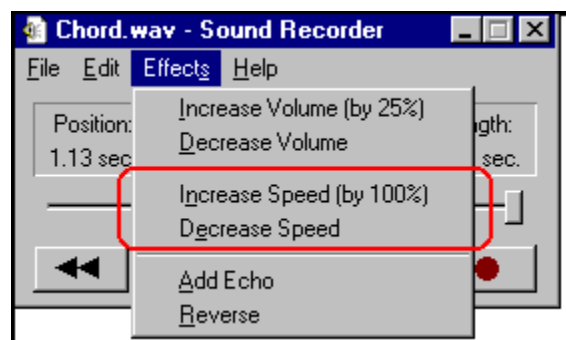


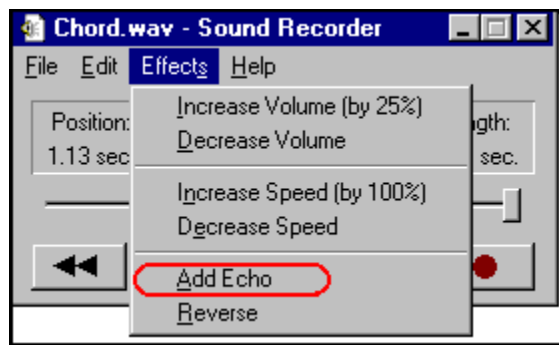




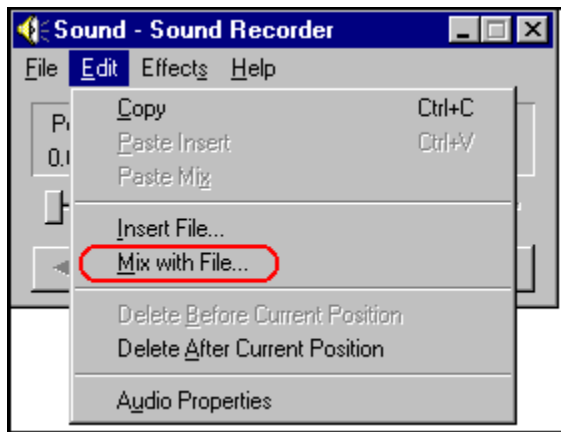


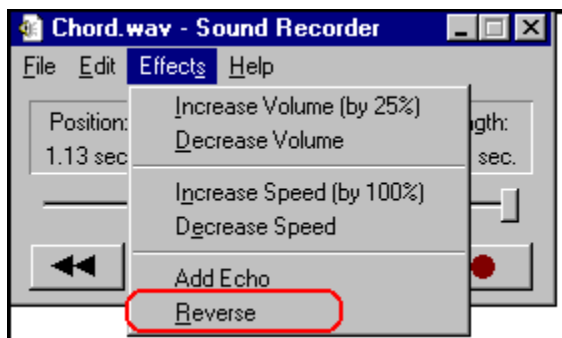




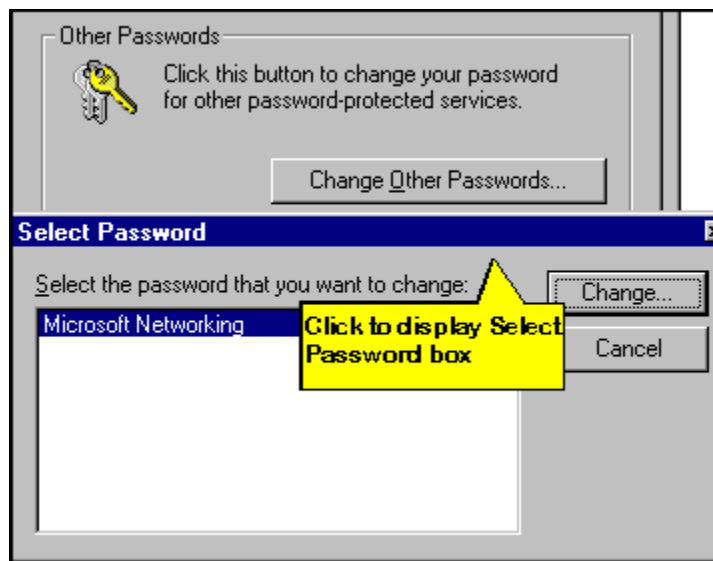














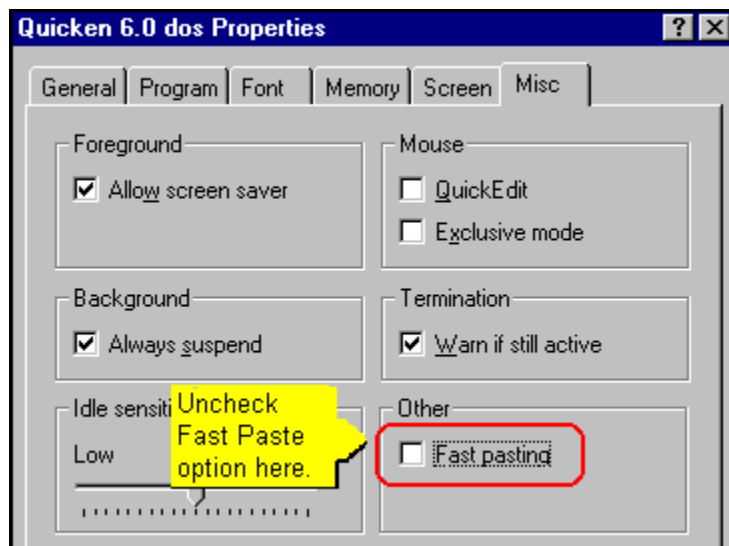
**Change Windows Password** [?] [X]

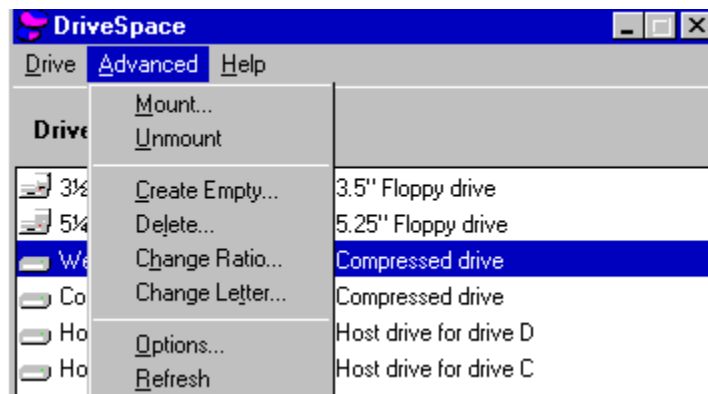
Old password:

New password:

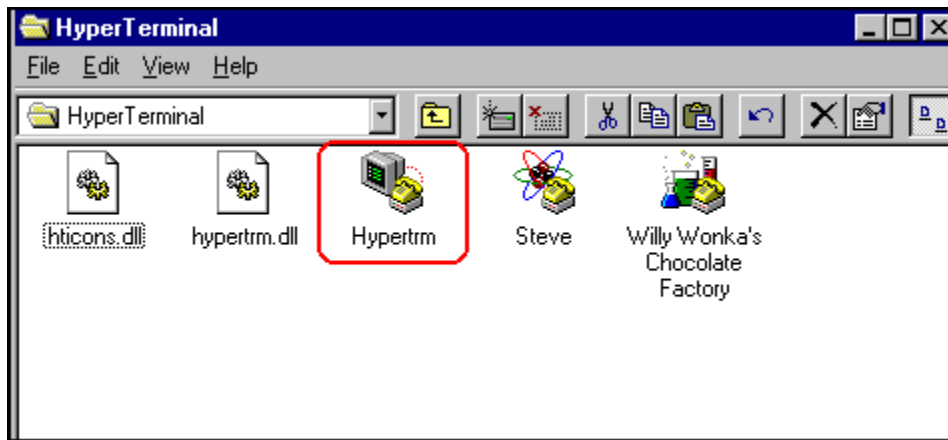
Confirm new password:


**Enter same password in both boxes**









 rmg

Change |con...

Country code: United States of America (1)

Enter the area code without the long-distance prefix.

Area code: 412

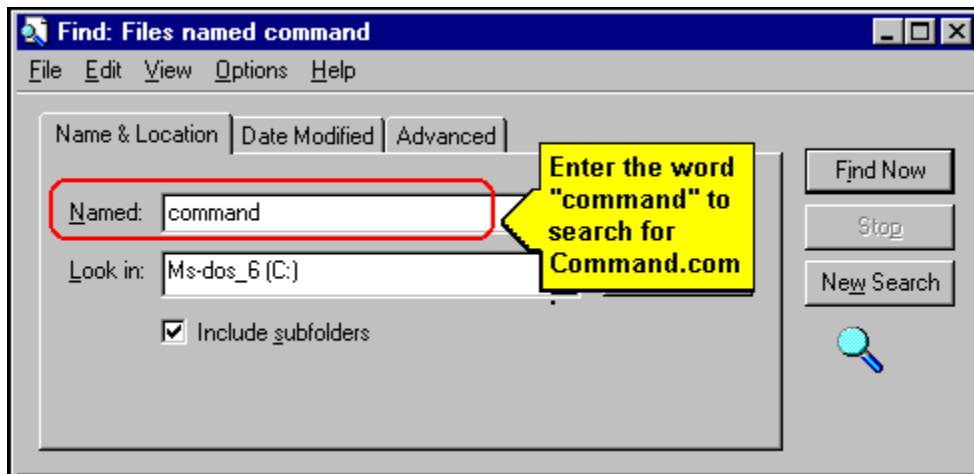
Phone number:

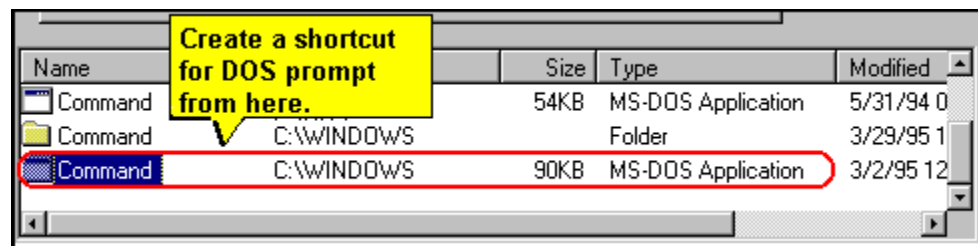
Connect using: Direct to Com 2

Standard 14400 bps Modem

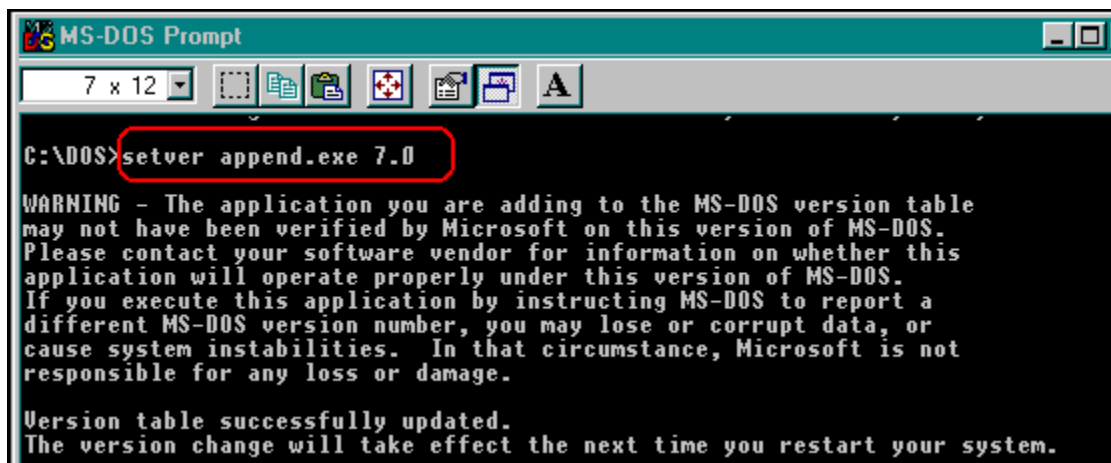
Direct to Com 1  
Direct to Com 2  
Direct to Com 3  
Direct to Com 4

☒ Use country code and area code





Name		Size	Type	Modified
Command		54KB	MS-DOS Application	5/31/94 0
Command	C:\WINDOWS		Folder	3/29/95 1
Command	C:\WINDOWS	90KB	MS-DOS Application	3/2/95 12

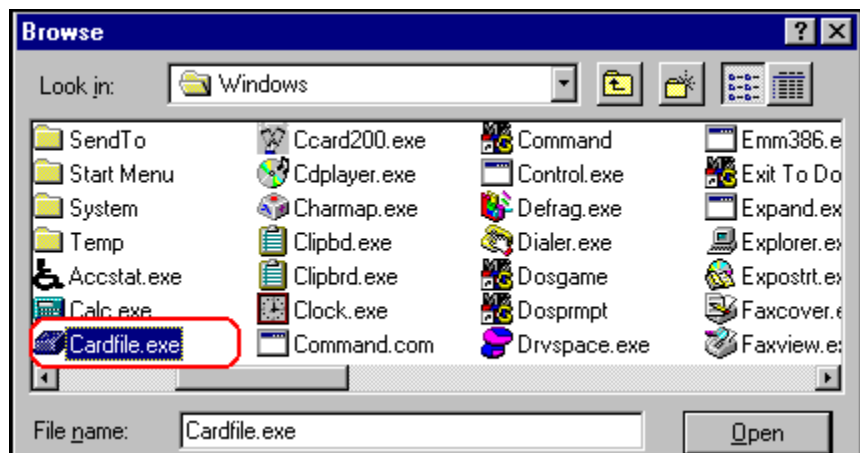


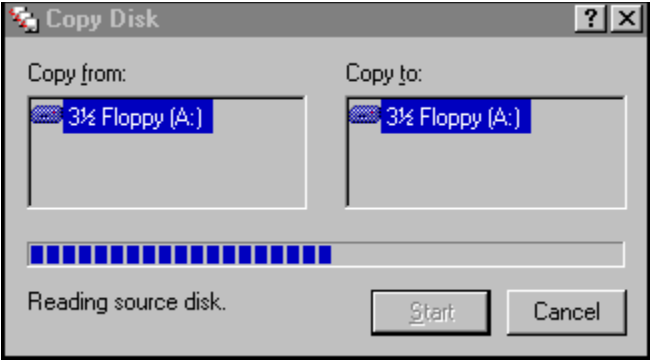
The image shows a screenshot of an MS-DOS Prompt window. The title bar reads "MS-DOS Prompt". Below the title bar is a menu bar with icons for file operations (New, Open, Save, Print, Find, Help) and a font size dropdown set to "7 x 12". The command prompt shows the command "C:\DOS>setver append.exe 7.0" entered. The output of the command is a warning message followed by a success message.

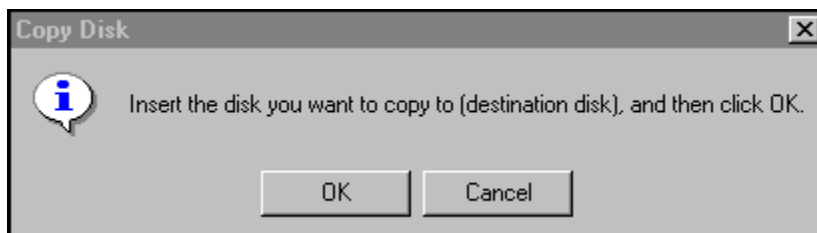
```
C:\DOS>setver append.exe 7.0

WARNING - The application you are adding to the MS-DOS version table
may not have been verified by Microsoft on this version of MS-DOS.
Please contact your software vendor for information on whether this
application will operate properly under this version of MS-DOS.
If you execute this application by instructing MS-DOS to report a
different MS-DOS version number, you may lose or corrupt data, or
cause system instabilities. In that circumstance, Microsoft is not
responsible for any loss or damage.

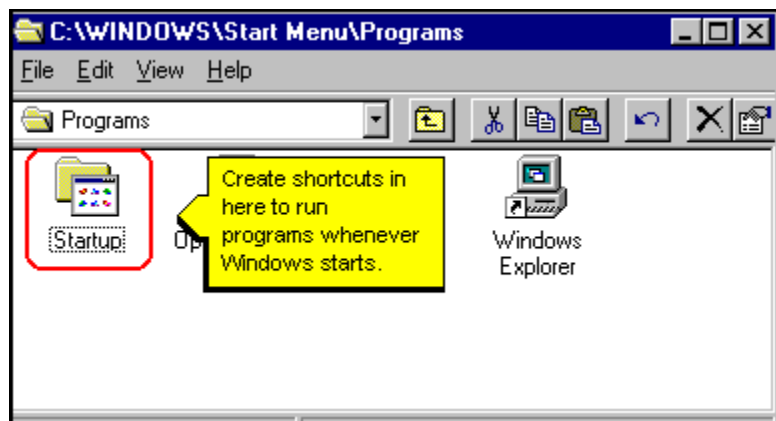
Version table successfully updated.
The version change will take effect the next time you restart your system.
```

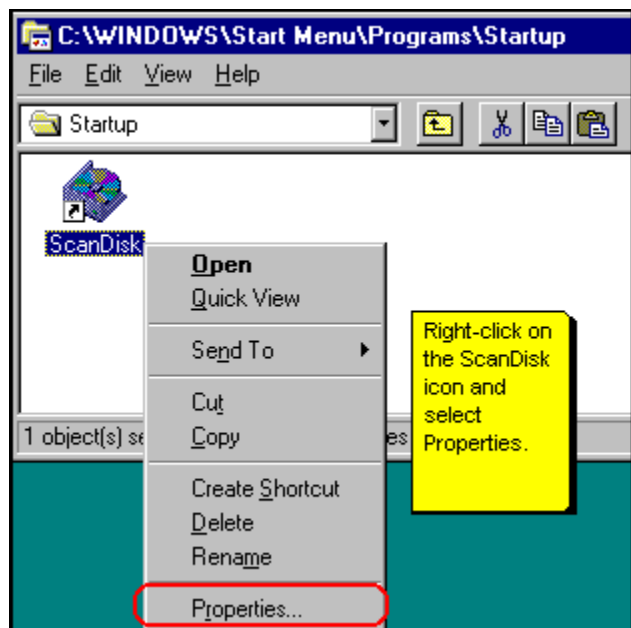


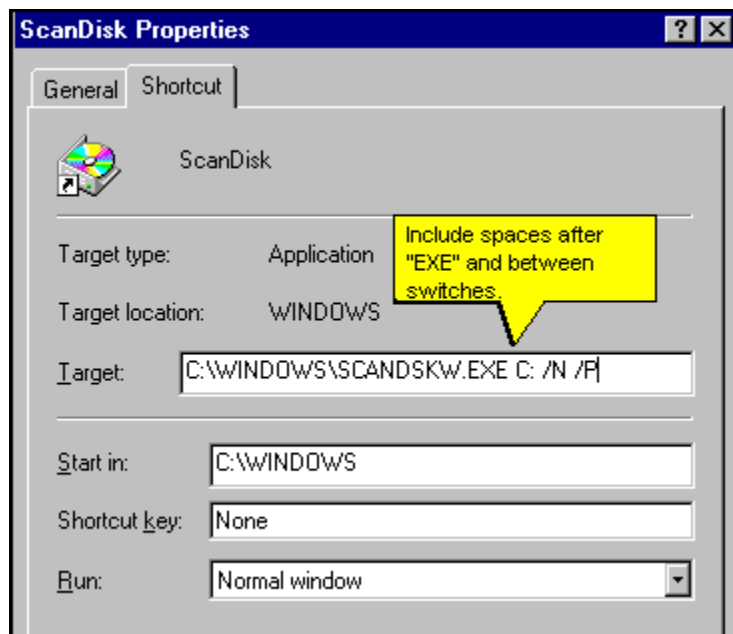


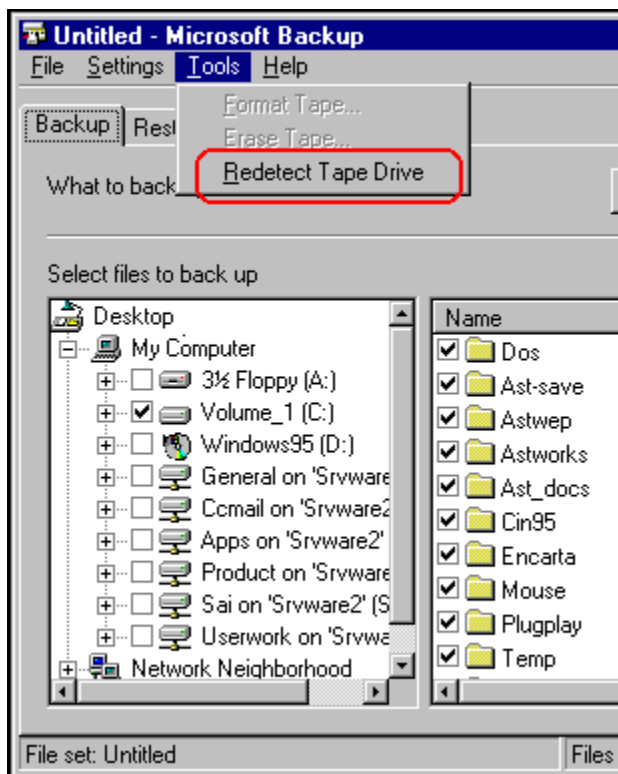












### Microsoft Backup

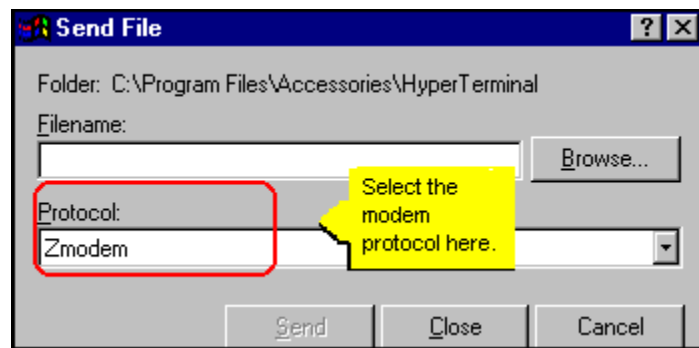
Microsoft Backup did not detect a tape drive. If you do not have a tape drive, click OK. If you do have a tape drive, it is not working properly. Check the following and then try again.

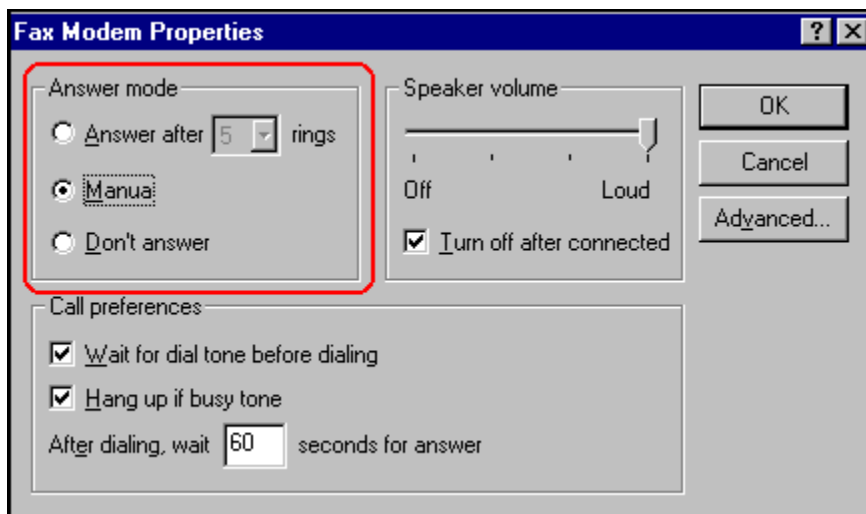
1. Select the Redetect option found under the Tools menu. If this fails then proceed to step 2.
2. Make sure that all cables are installed correctly and all connections are secure.
3. Make sure the tape drive is properly grounded.
4. Make sure that your tape drive is supported by Microsoft Backup by pressing the help button below.
5. Reinstall Microsoft Backup by double-clicking the Add/Remove Programs icon in Control Panel.

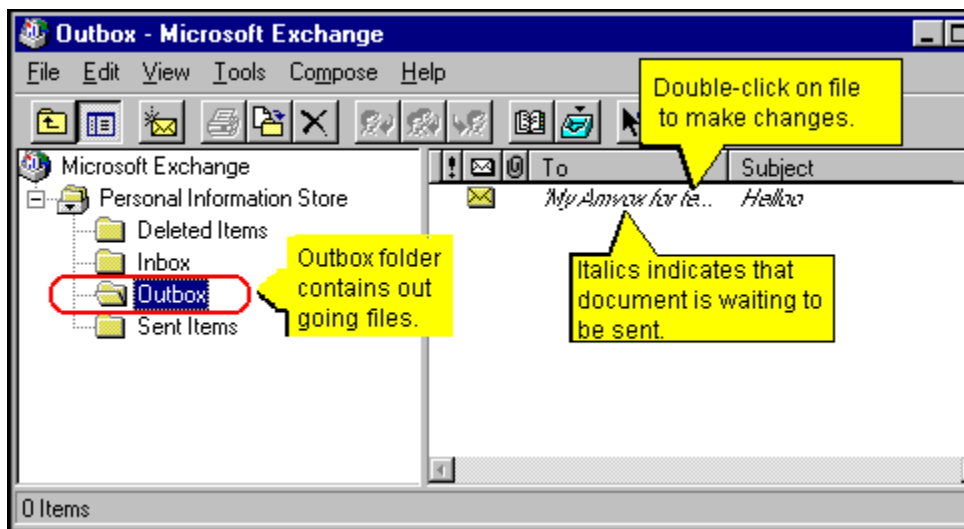
If the problem persists, contact your hardware vendor.

OK

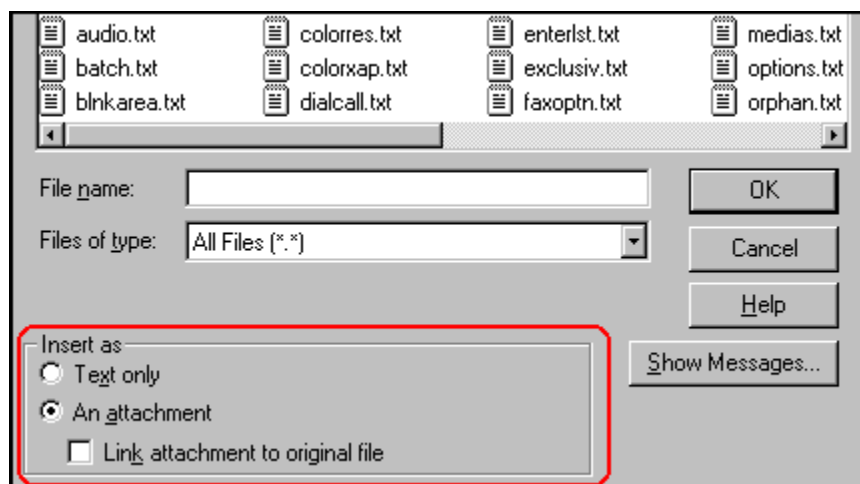
Help

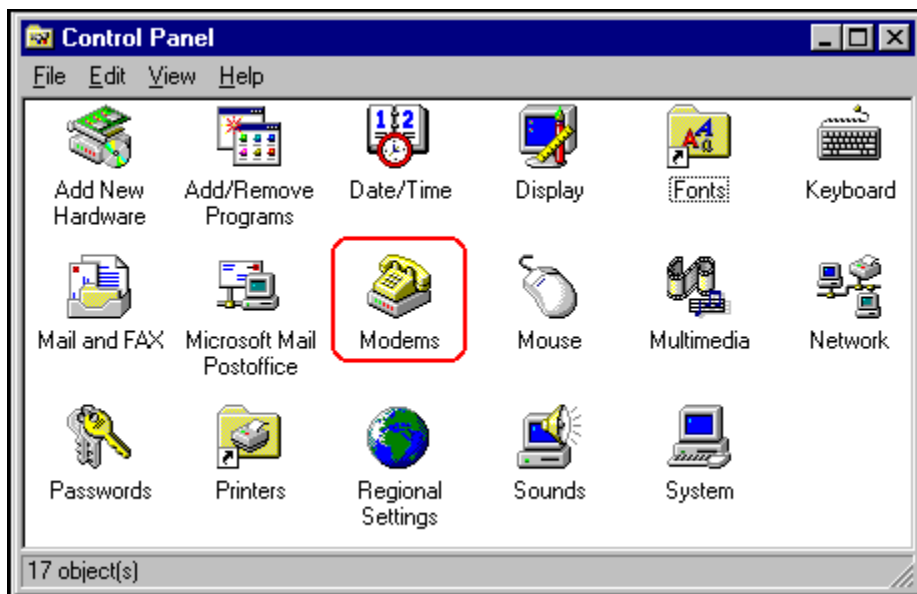












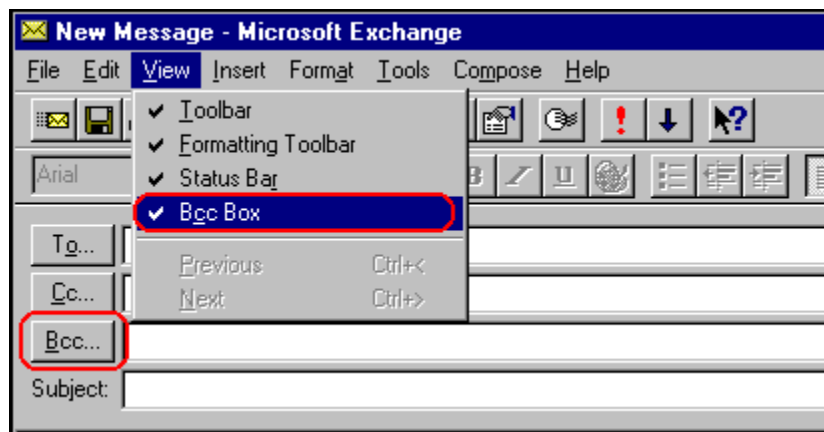


Windows will now try to detect your modem. Before continuing, you should:

1. If the modem is attached to your computer, make sure it is turned on.
2. Quit any programs that may be using the modem.

Click Next when you are ready to continue.

☐ Don't detect my modem; I will select it from a list.





Click the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.

**Select modem  
manufacturer first**

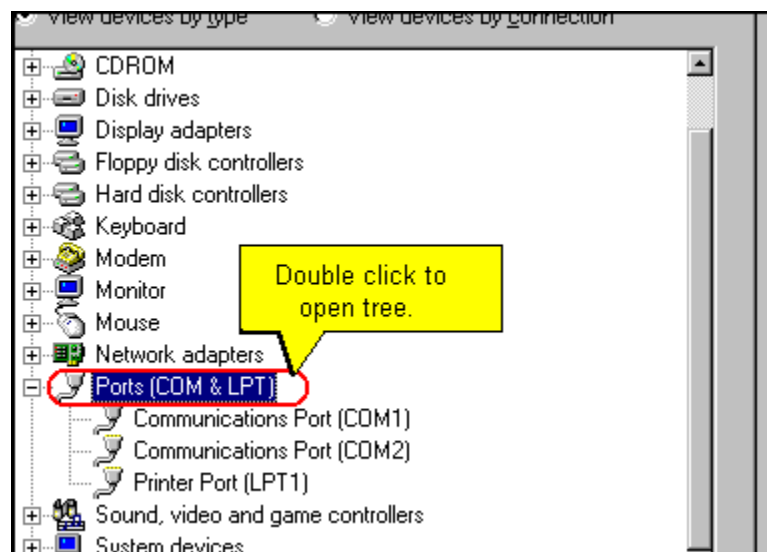
Manufacturers:

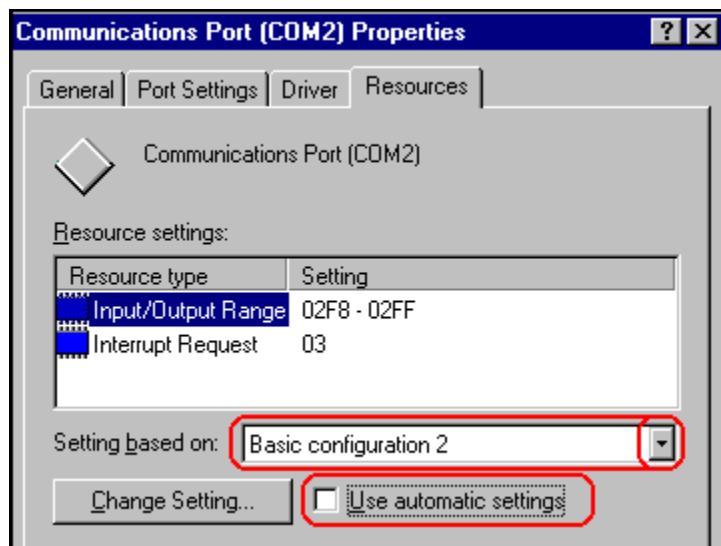
- (Standard Modem Types)
- (VoiceView Modem Types)
- Acer
- Angia
- Apex Data Inc.
- Archtek Telecom

Models

- Standard 300 bps Modem
- Standard 1200 bps Modem
- Standard 2400 bps Modem
- Standard 9600 bps Modem
- Standard 14400 bps Modem
- Standard 19200 bps Modem
- Standard 28800 bps Modem

Have Disk...





Driver files:

C:\WINDOWS\SYSTEM\serialui.dll  
C:\WINDOWS\SYSTEM\serial.vxd

File details

Provider: Microsoft Corporation

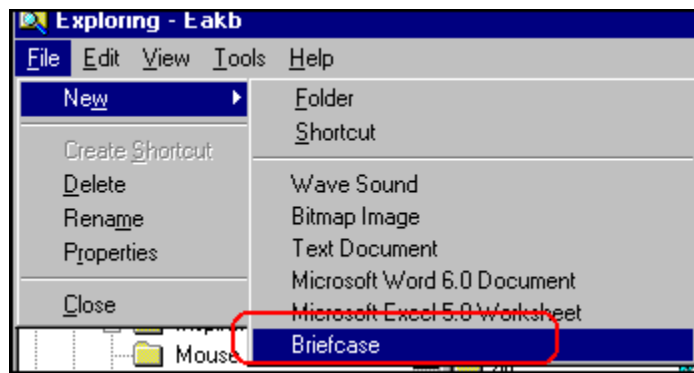
File version: 4.00.490

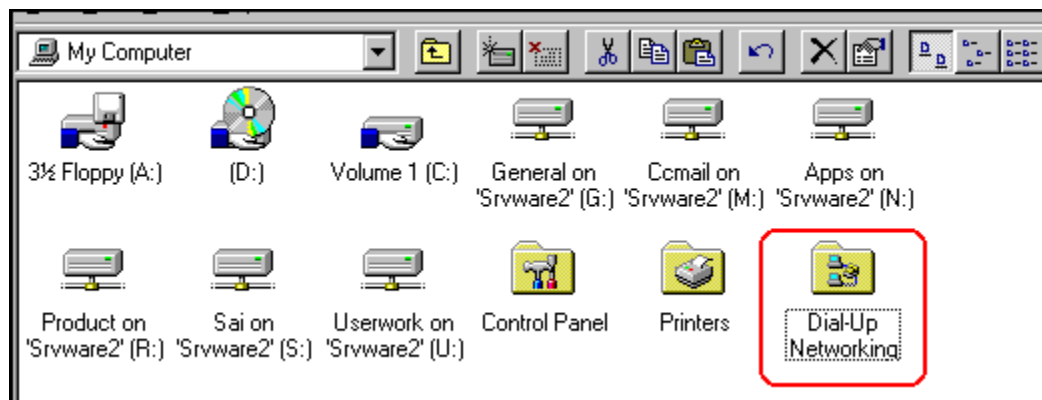
Copyright: Copyright © Microsoft Corp. 1993-1995


Change Driver...



Bits per second:	19200
Data bits:	8
Parity:	None
Stop bits:	1
Flow control:	Xon / Xoff
<div>Advanced...Restore Defaults</div>	





 My Connection


Phone number:

Area code: 412 - Telephone number: 826-1158

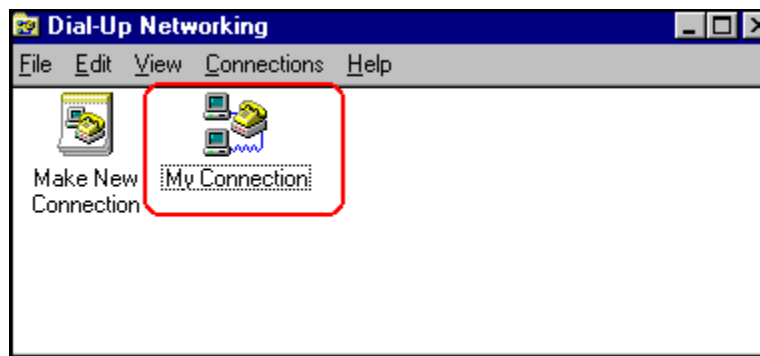
Country code: United States of America (1)

☒ Use country code and area code

Connect using:

 Infotel 1414VQE #2

[Configure...](#) [Server Type...](#)



Server Types

Type of Dial-Up Server:

NRN: NetWare Connect

Advanced options:

☒ Log on to network

☐ Enable software compression

☐ Require encrypted password

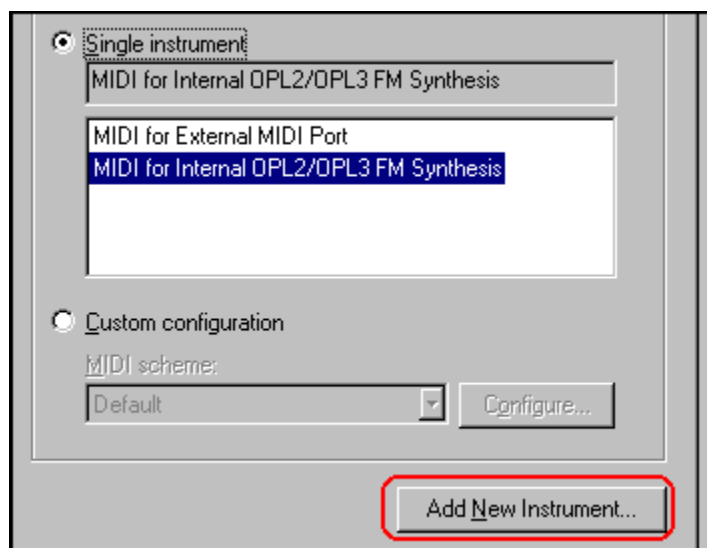
Allowed network protocols:

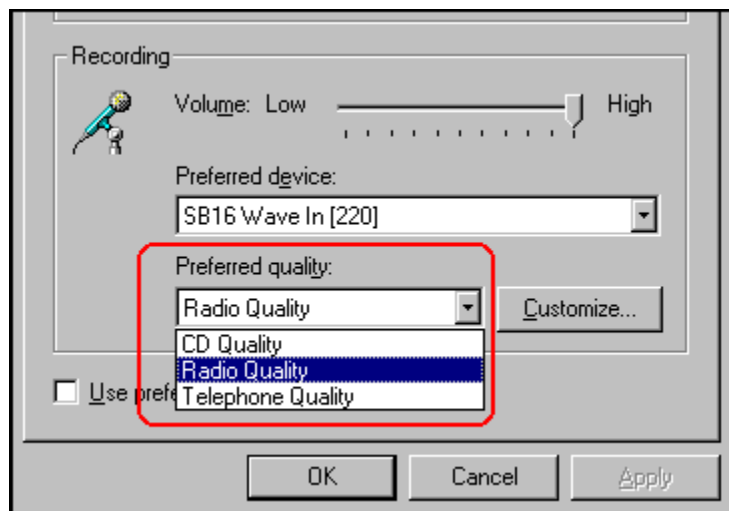
☐ NetBEUI

☒ IPX/SPX Compatible

☐ TCP/IP

TCP/IP Settings...







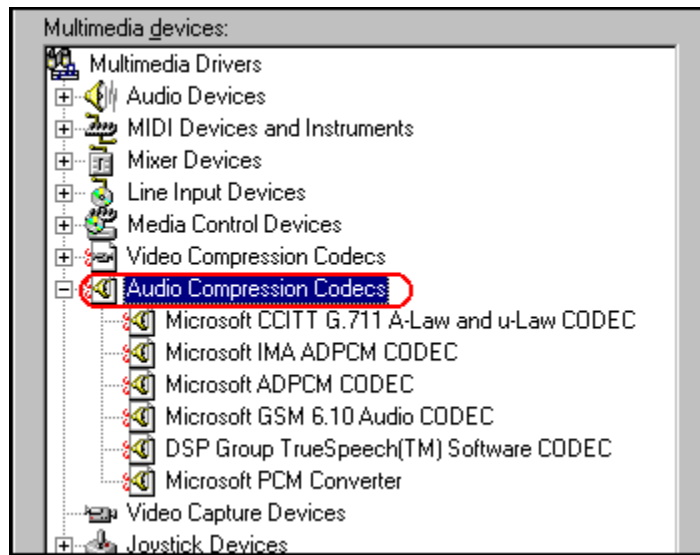
**Customize** ? X

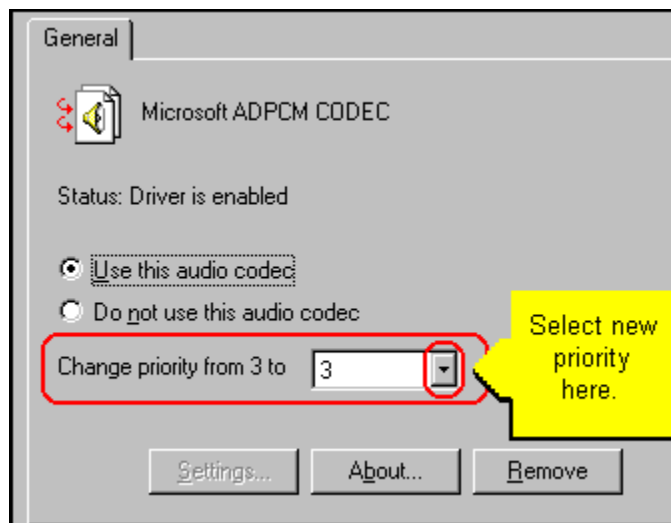
Name: [untitled] Save As... Remove

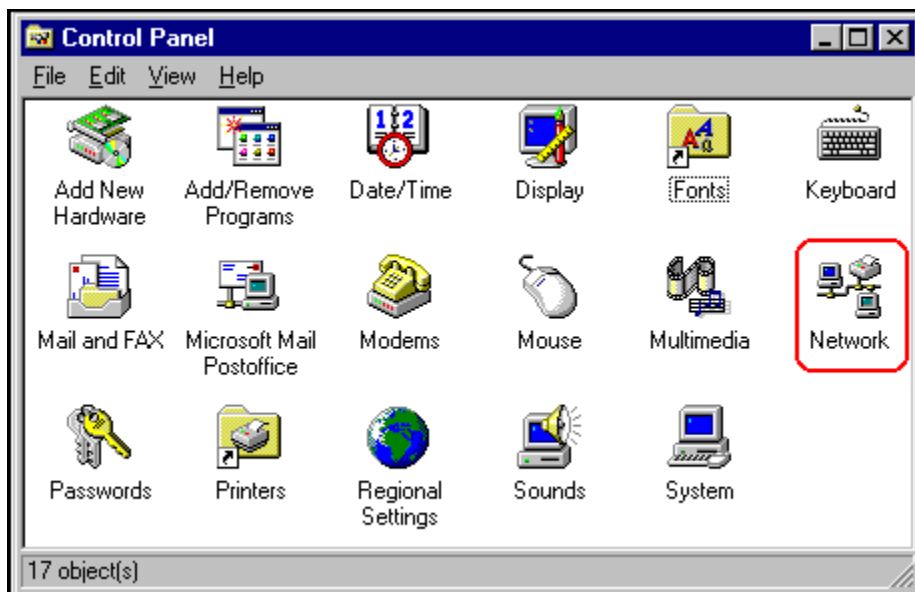
Format: PCM

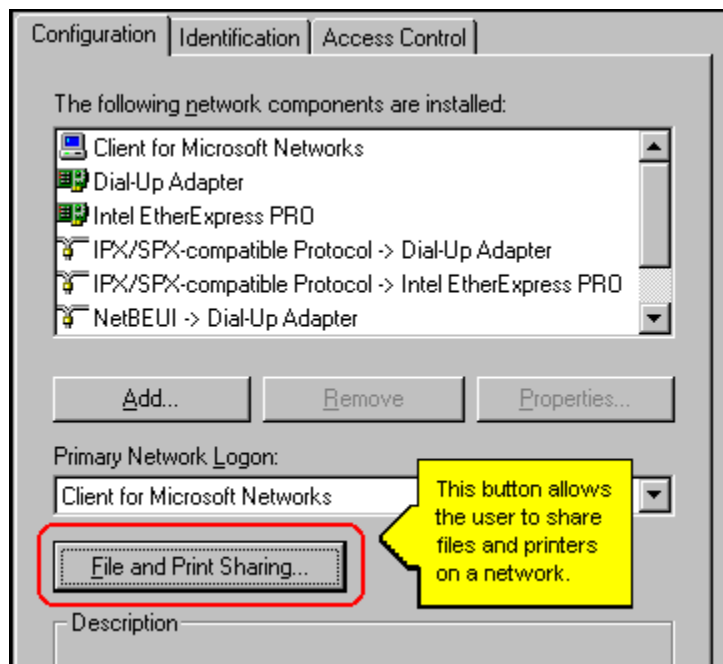
Attributes: 22,050 Hz, 8 Bit, Mono 22 KB/s

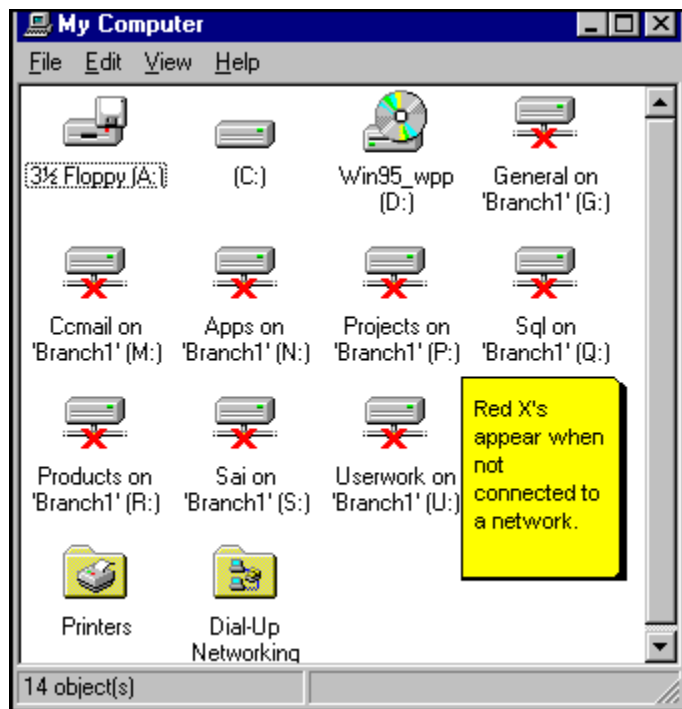
OK Cancel



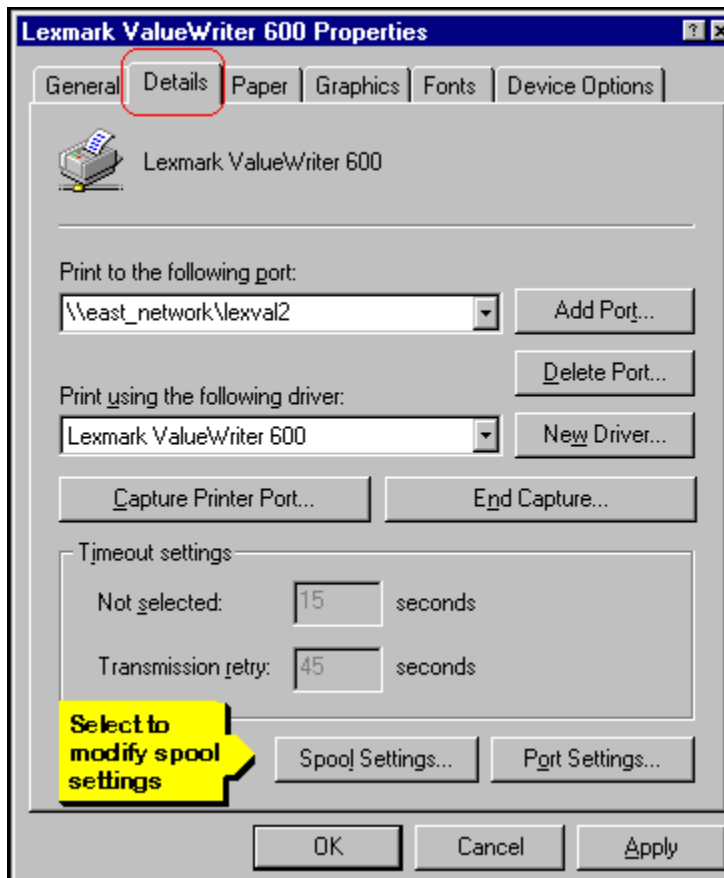




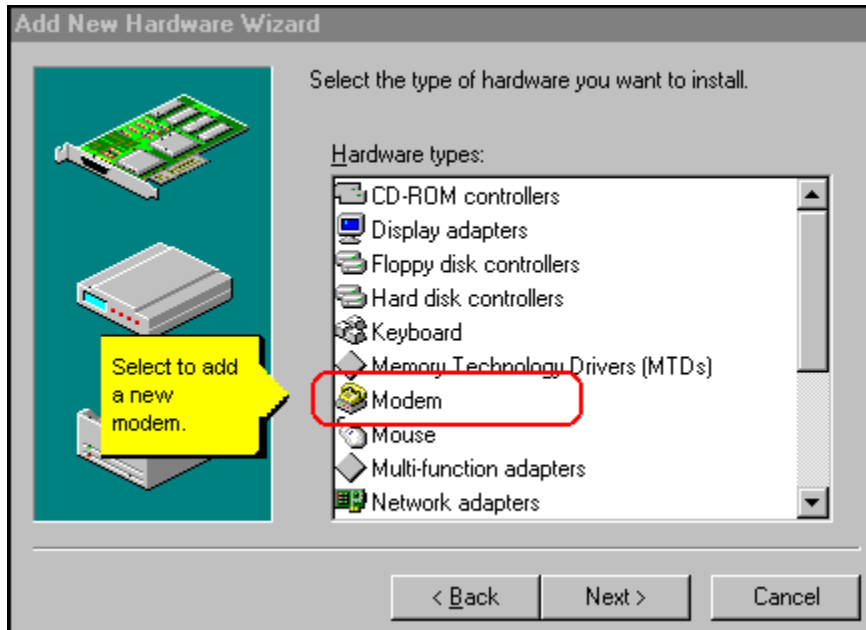


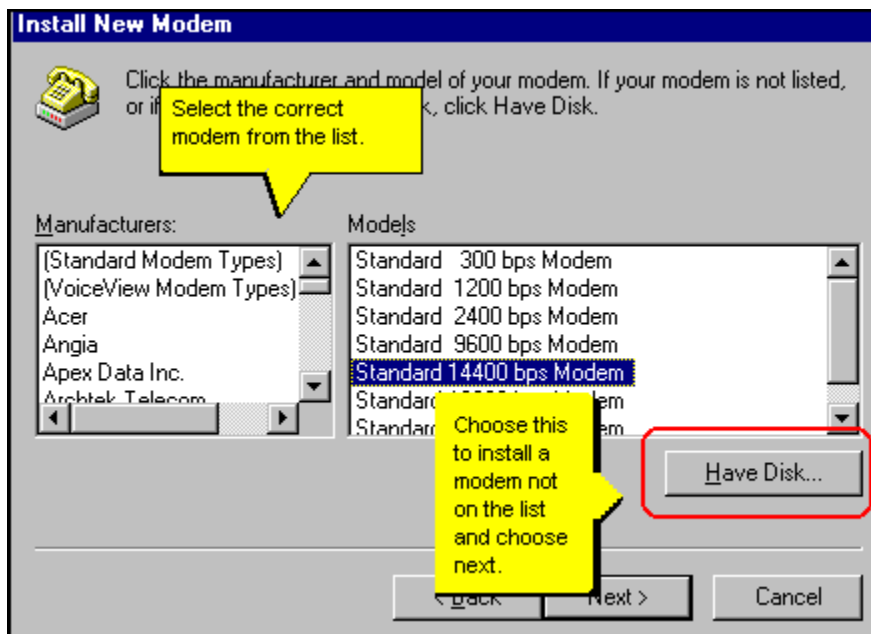












How I dial from this location:


To access an outside line, dial  local,  for long distance.

☐ Dial using Calling Card:

☐ This location has call waiting. To disable it, dial:

The phone system at this location uses: ☒ Ione dialing ☐ Pulse dialing

General | **Connection**

 Infotel 1414VQE #2

---

Port: Communications Port (COM2)

Speaker volume

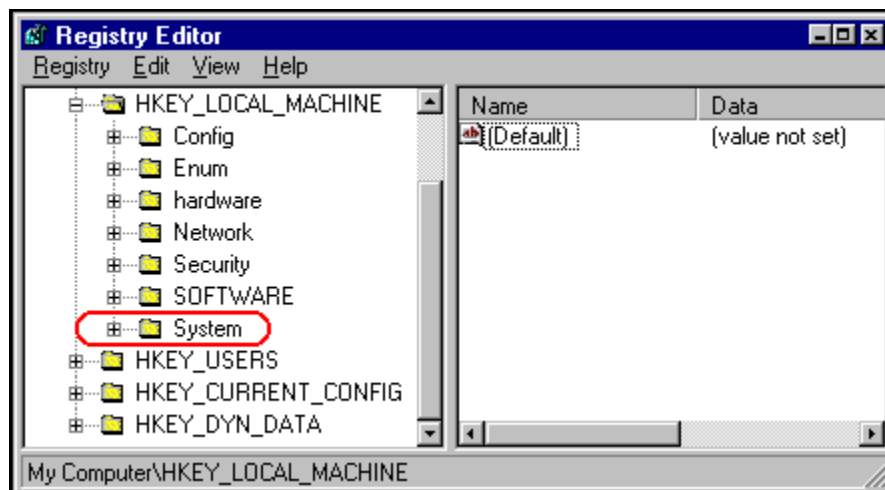
0 High

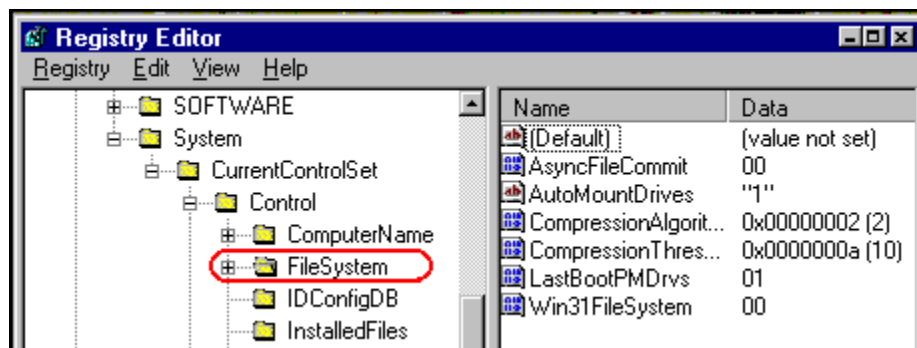
Change the maximum modem speed here.

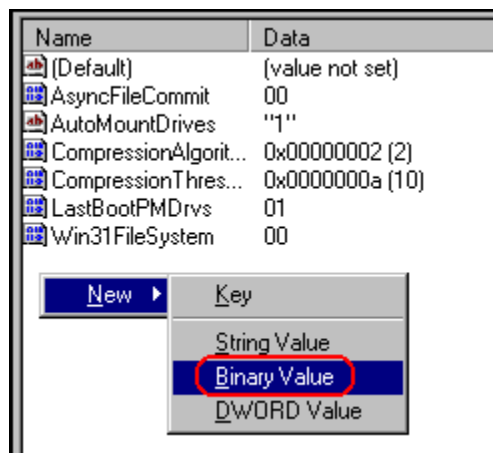
Maximum speed

19200

☐ Only connect at this speed







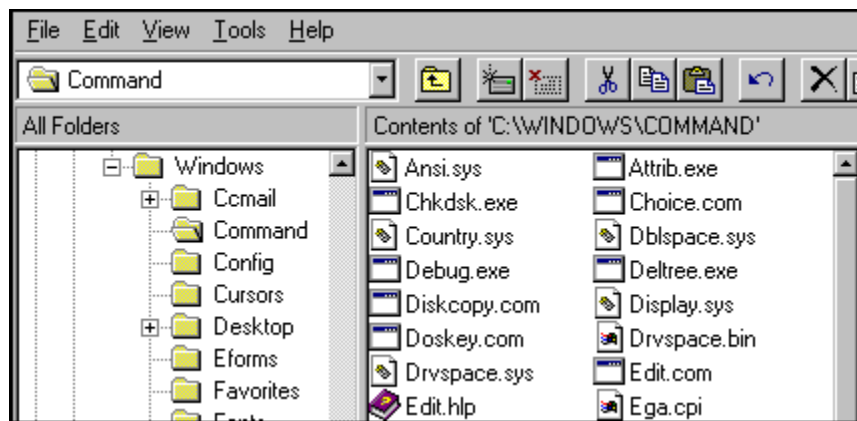
From: docked

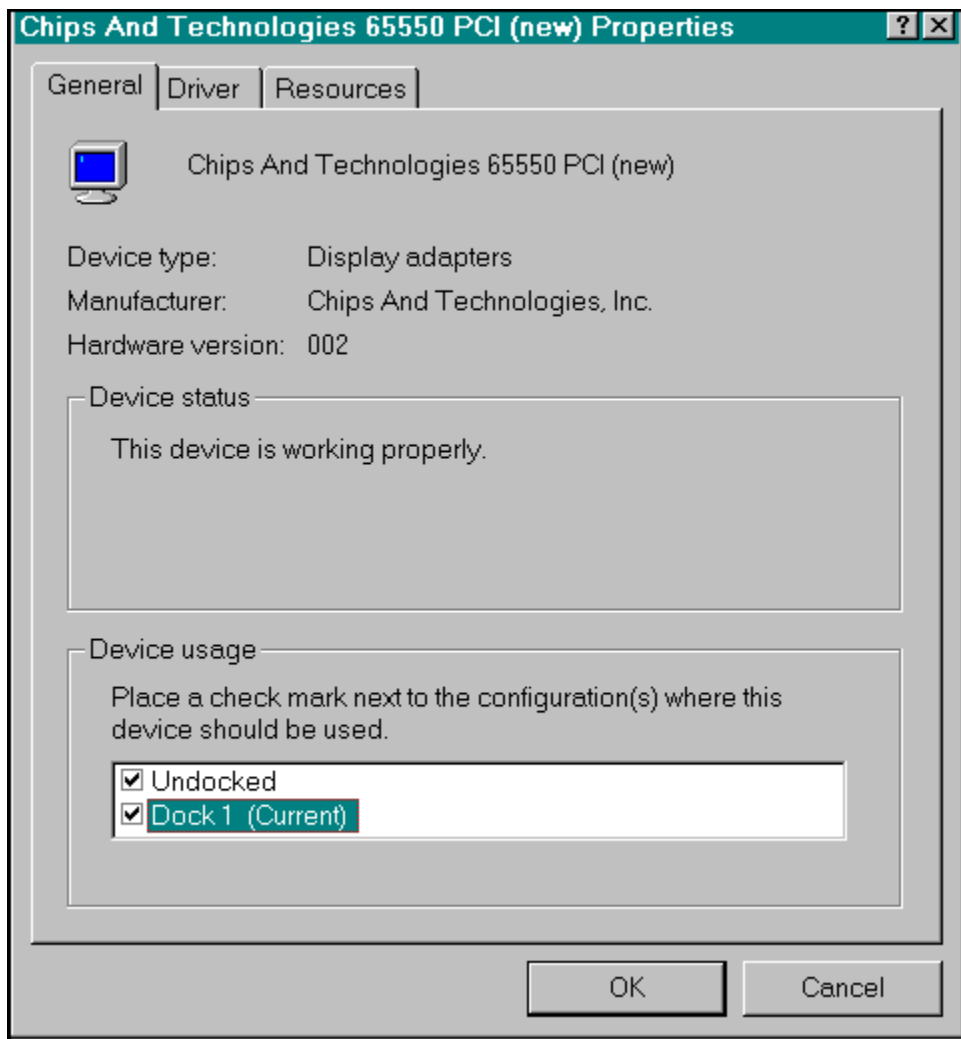
To:

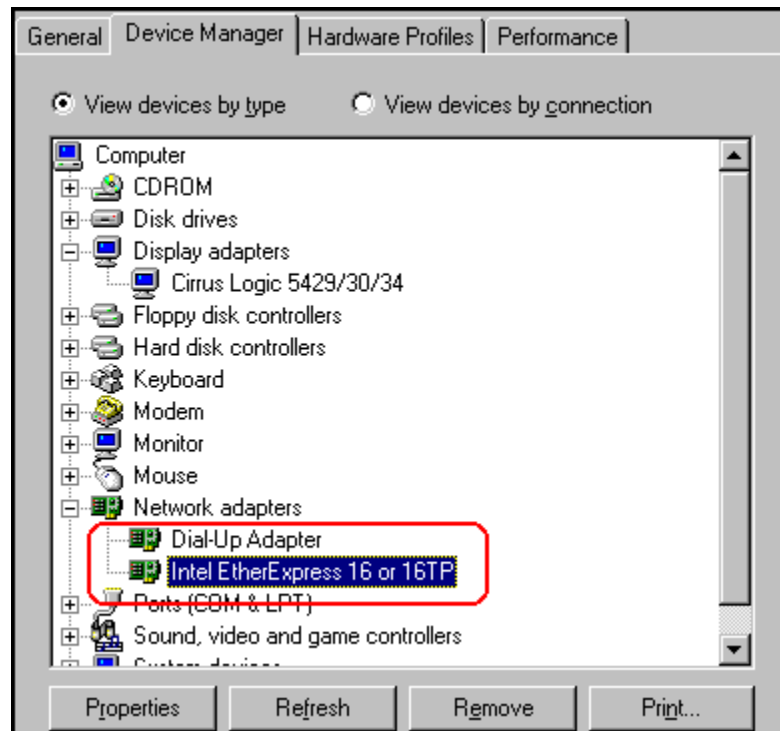
OK

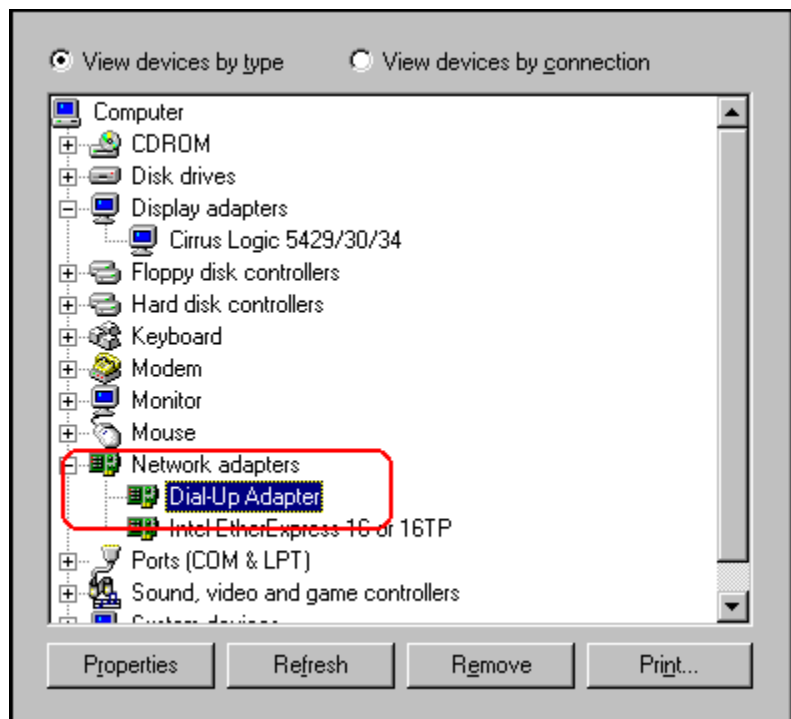
Cancel

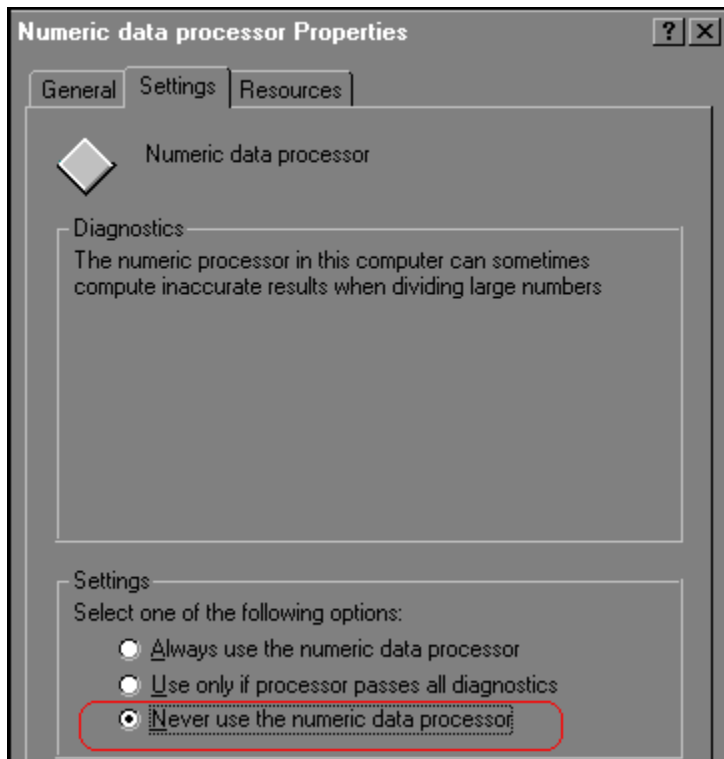


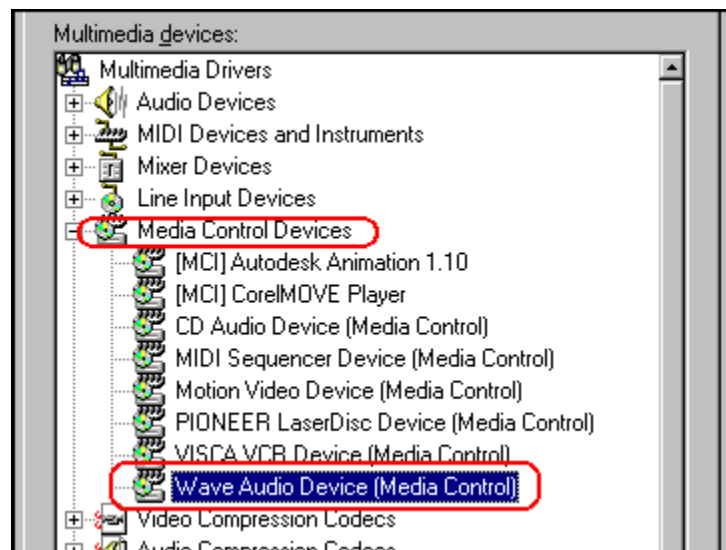


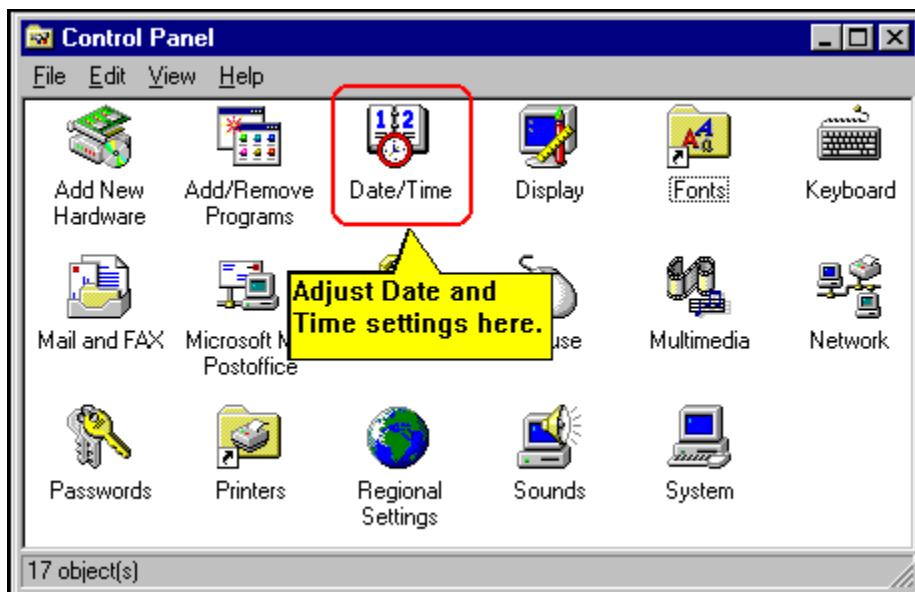


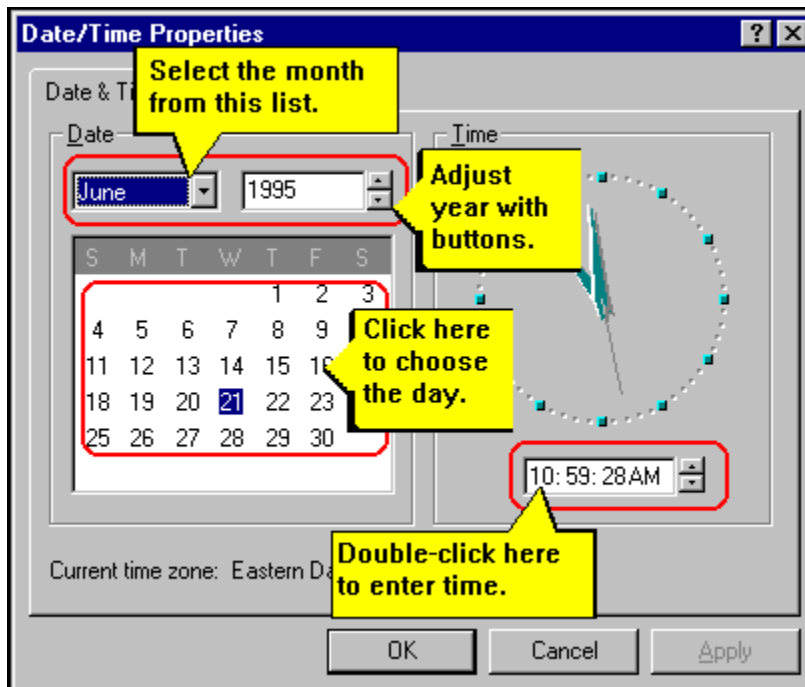




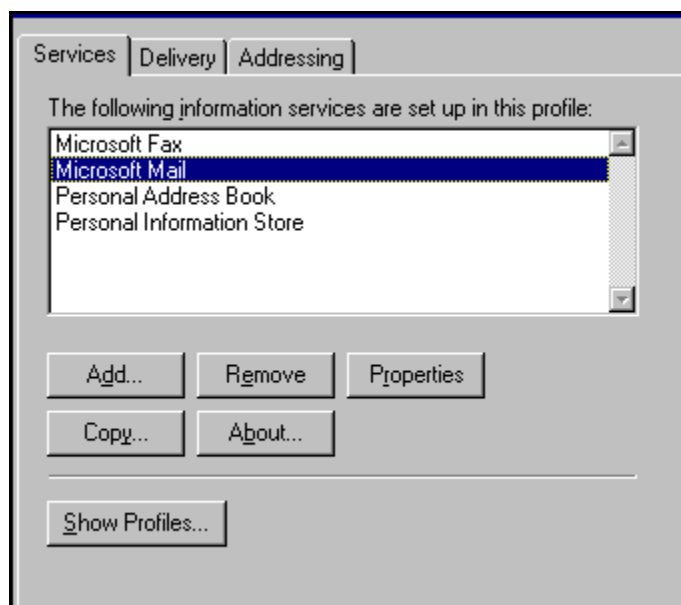


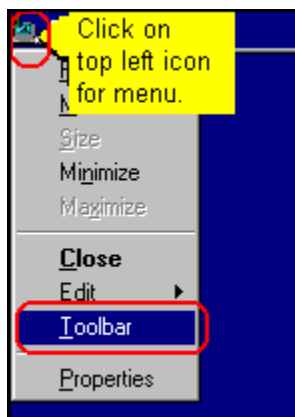


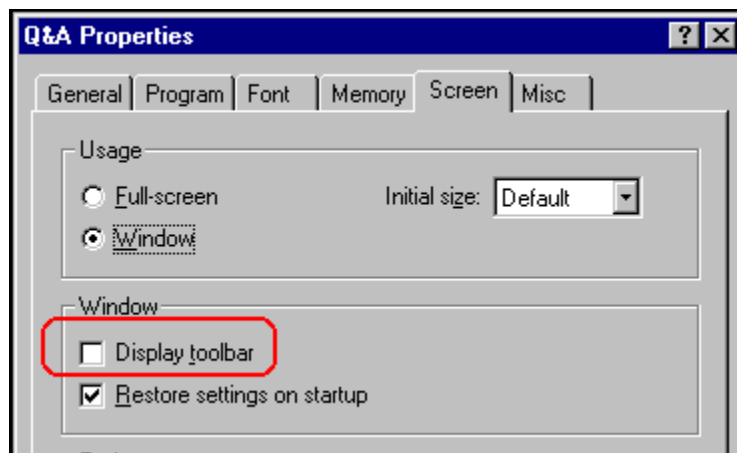


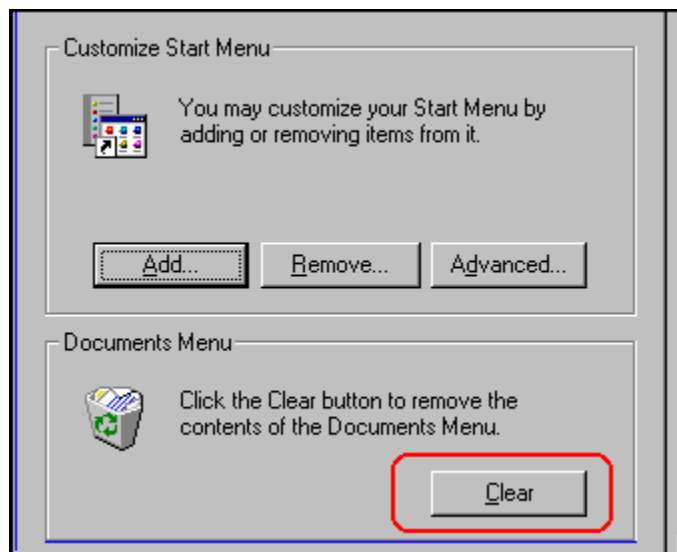


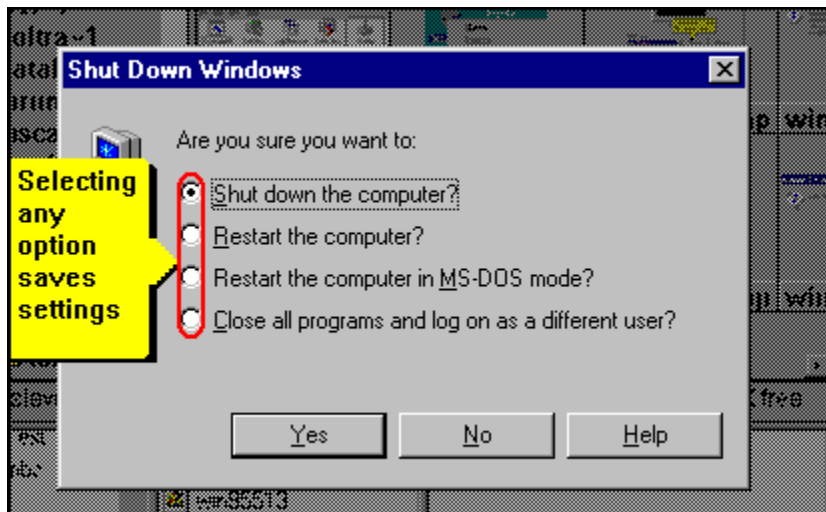


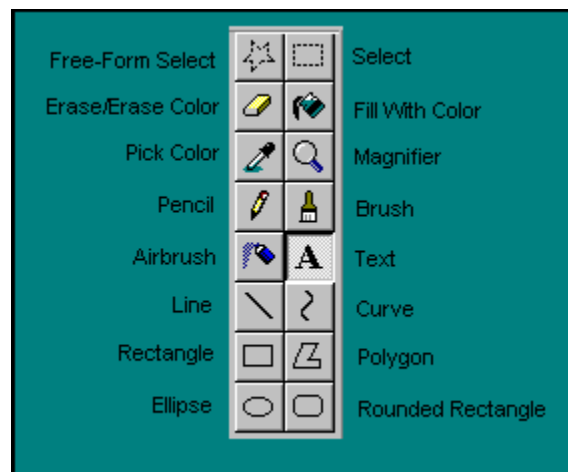


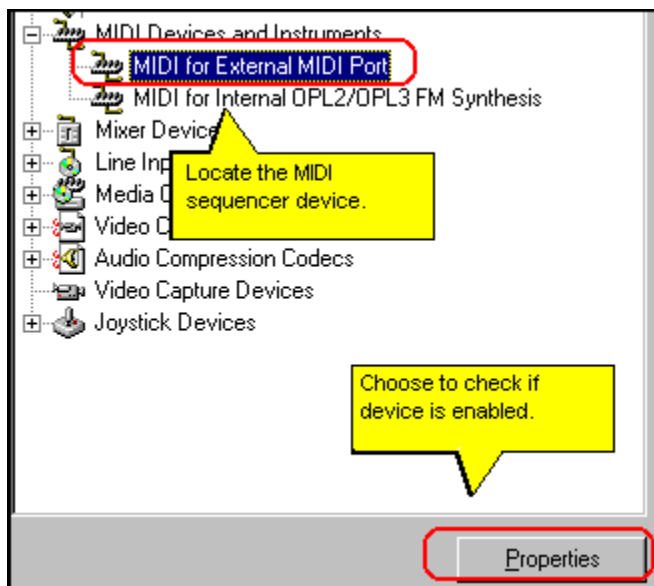


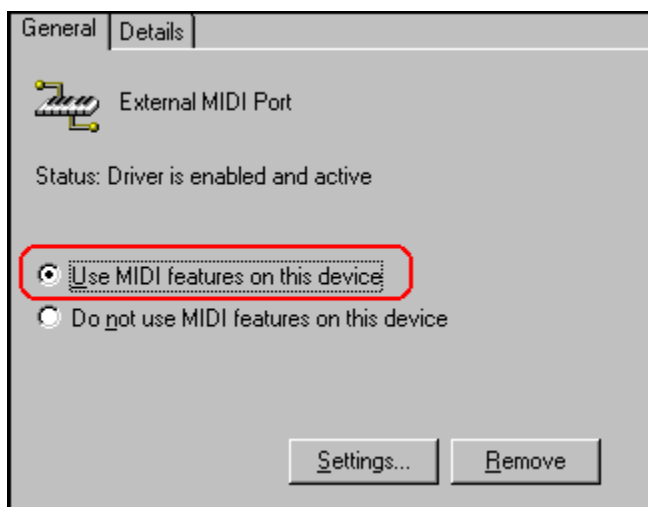




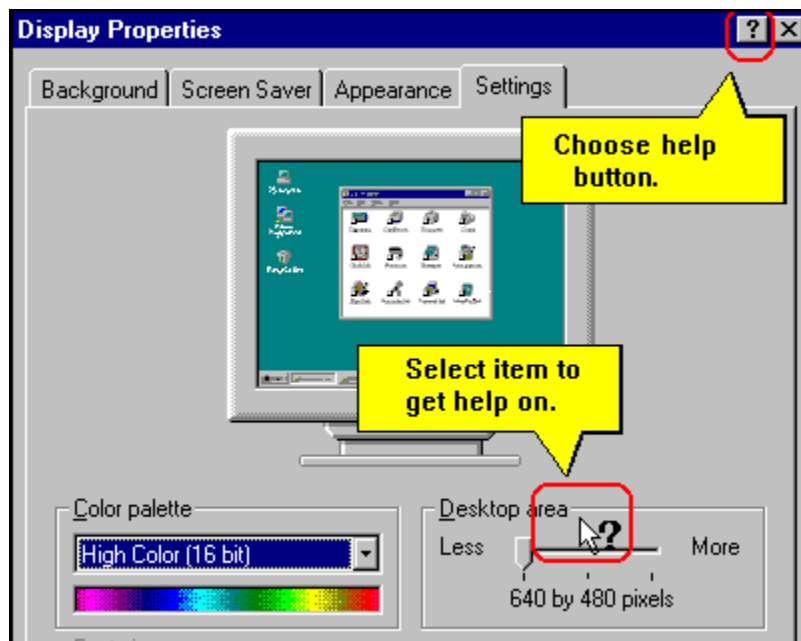


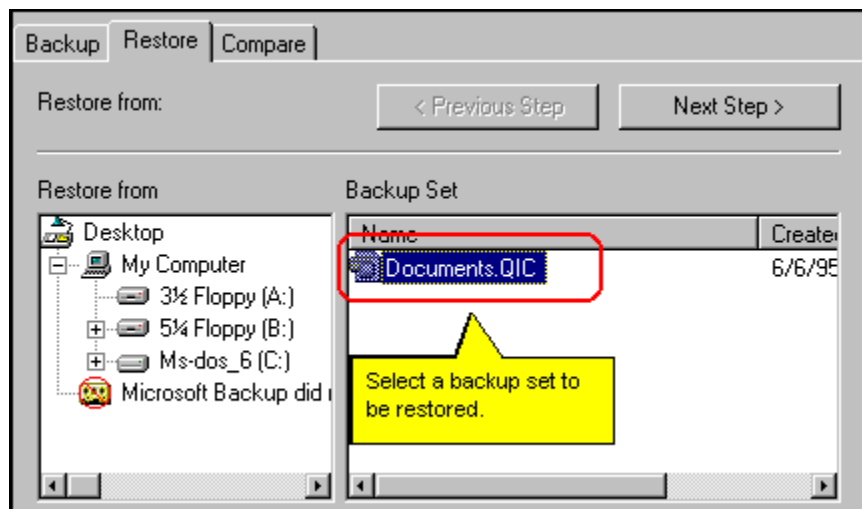


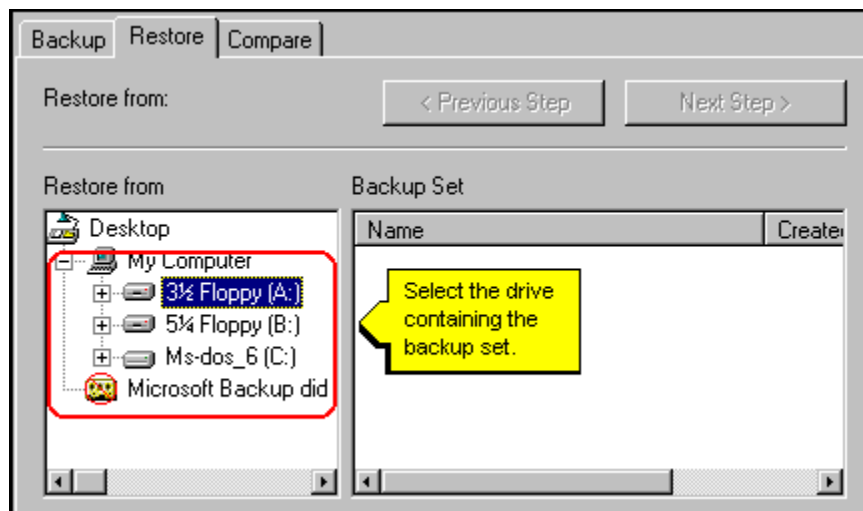












General Backup Restore Compare

☐ Quit Backup Applet after restore operation

Restore backed up files to

☒ Original locations

☐ Alternate location

☐ Alternate location, single directory

Advanced options

☐ Verify restored data by automatically comparing files after the restore has finished

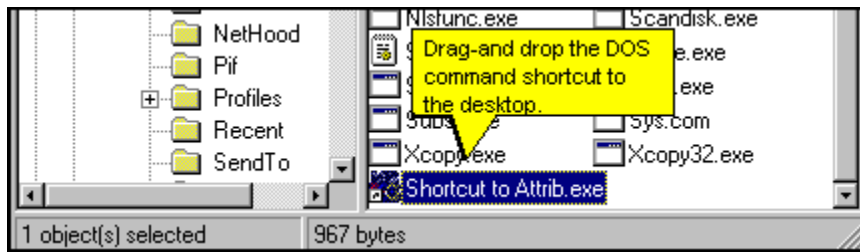
☐ Never overwrite files

☐ Overwrite older files only

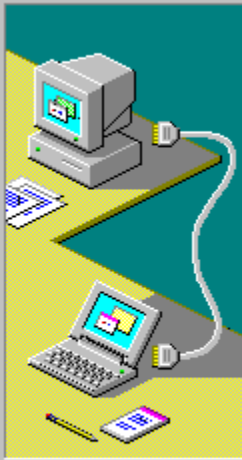
☒ Overwrite files

☐ Prompt before overwriting files

Choose restore options from this page.



## Direct Cable Connection



Direct cable connection enables you to quickly and easily establish a direct serial or parallel cable connection between two computers.

To connect two computers now, specify which one you are using:

☒ Host

This computer has the resources you want to access.

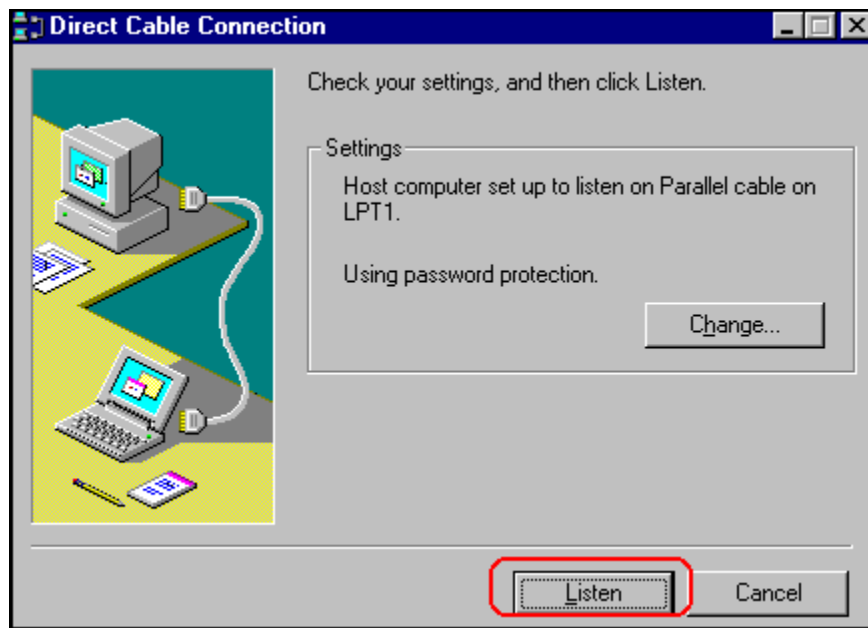
☐ Guest

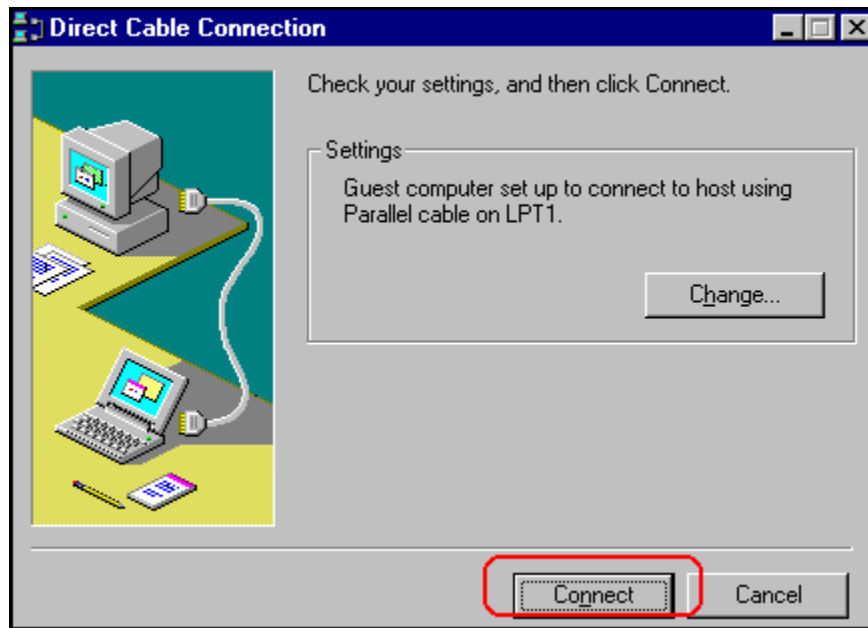
This computer will be used to access resources on the host computer.

< Back

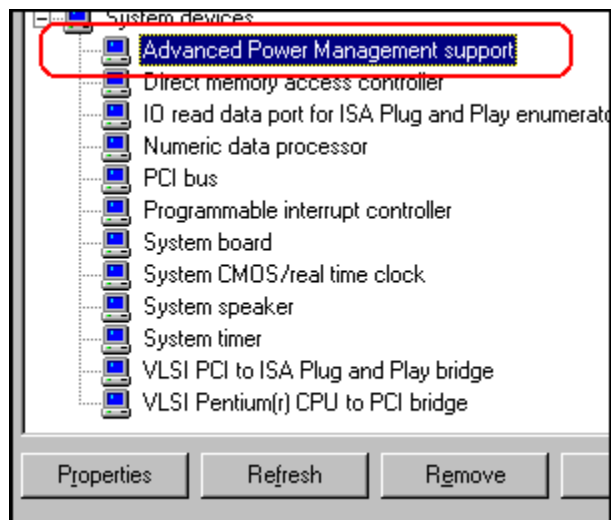
Next >

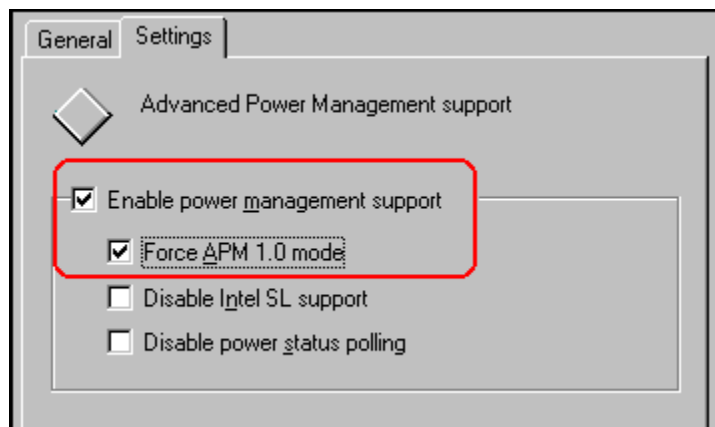
Cancel

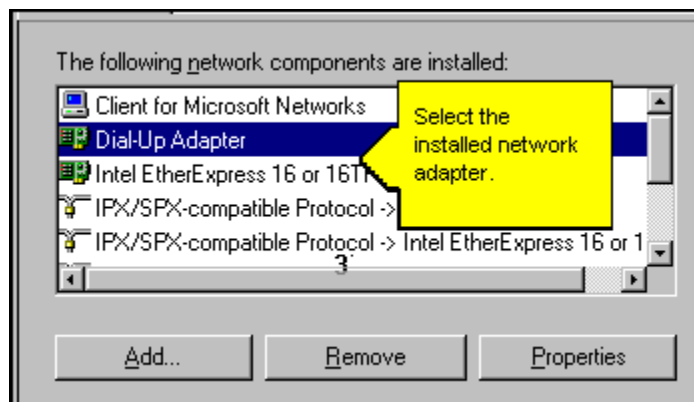












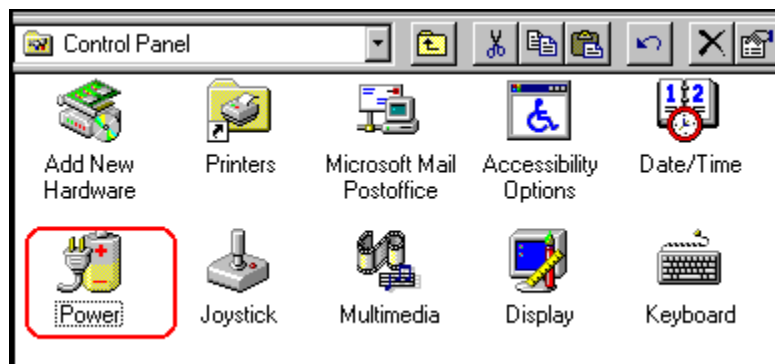
Driver Type | Bindings | Advanced |

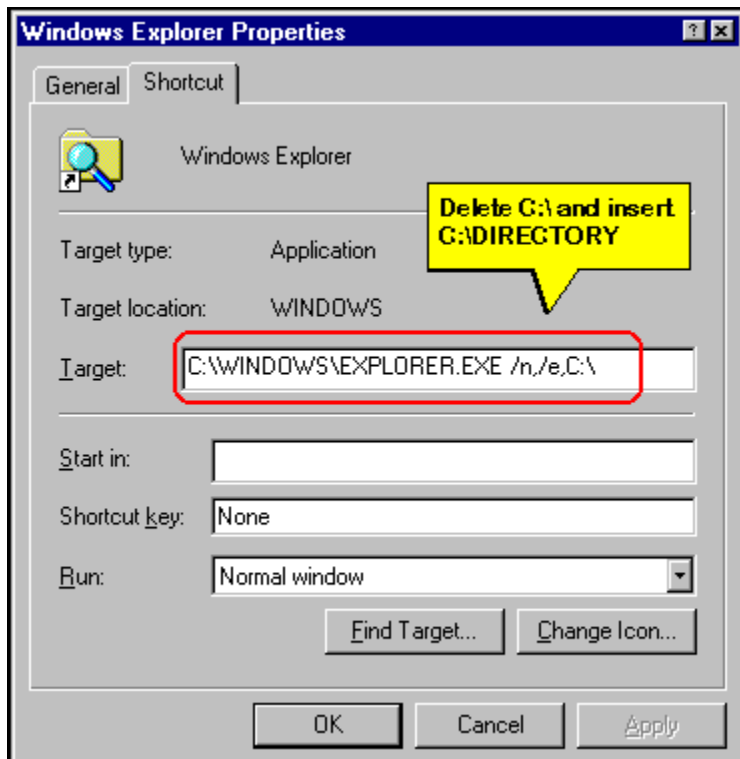
Click the type of the network driver to use:

☒ Enhanced mode (32 bit and 16 bit) NDIS driver

☐ Real mode (16 bit) NDIS driver

☐ Real mode (16 bit) QDI driver







Remote Configuration   Remote Session   Dial-Up Networking

T  
W

Select an existing connection from here.

When this computer is connected remotely networking.

Use the following Dial-Up Networking connection:

My Connection

Add Entry...   Adds a new dial-up connection.   Edit Entry...

When Dial-Up Networking fails to connect:

Retry   0   times at   10   second intervals.



Connection	Logon	Delivery	LAN Configuration	Log
------------	-------	----------	-------------------	-----

Enter the path to your postoffice:

Select how this service should connect at startup:

- ☐ Automatically sense LAN or Remote
- ☐ Local area network (LAN)
- ☒ Remote using a modem and Dial-Up Networking
- ☐ Offline

Remote Configuration	Remote Session	Dial-Up Networking
<p>These options apply only when this computer is connected remotely with a modem and Dial-Up Networking.</p>		
<p>If you don't want to automatically transfer all mail, you can use Remote Mail on the Tools menu to move, copy, or delete items.</p>		
<p><input checked="" type="checkbox"/> Use Remote Mail</p>		
<p>You can use a local copy of the postoffice address list instead of the copy on the server.</p>		
<p><input checked="" type="checkbox"/> Use local copy</p>		
<p>You can use an external delivery agent to manage mail delivery. If this option is selected, remote submission of messages is faster.</p>		
<p><input type="checkbox"/> Use external delivery agent</p>		

Uncheck for automatic mail download.

Remote Configuration	Remote Session	Dial-Up Networking
----------------------	----------------	--------------------

These options apply only when this computer is connected remotely with a modem and Dial-Up Networking.

Automatically start a Dial-Up Networking session:

☒ When this service is started

Automatically end a Dial-Up Networking session:

☒ After retrieving mail headers

☒ After sending and receiving mail

☒ When you exit

[Schedule Mail Delivery...](#)

**Add Scheduled Session** [X]

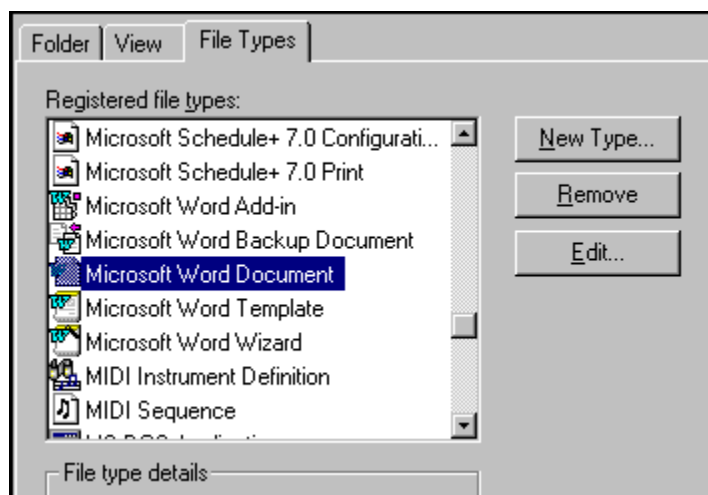
Use: My Connection 2

When: Every  
Every  
Weekly on  
Once at

0 : 00 hours : minutes

OK  
Cancel  
Help

Select an interval for the mail session.



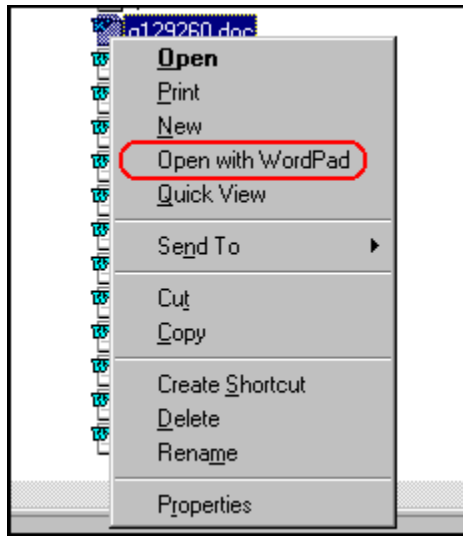
**New Action** ? x

Action:  
Open with WordPad

Application used to perform action:  
"C:\Program Files\Accessories\Wordpad.exe"

☐ Use DDE

OK  
Cancel  
Browse...



General

 Srvware2

---

Comment:

Workgroup: SOUTH\_OFFICE

---

Type: Microsoft Windows NT



Network

Configuration Identification Access Control

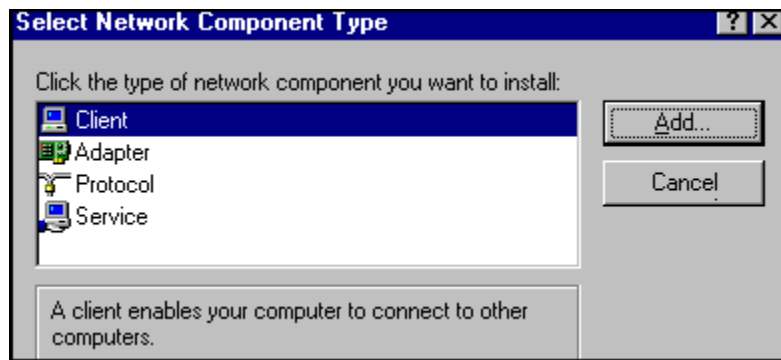
Windows uses the following information to identify your computer on the network. Please type a name for this computer, the workgroup it will appear in, and a short description.

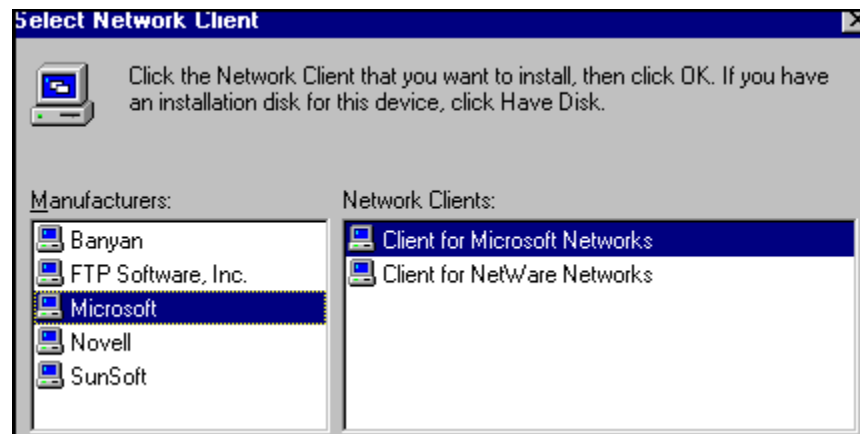
Computer name: JOEY

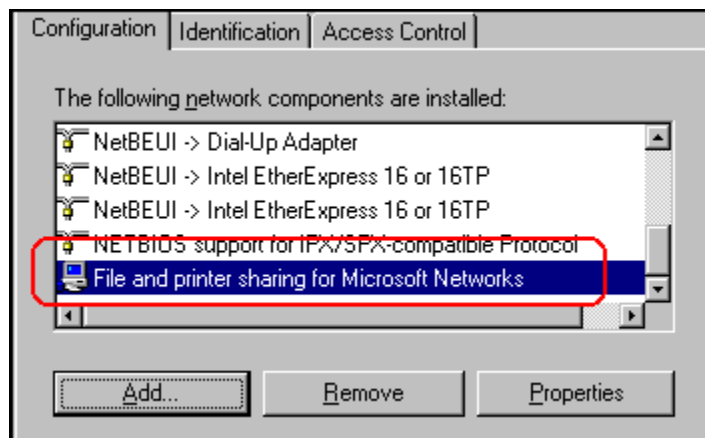
Workgroup: PRODUCT\_KE

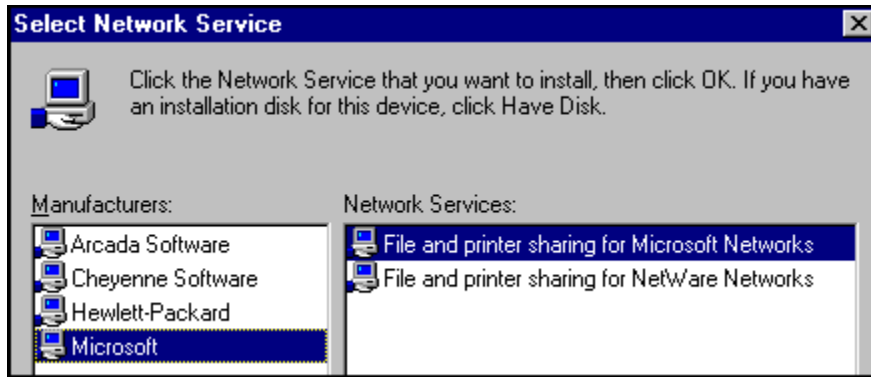
Computer Description: JOEY

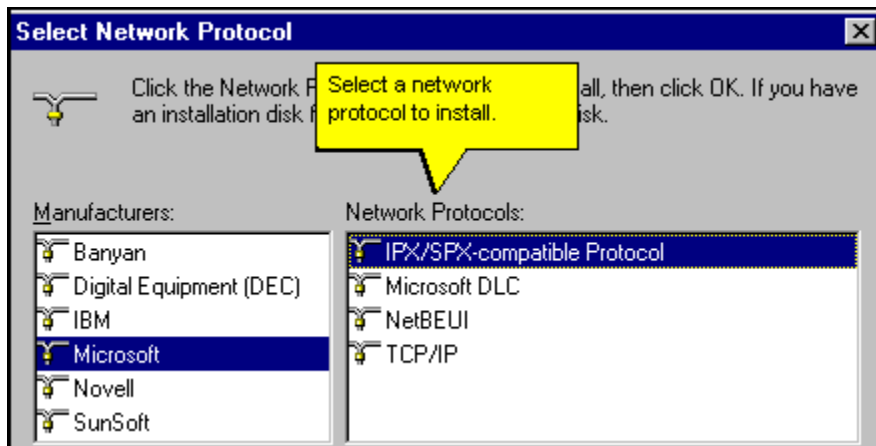
Enter the correct workgroup name.

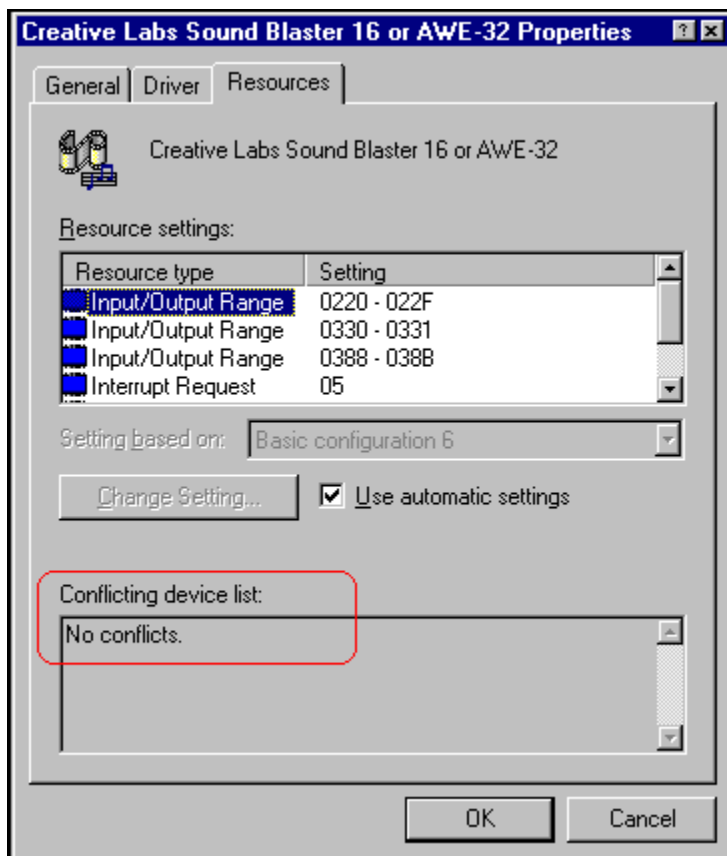


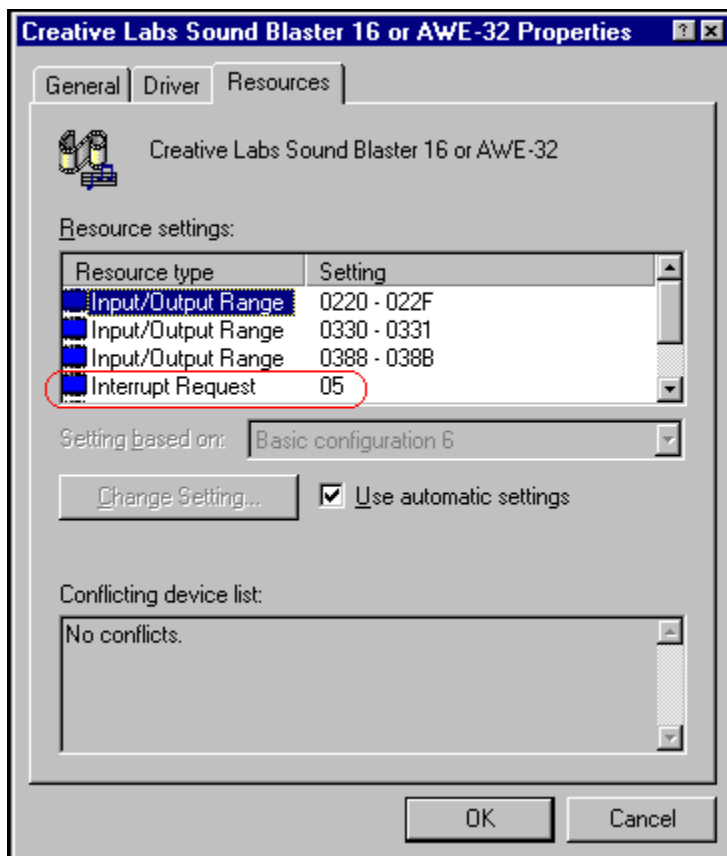




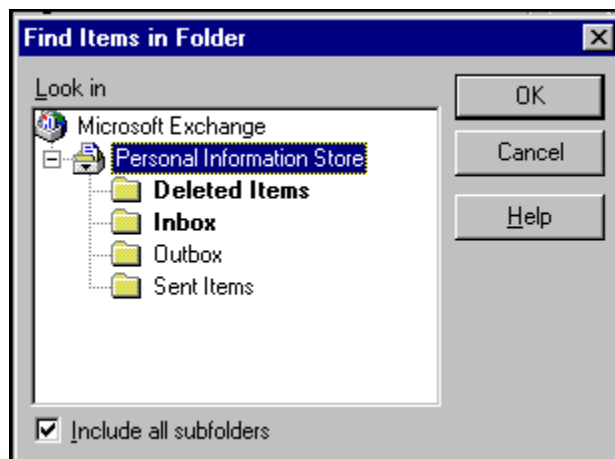












**Find**

File Edit View Tools Compose Help

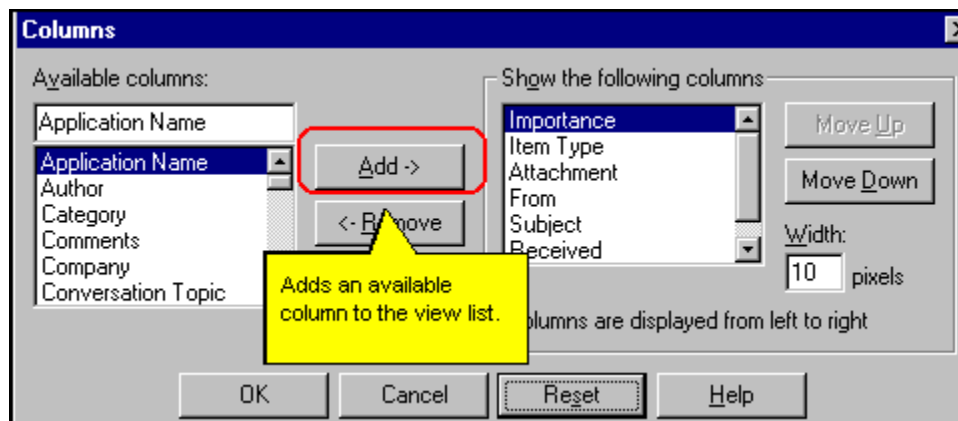
Look in:

Find items containing

☐ Sent directly to me ☐ Copied (Cc) to me

Subject:

Message body:



C:\NetFax

Already shared via C:\...

☐ Not Shared

☒ Shared As:

Share Name: FAX

Comment: Network fax server

Access Type:

☐ Read-Only

☒ Full

☐ Depends on Password

Passwords:

Read-Only Password:

Full Access Password:

General Details Capture Settings Pa

Capture

Capture Printer Port... End Capture...

Timeout 0 seconds

☐ End capture if disconnected

Form

Type

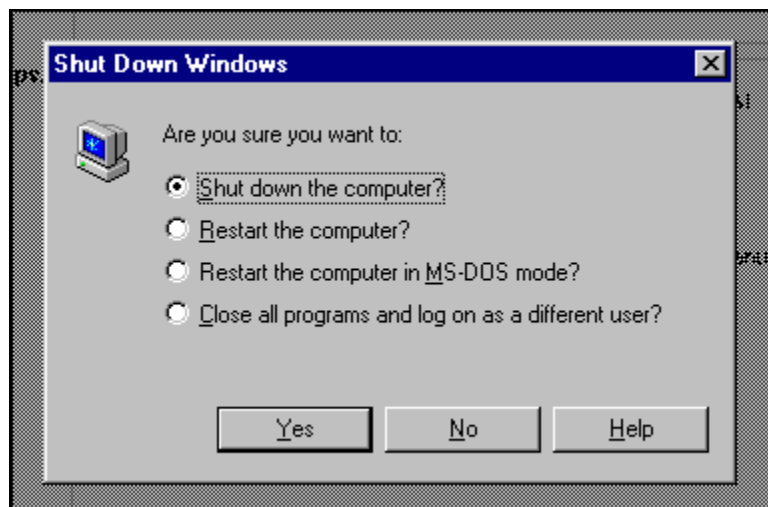
Name

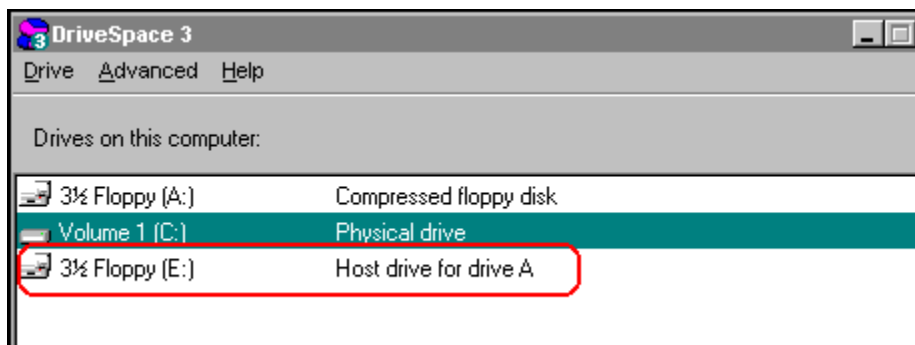
Uncheck to disable banner printing.

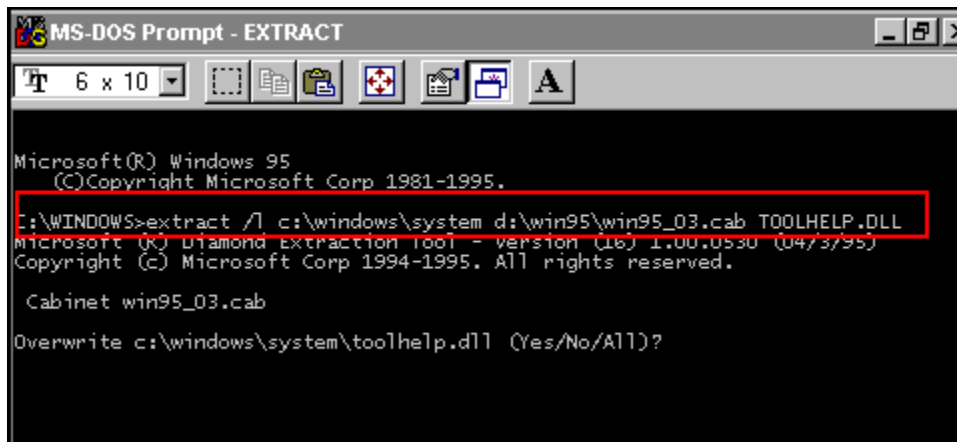
Job

☐ Banner LST:

Copies 1







```
MS-DOS Prompt - EXTRACT

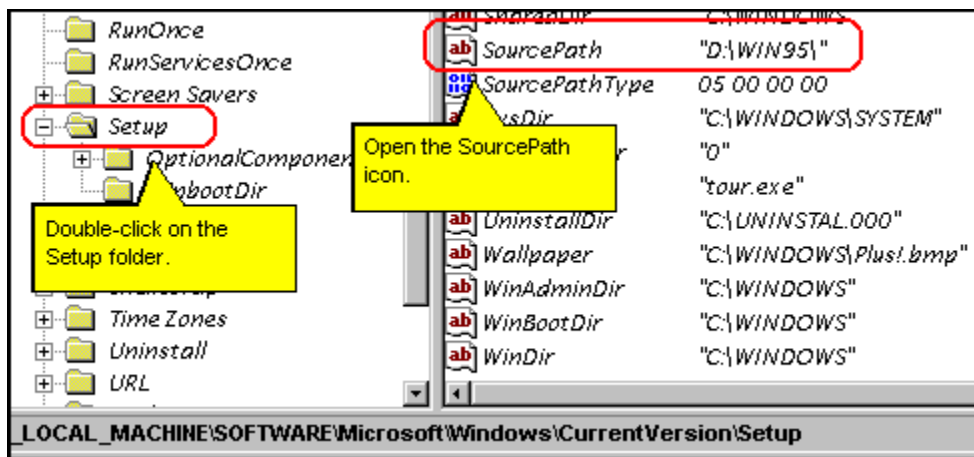
Microsoft(R) Windows 95
(C)Copyright Microsoft Corp 1981-1995.

C:\WINDOWS>extract /I c:\windows\system d:\win95\win95_03.cab TOOLHELP.DLL
Microsoft (K) Diamond extraction tool - version (16) 1.00.0530 (04/3/95)
Copyright (c) Microsoft Corp 1994-1995. All rights reserved.

Cabinet win95_03.cab

Overwrite c:\windows\system\toolhelp.dll (Yes/No/All)?
```





**Edit String**

Value name:

SourcePath

Value data:

D:\WIN95\

Enter the new setup path. This path becomes the default.

OK

Form  
Type  
Name

Uncheck these options  
on a NetWare printer.

Job

☒ Banner LST:

Copies 1

☐ Expand Tabs 8 spaces

☒ Form feed after job

Configuration Identification Access Control

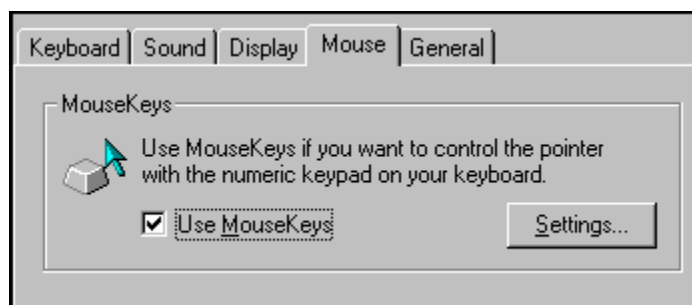
Control access to shared resources using:

☐ Share-level access control  
Enables you to supply a password for each shared resource.

☒ User-level access control  
Enables you to specify users and groups who have access to each shared resource.


Obtain list of users and groups from:

BRANCH1-OFFICE




**Settings for MouseKeys** ? X


Keyboard shortcut

 The shortcut for MouseKeys is:  
Press <Left Alt+Left Shift+Num Lock>

☒ Use shortcut

Pointer speed

Top speed: Low  High

Acceleration: Slow  Fast

☒ Hold down Ctrl to speed up and Shift to slow down

Use MouseKeys when NumLock is: ☒ On ☐ Off

☒ Show MouseKey status on screen

