

# Windows <sup>xp</sup> Q&As



**Q** I am having trouble installing the fax facility in XP Home. However I attempt to do it, I always get a message box headed 'Files needed' which states: 'The file fxscfgwz.dll on Windows XP Home Edition CD-ROM is needed. Type in the path and click ok'. The CD is in the drive, and I type in the path, but I just get the message 'File fxscfgwz.dll cannot be found, check file name is correct'. Can you help?

**A** The files needed are in the i386 folder of your CD. If you don't have a full Windows XP CD then the i386 folder should be on your C: drive instead. You may need to enable 'Show hidden files and folders' in Windows Explorer's Folder Options before you can see it. If you type the path of this folder then the fax software should install correctly.

These files are stored in a compressed format with the last letter of the file extension replaced with an underscore, so the file you need will actually be named fxscfgwz.d\_.

Although it shouldn't be necessary to use it, Windows XP has a command line tool which can be used to expand these compressed files manually. To manually expand this file into the System32 folder, open a command prompt, type 'cd

C:\i386' (or wherever your i386 folder is located) and then type 'expand -r fxscfgwz.d\_ C:\Windows\System32'.

**Q** I have an HP DeskJet 690c printer, which had the capability to print on both sides of the paper. Since upgrading to Windows XP I am no longer able to do so. The printer properties show no option to select double sided printing.

**A** This is a common complaint. Your printer was not a current model when Windows XP was released, and HP has not chosen to develop new drivers for it. The drivers that support your printer under Windows XP are generic drivers that only implement basic printer functions. Double-sided printing isn't an option that is supported, so you'll have to do it manually.

Some HP printer owners who have had this problem have been able to solve it by installing Windows 2000 drivers under Windows XP. But this isn't possible with all older models. A more widely applicable solution is to use a product called FinePrint (from [www.fineprint.com](http://www.fineprint.com)). It isn't free, but it's a nice utility with a lot of features you won't find in any printer driver, and most users seem to think it is worth the money.

**Q** I have reinstalled Corel WordPerfect Office 2002 on my new PC running Windows XP, but when I try to start WordPerfect it crashes after displaying the splash screen. What could be the problem?

**A** If you installed the software from original WordPerfect Office 2002 distribution disc then we would start by suggesting that you get hold of Service Pack 3 from [www.corel.com/servlet/satellite?pagename=corel/downloads/details&id=1042152818654](http://www.corel.com/servlet/satellite?pagename=corel/downloads/details&id=1042152818654).

It's more than 80MB, unfortunately, but it makes the suite much more stable and fixes more than 100 bugs. One of the bugs it addresses was a problem launching Office applications in user accounts that don't have Administrator rights under Windows XP, which sounds as if it might be your problem.

**Q** I have installed a DVD rewriter (AOpen DVRW2412 PRO) in my PC. When I try to compile a DVD, I drag and drop all the files into the new browser window, just as if I was creating a CD. But when I try to burn the compilation I am told there is not enough space on the disc. I have never had problems burning CDs, so why can't I burn DVDs?

**A** You don't mention what software you are using to try to burn DVDs, but from the description it seems as though you are trying to use the built-in capability of Windows XP. If so, that's the reason for your problem. Windows XP comes with few, if any, drivers for DVD writers so it is probably treating your drive as a generic CD writer.

To burn a DVD, you need to use the latest version of an application like Nero Burning ROM or Roxio Easy CD Creator. If the application has WMA support then its drivers will also be usable by Windows XP to allow DVD burning using the standard Windows methods.

Non-WMA drivers, on the other hand, are not usable by Windows so you'll be restricted to burning discs using the third-party application.

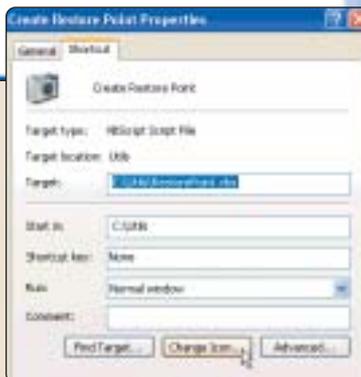
## Create a one-click restore point



```
RestorePoint.vbs - Notepad
File Edit Format View Help
/V Force System Restore Point
set Restore = GetObject("winmgmts!\\.\root\default:SystemRestore")
if (Restore.CreateRestorePoint("Forced Restore Point", 0, 100) = 0) then
    MsgBox "Restore point created"
else
    MsgBox "Create Restore Point failed!"
end if
```

Windows XP's System Restore can be a lifesaver when you make a change to your system and it messes it up. But sometimes the last automatic restore point isn't as recent as you'd like, and a restore may cause you to lose other changes. You can create a restore point at any time by running System Restore manually, but it's generally one of those things you forget to do. You'll be more likely to remember if you have a 'Create Restore Point' icon right there on the desktop.

To start, create a file named `restorepoint.vbs` containing the script code shown top (or copy the file from the cover disc). The Windows folder is as good a place for it as any.



Now, using Windows Explorer, right-click the file you created, drag it to the desktop and select 'Create Shortcut'.

Right-click the shortcut, select Rename from the resulting menu, and call it 'Create Restore Point'. Then right-click the shortcut again, select Change Icon, as shown left, and choose a suitable icon for it. Since a restore point is a snapshot of the system's state, we chose a camera icon.

Now all you need to do to save your system configuration before making any changes is double-click the shortcut. If nothing seems to happen when you click on it, though, don't worry. After a period of disk activity, a message box will appear onscreen to tell you

whether the restore point has been created or not.

If you wish, you can also run `restorepoint.vbs` from the Windows Task Scheduler to create an automatic restore point at the same time every day.

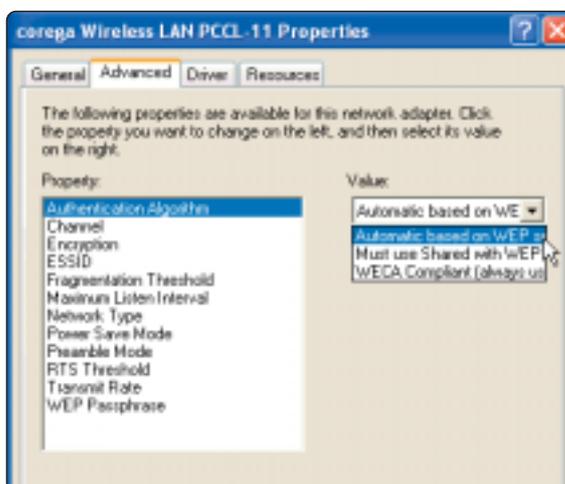


I have a Toshiba Satellite notebook running Windows XP Home. I installed a Wi-Fi wireless network card, but it fails to detect the network even when the PC is right next to the access point. On the 'Connect to Wireless Network' box it says 'If you are having difficulty connecting to a network, click Advanced' but the Advanced button is greyed-out so I can't!



If the Advanced button is disabled then the Wireless Zero Configuration service isn't running. Open Control Panel, Administrative Tools, Services, scroll down to the Wireless Zero Configuration item and select Properties. Ensure that the Startup type is set to Automatic. If the service is running, stop it and then restart it. That can sometimes jolt it into detecting a network.

If the Advanced button is enabled then click it, select the General tab and click Configure. On the Advanced tab, shown right, check the property settings, particularly the ESSID and those related to encryption, to be sure that they match the settings for the network you are trying to access.



← The settings for a wireless network card must match those of the access point you're trying to use



Our small network had only Windows 98 SE client PCs and a server running Windows 2000 Server. All was fine until I replaced one client with a new PC running Windows XP Home and added all the XP updates. The problem is that some Excel files become corrupted, then unavailable, then undeletable on the server after being changed by the XP client. I've noticed a few problems with other applications as well. Have other users had similar experiences?



Yes they have. There's a bug in Windows XP SP1 which causes client computers that use something called SMB (Server Message Block) signing to forget to use it on occasion. This can cause a range of errors, including the symptoms you describe. To see the Microsoft Knowledgebase article giving a fuller description of the problem, and details of how to get the fix, see <http://support.microsoft.com/default.aspx?scid=kb;en-us;810907>. ■