



General

Q My computer screen now stays blank until after I have typed in the Bios password, then the NumLock light illuminates and everything springs to life. I suppose it's extra security, as the system appears not to function when switched on. But I'd prefer it to work the way it used to.

I couldn't identify a specific solution to this problem, but it must be caused by the power management settings. Try disabling power saving from the monitor's onscreen menu, if there is one, or else from the Bios Setup menu. The option will be called 'Vesa Video Power Down' or something like that. Since Windows isn't running at this point, changing the power saving options within Windows is unlikely to have any effect.

Q I want to buy an external USB 2.0 hard drive. The trouble is, my computer only has USB 1.1. Will Windows recognise the hard drive? What about transfer rates?

USB 2.0 is backward-compatible with USB 1.1. This means that your computer should recognise the hard drive (note the word should). Unfortunately, your drive will be limited to USB 1.1 transfer rates. The theoretical maximum is 1.5MBps (megabyte per second) but sustained transfer rates for an individual device are only about half that. USB 2.0 can sustain data transfer rates roughly 20 times greater than USB 1.1 can, so

unless you're also planning on getting a USB 2.0 interface card we wouldn't recommend it.

Q I'm considering fitting a UDMA controller card and drive in my old Dell XPS D333 PC. Would the speed of the PCI bus negate any benefit I would get? And would the increased traffic on the PCI bus adversely affect other data transfers?

UDMA controller cards usually require a 33MHz 32bit PCI slot for compatibility with the earliest PCI implementations. The maximum transfer rate is 133MBps (megabytes per second) per channel. Your Dell's PCI bus will not limit the data throughput. As for the effect of the increased traffic, the amount of data transferred will be the same but it will be transferred in a shorter time interval. This allows for the system to respond to other input/output requests more quickly, which can only be beneficial to performance.

Q I have a Psion Gold Port USB ISDN external modem. I am using Windows XP and the drivers have to be downloaded, but the site listed (<http://213.38.235.180/connect/drivers.asp>) isn't available. Where can I get the drivers?

We don't know why you were given such a strange address. The correct address would appear to be www.pSION.com/connect/drivers.asp. There is a link to drivers for the Gold Port ISDN there, but it doesn't show any drivers specifically for XP. We don't know anywhere else



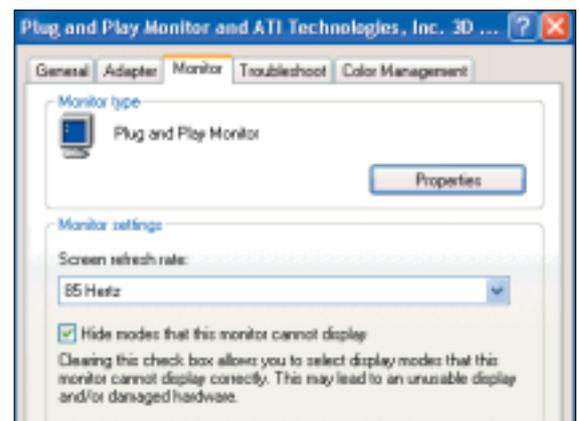
that you might find XP drivers for this modem, so we can only suggest you try installing the Windows 2000 drivers. Take a System Restore Point first, in case they don't work and you need to roll back.

Q My three-year-old monitor has gone into widescreen mode. The picture height is correct but the width is stretched and the left and right edges are well offscreen. Has my excuse for upgrading to a flat-panel display arrived?

This is an unusual effect to be caused by a fault. Have you tried adjusting the monitor controls to reduce the width of the picture? You should also check the refresh rate in Display Properties (shown below). If the graphics card is using a lower rate this can increase the picture size, requiring adjustment of the monitor controls to accommodate it.

Changing the refresh rate can affect the picture height and width

Q For some time I have been receiving junk emails offering me items over the internet. Recently I found two full game



Looking for help with your PC problems, and want to speak to someone direct?

You can with PC Advisor's Expert Advice Hotline

Since this service began, thousands of PC Advisor readers have called our team of experts for instant solutions to their PC problems. 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.

Hassle-free service

The Hotline costs £1.50 per minute. You'll be charged for the service on your telephone bill.

demos as well as something called Easy GPRS and Blue Byte on my computer. Surely they are too big to come via email? How could these programs appear on my PC if I didn't install them?

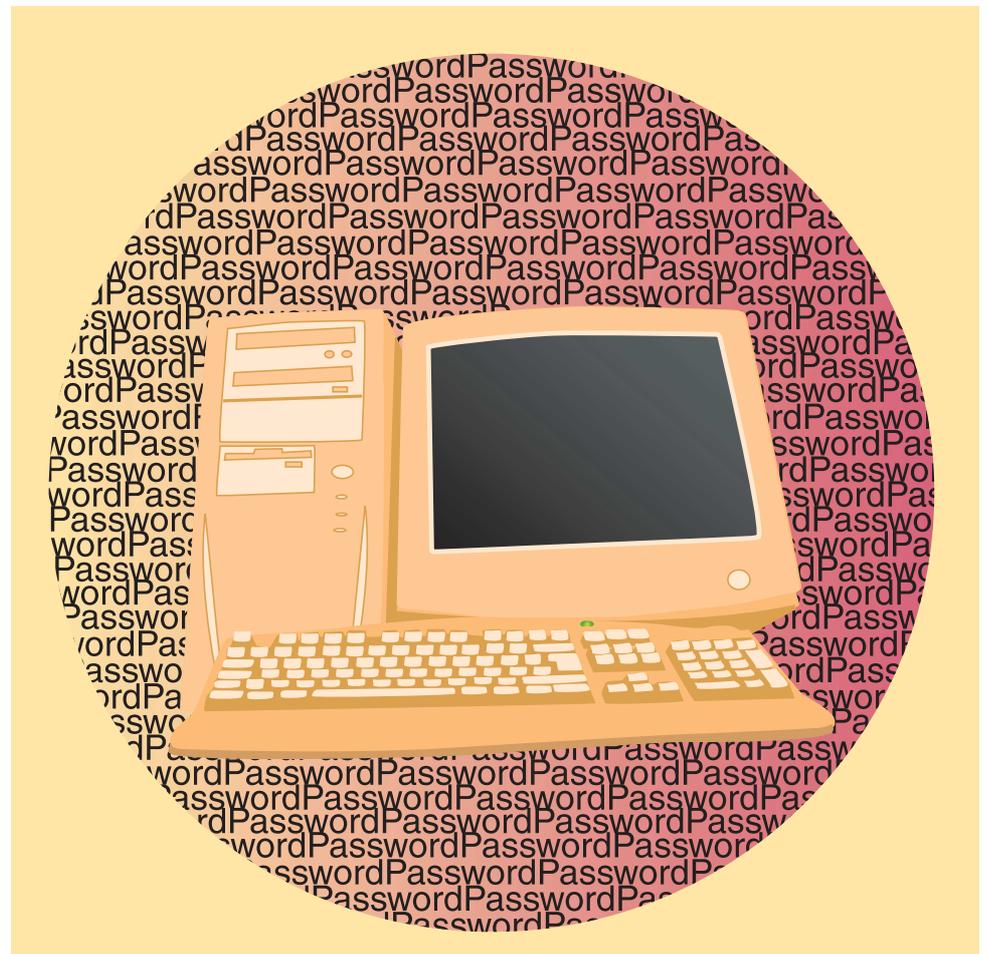
Can you be certain that no one has been using your PC without your permission? I can't think of any way that these programs could get on to your computer except by being installed. I suggest that you uninstall them then set a Bios password to stop anyone but you accessing your PC in the future.

Q My Optic Pro 4830P scanner doesn't work under Windows XP and the maker's website states that it does not work under this operating system. Can you help?

A quick check online at www.scanner-drivers.com suggests that there is a Windows XP driver available for this scanner. The file is at Driverguide.com and you'll need to register with the site before you can download it. I can't vouch for these drivers and past experience suggests it's worth forcing a System Restore Point before attempting to install drivers downloaded from third party sites. It's worth a try, though, isn't it?

Q I am trying to use TV-out from my nVidia GeForce2 MX graphics card, but I am getting four frames vertically on the TV screen. Can you explain what have I done wrong?

I haven't encountered that specific problem. However, TV-out generally



doesn't work very well with many graphics adapters. It's essentially a driver problem. Try using TVTool from www.tvtool.com. This usually gives better results.

Q My Black Widow scanner has served me well for a number of years, but I now need a new light source my scans have what looks like a thumbprint and lines on them. Can you suggest a supplier?

I'm afraid I can't trace one. The sad truth is that computer hardware is expected to be thrown away when it fails, not fixed. The reality is that such failures are so rare there would be no profit in any supplier carrying a stock of spares.

Most peripherals are made obsolete by the lack of drivers for the latest operating system long before they fail physically. Have you tried recalibrating it? That might eliminate the marks you're seeing. I assume you've tried cleaning the glass...

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.

Full money-back guarantee

We aim to give you a value-for-money service. If you are not completely

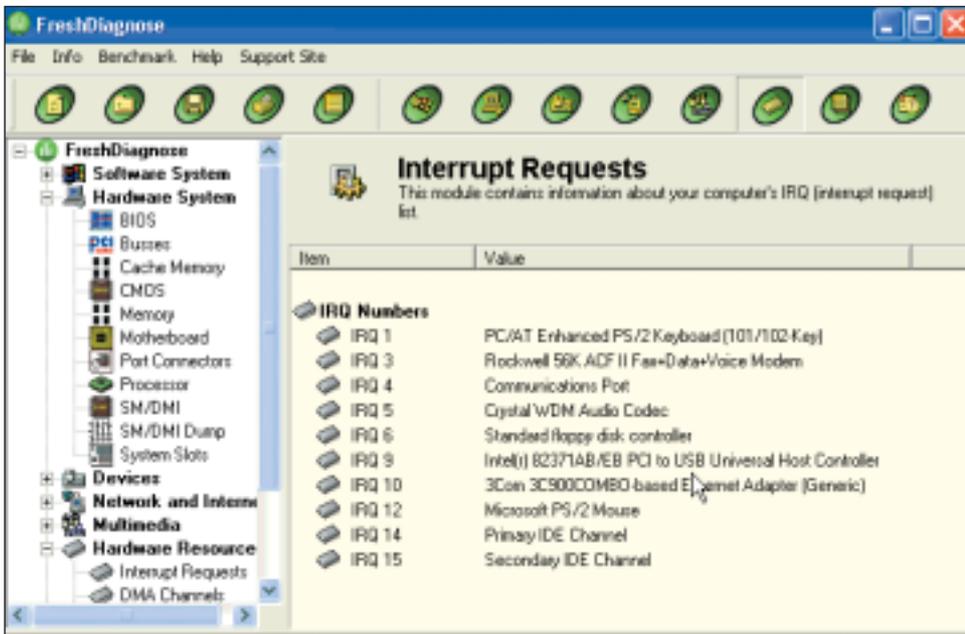
satisfied with the solution, we'll refund the cost of your call. Simply fax us your complaint on 0870 739 7601.

If you have a PC problem, call for help now on

0906 906 0272

If you have an internet problem, call for help now on

0906 906 0274



light comes on. The dealer tells me that the problem is a faulty printhead that would cost more to replace than a new printer. I can still print from the colour cartridge.

Your dealer may be right. However, the problem could also be caused by bad contacts between the ink cartridge and its holder. Try cleaning the contacts with a damp cloth (use alcohol if they are really mucky). Check that the flexible ribbon cable isn't damaged and that its connectors are fully pushed home at both ends.

Q I have a scanner for which there are no Windows XP drivers. I tried installing Windows 2000 drivers, but the installer won't launch as it detects that my system isn't running this OS.

Try this trick to fool the installer into thinking you have Windows 2000. Open the Registry Editor, navigate to Hkey_Local_Machine\Software\Microsoft\Windows NT and select the CurrentVersion folder.

Note the current contents of the value ProductName then change it to 'Microsoft Windows 2000'. Note the value of CurrentBuildNumber and change it to 2195 then change CurrentVersion from 5.1 to 5.0. Run the installer then reverse the Registry changes you made.

Q I installed Windows 98 SE on to my old PC and then decided to install a two-port USB hub into a spare PCI slot. Device Manager shows the SiS 7001 PCI to USB Open Host Controller and USB Root Hub apparently working. However, try as I might, I can't get a response from any USB devices. Can you help?

Your SiS 7001 controller is the problem - so much so that one troubleshooting site actually suggests installing a PCI USB card (with a different controller, obviously) as a solution in some cases. The issues are

If your USB controller shares an IRQ with another device it might cause system lockups

Q I have a Logitech QuickCam Express and a broadband connection using an Alcatel SpeedTouch USB modem. When I connect to the web and transmit pictures, the computer locks up after a minute or two and I have to hard reset. Any ideas?

It's a USB problem. Your computer may have a VIA or other USB controller that can't reliably handle data streaming. Make sure you have the latest USB drivers for it. Also check the IRQ used by the USB controller. A program such as Fresh Diagnose, shown above and available from www.freshdevices.com, can tell you if your USB controller shares an IRQ with another device. If it does, change it to use a different one.

Q My PC runs Windows XP. The 4GB C drive is nearly full, while the 40GB D drive, (which is used for video capture) is currently empty. Can I just copy the C drive's data on to the D hard disk and then swap the drives over?

You can copy everything from the C drive to the D drive using Explorer, but you'll probably have some fun

trying to make the new drive bootable. And it won't be quick. It's faster and easier to use a dedicated transfer utility. If you have a Maxtor drive you can use MaxBlast 3.0 (go to www.maxtor.com/en/support/downloads/maxblast3.htm). Other drive manufacturers may have similar tools. Otherwise, look at products like Trans XiNG (www.itechsystems.com/pages/txg.htm).

Q In the May 03 issue of PC Advisor (page 97) you advised that you could shorten bootup time by preventing the system checking for a floppy disk at startup. If I did this and ever needed to boot from floppy for recovery purposes, how would I go about it?

You set this option from the Bios setup screen, which you access by pressing a key after the system has done its memory checks and before it boots up. Just press the same key and change it back so that the system will boot from a floppy if necessary.

Q I installed a new black cartridge in my HP DeskJet printer and it will not print from it. Instead, the orange cartridge

too lengthy to cover here, so we can only direct you to the SiS USB Tips and Tricks page at www.usbman.com/guides/sis%20usb%20tips%20and%20tricks.htm. You'll find all the information you need to get it working - if it's possible, that is.

Q I bought a mini digital camera. Its internal battery is charged by connecting it to the PC USB port. How can I charge it when I am away from my computer?

If the manufacturer doesn't make a charger, you're probably stuck. An electronics wizard could easily make a charger, though. It would need a USB socket to take the USB cable and it would have to supply +5V regulated at up to 500mA on pin 1, ground on pin 4.

Q My computer locks up frequently, usually a couple of minutes into a 3D game. There are no conflicts, DirectX diagnostics passed, altering hardware acceleration makes no difference and the CPU temperature is okay.

Run a memory test using MemTest86 (go to www.memtest86.com). If that finds no errors, the fault could be in your graphics card. Check that you have the latest drivers or try swapping it for another one.

Q I replaced my Evesham PC running Windows Me with a Medion system running Windows XP. The new PC can't read any CD-Rs created using my old system. What can I do?

There are several reasons why a CD created on one system might not be readable on another. If you used packet-writing software to burn the data to CD, you probably need to install the same software package on the new PC to read it.

If you used standard CD burning software but didn't close the session after writing to the disc, a different

reader might not be able to read it. Also, some drives (especially DVD/CD-R combo drives) have trouble reading some CD-R media due to the different dye polymers used. You really need your old system, or your old CD writer installed in the new one, to solve this problem.

Q I have a Compaq Presario with Windows XP SP1. When left unattended it displays the error 'System Standby Failed' with the explanation 'Compaq Easy Access PS2 Internet Keyboard is preventing the system from entering standby'. I have installed the latest driver for this device but it didn't help.

I have come across several instances of this 'Standby Failed' error on Presario laptops, with different devices named as the culprit. The only solution I have found, however, is to disable the standby feature altogether. To do this, open Control Panel, Power Options, select the Power Options tab and, under System Standby, select Never.

Windows

Q I'm running Windows Me. When I'm surfing online my Start button's graphics disappear to be replaced by graphics from anywhere on the desktop. What's doing this?

You don't specify the hardware you're using, but this is a known effect of a conflict between nVidia-based graphics cards and a Yamaha sound chip. It can usually be resolved by installing newer drivers for the sound card or older ones for the graphics card.

Q I used the Microsoft Backup utility supplied with Windows 98 SE to do a full system backup to a remote hard drive. All went well until it reached 4.9GB and demanded new media.

I eventually backed up the full 10.5GB in three parts. How can I get it to back up the entire system in one operation?

You can't, at least not while using Microsoft Backup. The problem is that the size of the output file created by the backup utility has reached the maximum permitted file size under the FAT file system. There's no alternative to backing up to multiple files.

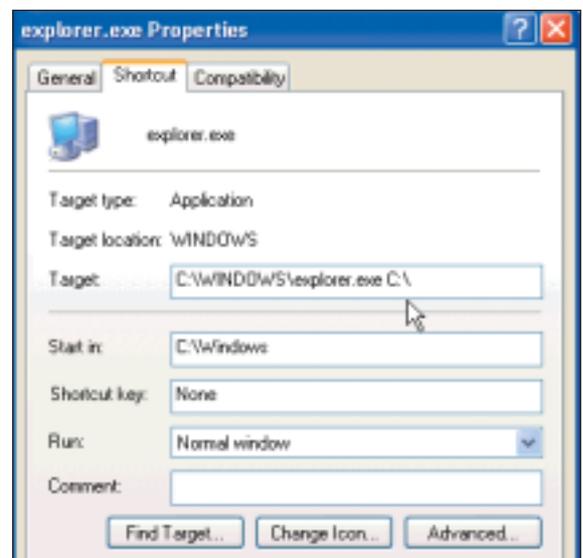
Q I cannot find Explorer in my Windows XP Professional installation. It isn't on the Start menu.

There is usually a shortcut to Explorer on the QuickLaunch toolbar, which is part of the Taskbar. However, you may have deleted the shortcut or hidden the toolbar. In any case, it's easy enough to create a new shortcut to Explorer.

Click Start, Run, type C:\Windows and press Enter. This will open the Windows folder. Locate explorer.exe and drag it using the right mouse button to the desktop, Start menu or QuickLaunch toolbar. Finally, select Create shortcut.

If you would prefer Explorer to open showing your C drive instead of My Documents, right-click the new shortcut, select Properties and after explorer.exe in the Target field add a space and then C:\ (as shown below).

Create an Explorer shortcut that opens showing your C drive



Q In my Windows XP-based computer, the hard disks are set up in a Raid-1 mirror configuration. Can I defragment these drives as normal?

The Windows XP defragmenter shouldn't do any harm to your Raid drives. However, even Microsoft agrees that it isn't the best tool to use for defragmenting advanced configurations.

My advice is to use Diskeeper, a third-party product available from www.pixel.com.au/products/diskeeper/diskeeper.htm (or load it up from this month's cover disc). It's designed for this sort of situation and if nothing else it will run a lot quicker.

Q After reformatting my hard drive and reinstalling Windows Me, I receive a message that 'Winword has caused an error in gdi.exe' when I attempt to print. The same occurs when I print from another application.

This error points to a problem in the graphics display subsystem, which means your graphics card and printer driver. Try updating or installing a different version of your printer driver. If that doesn't make a difference, try the same for your video driver.



FAQs Directory

Ever have a problem with your PC and feel sure you once read about the solution in a past issue of Helpline? The FAQ Directory can help you. Comprising 18 months worth of questions and answers from Helpline, the Directory is a searchable database of almost 400 questions and answers. It covers common Windows dilemmas, plus bugs and glitches in software, hardware errors and web troubleshooting. Whatever your problem, our Directory can almost certainly provide you with the solution. The FAQ Directory is available with Tips & Tricks, on sale now at all good newsagents.

Q I installed a new Sony DRU-510A DVD drive in my system. It works okay, but whenever the system boots up the Found New Hardware Wizard activates and searches for drivers. Sony says the drive works using generic XP drivers and provides none of its own.

As far as I know, there is no problem of this sort related specifically to this drive. The repeated appearance of the Found New Hardware Wizard is generally due to an earlier failed or aborted driver installation. The usual cure is simply to let the wizard run to completion instead of cancelling it. If it's a persistent problem, I would recommend you try repairing your Windows XP installation.

Q Is there a way to stop those large and very annoying Windows XP balloon tips from popping up in the Taskbar?

Yes, there is, though it involves a little Registry tinkering. Start the Registry Editor (click Start, Run, type regedit and press Enter) then expand the folders Hkey_Current_User\Software\Microsoft\Windows\CurrentVersion\Explorer and select the folder named Advanced. In the righthand pane, look for a value named EnableBalloonTips, double-click it and set its value to zero.

If the value doesn't exist, right-click the righthand pane and select New, Dword Value. Name the new value EnableBalloonTips and set its value to 0. If you want to automate this process, you'll find a pair of REG files - enableballoontips.reg and disableballoontips.reg - on the cover disc. Simply double-click on to turn the balloons on or off.

Q I had a dual-boot system with Windows Me on drive C and XP on drive D. I formatted drive D to get rid of Windows XP but it still appears in the bootup menu. How can I get rid of this so my PC boots straight into Windows Me?

From a command prompt or a Windows Me recovery disk run the command 'SYS C:'. You should see the message 'System transferred'. Now locate and delete any of the following files that may be present in the C root folder: boot.ini, bootsect.dos, hiberfil.sys, ntbootdd.sys, ntddetect.com, ntldr and pagefile.sys. This should get rid of the unwanted boot menu. If it doesn't, run from the command prompt 'Fdisk /MBR'.

Q At startup I receive a message saying that the file cdaint2f.vxd is missing. It started appearing after I deleted a Logitech mouse driver, but reinstalling it hasn't solved the problem.

Click on Start, Run, type Sysedit and hit Enter. Select the window containing system.ini. Scroll down to the section headed [386Enh] and locate the line that reads 'Device=cdaint2f.vxd'. Delete that line, save the changes and Bob's your uncle.

Q I'm running Windows 98 SE. Whenever I close My Computer I am informed that Explorer has caused an invalid page fault in module pdm.dll and I lose all my desktop icons. System File Checker shows no faults.

This error can occur if you are using Microsoft Visual Studio 6.0. The solution is to obtain Visual Studio 6.0 Service Pack 3 or uninstall Visual Studio altogether. If the error persists, locate the file pdm.dll in the Windows System (or System32) folder and rename it to pdm.old.

Q My PC (which runs Windows 98 SE) has begun always starting up in Safe mode. How can I restore normal operation?

Locate the file named winbootng.sts in the Windows folder and delete it. If this fails to solve the problem, exit Windows to MS-DOS or boot from a

recovery disk and execute the following commands:

```
Attrib -s -h -r C:\io.sys
Ren C:\io.sys C:\io.old
Sys C:
```

Q Each family member has their own login for our Windows Me-based computer, but my youngest daughter seems to share the same Internet Explorer Favorites list as me. Why?

When you create a new user, you are given the choice of whether this user should have their own menu settings and so on. Perhaps you forgot to choose this option when creating your daughter's login.

The location used for the Favorites folder will be found in the Registry under Hkey_Current_User\Software\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders\Favorites when logged in as that user. Change this value to point to the separate Favorites folder location, which is C:\Windows\Profiles\\Favorites.

Q I want to upgrade my PC's motherboard, processor and memory. The OS is Windows Me. Most new motherboards have USB 2.0 ports. Does Windows Me support them? Will I need a Windows Me CD as one wasn't supplied with the system?

No. If you want to continue using Windows Me, make sure that the motherboard includes USB 2.0 drivers for it. You won't be able to upgrade without a Windows Me CD anyway, so your best option is probably to upgrade to Windows XP at the same time.

Q I have an HP CD writer and I have upgraded from Windows Me to XP. Whenever I start the system I receive the message: 'CD Recording Software will cause Windows to become unstable. Windows has

prevented these drivers from loading'. The CD writer works okay, though.

That's because it is using the drivers that came with Windows XP. The original software supplied with the drive isn't compatible with XP. You can download new, XP-compatible recording software from HP's website at www.hp.com/cposupport/information_storage/support_doc/lpg40447.html.

Q I have Windows 98 SE installed on my PC and used Symantec Ghost to make an image of drive F on drive H. I now have 12 files in the Recycle Bin that I can't delete. If I try, I receive the message 'Cannot delete file - File System Error (1026)'. New files sent to the Recycle Bin can still be deleted.

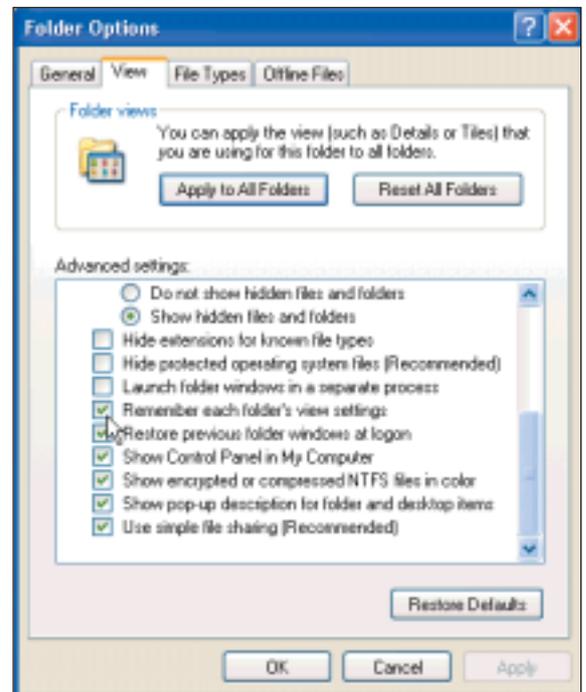
It's not a good idea to clone drives that include a non-empty Recycle Bin, as problems like this often occur. The solution is to exit to MS-DOS then delete all the Recycle Bin folders by typing:

```
C:
CD \
Deltree Recycled
```

Repeat these three commands starting with drive D, drive E and so on until you have deleted the Recycled folders from all your drives.

Q I use Windows XP. Under Tools, Folder Options, View, I have selected 'Remember each folder's view settings' (as shown above). But when I restart the computer the view always defaults to something different.

This is a common problem. The following solution often solves it. Create a Restore Point (just in case) then start the Registry Editor and expand Hkey_Current_User\Software\Microsoft\Windows\ShellNoRoam. Select and delete the folder BagMRU then select and delete Bags.



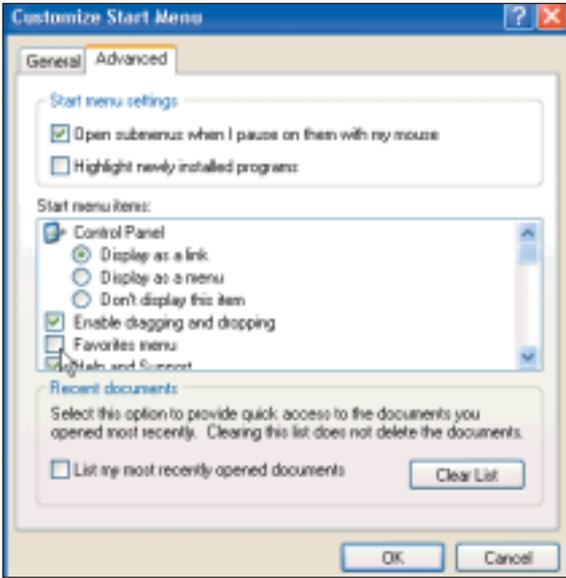
Windows may forget your folder view preferences even if you tell it to remember them

Q I use Windows XP and set Explorer to remember my folder view preferences. It does this mostly, but when I open some folders I haven't looked at for a while it seems to have forgotten the settings and I have to rearrange them again.

Windows will only remember the settings for the last 400 folders you looked in. You can increase this to any number you like. Start Registry Editor then expand Hkey_Current_User\Software\Microsoft\Windows and select the folder Shell. In the righthand pane, right-click and select New, Dword Value. Name the new value BagMRU Size and set it to 2,000 decimal (or whatever value you prefer.)

Now select the folder ShellNoRoam and repeat the process to create an identical BagMRU Size value in that. Alternatively, double-click the file remember2000.reg on the cover disc.

Q I receive an error whenever I start up my computer. On clicking the Details button I get the following message: 'BCCode : 1000008e BCP1 : C0000005 BCP2 : BF81CFBC



BCP3 : EC8F8C20 BCP4 : 00000000 OSVer : 5_1_2600 SP : 1_0 Product : 768_1 '.

The message isn't specific enough to identify the cause of the error, but it is most likely caused by a faulty driver - probably the one for your graphics card. Try installing the latest graphics card drivers. If that doesn't help, try uninstalling the drivers for other devices, especially those that may have given a warning on installation that they had not been certified by Microsoft for Windows XP.

In Windows XP the Favorites group on the Start menu isn't enabled by default

Q Windows 98 had a Favorites group on the Start menu, which was a good way to quickly load favourite websites. Is it missing or just well hidden in Windows XP?

The Favourites menu is not enabled by default in Windows XP. To enable it, right-click the taskbar and select Properties. Click on the Start Menu tab, choose Customize, select the Advanced tab and enable Favorites menu in the list under Start menu items, as shown above.

Q How can I get the Windows XP Internet Time option in the Date and Time Control Panel to set my PC's clock more often than once a week?

Mute unwanted sound sources to stop them interrupting CD playback

Open Registry Editor and expand Hkey_Local_Machine\System\CurrentControlSet\Services\W32Time\TimeProviders and select NTPClient. The value SpecialPollInterval in the righthand pane specifies the frequency of updates in seconds. Double-click to change it. Change it to 86400 to have Windows XP synchronise your clock once a day.

Q Do you know of a utility that shows resource usage by application in a similar manner to the way DirGraph (from your September 03 CD) does for disk space? I'm running Windows 98 SE and the GDI and User resources are running low, but the Windows meter doesn't show which applications are the resource hogs.

We don't know of a utility that does this and suspect that it would be impractical. Applications are constantly acquiring and releasing thousands of these so-called resources, which are bits of memory often just a few bytes in size. To track them, the utility would have to hook into the Windows memory manager. The extra processing involved would have an adverse effect on performance.

Q I have Windows 98 SE installed on my PC. How do I create a backup floppy?

It isn't possible to back up Windows to a floppy disk. If you mean an emergency recovery disk, perform the following steps: insert a formatted floppy disk in the drive. Click Start,

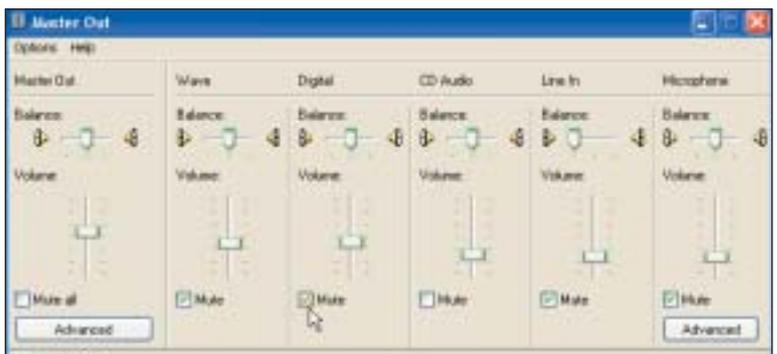
Settings and select Control Panel. Double-click Add/Remove programs, select the Startup Disk tab and click Create a Startup Disk.

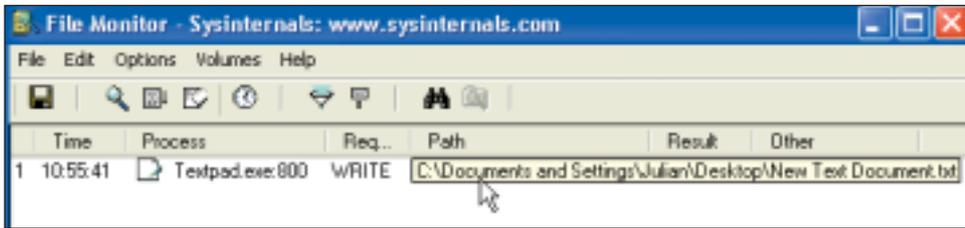
Q I'm running Windows Me. Any files that I send to the Recycle Bin seem to vanish. I haven't ticked the option to not send deleted files to the Recycle Bin. Could the problem be due to the fact that I reverted to Windows Me from XP after experiencing too many problems?

Very likely. There is apparently an incompatibility between the way Windows XP and Windows 98/Me store files in the Recycle Bin, which is well-known by those who dual-boot the two operating systems from the same partition. In your case, disable the option to send files to the Recycle Bin, delete or rename the Recycle Bin folder then re-enable the option and Windows will create a new one.

Q My PC went to the local shop for repair. Prior to this I could listen to a CD while working, but now the music is interrupted by a sound whenever I press a key or the screensaver runs.

Your mixer panel settings must have been changed while your PC was being repaired. Right-click the speaker icon in the System Tray, open the Output mixer settings and ensure there's a tick in the Mute box for the Wave, Midi, Microphone and other unwanted sound sources, as shown below. This will prevent them from interrupting your CD playback.





Q I'm running Windows XP. When I try to access Help and Support I receive an error that file marscore.dll is missing.

Click on Start, Run and enter the command 'sfc /scannow'. This command will compare the system files on your hard disk with the known good versions and restore any that are incorrect or missing.

Q I'm trying to run a program from a batch file under Windows XP, but I receive the following error: 'Cannot find C:\progra~1\micros~5\trains~1\launcher.exe'. The batch file wouldn't work with the proper filename, so I worked out the eight-character names using trial and error. Is there a way to use the proper file and folder names in Windows XP batch files?

Yes, and it's so simple you'll kick yourself when I tell you. Just enclose the name in quotes like this: "C:\Program Files\Microsoft\Train Simulator\launcher.exe".

Q Windows Me System Restore does not work. Under System, Performance, File System, Troubleshooting, the Disable System Restore box is unchecked. Any ideas?

Check the Disable System Restore box, click Apply and then reboot. After that, re-enable it by clearing the check box. This should create a new checkpoint.

Under System, Performance, File System, Hard Disk adjust the space allocated to the restore folder to your preferred setting - 200MB should be

sufficient. Check that there is this much free space on your hard disk.

There is also a bug in Windows Me that prevents it from accessing checkpoints created after 8 September 01. Visit <http://support.microsoft.com/default.aspx?scid=kb;en-us;q290700&id=kb;en-us;q290700> to download the fix.

Q An icon named '~' keeps appearing on my desktop. I don't know what it is or where it is coming from, though my virus checker says it isn't a virus. Any ideas?

We don't know what it is either, but we know a program that can help you find out. Download Sysinternals Freeware's Filemon from www.sysinternals.com/ntw2k/source/filemon.shtml or see this month's cover disc. Set the filter to 'Include: Desktop' and 'Log Writes' and wait. The next time the file is created, Filemon will tell you the process that created it (as shown above).

Q I'm running Windows 2000. I often want to send Word documents to floppy disk, CD writer and so on but there are no options in the Send To menu for this.

To create a Send To Floppy menu item, open My Computer then, in Windows Explorer, expand C:\Documents and Settings\\SendTo. Holding down the right mouse button, drag from A drive icon in My Computer to the SendTo folder and select Create shortcut here.

If you are using rewritable CD software like Nero InCD you should also be able to do the same for your CD writer.

Let Filemon unmask the writer of that mystery file

Q I removed IBM ViaVoice 7.0 (which I installed from the May 03 cover disc) from my Toshiba Satellite 3000 notebook running Windows XP.

The software could not be completely removed so I used McAfee's Orphan File facility to remove leftover files. Now Control Panel hangs because of a missing Local Language file. If I try to reinstall ViaVoice, it fails.

We can't identify the cause of your Control Panel error or the ViaVoice installation problem. Back up your data then use System Restore to roll back to a point before you installed ViaVoice. Alternatively, use the product recovery CD to restore your Toshiba laptop to its new state.

If an uninstall fails, just leave the files there if they aren't causing an error. It's much too easy to delete something essential using third-party tools or manual removal methods. Most likely, the files that weren't removed were files created when you were using ViaVoice. You could have deleted them from the application's Program Files folder. So it's your McAfee uninstaller, not ViaVoice, that has caused this problem.

Q My fonts folder has lost its special properties and looks just like an ordinary folder. Also, new fonts I have installed don't appear in Microsoft Word.

Check that the folder has the system attribute set. If you can't change this from Windows Explorer, boot to DOS and enter the command:

```
Attrib +S C:\Windows\Fonts.
```

Alternatively, use Tweak UI (it's free and available for download from www.microsoft.com/windowsme/guide/tweakui.exe), which has an option to repair fonts.

Start Regedit, expand Hkey_Current_User\Software\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders and check that the value Fonts contains C:\Windows\Fonts.

Internet

Q When connected to the internet, I notice that there is no icon in the System Tray to show that I am connected. How do I disconnect when I am finished surfing?

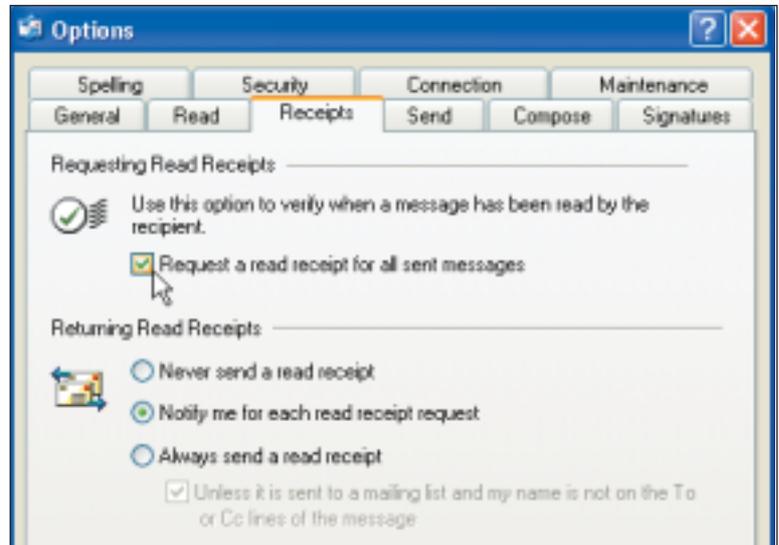
On the Start menu you should see an item named Connect To. Select this and you will see an entry for your dialup connection. Simply right-click this to connect to the web (as shown below) instead of starting Internet Explorer or Outlook Express. To disconnect, right-click it and choose the correct option from the pop-up menu.

Right-click the entry and select Properties. At the bottom of the Properties dialog box you'll see a checkbox captioned 'Show icon in notification area when connected'. Click this box and the familiar icon of two computers will appear the next time you're connected.

Q Recently, emails from one of my friends have begun vanishing without trace. We have checked that the address he uses is correct and nothing has changed at either end. I can still email him and receive mail from all my other friends.

Your ISP uses spam filtering. My guess is that your friend's ISP's mail server has been used by a spammer and its address has got into one of the block lists that spam filtering software uses. There's nothing you can do about it unless you can opt out of spam filtering. If your friend's ISP secures its servers so that spammers can't

You can get Outlook Express to ask for verification that an email has been read, but the receiver may disable the notification



use them, the address will eventually come off the block list and his emails will be allowed through again.

Q I use Outlook Express 5.0 for email and want to know how to activate the option to tell me if a message I've sent has been opened and read.

I no longer use Outlook Express 5.0 and nor should anyone else as it's much more vulnerable to worms and viruses than the latest version. To obtain verification that a message has been read in Outlook Express 6.0, go to Tools, Options and click on the Receipts tab (as shown above).

You must realise, though, that many mail clients don't honour requests for read receipts and all of those that do (including Outlook Express) make it a user option that most people disable.

Q The View Source option on the Internet Explorer context menu has stopped working. When I click it, nothing happens.

Check that Notepad is still present and working. Try clearing Internet Explorer's Temporary Internet Files cache. (Choose Tools, Options and, under Temporary Internet Files, click Delete Files.)

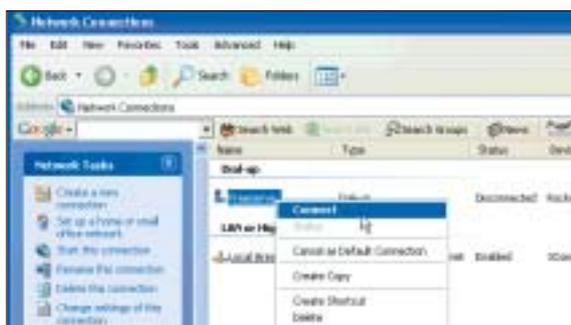
If that fails, start RegEdit and expand Hkey_Local_Machine\

Software\Microsoft\Internet Explorer. Select Internet Explorer and create a new key called View Source Editor. Click on this and create a new key called Editor Name. Select this, double-click the (Default) value and enter 'C:\Windows\notepad.exe'. Alternatively, merge the file viewsourcefix.reg from the cover disc.

Q I can receive my Supanet email via the Supanet.com website using Internet Explorer. But when I try using Outlook Express I receive the error: 'Account "supanet.com", Server "supanet.com", Protocol POP3, Port 110, Secure(SSL): No, Socket Error 10060, Error 0x800ccc0e.' Help, please.

The error means that there is no server answering at the address specified. It might be a temporary thing because your ISP's server is down. It could be caused by a firewall preventing Outlook Express from reaching the server. In this case, however, it looks as if you have an incorrect address for your incoming mail server. It should be pop.supanet.com and not just supanet.com. The outgoing mail server should be smtp.supanet.com.

Q If I open Outlook Express and download messages, when I close the program I receive



You can connect and disconnect from the web via Control Panel, Network Connections

an error that says: 'The instruction at 0x77f58d2c referenced memory at 0x009c4770. The memory could not be written. Click on ok to terminate the program'. Why is this happening?

Outlook Express could be corrupt. There are also known bugs, that have now been fixed, which can cause this problem. Try installing the latest version or go to Windows Update and get the latest downloads for Outlook Express and Internet Explorer.

You can use any backup program to copy the contents of the Outlook Express message store folder. You'll find this under Tools, Options, Maintenance, Store Folder. If you need more flexibility, there are several Outlook Express-specific backup programs available. Use Google to search for 'Outlook Express backup'. Alternatively, try Outlook Express Freebie Backup (go to www.mindspring.com/~majik/outlook_express_freebie_backup.htm or see this month's cover disc.

Q The Outlook Express address book can only be printed vertically displaying six names per sheet. Can you help, please?

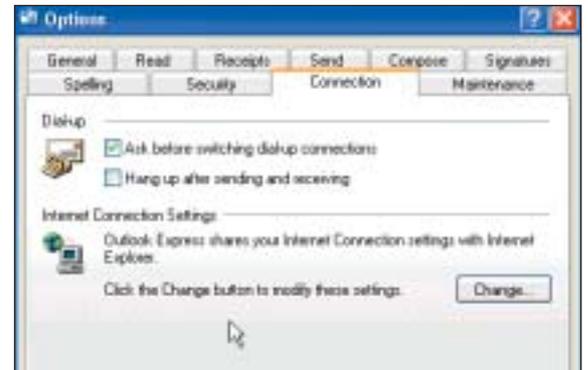
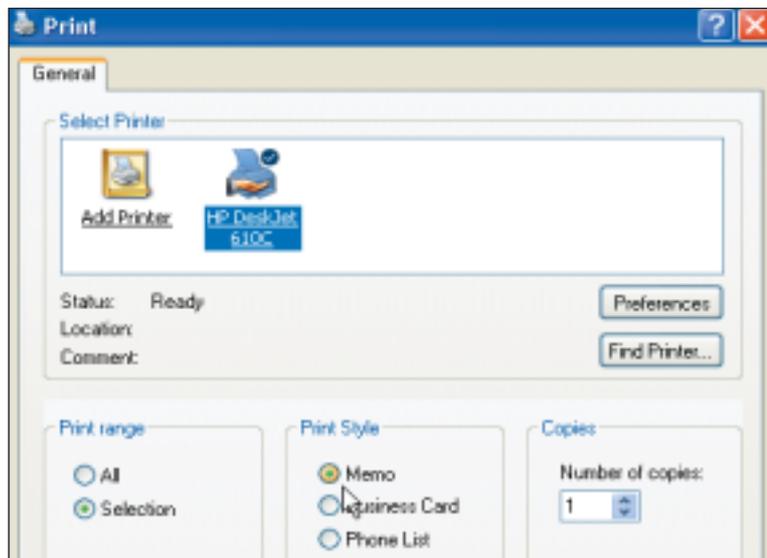
Outlook Express 6.0 only offers a choice of three print styles: Memo, Business Card or Phone List (as shown below). Producing a formatted list containing selected fields would involve programming knowledge. You could export the address list to a CSV file, load it into a spreadsheet and design a report to print it, or try writing a VBScript program to read and print it. Your antivirus settings might prevent the latter method from working, however.

Q I cannot access the internet using my web browser. The following error page is displayed: C:\Windows\System\shdoclc.dll/dnserror.htm.

This error means that your browser is unable to access the server that will tell it the numeric internet address of the site. Clicking the Refresh button is often enough to resolve it. If not, it might be a temporary problem at your ISP. Try disconnecting and logging in again. If that fails, leaving it for a few hours while the problem is fixed can be the answer so wait until tomorrow and give it another go.

Other things that may cause the error are a virus, personal firewall problems, incorrect TCP/IP properties in your dialup settings and a corrupt cookie file (try emptying the browser cache to troubleshoot the latter).

Q How do I back up Outlook Express emails? Can I just copy my inbox to a CD?



Outlook Express should normally use the same web connection settings as Internet Explorer

Q I can connect to the web using Internet Explorer but not Outlook Express. The Outlook dialling box shows 16 dots where the password should be but my password is only eight characters long. Try as I might, I can't change this.

Under Windows XP, the number of dots in the password box is always 16 so as not to give any nosy parkers a clue to what your password is. In Outlook Express click Tools, Options and select the Connections tab. Ensure that it is configured to use the same internet connection settings as Internet Explorer (as shown above).

Q When Windows 98 SE starts, a window appears saying: 'No ISDN device was found. Please install an ISDN device and run the wizard again'. I don't have an ISDN device nor do I wish to install one.

Try selectively disabling the programs that are launched automatically at startup. Click Start, Run and type MSconfig. Press Enter, select the Startup tab and clear the checkbox beside one program. Click ok and restart to see if it makes a difference. If it doesn't, re-enable that program and disable another one.

Q I'm using Windows XP and Outlook Express 6.0. Can you tell me why the spellchecker isn't automatically activated when I compose an email and how to turn it on?

Outlook Express offers just three predefined styles for printing the address book

Outlook Express 6.0 doesn't have a spellchecker. If you have a recent version of Microsoft Office installed on your computer then it can use the spellchecker from that. Unfortunately some versions of Office don't install a vital file, csapi3t1.dll, which is missing from Windows XP and that Outlook Express needs in order to use the spellchecker. There's a copy of the file on the cover disc.

I like to use the AutoComplete feature when I type search words into Google or fill in forms. On my home PC running Windows XP this feature doesn't work. Why not?

In Internet Explorer click on Tools, Internet Options, select the Advanced tab and ensure 'Use inline AutoComplete' is selected, as shown below. Select the Content tab, click the AutoComplete button and ensure that all the options are checked.

If it still doesn't work there may be a problem with protected storage, which is where Windows stores the AutoComplete data. To check, open Control Panel, Administrative Tools, Services and locate the Protected Storage service. Make sure that it

is running and that the startup type is set to Automatic.

I'm using Outlook Express 6.0. A friend sent an email attachment that he said was created in PowerPoint. When I try to open it I get the message 'OE removed access to the following unsafe attachment in your mail: title95.zip'.

If this is a PowerPoint file, it looks as if your friend compressed it into a ZIP file before sending it. That isn't the reason for the error message, though.

To access the attachment click on Tools, Options, select Security and uncheck 'Do not allow attachments to be saved or opened that could potentially be a virus', as shown above. Outlook Express doesn't do any virus checking so this so-called feature works by denying access to virtually all attachments.

When trying to access newsgroups using NTL's news server, I receive the error '400 System Capacity Exceeded (Typhoon v2.0.4.233)'. I've emailed NTL about it but got no response.



Disable Outlook Express' Virus Protection as it considers almost anything to be a potential virus

This is a persistent problem for NTL customers. The error means that the news server has too many concurrent users. There's nothing you can do about it except switch to a better ISP. For what it's worth, NTL service status information can be found at www.ntl-isp.ntl.com/lookup/default.asp.

I installed Outlook Express 6.0 and now have a distracting banner at the foot of the screen. How can I remove it?

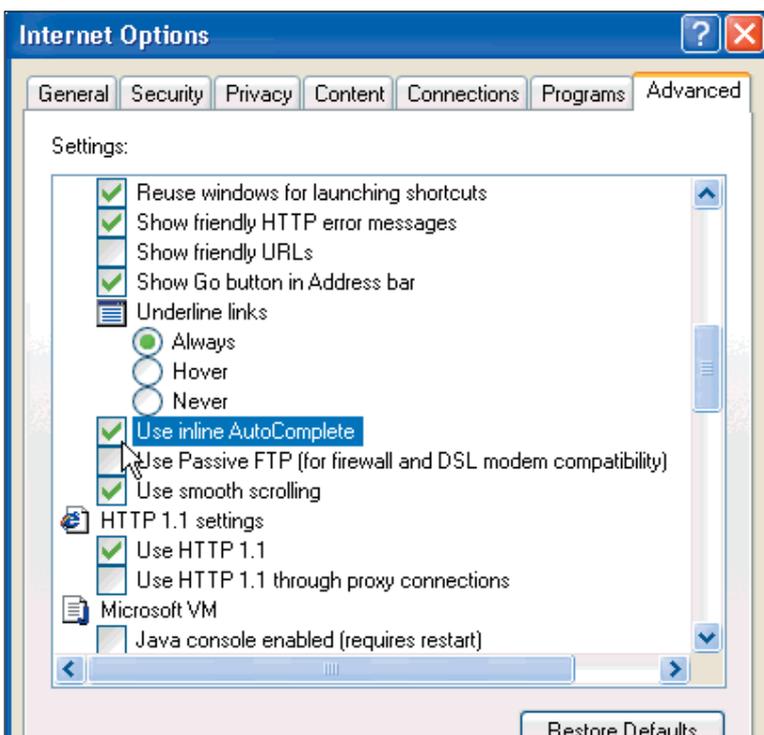
Click on Start, Run, then enter the following exactly: "rundll32.exe iedkcs32.dll,Clear" and click ok.

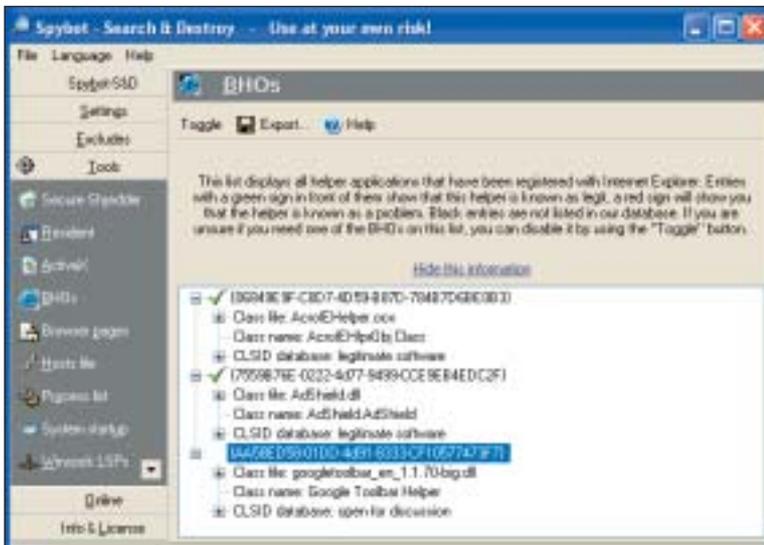
In Outlook Express I have ticked the 'Hang up when finished' checkbox, but it doesn't work. Why is this?

This feature often doesn't work as other things may be using the connection without you realising it. It's best to get into the habit of disconnecting manually. But there is something you could check.

From Control Panel open Internet Connections and select the Connections tab. Ensure that a default connection is listed and tick 'Always dial my default connection'. Select the default connection from the list and click Settings. On the Settings dialog box choose Advanced and on the Advanced Dial-Up dialog box select 'Disconnect when connection may no longer be needed'.

Internet Explorer AutoComplete will only work if you have enabled it





Spybot can reveal the BHOs that may be bringing your browser to its knees

Q When I am surfing using Internet Explorer 6.0 and begin to scrawl down a page everything stops. I updated IE last week, but the problem only started three days ago.

Certain browser add-ins called Browser Helper Objects, or BHOs, can turn surfing into scrawling. To see if this is the problem in your case, install Spybot Search & Destroy (go to <http://security.kolla.de> or see this month's cover disc).

Start it in Advanced mode, click on Tools then choose BHOs. You'll see a list of any such software that is installed on your computer with a green tick against anything that is okay, as shown above. Use the Toggle button to disable anything else and see if your surfing speeds up.

Q I'm using Windows 98 SE. Since installing Internet Explorer 6.0 SP1 and Internet Tools I'm receiving the error 'Rnaapp caused an invalid page fault in module wininet.dll at 017f:7022ac08' a couple of minutes after disconnecting from the internet.

Exit to MS-DOS then delete the Temporary Internet Files folder by typing the command:

Deltree Tempor~1

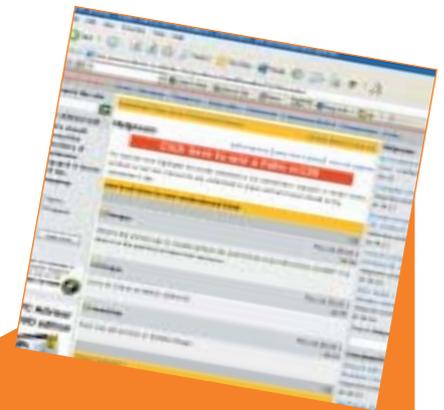
If this doesn't resolve the problem, uninstall Internet Explorer then repeat the previous step.

Next, delete the history folder using Deltree History then type CD System, followed by DEL mshtml.dll, DEL shdocvw.dll, DEL inetcfg.dll, DEL actxprxy.dll, DEL wininet.dll, DEL cachevu.dll, DEL inetctl.cpl, DEL shlwapi.dll, DEL url.dll, DEL urlmon.dll and DEL wssock32n.dll. Once back in Windows, reinstall the latest Internet Explorer from CD.

Security

Q I would like to install a wireless network in my house but I'm concerned about the harmful effects of radio transmitters in confined spaces. I've been told that Bluetooth has similar issues to those relating to the use of mobile phones. Is this true?

The signals transmitted by wireless networking components are anything but powerful. You may even have trouble getting a usable signal on the other side of the house from the access point, whereas mobile phone transmissions must be powerful enough to reach a receiver that may be several miles away. You also don't usually hold wireless network components close to your body. There's nothing to worry about.



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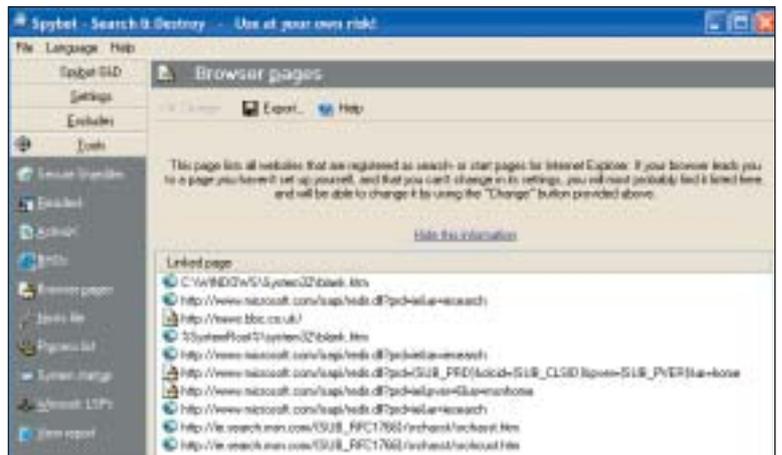
www.pcadvisor.co.uk/helproom

Q I upgraded my desktop PC from Windows 98 to XP Professional. Now my laptop running XP Home can't access the desktop system to exchange files and use the printer.

XP Home uses simple file sharing, so check that this is enabled on the desktop PC (as shown below). You must also enable the Guest user as this is what the XP Home system uses to log on. If you want greater security then both systems have to be running XP Pro.

It's possible that you were using the NetBeui protocol to communicate with the Windows 98 PC. This isn't used by default by Windows XP Professional. Enabling 'NetBios over TCP/IP' may resolve the problem. Alternatively, try accessing your shares using the IP address instead of the computer name - for example, \\192.168.0.1\Shared Documents.

Spybot Search and Destroy: protects against browser hijacks



Outlook Express 6.0 automatically opens and displays image attachments, but an image file cannot contain a virus. If you have the latest Outlook Express 6.0 it won't open potentially dangerous attachments unless you double-click them in the attachment list. That's what we're warning about.

I can find no information about a malicious program called icc2000.exe. The only program of that name that I can trace is an HP DeskJet printer driver. I don't know why your firewall should be getting alarmed about a printer driver, but if you do have a DeskJet printer you should leave the file alone and stop worrying about it.

Q You are always advising not to open emailed attachments to avoid viruses, but when is an attachment classed as open? Many emails I receive contain pictures that are visible in the bottom half of the screen. I emailed a picture to myself and it arrived open. I'm using Outlook Express 6.0.

Use of simple file sharing is mandatory for XP Home systems to network with XP Pro

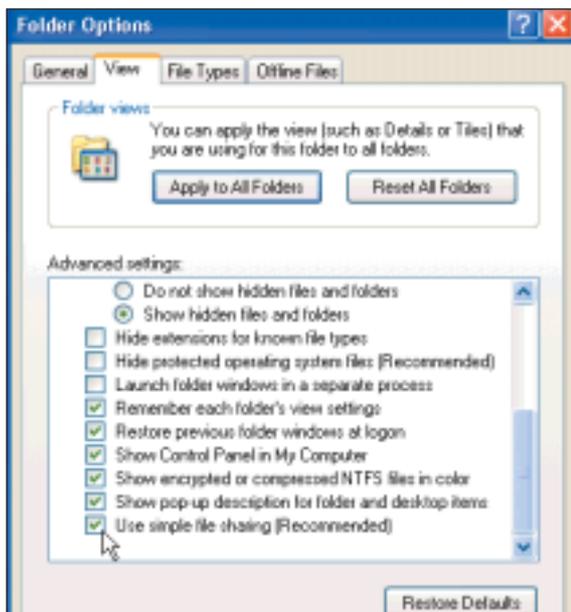
Q A download has changed my browser home page and added an advertising toolbar with a porn option (among others). If I reset my home page it only lasts until the next reboot.

Download and run Spybot Search & Destroy, shown above, from <http://security.kolla.de> or load it up from this month's cover disc. This program will remove the program that is hijacking your browser settings and restore defaults.

You could then consider installing SpywareGuard from this month's cover disc, which will prevent you from downloading other malicious files and protect your browser from future hijacks.

Q There is an email in Sent Items that I didn't send. Could someone else have sent it?

If no-one else could have sat at your computer and composed the email, it's possible that the message was generated by a virus or a malicious script. To prevent this, install the latest version of Outlook Express 6.0 then click on Tools, Options. Select the Security tab and, under Virus Protection, enable the option 'Warn me when other applications try to send mail as me'.



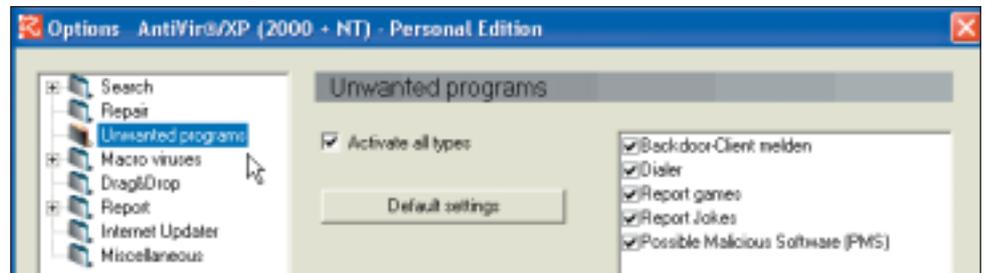
Q I use McAfee Firewall and only allow Internet Explorer and Outlook Express to access the web. I recently found an addition called icc2000.exe and I managed to block it with no ill effects. But it has now appeared again. What is it and can I delete it?

Q Last week McAfee Online downloaded a new program that updates in the background whenever I am online. Now it brings up an online. Now it brings up the Dial-Up Connection window every few minutes, which I have to cancel. How can I get rid of it?

Right-click the McAfee icon in the System Tray and select Updates. In the Update window choose Configure, check 'Turn off automatic updating'

then click ok. To manually check for updates, open the Update window and click Check Now.

Q In September's Helpline (page 146) you state that AntiVir Personal Edition can detect Trojans but this option is disabled. Where do I enable it?



To enable detection of Trojans and other malicious programs click on Options, Configuration and select Unwanted programs. You can choose the types of programs AntiVir will detect (as shown above, right), so if you aren't concerned about harmless prank programs, for example, don't select Report Jokes. If AntiVir warns you about programs that you know to be harmless, deselect Possible Malicious Software.

Yes, it does. What HP means is that the printer drivers can't do it. Your word processor might have an option to reverse the order of pages when printing. For Microsoft Word, select File, Print, click the Options button and select Reverse Print Order, as shown below, right. Otherwise, your only option is to use some third-party print management software such as FinePrint (available online from www.fineprint.com or see this month's cover disc for a copy).

Q How can I remove invalid addresses from Microsoft Outlook's AutoComplete list?

When you see an invalid address appear in the list of suggestions, select it using the cursor arrow keys and hit the Delete key. To clear the entire list, delete the file outlook.nk2.

You should find it in Windows\ApplicationData\Microsoft\Outlook or Documents and Settings\\Application Data\Microsoft\Outlook, though your path will vary depending on the version of Windows you are using.

AntiVir Personal Edition can detect Trojans and other malicious programs

Applications

Q When starting AA MileMaster I receive the error 'Unable to initialise DAO/Jet db engine'. Why am I getting this message and how do I stop it?

This error is probably occurring because another application installed an incompatible version of the file mfc42.dll. The troublemaker has the version number 4.21.7022. Use the search tool to locate all the copies of this file that are on your system. Check the version by right-clicking each file, clicking Properties and selecting the Version tab.

If an application doesn't have its own copy of mfc42.dll it will use the one in the Windows System folder (System32 under Windows XP.) You can force it to use a different version by copying one into the application's own folder.

Q How do I get my new HP DeskJet 3420 to print pages in reverse order as my old Epson printer could. HP says that the model can't do this, but doesn't it depend on the order the pages are sent to the printer?

Q My Dell PC runs Windows XP. Whenever I open the Microsoft Works word processor it always opens a previously saved document. I have to delete all the text before typing the new document and then Save As with a new name.

The word processor in Microsoft Works is Word. When this app starts it opens the file normal.dot, which it uses as a default template for documents. Close Word then call up the Search tool, locate any files named normal.dot or normal.doc on your system and delete them. When you restart Word it will create a new blank default template.

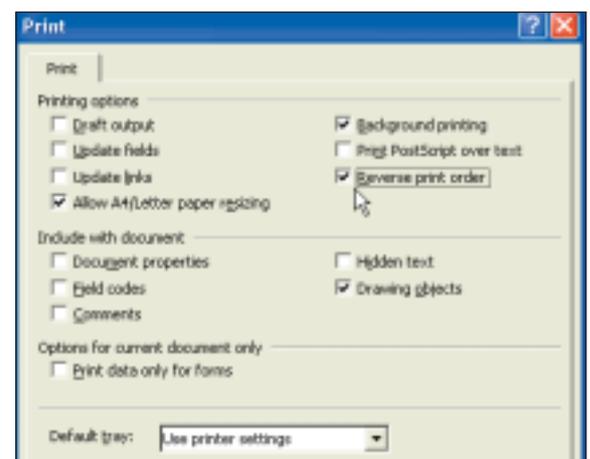
Q I have a 1GHz system with 1GB of RAM. Why does Adobe Premiere take over three hours to render just over three minutes of video?

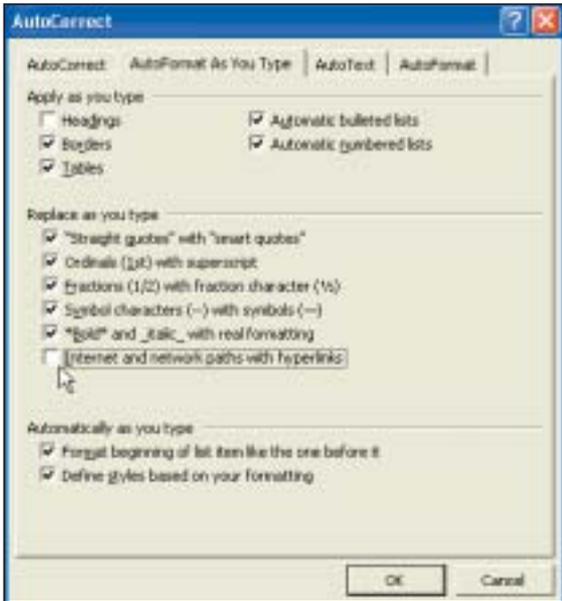
Because you're using a slow, inefficient codec - don't use the Cinepak codec, which is slowest of all. Use a codec that came with your video capture card as this will make use of any hardware encoding features supported by the card.

Q My new PC runs Windows XP. I tried firing up some old DOS games on it but I can't get any sound. What's the problem?

Try using VDMSound from <http://sourceforge.net/projects/vdmsound/>. It provides an emulation of a SoundBlaster card for DOS programs running under Windows NT, 2000 and XP and will run many popular DOS games.

Microsoft Word lets you reverse the order in which pages are printed





Q When I type the date in Word, the 'st', 'nd', 'rd' (and so on) after the date is left in lowercase instead of the very small letters used before. How can I correct this?

This is one of Word's AutoCorrect options, which seems to have been disabled. To re-enable it, click on Tools, AutoCorrect and select the 'AutoFormat As You Type' tab. Place a tick in the box beside 'Ordinals (1st) with superscript', as shown above, and click ok.

Q I am using Windows Me and recently installed Adaptec EZ CD Creator 3.5c and Direct CD 2.5d. When I try to burn a CD I receive an error saying that a supported CD recorder cannot be found. I know that my CD writer is okay because I can use DiscJuggler from one of your cover discs with it.

The Adaptec applications you have installed are very old versions. Almost certainly, this is why they do not recognise your CD writer.

Q When I paste a hyperlink into Microsoft Word it appears correctly on the screen,

but when I print or preview the document the link turns into the words 'Error! Bookmark not defined'. How can I avoid this?

If pasted hyperlinks turn into error messages, disable this AutoCorrect option

The easiest way is to use Edit, Paste Special and paste the hyperlink as unformatted text. If this still gives problems, select Tools, AutoCorrect. Choose 'AutoFormat As You Type' and disable 'Internet and network paths with hyperlinks'.

Q When I use Microsoft Outlook 97 I receive an error: 'The add-in nxpext32.dll could not be installed or loaded. Unable to load nxpext32.dll. You may be out of memory, out of system resources, or missing a DLL file'.

The file nxpext32.dll belongs to an old version of Netscape Navigator. Either you uninstalled Navigator or you deleted this file from the Windows System folder.

Chances are you no longer want the Netscape Navigator add-in for Microsoft Outlook, so to resolve the error start Outlook, select Tools and click Options. Open the General tab and click Add-In Manager. Select Netscape Navigator AddIn from the Add-in list, choose Remove and then Close.

Q I have an Epson Photo scanner that uses the Smart Panel software. The problem is that it takes an absolute age to initialise and after that is very, very slow. Can you help?

Uninstall the Epson Twain driver using Control Panel, Add/Remove Programs. Then use RegEdit to delete the Epson Twain 5 folder under Hkey_Local_Machine\Software\Epson. Locate and delete the folder Epub5 from your hard disk if it exists.

If you're using Windows XP, download and install the Microsoft patch 'Issue with DirectX may cause DVD players to not work' from www.microsoft.com/downloads/details.aspx?familyid=9cf87cda-c7f3-41a2-8ea3-cc4f03ff0e31&displaylang=en.

Then download and install the latest Twain driver from the Epson website.

Q I am using Nero InCD under Windows XP. When a disc is formatted it will respond to the Eject command, but after data is added I get no response from the drive and I have to turn off the computer to eject it.

Make sure you have the latest InCD from www.nero.com/en/download.htm. Do a full erase of the CD-RW with Nero before formatting with InCD. Other problems may be caused by conflicts with Windows own CD recording software.

In My Computer right-click your CD writer, select the Recorder tab and disable 'Enable Recording on this Drive'. Then in Control Panel, Add/Remove Programs, select Windows Media Player, choose Change and uninstall the Adaptec Driver Component.

Q When I start a Microsoft Office 2000 application it stays on screen for about 10 seconds and then closes. Can you help?

This is a known problem if you installed Office 2000 using a key that begins with GC6J3 and then installed Service Pack 1 or 1a. This key becomes invalid after the update. You must obtain a new key from Microsoft or else reinstall Office 2000 from scratch and do without the update.

If you don't have an invalid key then the problem is probably caused by a software conflict. Try re-running Office Setup to repair your Office 2000 installation.

Q An icon called New Microsoft Office Binder.obd has appeared on my desktop. What is it and can I get rid of it?

You must have right-clicked the desktop and selected New, Microsoft Office Binder. It's a feature of older

Microsoft Office versions that could be used to create files containing several Office documents. Nobody used it, so the feature was dropped. Yes, you can delete it.

Q Whenever I watch a DVD using Divx Player 1.9.1, the screensaver starts after 10 minutes as configured. This doesn't happen with Windows Media Player or PowerDVD. Is this the player's fault or the PC's?

It's the player's fault. However, a feature to disable the screensaver while running was added to Divx Player in version 1.9.5. You can get this from www.divx.com.

Alternatively (or for use with other programs that don't disable the screensaver) you could install the freeware Screensaver Control from www.webattack.com/get/sscontrol.shtml or this month's cover disc. This small application lets you disable and re-enable the screensaver with one click of a System Tray icon.

Q After I uninstall McAfee VirusScan I receive the following error whenever I start my computer: 'Cannot find a device file that may be needed to run Windows or a Windows application... C:\Progra~1\Mcafee\Mcafee~2\Safe & S~1\fbwin95.vxd'. Reinstalling it fixes the problem, but I want to remove it.

This is a common fault after uninstalling VirusScan. To solve it, start the Registry Editor and expand Hkey_Local_Machine\System\CurrentControlSet\Services\VxD. Select the folder with the same name as the missing file, fbwin95.vxd, then right-click and delete it.

Q In full-screen mode Windows Media Player displays the Gemstonematrix visualisation and it's very impressive. Can I get this as a standalone screensaver?

Not as far as I know. You can't get Media Player to run as a screensaver either, although as it normally disables the screensaver while running you could start it manually whenever you stop using the PC.

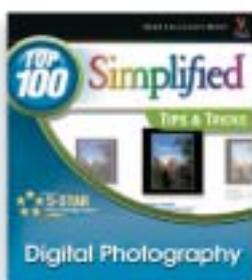
Q When I used Office 97 I could start Word using Ctrl, Alt, W, Excel using Ctrl, Alt, E and so on. Since upgrading to XP these shortcuts don't seem to work.

To create a keyboard shortcut to start Word, right-click the Microsoft Word icon in the Start menu and select Properties. Click in the Shortcut key field, press the Ctrl, Alt, W key combination then click ok. Repeat this for the other Office apps.

Note: if these keys bring up some other application before you start, or the Shortcut key field text reverts to None immediately after you release the keys, some other shortcut or application has already claimed these keystrokes. Unfortunately there's no quick way to find out what it is.

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Q I'm running Windows XP. When I try to view photos taken using the superfine quality setting, my computer shuts down and then restarts saying it has recovered from a serious problem. The same thing happens if I try to play videos using the QuickTime player.

The QuickTime player has probably associated itself with the JPG file type so it is displaying still photos as well as play videos. There is obviously something wrong with it.

Uninstall it via Control Panel, Add/Remove Programs then use the Windows Picture and Fax Viewer to open your photo images. If you need it, download a new, up-to-date copy of QuickTime from www.apple.com/quicktime/download.

Q I have created an Access database and would like to print some blank copies of the form for people to fill in.

You can't do this from the database form directly. You must make a copy that isn't bound to the database. Right-click the form, select Copy then select a blank area and do a

Get Word to update fields automatically before printing

Paste. Name the form something like Form Blank. Open it in Design View, double-click each of the data fields and clear the Source property of each. Close Design View and then print.

Q I have one application that needs to be run at a higher resolution than I want for general use. Is there something like the Windows 95 QuickRes feature that works under Windows XP that can change screen resolution on the fly?

Yes, there is. It's called MultiRes and it's available free from Entech Taiwan (www.entechtaiwan.com). If you don't fancy the download, you'll also find it on this month's cover disc.

Q Is it possible to get Microsoft Word to update the date field automatically before printing? I'm fed up with printing letters with the date as '00 XXX 0000'.

Yes, it is. Click on Tools, Options and select the Print tab. Under Printing options select Update fields, as shown below, then click ok.

Q My PC is running Windows XP and an old copy of Micrografx Picture Publisher. I have tried setting Folder Options for image file types so that they open in Picture Publisher, but they still insist on opening using the Windows Picture and Fax Viewer. Can you help me?

Yes, but it involves some Registry hacking so take a System Restore Point. Now open Registry Editor and expand Hkey_Clases_Root\SystemFileAssociations\Image\ShellEx\ContextMenuHandlers and select ShellImagePreview.

Click on File, Export and save this folder to a REG file. Now select the value (Default) in the righthand pane and delete it. This should fix the problem by disabling the default image viewer. If you ever want to reinstate it, just double-click the REG file you created. ☒

