

helpline



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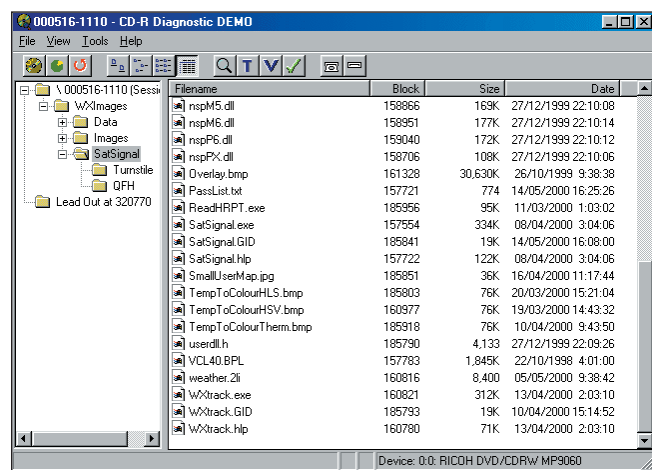
else to the CD-RW. I have tried Norton Utilities 2001, but this will not see the CD drives. Help, please.

A Norton Utilities won't work on CD media because it exploits peculiarities of the way files are stored on hard disk file systems to allow files to be undeleted. CD media store data in a different way. To make things worse, there is still no firm standard for packet-written CD-RW media, which makes it hard for third-party utilities to support this format.

The only product we know of that can be used to recover deleted files from CD-R and CD-RW media is CD-R Diagnostic (see the screenshot below) from CD-ROM Productions. You can buy it from www.dtidata.com. However, it's nothing like as easy to use as Norton UnErase. If recovery of your files is possible at all (which depends on what software was used to write your CD-RW) it will only be achieved after a lot of work.

There's a demo you can download to see what's involved, though it can't actually be used. You'll probably conclude that recovering deleted files from CD-RW discs is not a task for mere mortals.

Q When I turn on my PC or load a game the image moves over to the right of the screen and I have to adjust it every time. I have a 16MB Voodoo3 3000 graphics card and a 15in Tatung C5D monitor. I have tried new drivers for my graphics card without success. What is causing this and how can it be fixed?



details, all to no avail. Is there something that I have forgotten, or have I been supplied with a faulty drive? It is very noisy, making around 40 knocking sounds on startup before settling.

A It looks as if your new hard drive is faulty. We presume that, when checking the IDE cable, you did verify that it is plugged in the right way round, with the red striped edge towards pin 1 of the drive connector. You should not automatically assume the connector is the same way round as on your existing drive.

As a further check, try removing your old drive and connect the new one as if it is the Master. If the system still fails to recognise it, the drive is faulty.

Q Recently I mistakenly deleted a folder containing important files on a CD-RW. I need to recover these files. I have not written anything

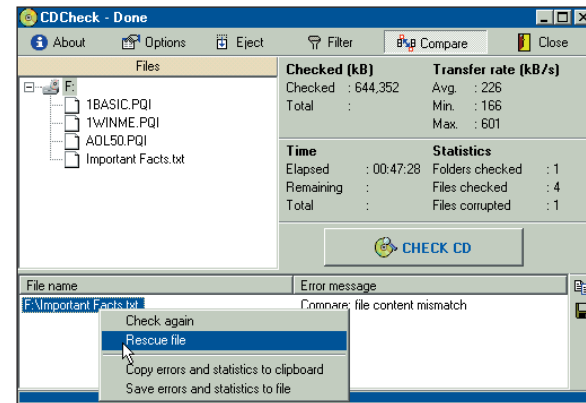
→ CD-R Diagnostic: data recovery for CD media, if you're an expert

↓ General

Q I was thinking of upgrading some of the hardware in my PC and wanted to make a record of the existing Bios settings before I changed anything. Instead of noting down everything on paper, can I print the information from the Bios screens? I tried the Print Screen button but it didn't work.

A Print Screen does work in some Bios setup programs, but it may not work in all of them. Another possibility is that your printer is designed to work only under Windows. If Print Screen doesn't work for you, we think pen and paper is the only other option. Sorry.

Q I am trying to fit a second hard drive to my PC. I chose a Maxtor 536DX 60GB drive and installed it as a Primary Slave to the existing Primary Master (a Samsung 6.2GB drive). I went into the Bios Cmos Setup menu and set the Primary Slave type and mode to Auto. On rebooting, the Master drive is autodetected but not the Slave. I checked the connections to the new drive and its jumpers, replaced the IDE cable and even tried manually entering the drive



← Always use CDCheck to confirm that your CD-R files are readable and have been copied accurately

Q Are CD-R discs a dependable medium for preserving digital photos, MP3s and other key files?

A Most CD-R manufacturers claim their premium discs will last 100 years, if

A Without seeing the problem, we think that some DOS screens, and programs that use DirectX, occupy a different position on the screen than the Windows desktop. This is because these programs use different display modes, and one setting of the monitor controls will not work for all modes.

You might also have to readjust the monitor if you changed the Windows display resolution. More sophisticated monitors have the ability to remember the size and position settings for a number of display modes, and can then restore the correct adjustments automatically for each one. We're not familiar with the Tatung C5D monitor, but a likely explanation is that it doesn't have this capability.

Q I am having trouble connecting my Cassiopeia E125 handheld device to my PC. Microsoft ActiveSync 3.1 is installed but when the PDA (personal digital assistant) is put into the USB cradle the message 'Device was not detected' is displayed.

A The facility to allow USB connections in ActiveSync 3.1 is not enabled by default. Open ActiveSync and click on File, Connection Settings. Select 'Allow USB connections with this desktop computer', then click ok. If the checkbox is already selected, click to clear it, click ok, then repeat the steps to select it. Now click on File, Get Connected.

If the connection still doesn't work, click File, Get Connected, then remove the device from its cradle and replace it. If you're still not getting the desired result, reboot your desktop PC and perform a 'soft' or 'warm' reset on the handheld computer.

properly cared for. Mark Roosa, preservation director for the Library of Congress, is guardedly optimistic about the claim's accuracy. "If you put [a CD-R] into cool and dry storage, it's quite possible that it will last for 100 years." Here are some tips for keeping your CD-R data safe.

• Buy good discs Get premium CD-Rs from companies that make their own discs. Don't use CD-RWs, since they aren't designed for long-term storage. Katherine Cochrane, a consultant who specialises in CD technology, is impressed with some of

the discs she has tested from Kodak, Mitsui and Fuji. Other companies whose discs have good reputations include Verbatim and Maxell.

• Check the newly written disc for errors CDCheck, a free program from Fusion, lets you compare the CD's files to the original source files on your hard drive (see the screenshot left). It's available on this month's cover disc.

• Make more than one copy Put the same files on at least two CD-Rs. If the CD will be used a lot, make three copies – one for use and two for archiving.

• Handle discs with care Treat the disc as you would a photo negative. Never touch the data surface or lay the surface down.

• Label with care Use a pen designed for CD-Rs, such as CD Mark from TDK. Or use labels intended specifically for CDs – and apply them carefully. Better yet, follow Cochrane's advice: "Leave the disc unlabeled and just label the packaging."

• Store them properly Keep discs in their jewelcases when not in use and store the case in a cool, dry, dark location. An office bookshelf (out of direct sunlight) should work fine. Be sure to store the second copy in another building.

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Since this service began more than three years ago, thousands of PC Advisor readers have called our team of experts for instant solutions to their PC problems at work or at home. No question – whether it's software- or hardware-based – is too simple or too complex. Our experts are here to help whatever your dilemma, and they're just a phone call away.

Operating hours
Call the PC Advisor Expert Advice Hotline any time between 8am and 11 pm, seven days a week.

Limited call duration
If you've got a major problem, and you think it will take more than 12 minutes to solve, then you can leave it with our engineers and call them back later for the solution.

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If your PC has a recurring problem and you think you'll need to use the Hotline on a more regular basis, try our problem vouchers. For £19.80, you can talk to our experts for as long as it takes to solve your query. Call 0870 739 7602 for more information.

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When you subscribe to our special Full System Cover service, you can have as many calls as you like of unlimited length. For an annual fee of £169 per system, this service is the perfect solution for home or small business users. Call 0870 739 7602 for details.

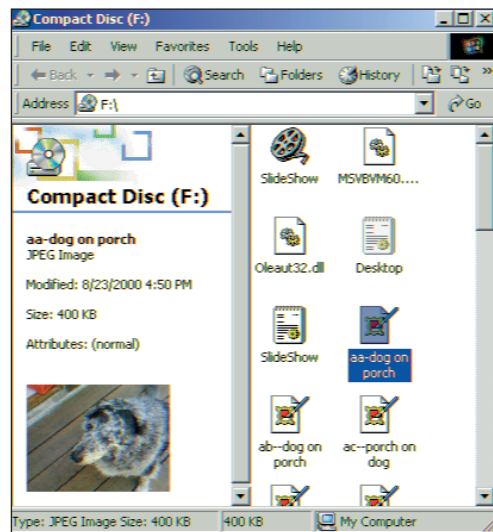
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Hassle-free service
The PC Advisor Expert Advice Hotline costs £1.50 per minute, and you will be charged for the service on your standard telephone bill.

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0906 906 0274



• Check them regularly Every couple of years, pull the CDs off your shelf and make sure you can still read them. If you encounter an error, replace the disc with a new one duplicated from your other copy. (That's why you make two.) Consider obsolescence, too. If the medium or file format is falling out of date, transfer the data to a new storage device that's at least as reliable as the one it's replacing.

Q Is there a way to put together my digital photos as a slideshow that I can distribute on CD-R discs to friends and relatives?

A You need a program that you can freely distribute without violating any licensing agreements and that your friends and relatives can easily run. We suggest Lars P Jeppesen's LPJ-Slideshow, which has the added benefit of being free for noncommercial use. Download from Jeppesen's site at <http://hjem.get2net.dk/lpj>, or see this month's cover disc.

LPJ-Slideshow is simple to use – just put the program files and photos in the same folder. Launch the program and you get a slideshow (see the screenshot above). The program file slideshow.ini lets you configure your presentation. You can, for instance, change the slide display order. It's all documented in the file. When people view the slideshow, an onscreen menu tells them how to control it.

Start by setting up a folder on your hard drive. Put the slideshow program files and your pictures into this folder, and launch slideshow.exe to preview your show.

← The LPJ-Slideshow program puts an image slideshow on a CD-R disc

You can copy the folder and its contents to a CD-R disc when you're satisfied. To make LPJ launch automatically, you need to create a small file. Open a new file in Notepad or any other text editor and enter these two lines:

```
[autorun]
open=slideshow
```

Save the file with the name autorun.inf and put it in the same folder that the pictures and program occupy. Once this file,

along with all the others, is moved to the CD, it will autolaunch your slideshow every time the CD is placed in a drive. The folder with the autorun.inf file and all the other slideshow files must be located in the CD's root directory, not in a subfolder.

↓ Windows

Q My PC runs Windows 98 SE. It works fine except that when I boot up I get the error message: 'Windows protection error when initialising Msconfig. Please restart your computer'. When I

reboot I get the option to enter Safe Mode. If I ignore it and start normally the PC works fine. But after I shut down and then reboot I get the same message. I have reinstalled Windows and have removed what few programs I put on but I still get the same problem.

A This is not a known problem. In fact, in all the documented cases of Windows protection errors, Msconfig is used to solve problems, rather than cause them. So this is all very odd. Possibly something in the Registry is corrupt, which is causing Msconfig to fail. We presume that when you reinstalled Windows you didn't reformat your hard disk first, so most of the existing Registry contents will have been kept. Although doing a reinstall to a clean hard disk is a bit of a nuisance, it's the only thing we can suggest.

Q I accidentally erased the Accessories function from my Windows 98 installation. I can't find a solution on the Microsoft website and my computer supplier wants £70 to fix the problem. Can you help?

A We presume that you have deleted the Accessories entry from your Start menu. An instant solution is to restore the entry from the Recycle Bin. Start menu entries are files and folders,

Cover your tracks in Internet Explorer

TIP

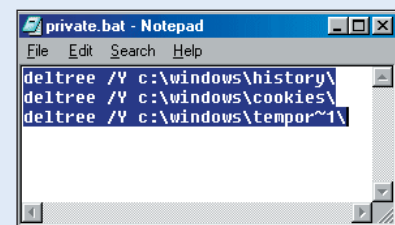
Jim Deal sent in this idea for those of you who are concerned about the records Internet Explorer keeps of the websites you have visited. It's not for everyone, as the benefits of cookies outweigh the disadvantages of keeping them – for example, they can store your identity and save you having to re-login to a site. But if you share your PC with others and visit sites you'd rather they didn't see, this tip might solve the problem.

As shown in the screenshot above, left, create a batch file by opening Notepad and entering the following three lines:

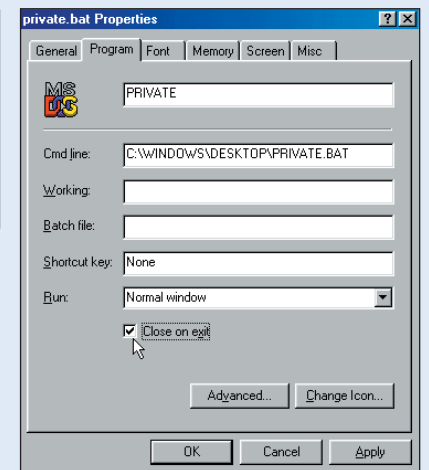
```
deltree /Y c:\windows\history\
deltree /Y c:\windows\cookies\
deltree /Y c:\windows\tempor~1\
```

Save the file as private.bat. Now right-click the saved file, select Properties, select the Program tab and tick the box beside 'Close on exit' (as shown in the screenshot above, right).

Jim suggests inserting an entry in the Registry to run the batch file automatically at startup, but we reckon an easier way to achieve the same result is to drag a shortcut from it to the Startup menu folder at `c:\Windows\Start Menu\Programs\Startup`.



↑→ This tip, courtesy of one of our readers, lets you keep your website history away from prying eyes



There's a couple of words of warning, though: check that the locations given in the deltree

commands really are the locations used to store your internet cookies, history and temporary files. It's possible to change the locations used for some of these folders. Also, be very careful with the deltree command. A single misplaced space could result in everything on your hard disk being deleted. So don't try this tip unless you have a backup or understand exactly what it does.

This tip doesn't clear the drop-down site list in the Address bar. This can only be cleared by deleting the Registry folder `Hkey_Current_User\Software\Microsoft\InternetExplorer\Type dURLs`, and there isn't a way to automate that.

so in this case you would look in the Recycle Bin for a file named Accessories, right-click it and select Restore.

If you have since emptied your Recycle Bin and you don't have a backup of your Windows folder that you could restore from, then unfortunately there is no easy way to recreate the entry. You could rerun Setup from your Windows CD.

Alternatively, you could manually recreate it (click Start, Settings, Taskbar and Start Menu) after looking at another computer to see what entries there should be. There's no reason to keep the original Accessories menu structure, so perhaps now is the time to customise your Start menu (see the screenshot right).

Q If I use My Computer, Windows Explorer or a browse dialog to open a file in an application, the whole system just freezes. If left for a long time, however, a list of files will come up. If I go into MS-DOS and type the DIR command, a list of files is produced which suggests that the problem is

Windows-specific. However, reloading Windows hasn't cured the problem. Have you any ideas?

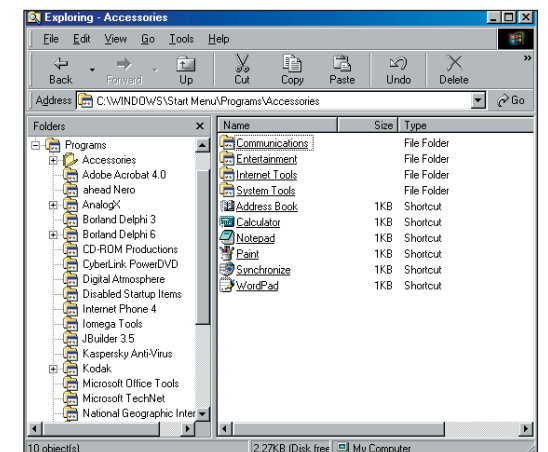
A Disk errors could cause these symptoms. Run a thorough ScanDisk test to see if any problems are uncovered. Another possibility is a conflict with antivirus software or a system monitoring utility. Try disabling or uninstalling such utilities, or see if the symptoms occur when Windows is run in Safe Mode. If they don't, you'll know that something that loads when Windows is started normally is the culprit, and you can track it down by a process of elimination.

Q In an attempt to get the sharpest copy of an aerial photograph I scanned it at 1,200dpi (dots per inch) and

→ Customising the Start menu is easy: menu branches are folders and the items they contain are shortcuts

finished up with a 398MB bitmap in the My Pictures folder. When I tried to delete it Windows informed me that 'Access is denied. The source file may be in use'. How can I get rid of it?

A The file is in use because Windows is trying to draw a thumbnail of it in the Image Preview window. Because the bitmap file is so big, this will take a long time. Either wait until Windows has



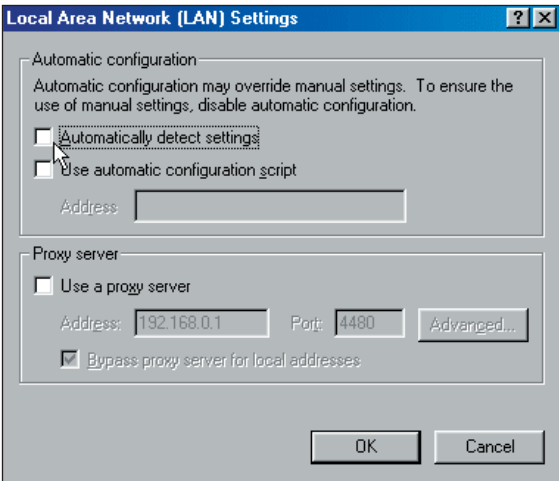
managed to draw the thumbnail, disable Web view for the folder (from the View menu) and then delete the file, or delete it from DOS using the Del command.

Q My PC runs Windows Me. Whenever I reboot, the Dial-Up Networking properties are reset to 'Never dial a connection'. I change this setting to 'Dial whenever a network connection is not present' and everything works fine until the next boot, when the setting goes back again. It doesn't seem to matter how I change the setting – from Control Panel, DUN or Internet Options from MSIE – it still gets reset. What is it doing?

A Open Internet Properties, select the Connections tab and click the LAN Settings button. Ensure that the 'Automatically detect settings' checkbox is unchecked (see the screenshot below). As the note at the top of this dialog box warns, automatic configuration can override manual settings, which is what appears to be happening in your case.

Q I am trying to install a PCI card for a FireWire video camera on my Dell PC running Windows 98 SE. Windows detects the new hardware, but fails to find a file called 1394bus.sys which, according to the instructions, should be on the Windows 98 SE CD. It isn't. Where I can get a copy?

A We think Microsoft have slipped up here as, according to the contents listings, the file 1394bus.sys is present on floppy disk distributions of Windows 98 SE, but not on the CD-ROM version. You



need to install the Windows 98 Second Edition 1394 Storage Supplement, which you can get from the Recommended Updates section of the Windows Update website: <http://windowsupdate.microsoft.com> or from www.microsoft.com/windows98/downloads/contents/wucritical/1394/default.asp.

Q I have a Patriot 500 PC with a ProView monitor. The PC hangs during about one in every

← Allowing Windows to detect network settings automatically can override internet dialup preferences

Change the default time-out value in ICS TIP

There is no way to manually hang up a connection made from a remote computer using ICS (Internet Connection Sharing). You have to let the connection time-out. The default time-out value is 300 seconds or five minutes. You can, however, change the default time-out value by editing a value in the Registry.

To do this, start the Registry Editor and then navigate to the Registry key: `Hkey_Local_Machine\System\CurrentControlSet\Services\ICSSharing\Settings\General`. Double-click the value, and change it from 300 (the default) to however many seconds you wish ICS to wait before hanging up the line. Note that making this value too short will probably cause the connection to hang up when a user pauses to read the content of a web page.

five bootups. There is a flash across the screen and then the hourglass appears. There are no Taskbar or desktop icons. The only thing I can do is to switch off and restart. Restoring the system to its default state didn't help. A friend suggested that it is either a fault with the screen or the CD-ROM. Can you help?

A This sounds like a variation on the blue screen at startup syndrome, which is quite common. It isn't likely to be a hardware fault. Unfortunately, there's no easy solution and, as it doesn't happen every time, it's probably simplest just to live with it.

If you do want to try to track down the problem, we're afraid the process is too longwinded to cover in *Helpline*. However, there are articles in the Microsoft KnowledgeBase that describe the steps you must take. (<http://support.microsoft.com/>). The articles are:

- Q136337 Troubleshooting Windows 95 startup problems and error messages
- Q188867 Troubleshooting Windows 98 startup problems
- Q273738 How to troubleshoot Windows ME startup problems

Q My computer runs Windows 98. After removing several programs I no longer use, whenever I boot up an animation appears showing a copying process taking place. The source is `c:\Windows\System\Dcom98\Oldole\Ole32.dll`, while the destination is `c:\Windows\System\System\Ole32dll`. If I cancel this, bootup continues normally. If not, an 'illegal operation' message appears. How can I get rid of this?

Pass it on: tips from readers

Do you have any great workarounds or shortcuts you'd like to share? Send your tips and tricks to *Helpline*, PC Advisor, Fifth Floor, 85 Tottenham Court Road, London W1T 4TQ, or email pcadvisor_letters@idg.com. To help us sort your messages, please use the words 'Pass it on' in the subject heading.

Recycle Bin renamed

Tony Martin wrote to point out that the tip on page 50 of the July 01 issue, *An icon by any other name*, is wrong in stating that the Recycle Bin icon cannot be renamed. Using E-Icons (see screenshot right), a shareware utility from www.deepgls.com/eicons/features.htm, you can customise and rename any icon. The program comes with nine different themes, and you can download more from the site. E-Icons is available on the cover disc.

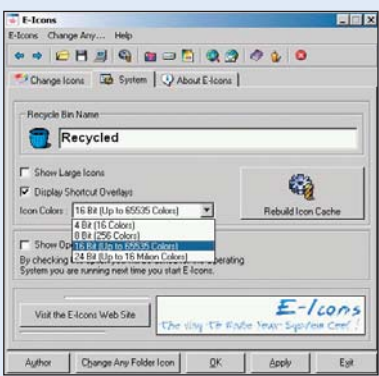
DOS under Me

In response to our item about enabling MS-DOS under Windows Me, Jason Finlay wrote passing on his tip. To run an MS-DOS session go to Start, Run and type in a DOS command. An MS-DOS window will appear. You can also put a shortcut on the desktop or in the Start menu using Command as the command

line. Windows Me will call this MS-DOS and even supply the MS-DOS icon for you.

We did know this, Jason, but perhaps we failed to make the distinction between DOS command windows and real MS-DOS crystal clear. An MS-DOS session that runs under Windows isn't a real MS-DOS session, and is prevented by Windows from doing

certain things that some older DOS programs want to do. This is why some DOS programs will only run under what is known as 'realmode' DOS. Support for this has been removed from Windows Me. The steps we described allow you to reinstate this support if you need to run one of these programs.



↑ E-Icons lets you rename your Recycle Bin and change its icon

A The cause of this problem is probably an uninstall process that did not complete correctly. Some uninstalls require Windows to be rebooted in order to complete, because they need to replace or delete files that are already in use. If you uninstall several programs in one go, the uninstaller for one program may overwrite data written by another, so that when the computer is rebooted, the correct sequence of commands to complete the uninstall is not run. If an uninstaller asks for the computer to be rebooted it is always best to do so, even though you intend performing other actions that will also require a reboot.

Uninstallers place instructions for actions to be carried out upon reboot in a file named `wininit.ini`, which is usually found in the Windows folder. Locate this file and delete it. This should put paid to the unwanted copying operation at bootup.

Q When I try to play DVDs on my notebook and view it on my TV using the S-video connector, the TV image is in black and white. I have checked that PAL TV is enabled in the Bios setup. Does the Windows colour management need changing, as I have no profile at the moment?

A No, the Windows colour management has nothing to do with it and probably doesn't even affect DVD playback. A black-and-white picture is usually the result of the player being set to NTSC when you have a PAL TV (refer to the screenshot below, right). We think that the Bios setting you changed only affects display of the text-mode computer screen. Video output from Windows-based software will be determined by settings in the display driver software, or possibly by the DVD player software settings.

Q My PC runs Windows 98 SE. It has lost the loudspeaker icon from the System Tray, so I can no longer control the volume. If I try to open Multimedia or Sounds in the Control Panel, I get the error: 'Rundll32 caused an invalid page fault in module kernel32.dll'. I have replaced `rundll32.exe` and `kernel32.dll` using System File Checker and reloaded the sound card driver, both to no effect. How can I restore the volume control?

→ If the TV output is black and white, check that the display driver properties are configured for PAL, not NTSC

A Rundll32 is the program that runs all the Control Panel applications, so it's most likely the particular program it is running that is causing the problem. Use SFC to restore `mmsys.cpl` in the Windows System folder. This file is used for both the Multimedia and the Sounds icons in the Control Panel, so it's no coincidence that these icons produce the same error.

Q How do I make my PC secure? Password-protecting Windows doesn't do much – to get on my PC all you need to press is Esc.



Updates and patches



If you've been having trouble with your computer, peripherals, hardware or software, it may be down to bugs (mistakes in the programming), errors or viruses. Despair not, though, we'll tell you where to download fixes and solutions.

Security scares with Microsoft Outlook

There's a security threat in Microsoft Outlook 98, 2000 or 2002 (the version that ships with Office XP). The issue involves a new feature called View Control that uses ActiveX. View Control displays information from Outlook in a browser window, and it ships with Outlook 2002 in Office XP. But the feature also works with 98 and 2000 – a fact, it turns out, that a malicious hacker can exploit, whether you have loaded View Control or not.

A miscreant can construct a web page or an HTML email that embeds View Control. If you then click the control, the hacker can take over your system and delete files. Even if your PC does not have the View Control feature, once you click the control on a web page the program tries to download itself to your PC. However, you receive a prompt alerting you to the download first. You can work around the vulnerability by stopping ActiveX controls from running. See www.pcadvisor.co.uk/about/printplus.cfm to learn how to disable the controls.



Nimda worm spreads on all fronts

A new virus, W32/Nimda, became widespread during September. It is unusual in that it spreads using both email and by exploiting a security hole in Microsoft IIS (Internet Information Server).

Affected emails contain an attached file called readme.exe. The virus tries to exploit a security bug in IE, which both Outlook and Express use to display formatted email. The bug allows the

infected program to run even if you don't open the attachment. The virus modifies system.ini, so that it is loaded when Windows starts up, and forwards itself to email addresses found on the PC. The virus also looks for insecure web servers to infect. Microsoft has issued a fix for the security hole, which can be obtained at www.microsoft.com/technet/security/bulletin/mso1-020.asp.

If the virus locates an insecure web server, it adds a hyperlink on certain web pages that, if clicked on, downloads and runs a copy of the virus. A fix for the security hole in IIS can be found at www.microsoft.com/technet/security/bulletin/ms00-078.asp.

Holey Windows Media Player

Microsoft has fixed another security hole in Windows Media Player, affecting versions 6.4, 7.0 and 7.1. The vulnerability centres on Windows Media Station (or NSC) files, which let the Player deliver streaming media. A hacker could craft NSC files to wreak havoc on your PC. Go to www.pcadvisor.co.uk/about/printplus.cfm to get the patch.

Problem fixes for Palm and Handspring

Palm Computing has released version 3.5.3 of its operating system. The update corrects minor glitches that prevented a few third-party programs from running properly and caused some users to lose data. Visit www.pcadvisor.co.uk/about/printplus.cfm to get the 19KB download. Handspring says that a small number of Visor Prism and Platinum owners have had similar problems with some third-party apps. If you upgraded to Palm OS version 3.5.2H1.4 and you've encountered this problem, you should revert to the previous OS, 3.5.2H1, rather than getting version 3.5.3. Hop to www.pcadvisor.co.uk/about/printplus.cfm for a link to the older operating system.

A Windows' logon password doesn't secure your system, although in Windows 2000 it can secure files and folders. In other versions of Windows, it merely prevents people from logging on with your name. This is useful in business environments because it prevents a co-worker from masquerading as you over a network. Otherwise it's not much different from having no system security at all.

To keep people off your system entirely, you need a bootup password. Most PCs let you create one through their Setup menu. Setup varies from one computer to another, so we can't give you exact instructions. Typically, pressing Del soon after you turn on the computer – before it

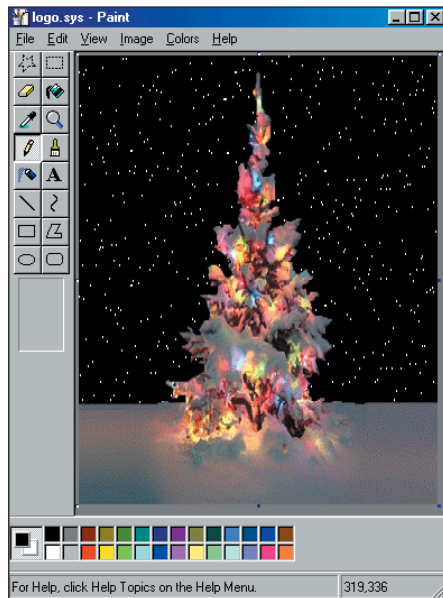
starts loading Windows – brings up the Setup menu. If Del doesn't work, try Ins or Esc. Then search the various submenus until you find the password options.

However, bootup passwords aren't perfect. Someone could still get on your PC while you're logged on but away from your desk. To protect against this, password-protect either your screensaver or your system's standby mode. If you use a screensaver, right-click the desktop, select Properties and click the Screensaver tab. Check Password-protected and click ok.

For standby or hibernate mode, right-click the desktop, select Properties, click the Screensaver tab and choose the

Settings button in the Energy Star box. In the Power Options Properties dialog box, click the Advanced tab and then check 'Prompt for password when computer goes off standby or hibernate'. Now whenever your PC awakens from the screensaver or from standby or hibernate mode, you'll have to re-enter your Windows password.

PC Guardian's Encryption Plus Folders is a folder encryption program, the freeware version of which you can download from www.pcgardian.com, or access from this month's cover disc. The \$50 version has a few tricks that you won't find in the free one, such as 192bit Blowfish encryption and the ability to encrypt subfolders of an encrypted folder.



← This festive startup logo is from the XrX Animated Logo Collection

Finally, let's look at that Windows 2000 exception. To encrypt a file or folder on a drive in the NT File System format, right-click it and select Properties. Click the Advanced button on the General tab (yes, it should be on the Security tab). Check 'Encrypt contents to secure data', click ok twice and answer any resulting questions. Items that you encrypt will be accessible only when you type in your password at the Windows logon screen.

Q How do I replace my computer manufacturer's screen image, which appears on booting up my PC, with an image of my own choice?

A Create your image using Windows Paint (see the screenshot above) or your favourite image editor as a 256-colour BMP (bitmap) file with the dimensions 320x400 (width x height). Save it into the C root folder with the name logo.sys. The dimensions given above are correct and must be exactly adhered to. The image looks the wrong shape, but the display mode used to show the logo when Windows starts up is more vertically compressed than the one the Windows desktop uses. Check out www.nucleus.com/~kmc-murdo/logos.

Q Is it preferable to uninstall a program by using Windows' Add/Remove Programs utility in Control Panel or by using the uninstall program that came with the application itself?

A It doesn't really make any difference. Control Panel's Add/Remove Programs applet simply launches the uninstall routine that came with the program. If the program has an uninstall option in the Start menu, it will run the same process as Add/Remove Programs. One problem is that it often lists programs you've already uninstalled. To clean it, use Tweak UI, which can be found on our Download Directory at www.pcadvisor.com/registered. Once you've installed Tweak UI, load it from Control Panel and click the Add/Remove tab to clean up your list of installed programs.

Internet

Q I wish to use my PC to keep in contact with friends and relatives. I am interested in using a webcam, but have been told that I need to ensure it is compatible with my contacts. Some people say this is to do with the server network or the webcam related software, while others say that modem speed is important. I thought that it was no different to sending an email, but with the addition of live video.

A It's possible to record video clips using a webcam and send them as attachments to an email. However, we presume that you are hoping to chat live

to your friends, in which case the mechanism is very different. Both parties need to be online at the same time and be using the same software. Many people use Microsoft NetMeeting, since it is part of the Internet Explorer suite and nearly everyone has it. Any webcam that you buy will be able to work with this software.

Modem speed is important, as it impacts on the quality of the video. However, for NetMeeting any 28.8Kbps (kilobits per second) modem is good enough. The speed of the web connection between your own and your friends' ISPs will be the final determining factor. In the less developed parts of the world, internet access may be too slow and unreliable to permit video (or even just voice) links to work. Also, dialup access may be too expensive for your friends to stay online long enough for this to be worthwhile.

Q When typing in Outlook Express I sometimes accidentally hit a combination of two keys. Which ones I have no idea, but the result is everything I have typed is wiped clean and I have to start again. This has happened many times. Can you help by identifying which keys I hit so that I can disable this shortcut pointing to a delete action? The only solution I can find is to type using my word processor (I use WordPerfect) and then copy and paste my letter into Outlook Express.

A I can only guess that you are typing Ctrl, A instead of Shift, A. Ctrl, A selects all the text in the window. When that happens, whatever you type next will replace all the selected text. However, Ctrl,

Contact us...

Please address your Helpline questions to: **Helpline, PC Advisor, Fifth Floor, 85 Tottenham Court Road, London W1T 4TQ. Alternatively, you can email us at pcadvisor_letters@idg.com. To help us sort your messages, please use the word 'Helpline' in the subject header.**

We aim to give you the best assistance we can. However, given the limitations of this type of advice, we can't guarantee that what we say will work, and we can't accept responsibility for any damage arising as a result of this advice. Always back up your system before you make any changes. If you send us software disks, make sure they are not original copies as we cannot return them.

We regret that we cannot answer technical queries over the phone, except via our Expert Advice Hotline, on 0906 906 0272; calls charged at £1.50 per minute.

A is a standard keyboard shortcut for Edit, Select All, and it is not possible to disable it. It has exactly the same effect in every Windows program, including WordPerfect.

The only advice we can give you is to save your long emails as you go along, so if you mis-hit this key again you can at least retrieve some of what you typed. There isn't a Save button on the Outlook Express message editor toolbar, so many people don't realise you can do this, but you can – either select File, Save from the menu or use the keyboard shortcut Ctrl, S. Your message is saved to the Drafts folder. You can then carry on typing straight away or leave it and continue with the letter later.

Q I have a new computer running Windows Me. When I try to run Internet Explorer I receive the error 'I explore has caused an error in module (unknown)'. When I try to run Outlook Express I get the same error but with 'Msimn' instead of 'I explore'. I can still access the internet after closing the message box, but sometimes it comes up when I am online and breaks my connection. Microsoft blames my ISP and says I need an update disc. My ISP says it is a Microsoft problem. Can you help?

A In every case like this, the problem is a software conflict with some kind of internet monitoring program. Examples that have been known to cause this trouble include WebHancer, NetZip and Aureate Radiate. You might not knowingly have installed the latter, as it is a program that controls the display of ads in advertising-sponsored free software. In every case, the recommended solution is to uninstall the conflicting program and, if you need it, to contact the vendor for an updated version.

Q I recently downloaded and installed Internet Explorer Service Pack 2 over an existing Internet Explorer 5.0 installation running on Windows 98 SE. IE regularly crashes when calling up a new web page. The crash report usually identifies mshtml.dll as being the problem, although on other occasions kernel32.dll as the cause. If these files are corrupted can I reinstall them from the Windows 98 CD-ROM?

Import PDF files into Word

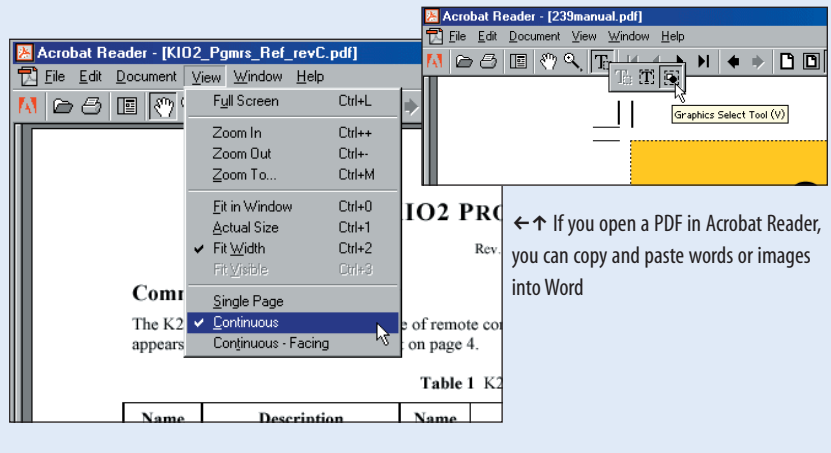
TIP

Microsoft Word has no filter to enable you to import Adobe Acrobat PDF (portable document format) files. However, as long as the document layout isn't complicated, it is usually possible to get the text into Word in a format that will allow it to be edited.

First, open the PDF file in Acrobat Reader (version 4.0 or later.) If the document is more than one page long, click on View, Continuous (see screenshot below, left). Type Ctrl, A (or Edit, Select All) followed by Ctrl, C (Edit, Copy). Now open a new document in Microsoft Word and type Ctrl, V (Edit, Paste). You now have the text of the PDF file in Word, ready for editing.

To copy graphics from a PDF file, click and hold the text selection button on the toolbar, then move the pointer to the graphics selection tool button when it appears (as shown in the screenshot below, right). When the pointer changes to a crosshair, drag a rectangle round the image to be copied, then type Ctrl, C (Edit, Copy). You can then paste the image into Word or a graphics editor using Ctrl, V (Edit, Paste).

Note that some documents have security protection to prevent you from copying text or graphics. To check the security settings for a PDF file click Acrobat's File menu and select Document Info, Security.



A We don't know the specific cause of your problem, but it's unlikely to be corrupt program files. It is more likely to be a bug connected with the handling of XML or non-standard HTML tags, which are increasingly being found in web pages. Your best hope of a resolution would be to download and install the latest version of Internet Explorer.

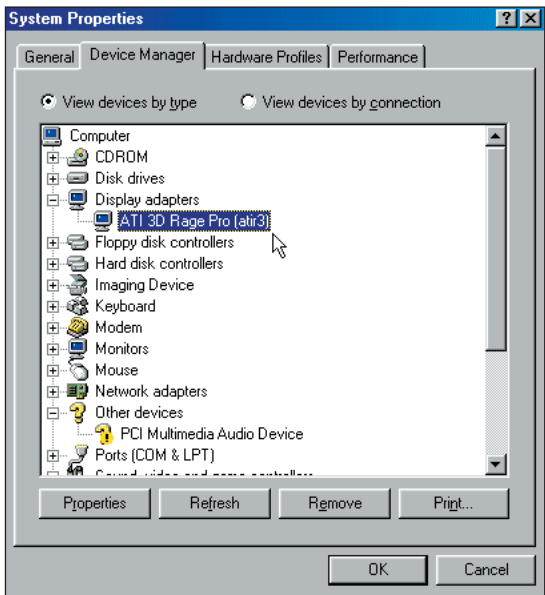
Q I have upgraded the office network to Windows 98 to allow others in the office to access the internet and send emails using the ICS (Internet Connection Sharing) feature.

I now have two irritating problems. My modem seems to dial up our ISP apparently at random unless I have the Connection Settings set to 'Never dial a connection'. There also does not appear to be any way of ending a connection

over the LAN: to do this I have to break the connection at my machine. Any suggestions?

A ICS will dial up an internet connection whenever it detects network traffic for an address that isn't on your network. Unfortunately, this traffic can result from all kinds of things, including:

- launching a web browser with a non-blank startup page
- browsing pages in the browser history files without 'Work offline' being selected
- launching Outlook Express with it configured to dial a connection on starting
- viewing emails containing banner ads and other internet address links if 'Work offline' isn't selected
- update notification for Windows Update
- subscription updates for online content



← Your graphics or video card is listed by under Display adapters

watch video online? Will we have to buy a graphics card? Also, is there a difference between graphics cards and video cards?

A Graphics cards and video cards are two different terms for the same thing. Some IT experts cause even more confusion by calling them by their original name, 'display adapters'.

In fact, that's also what the programmers how wrote the associated bit of Windows refer to them, which is

• running 'free' advertising-supported software that contains a component to download ads. Even wrongly typing the name of a network computer can cause a dialup, as Windows calls your ISP's domain name server to try to find its network address.

It's often easier to turn off automatic dialup than it is to eliminate the causes of unexpected dialups. If you want to try, ICS maintains a log file named icslog.txt, giving a record of all activity through ICS since the system was started. Tools like ZoneAlarm, which is on this month's cover disc, are useful to get more information on what these attempts to connect to the internet are.

There is no way to hang up a connection from an ICS client computer. This is by design, and is just the same as if you were accessing the internet using a dedicated router. ICS disconnects if the connection has been idle for a certain period, the default setting of which is five minutes. See the tip *Change the default time-out value for ICS* on page 187 if you want to change this.

Q I am English, but live and work in France. I can get BBC radio online, having downloaded RealPlayer, but the video I receive is corrupt or blurred and jerky. I have checked our system properties and cannot find a specific reference to a graphics or video card. The BBC helpline told me I must have one as all PCs do. What do we have to do to

probably why you couldn't find it. Your video/graphics card will be listed under Display adapters in the Device Manager, which you can access from System Properties and is shown in the screenshot above, left.

As for your poor video performance, there is nothing we can suggest. What you are describing sounds like nothing more than the effect of a long and congested route between the BBC's web server and your computer. There isn't anything you can do about it. But at least you are lucky enough to live in France: if you want to swap places with us, let us know, will you?

Q I installed Windows Me and found that Outlook Express does not disconnect after sending and receiving emails. I removed the program and downloaded and installed Internet Explorer 6.0, but the new version of Outlook Express doesn't disconnect either. Do you know of a solution?

A You have to tell Outlook Express to hang up after sending and receiving. To do this, click on Tools, Options, select the Connection tab and tick the checkbox beside 'Hang up after sending and receiving' (as shown

→ If you want Outlook Express to hang up the line after sending and receiving mail, you must tell it to do so

in the screenshot below). If it is already ticked, clear it and click ok, then call up the Options dialog box again and reset the option.

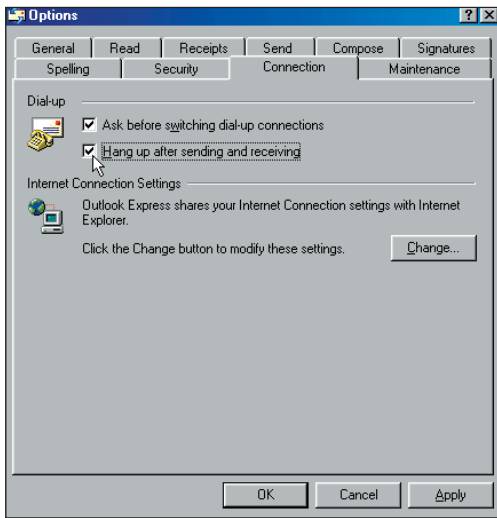
Under ICS (Internet Connection Settings), click the Change button. On the Internet Properties dialog box, select the Connections tab and make sure you have a default connection listed. If you don't, select a connection and click Set Default.

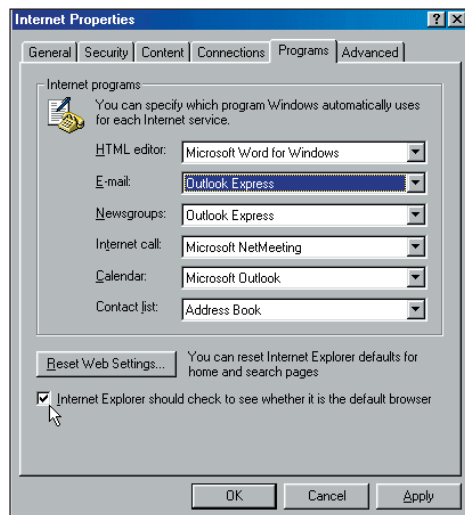
Select the 'Always dial my default connection' radio button. With your default connection selected, click Settings. On the Settings dialog box that comes up, click the Advanced button. On the Advanced Dial-Up Settings dialog box tick the box beside 'Disconnect when connection may no longer be needed'. Then click ok four times to close all the dialog boxes.

Note that if Outlook Express doesn't start the internet connection, it won't hang up the connection when it has finished sending and receiving. The changes made under ICS determine when the connection is broken in that situation.

Q My copy of Internet Explorer 5.5 has developed a fault: blue underlined hyperlinks in emails no longer open in the browser. Is there a solution?

A This fault is probably occurring because Internet Explorer is not set to be your default browser. To remedy this, open the Control Panel, double-click Internet Options and select the Programs tab. Tick the box beside 'Internet Explorer should check to see if it is the default' (see the screenshot opposite), click ok and start Internet Explorer. When the





prompt 'Internet Explorer is not currently your default browser. Do you wish to make it the default?' appears, click Yes.

If this doesn't resolve the problem, try running the Internet Explorer 5.0 Repair utility. Open Control Panel, double-click Add/Remove Programs and in the list of installed programs double-click 'Internet Explorer 5.0 and Internet Tools'. Select the 'Repair Internet Explorer' option. When the utility has finished, restart Windows.

↓ Applications

Q In 1996 I purchased a program called Moneybox Personal Finance Manager after trying the limited evaluation on a free cover disc. At the time, I was running Windows 95. I recently replaced my computer with one that has a 1GB Pentium III processor and Windows 98 SE. Unfortunately, Windows will not install the finance program. All I get is a black DOS window displaying the message: 'Runtime error 200 at 060E:0091'.

The developer of Moneybox advised me to use its upgraded program MB32. However, this program is only available on an annual lease, and furthermore it won't accept my backup floppy disks. Is there a way to make my original copy work under Windows 98 SE?

A We're not familiar with the Moneybox program, but we assume that it is a DOS program. In this case, it

← If you can't open hyperlinks in emails, check that Internet Explorer is your default browser

was probably created using Borland's Turbo Pascal compiler. What you are experiencing, then, is a common error caused, not by Windows 98 but by your faster processor. There is a timing loop inside the program, but because your processor is so fast the loop is counting up to the maximum value that can be stored in 16bits and then overflows, causing the runtime error. The problem affects a great many programs that were created using Turbo Pascal; it is not specific to Moneybox.

The correct solution requires the program to be recompiled after applying a fix to the source code. Only the Moneybox developer can do that, though. If it doesn't wish to update the old version, preferring you to upgrade to a newer one, there is nothing you can do to force the issue.

There is a German program called TPPatch which claims to have fixed the problem by patching the EXE file. You can download it from www.brain.unifrei.burg.de/~klaus/pascal/runerr200/index.html. On the website, you will also find more information about the problem and some other solutions, including fixes that are only useful to programmers who have the source code of the problem application.

Q I have a problem with your November 01 cover disc program, 3D Kitchen & Bath. The software installed okay, but before starting, the computer froze and I had to reset. The program would not uninstall. I tried installing it again and this time

everything seemed okay, until most of the way through the kitchen design when I got an illegal operation message. This happened twice.

When Windows 95 is loading I see a message that there is 'not enough memory to run Scan'. I press any key to continue and everything runs normally. There is bags of memory on the hard disk and other programs run normally. Have I a faulty computer or a dodgy CD?

A From the information given, it seems that the most likely cause of the problem is your antivirus software. We are guessing that this is the Scan program which causes the error message at startup. Try disabling or uninstalling the virus scanner and see if that solves the problem. If it does, you'll have to try to find out the reason for the lack of memory it is complaining about. There may be unnecessary entries in the system files config.sys and autoexec.bat.

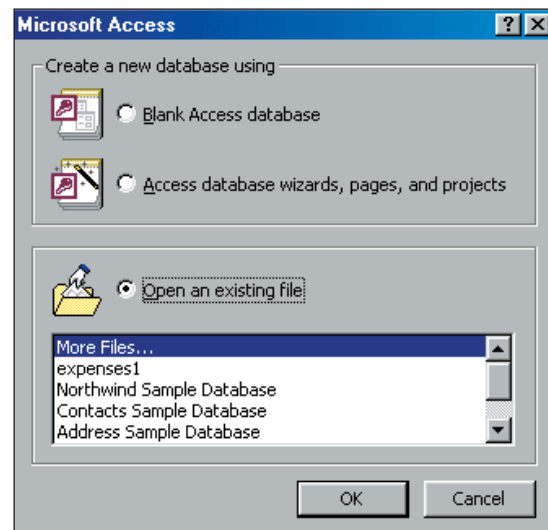
It is a common misconception that memory and space on the hard disk are the same thing. They aren't: memory refers to the RAM (random access memory) in the PC, which on modern PCs is usually anything from 32MB to 256MB or more. However, some programs for Windows 95, 98 or Me require some memory in the first megabyte of RAM. If that is already used, they can complain that there isn't enough even if there is plenty of unused memory elsewhere.

Q I run Word 6.0 on Windows 3.11, which is dated but adequate. The problem is, I can't see the insertion point (cursor) unless I change the font to italic. I was recently told that this was an old, known problem, but no-one can remember the solution. Can you?

Msconfig for Windows 2000 and 95

TIP

Windows 98 and Me have a wonderful tool for controlling which programs load automatically when you boot Msconfig. But if you use Windows 95 or 2000, you're out of luck. To get Msconfig-like features that work with these operating systems, try Mike Lin's free substitute, the Startup Control Panel. You can obtain it from *PC Advisor's* Download Directory. One version installs into Windows' Control Panel, while the other – an EXE (executable) file – runs on its own. The program also does tricks that exceed Msconfig's abilities, such as letting you set something to run only at the next boot.



A We couldn't find anything about this in the Microsoft KnowledgeBase. We did find postings from several other sufferers in Google's Usenet archives, mostly without replies. The only suggestions we found were to set the Word colour scheme to white text on a blue background, or to reset the Windows colour scheme to the defaults. If any of our readers can remember a better solution, we'll pass it on.

Q Is it possible to clear the list of files in the opening dialog boxes of Microsoft Office 2000 Access and PowerPoint? When files are deleted in Windows Explorer they don't disappear from these dialog boxes, creating a list of non-existent files.

A It is possible, but we don't recommend it, as the only way to do it is by deleting information from the Registry. It would be too easy to make a mistake and end up with a far worse problem than a few non-existent files appearing in the list. The file lists show the most recently used files, so the safest way to purge non-existent files from the list is to open and then close some files that do exist until the non-existent ones drop off the bottom of the list (see the screenshot above).

If you do want to attempt to delete these files from the Registry, the most recently used files list for Microsoft Access is stored in the key Hkey_Current_User\Software\Microsoft\Office\9.0\Access\Settings, in values named MRU1 to

← Purge non-existent files from the Open existing file by opening files that do exist

MRU10 and MRUFlags1 to MRUFlags10. For Microsoft PowerPoint the file list is stored in the key Hkey_Current_User\Software\Microsoft\Office\9.0\Recent File List, in values named File1 to File10. You can clear the list by deleting all these values. It isn't easy to remove just the deleted files, as the numbers in the value names must run in a continuous sequence from 1

to x. Do be sure to have a backup of your Registry before trying to delete anything from it. To make a backup of your Registry get Faxback article 2504. See page 198.

Q I use Office Professional 97 and have a problem with Word. All worked well until I loaded Adobe Acrobat 4.0. Now the Edit and Track Changes tabs of the Tools/Options dialog box are corrupted. The text, checkboxes and so on have almost completely vanished off the bottom righthand corner of each tab. I tried uninstalling Office and reinstalling it. That didn't help, even when I defragmented the hard drive between uninstalling and reinstalling. Any ideas?

A Uninstalling a program does not remove settings stored in the Registry and a normal reinstall will not overwrite those settings. Defragmentation makes no difference to the information itself. Whatever is causing the problem is probably either in the Registry, in Word's default template normal.dot or in a Word add-in, so we would suggest homing in on the culprit using a process of elimination. Click Start, Run, then type the following:

winword /a (don't forget the space after winword)

Hit Enter. This starts Word without using any external files or user settings. If the corrupt dialog box problem has cleared, you know that one of the things mentioned above must be causing it. To eliminate the default template as the cause of the

problem, locate and then rename all instances of normal.dot to xnormal.dot. If this action does not resolve the problem, change the filenames back. You should close Word before doing this (and the other changes described below), then restart it in the normal way. The changes will only be noticed when Word starts.

To see if startup templates are the cause of the problem, temporarily move all files in Word's Startup folder to another location. (For the location of this folder see Tools, Options, File Locations.)

To see if a Word add-in library is the cause of the problem, locate all files of type *.wll on your system, and rename their file type to .xll, so that Word will ignore them. If this makes no difference, reset their names. To see if user settings stored in the Registry are the cause of the problem, run the Registry Editor and open Hkey_Current_User\Software\Microsoft\Office\8.0\Word. Rename the Data folder to XData. If this makes no difference, rename it back.

Q I sometimes paste formatted text into Word when all I want is the text, not the formatting. Is there a way to strip out that formatting as I paste it?

A You can set up Word 97 or 2000 to insert unformatted text with a keystroke. In Word, select some text and press Ctrl, C to copy it. Click Tools, Macro, Record New Macro (in Word 2000, you may have to extend the Tools menu to see the Macro option). In the Macros dialog box's name field, enter PlainPaste. Click the Keyboard button to get the Customize Keyboard dialog box. In the 'Save changes in' drop-down menu, select Normal.

Put the cursor in the 'Press new shortcut key' field, and press Alt, V. Click the Assign button, then Close. There will now be a small, TV-shaped floating toolbar on Word's screen. Select Edit, Paste Special and double-click Unformatted Text. Click the Stop Recording button (the solid square) on the toolbar. Alt, V will now act as a keyboard command to paste unformatted text. ■

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