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## ↓ General

**Q** I recently bought an Epson Perfection 1650 scanner and an Epson Stylus C70 Plus printer. I was unable to install the software that came with it because of an error message consisting largely of gobbledegook, which I have attempted to reproduce. I wrote to Epson about this, but the company hasn't replied to my letter after more than two months. I had to download the drivers from the web to get these products to work, but I would still like to install the other software.

**A** Let's start by saying that there is a right way and a wrong way to contact manufacturers. Customer support is an expensive overhead for all companies and, in the interest of controlling costs, companies may well ignore pleas for help from people who haven't taken the trouble to find out the right way to get in touch. Epson UK has a very good support site at [www.epson.co.uk/support](http://www.epson.co.uk/support), which includes contact methods if the answer to your problem can't be found there.

Unfortunately, snail-mail isn't one of the options. Postal correspondence is so

much more expensive to deal with than the phone or email that few, if any, computer companies nowadays will respond to it. If you want help, you've got to use the contact methods that the company prefers.

As for your error message, among the gobbledegook we can see the text 'Eres Not Found' and 'TForm1', which tells us that the problem application was probably written in Borland Delphi. It was quite common about three years ago for Delphi programs to cause errors like this, due to a conflict with Norton AntiVirus 4.0. However, Symantec fixed the problem and, since this version of Norton AntiVirus is now obsolete, we don't suppose it is to blame in your case.

Similar errors have been reported recently with various CD setup programs, and we've seen a suggestion that a conflict with the program Gozilla can cause it. To eliminate potential conflicts, close all other applications (including System Tray applications such as virus scanners) before running the setup program. If it still fails, it is most likely that the CD itself is faulty.

**Q** I have a new Mesh PC with Windows XP on a 60GB hard drive. Should I partition the disk, and what size partitions would you recommend?

**A** There's no technical argument for partitioning drives these days, especially if you use NTFS (Windows NT file system), which you should be if you're running Windows XP. It's solely a question of how you want to use your hard drive. For example, if you think you'll never use all 60GB of it, you might want to split the disk into two partitions and use one for backups. The decision depends entirely on your needs.

**Q** In my computer the C partition on which Windows is installed is FAT16 and the D partition is FAT32. Windows 98 Help indicates that Windows must be reinstalled after conversion from FAT16 to 32. I have a new hard disk on order and intend to install it as Master, transferring the existing drive contents to it. Must I format the new C partition, to which I shall be copying back the existing Windows installation as FAT16, or would it work with FAT32 disk format? My motherboard supports UDMA-33. Is there an add-on card which would allow me to exploit more of the performance of the new drive, which is UDMA-100?

**A** It isn't necessary to reinstall Windows after converting to FAT32. We think the statement in the Windows Help file is probably the result of confusion on the part of the writer.

You will need to reformat and reinstall Windows if you want to go from FAT32 back to FAT16, because the Microsoft Drive Converter is one-way. But users of PartitionMagic can switch from FAT16 to FAT32 and back as many times as they wish without reinstalling. We see no reason why your system shouldn't work after copying everything from the old drive to the new one. But remember to use the SYS utility to install the boot files on the new C drive.

Using an add-in Ultra ATA controller card would be a good idea, as it would allow you to benefit from the full performance of your new drive, as well as overcoming any Bios restrictions your motherboard might have. It will set you back the best part of £50, though.

**Q** I am having trouble with my Mustek 600 scanner. When I press the Scan button in the Twain dialog box I get the error: 'Kodaking has performed an invalid page fault in module kernel32.dll at 0177:bff7b9e3', plus a lot of detail about registers. I have uninstalled the scanner and reinstalled it on several occasions. Imaging usually works okay for a while and then fails again. I now want to use the scanner with TextBridge Pro Millennium and am having the same trouble setting up the scanner using the wizard.

**A** The most likely explanation of the problem is that you have some sort of conflict between Twain drivers. These are the drivers that support the protocol by which software applications communicate with the scanner.

Use Windows' Find tool to locate all the DLL and EXE files on your hard drive with 'Twain' or 'Twunk' in the filename and delete them. Alternatively, if you wish to be more prudent, rename them by inserting an X at the start of the name. Once you've done this, reinstall the latest software for your scanner.

## ↓ Windows

**Q** In the March 02 issue on page 164 you gave details of how to print the contents of a folder. I have entered the code in Notepad as suggested and saved it, but it doesn't work. I attach a copy of the file. Have I done something wrong?

**A** We've published a few versions of this over the years, but sometimes computer instructions get mangled on the way to the printers. This version lacks double quotes round the %1, which are essential if the folder whose contents you're trying to print has a space in the pathname. We're also not sure what the '/-p' was trying to achieve.

Lastly, a reader to whom we sent a copy of this answer eventually reported a Notepad error which suggested that the file dir.txt did not exist or was being used. We couldn't reproduce the problem ourselves, but we guess that using our original printdir.bat Windows may start Notepad before the file containing the

folder listing actually appears. Our final (hopefully) version of the batch file looks like this:

```
@echo off
dir "%1" /o:gn > "%temp%\dir.txt"
dir C:\Windows >nul:
notepad /p "%temp%\dir.txt"
```

The extra line 'dir C:\Windows...' introduces a delay by listing the contents of the Windows folder to the 'bit bucket' named 'nul:'. This should ensure that the listing file "%temp%\dir.txt" exists by the time Notepad tries to print it.

**Q** All my Jpeg pictures now have the Windows icon when shown in a folder, and when I open them they always open in Fireworks. This started happening after I installed the free 30-day trial of Fireworks from Macromedia's website. How can I put things back as they were?

**A** Without knowing how the Registry was configured before you installed the Fireworks demo, it's impossible to know for sure how to get back there. The following may work, but there is no guarantee of it. The usual warnings apply: remember to back up your Registry before you start editing it (order Faxback number 2467 for more details – see page 151).

Start the Registry editor by selecting Start, Run, Regedit and pressing Enter. Expand the folder Hkey\_Classes\_Root. Scroll down until you see a folder named JPG and select it. Look in the righthand pane for the value named (Default). If it doesn't contain jpegfile, double-click (Default) and change the value so that it does. Repeat this for JPE and Jpeg folders.

If the value already contains the name jpegfile, Fireworks must have overwritten the original association data for this file type. In that case, you'll have to manually reassociate the file type with your preferred image viewer. Back in Explorer, hold down the Shift key and right-click a Jpeg image. Select 'Open with' from the pop-up menu. Tick the checkbox for 'Always use this program to open this file', then select the program you want from the list (or use the Other button).

To enable associations to be restored more easily next time, see our tip *Back up file associations* on page 175.

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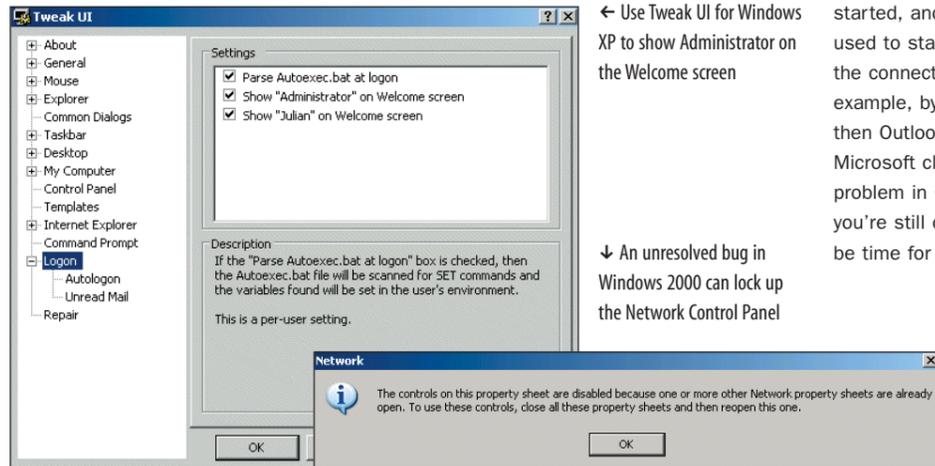
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← Use Tweak UI for Windows XP to show Administrator on the Welcome screen

↓ An unresolved bug in Windows 2000 can lock up the Network Control Panel

**Q** When I installed Windows XP, it asked me for a password for the Administrator user. At the logon screen, there is no entry for it. How do I log on as Administrator?

**A** We think this is an attempt at security by obscurity. The Welcome screen you see in Windows XP is a new feature. To log on as Administrator you must get back to the old-style logon screen, which you can reach by pressing Ctrl, Alt, Del twice while the Welcome screen is showing.

If you often need to log on as Administrator, you can make the old-style logon screen permanent by opening Control Panel, User Accounts. Select 'Change the way users log on or off' and uncheck 'Use the Welcome screen'. Alternatively, download PowerToys for Windows XP from [www.pcadvisor.co.uk](http://www.pcadvisor.co.uk). This contains a copy of Tweak UI (shown above, left) that lets you choose to show Administrator on the Welcome screen.

**Q** Could you remind me how to reformat my hard disk? I have ordered a full version of Windows XP and want to load it to a clean machine.

**A** Don't reformat it, just delete all the partitions using Fdisk. When you boot from the Windows XP CD, Setup will see the unpartitioned disk and offer to partition and format it for you. You'll then get the option to format it using NTFS (Windows NT file system), which you won't get if you use the Format utility from your old version of Windows.

**Q** While following your advice trying to get three computers running different versions of Windows to communicate with one another, I have managed to disable the Network Control Panel in Windows 2000 Professional. The message states: 'The controls on this property sheet are disabled because one or more other Network property sheets are already open. To use these controls, close all these property sheets and then reopen this one' (shown above, right). However, no other property sheet is open. I have even rebooted the system several times. How do I get out of this situation?

**A** A two-year-old article in the Microsoft Knowledgebase admits that this is a problem with Windows 2000, but offers no solution. It doesn't appear to be a particularly unusual problem, and those who have experienced it have only resolved it by removing all network adapters from the system – in order to get back to a clean state – and then reinstalling them.

## ↓ Internet

**Q** I have Outlook Express provided by Freeserve, which runs on Windows 98. I select the option 'Hang up after sending and receiving' but it does not do so. Do you know of a fix?

**A** Outlook Express 5.0 does not hang up the internet connection unless this option was selected before it was

started, and Outlook Express itself was used to start the connection. If you start the connection by another method – for example, by starting Internet Explorer – then Outlook Express won't hang up. Microsoft claims to have resolved this problem in Outlook Express 5.5 so, if you're still on version 5.0 or older, it may be time for an upgrade.

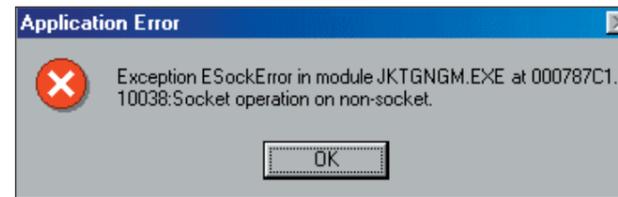
**Q** I recently installed Internet Explorer 6.0 and Outlook Express 6.0 on my Windows 98 PC. Since the installation, a few minutes after I have disconnected from the

internet, I receive the message: 'Rnaapp caused an invalid page fault in module wininet.dll at 017f:630160b8'. I then receive the message: 'Rnaapp caused an invalid page fault in module kernel32.dll at 017f:bff7b9a6'. My version of kernel32.dll is dated 23/4/99, and wininet.dll is dated 3/12/01. I can still use the computer after clearing the messages and I have no problem reconnecting to the web later on.

**A** Problems involving Rnaapp are very difficult to diagnose. The solution most support people recommend is that you use the System File Checker to extract fresh copies of the affected files (rnaapp.exe, wininet.dll and kernel32.exe) from the Windows CD. It might be worth trying this with rnaapp.exe and even kernel32.dll (which we see from the date is the one shipped with Windows 98 SE). However, wininet.dll was updated with Internet Explorer 6.0. In fact, your version is an even later one that corrects a security problem, so replacing it with an older copy would not be a particularly good idea.

We're more inclined to suspect a software conflict with some internet-related background utility such as a performance monitor, web accelerator, pop-up window disabler or adware (software that displays adverts as the price of a 'free' utility). A worm virus or Trojan could well be the culprit, so a virus check with an up-to-date scanner should be a high priority.

The only way to identify the cause of the problem, unfortunately, is to close down everything that runs in the



← An unexpected error message reveals the presence of a Trojan in the system

background that isn't absolutely essential, and then restart each program one by one until the error returns.

**Q** My PC has developed an application error as Windows completes loading. The message states: 'Exception ESocketError in module jktgngm.exe at 00787C1. 10038: Socket operation on non-socket' (shown above). It doesn't seem to affect the operation of the PC until I try to log on to the internet, then Internet Explorer cannot display any pages. Prior to this my ISP's home page always loaded immediately as I started the browser.

**The file jktgngm.exe resides in my Windows folder. I cannot identify the application that owns it. However, there is a line in my win.ini file that reads: run=jktgngm.exe.**

**A** Delete this file and the reference to jktgngm.exe in win.ini. We can't find any reference to this specific filename, but we're pretty sure that it is a Trojan horse program that uses a randomly generated filename. The program is probably trying to send information about your PC, such as your internet access passwords, back to its writer. That's just a guess, but it's the sort of

thing these Trojans do. Obviously it has a bug, hence the error. It's just as well, otherwise you might never have known about it.

A good up-to-date antivirus program should have detected this Trojan for you, although it may be something very new. If you own an antivirus package you might want to submit the file to the vendor's helpdesk for identification. You should also perhaps try to find where it came from: an unexpected email with an interesting-sounding attachment, perhaps?

## ↓ Applications

**Q** I am trying to recreate the letterhead for a society of which I am secretary, but I am unable to identify the font used. It is printers' typeset, and probably more than 30 years old. How can I trace it?

## Speed up Windows XP

**R**unning programs you don't use is a waste of memory and processor power. When Windows XP loads, it starts background tasks called 'services'. Many of those started by default aren't required on the typical home PC. You can improve performance of your system by stopping tasks that aren't needed.

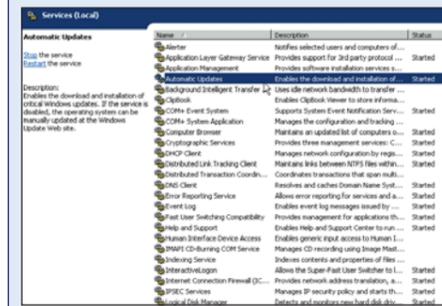
To get to the Services management console open Control Panel, Administrative Tool, Services. Click the Extended tab and select one of the services whose status is shown as Started. A description of the service appears down the lefthand side. From this, you can get a good idea of whether a service is useful and then decide whether you want to stop the service (see below).

If you want to stop a service, right-click its entry and select Properties. Select the Dependencies tab and you will be able to see what other services depend on this one. This may help you decide if your PC needs it. If you decide to stop it, you can do it from the General tab. To prevent it starting again the next time you start XP, change Startup type to Disabled (shown right).

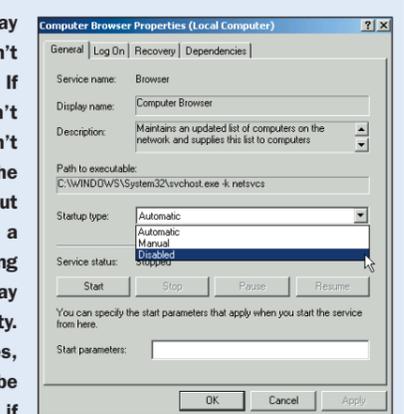
Some services may sound as if they aren't useful when they are. If your computer isn't networked, you won't miss some of the network services, but the internet is also a network and disabling certain services may affect its functionality. With other services, the decision should be easier. For example, if you connect to the web using a modem you may not want Windows downloading updates without asking, in which case the Automatic Updates service could be stopped.

Services your standalone PC can do without include Computer Browser, DHCP Client, Messenger, Remote Registry, TCP/IP NetBIOS Helper and Wireless Zero Configuration. If you already have a favourite clock application that sets your computer clock from an internet time server, you won't need the Windows Time service, either.

Play safe. Stop one service at a time and see what happens. That way, if something no longer works as it should, you won't be stumped trying to work out which of the services you stopped is the cause of the problem.



← Be choosy about what background tasks Windows XP loads – some of these services are unnecessary and use up precious processing power

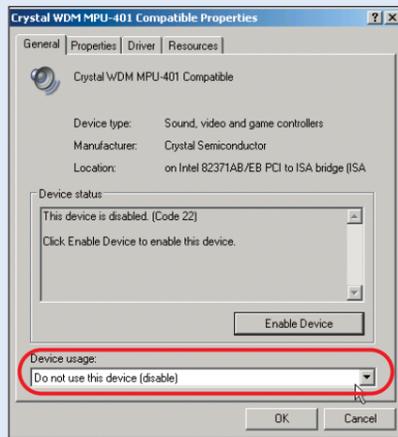


## Free the interrupt

TIP

If you're having trouble getting Windows to use a device, such as a parallel port card or a legacy modem, because there are no free interrupts (IRQs) try disabling the MPU-401 device. You'll find this under Sound, video and game controllers in Device Manager. Right-click the device, select Properties then, under Device usage, select 'Do not use this device (disable)', as shown right.

The MPU-401 usually uses a low interrupt such as IRQ 3 that is also preferred by legacy serial and parallel port devices. The MPU device controls the Midi port on the back of your PC, so you won't notice any loss of functionality unless you connect musical instruments to your computer.



Disabling devices you don't use through Device Manager can free valuable interrupts for other more necessary devices – such as a parallel port card or a legacy modem

Occasionally it just drops back to the desktop. Sometimes this occurs while watching DVDs with WMP (Windows Media Player) enabled. No one seems to know of a solution. Should we change the motherboard or the video card?

We've been able to track down references to some of the errors you mention. Common factors seem to be that only Windows NT, 2000 and XP are affected, and nVidia graphics cards often appear to be involved. Some users, who discovered the error after upgrading to Windows XP, went back to Windows 98 or whatever operating system they were previously using. If you want to continue using XP, make sure that you have the latest certified nVidia driver for Windows XP installed. You can get it from [www.nvidia.com/view.asp?page=windows2000](http://www.nvidia.com/view.asp?page=windows2000). If that fails to solve the problem a different graphics card may well be the way to go.

Windows XP (and the entire NT family) is more demanding on hardware than Windows 95 and its successors. Other possible causes of these errors are overclocking and unreliable memory, so try a lengthy soak test using Memtest86 from [www.memtest86.com](http://www.memtest86.com).

For more information about these errors see the article *Troubleshooting 'Stop 0x0A' Messages in Windows* [Q165863] in Microsoft's Knowledgebase.

memory, 64MB nVidia AGP GeForce2 MX200 graphics card and Windows XP. When playing 3D games, including Half-Life, Tomb Raider 4, ST Bridge Commander and ST Armada II, within about 10 minutes the system displays a bluescreen error such as: 'An attempt was made to write to read-only memory, nv4.sys'; 'bab\_pool\_caller'; 'irq\_not\_less\_or\_equal' and 'pagefault\_in\_non\_paged\_area'.

## Search PC Advisor's online Helpline

The Helpline section of the PC Advisor website contains an indispensable set of answers to common questions, regarding all aspects of PC software. This ranges from general Windows issues to using specific applications and covers all types of PC hardware, including system components and peripherals.

Alternatively, you can ask for help from one of the visitors in our online forums. Sign up as a registered user (which is free) and then browse to one of the Discussion Forums. In the Helproom your first stop should be the searchable database of frequently-asked and previously-answered queries. With over 100,000 postings, you'll almost certainly find the answer you need in this archive of queries, simply by entering a couple of keywords.

If our online database can't solve your problem, try posting a question in our support forum, where more than 100 queries are answered every day. The forum is manned by our team of Helproom angels, who are ready and willing to lend a hand on anything from system crashes to virus alerts. Don't let the gremlins get you down – check out our Helproom instead.



[www.pcadvisor.co.uk/registered](http://www.pcadvisor.co.uk/registered)

A professional printer might be able to identify it. If not, there are several alternatives you could try. There are companies such as Fontware ([www.fontware.co.uk](http://www.fontware.co.uk)) that will create a font for you from artwork you provide. This type of service is generally used for company letterheads and logos, so expect to pay hundreds of pounds.

A more cost-effective solution would be to purchase one of the font-collection CDs that you'll find on sale at most computer stores. You may not find an exact match for the original typeface, but you should find a font close enough that no one other than a typographer would notice the difference.

But the most practical solution to your query is probably the simplest. Obtain a clean copy of original headed paper and scan it using the highest possible resolution. Use an image editor to clean up the scanned image if necessary, then reduce it to the minimum number of colours possible (to reduce file size) and save it as a BMP, TIF or GIF file. You can then incorporate it in your letter templates as a graphic.

Following the excellent advice in PC Advisor we built our own PC with a Gigabyte 7ZXE motherboard, AMD Athlon XP 1600+, 256MB of Rambus

I use Microsoft Works 2000 (version 5.0) Calendar to keep track of my diary. Recently, possibly after I upgraded to Internet Explorer 6.0, it ceased printing out hard copies. When I press Print in the Calendar mode, I get the window asking me to select the format I require. I then see a graphic 'preparing to print', but nothing happens. The HP DeskJet 930c printer otherwise works fine, and I can print from other modules of the Works suite.

There is an article in the Microsoft Knowledgebase that suggests there is a conflict between Microsoft Works 2000 Calendar and Microsoft Internet Explorer 5.5, which can cause calendar printing not to work as desired. Internet Explorer 6.0 may well cause the same problem. Unfortunately, Microsoft's recommended solution is to uninstall the newer browser and reinstall 5.0.

## List Windows XP services

TIP

If you need to check whether a particular service is running under Windows XP, here's a quick way to do it. Start a command prompt by clicking Start, Run, typing CMD and hitting Enter. In the command prompt window type Net Start and hit Enter. You'll see a list of all the services currently running on your PC.

With no guarantee that this will solve your problem we're loath to recommend it, but it's worth a try. Another possible solution would be to upgrade to Microsoft Works 2002, which is designed to work with Internet Explorer 6.0.

My system runs Windows 98 SE and Microsoft Office XP. I often find that the hard disk starts chattering away to itself for 30 seconds or so, after which I am presented with a message that says: 'Microsoft Visual C++ Runtime Library Runtime Error! Program:

C:\Program Files\Common Files\System\MOsearch\Bin\Mosdmn.exe. Abnormal program termination.' After closing the message everything runs ok, but I am worried the continual disk activity will shorten the life of the drive. Any ideas?

This problem occurs if another program conflicts with mosdmn.exe or mosearch.exe. These two files are part of the 'Support for fast searching' feature of Office XP, which is similar to the Find Fast feature of earlier versions of Microsoft Office. What happens is that,

## Pass it on: tips from readers

TIP

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](mailto:pcadvisor_letters@idg.com). To help us sort your messages, please use the words 'Pass it on' in the subject heading.

### Windows XP – there's a cache

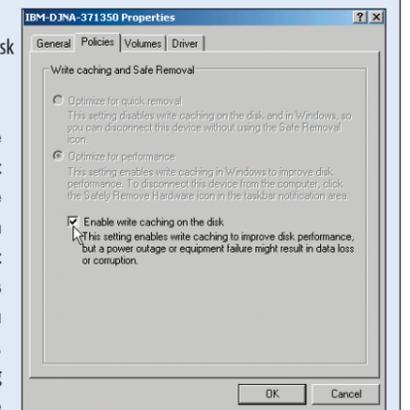
Paul King wrote to pass on a tale of woe following his upgrade to Windows XP. After setting everything up, he shut down Windows, happy with his pristine installation. When he next started up, he received a message that the partition hadn't dismounted correctly. He was unable to get into Windows, and when he eventually did he found that files were corrupted and nothing worked as it should. After a lengthy call to Microsoft Customer Support Paul finally found the solution. It seems that XP can shut down the power before data stored in the disk cache has been written to disk, resulting in a corrupted file system.

The solution was to disable write caching: open Control Panel, System, Hardware, Device Manager. Expand the entry for Disk Drives, right-click the hard drive entry, select Properties and the tab named Policies (shown above) and clear the checkbox. This has a negative impact on performance, so disable APM support from the APM tab of Power Options in Control Panel. This prevents Windows from switching off the PC after it shuts down. You'll have to do this yourself when the 'It is safe to turn off your computer' screen appears, which should allow time for everything in the cache to be safely written to disk.

We haven't experienced any problems with APM and write caching being enabled at the same time. If you haven't, either,

Warning: enabling write caching can damage your disk

it's safe to leave things as they are. But it's worth noting the Microsoft's warning: a power failure might result in data loss or corruption. If you enable write caching, you should be using a UPS (uninterruptible power supply) for your PC, particularly if you formatted your disk to use NTFS (Windows NT file system).



### FreeCell problem resolved

Alistair Maxwell wrote to pass on information about a conflict between the game FreeCell and Internet Explorer 6.0. After first asking Helpline for a solution, he remembered that he had installed Internet Explorer 6.0 from the cover disc before FreeCell stopped working; uninstalling it solved the problem. It's worrying that Microsoft can't even make its own programs compatible with each other but, as we mentioned in the March issue, the FreeCell included with versions of Windows up to 98 SE was written in such a way that it can experience problems with a number of applications. The version shipped with Windows Me was rewritten to eliminate these problems.

## Contact us

Please send your Helpline questions to [pcadvisor\\_letters@idg.com](mailto:pcadvisor_letters@idg.com). Alternatively, you can post your queries to Helpline, *PC Advisor*, Fifth Floor, 85 Tottenham Court Road, London W1T 4TQ. 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 are charged at £1.50 per minute.

at intervals, these programs update an index of the contents of the files on your hard disk, so that you can locate relevant files rapidly using a fast text search; that's what the disk activity is.

If you have a large number of data files scattered all over your hard disk, this feature may be useful. But if, like many people, you have relatively few documents stored in your My Documents folder and have no trouble locating the one you want without the help of the search feature, it is a waste of resources. However, it probably won't make a significant difference to the life of your hard disk.

The best solution is probably to uninstall the Office XP 'Support for fast searching' feature. To do this, close all Office programs, then open Control Panel, Add/Remove Programs. On the Install/Uninstall tab, select an Office XP product and click Add/Remove. When the Maintenance Mode Options dialog box appears, click Add or Remove Features then click Next. Expand the Office Tools entry, select the icon beside 'Support for fast searching', change it to 'Not Available' and then click Update. Repeat these steps for all Office XP products installed on your computer, then restart Windows.

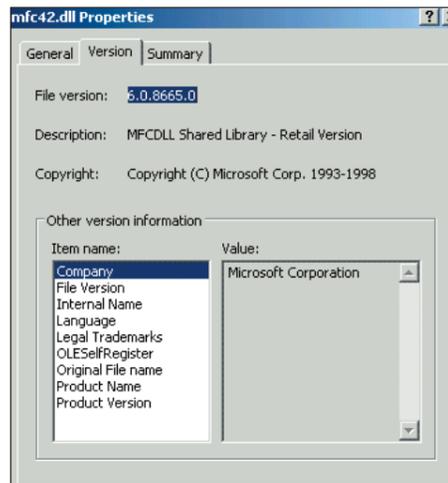
**Q** I have SoundBlaster Live Player 1024. When I attempt to open the mixer or speaker in Audio HQ I receive the message: 'Ctsurmix caused an invalid page fault in module mfc42.dll at 017f:6c37404b'. I found that some other programs also use this file. I tried uninstalling them to resolve the problem, but without success.

**A** You have just entered the first circle of DLL hell. Salvation is possible, but it may take some hard work and patience. The problem is that, as you have discovered, mfc42.dll is a shared file used by a large number of different applications. Unfortunately, there are many different versions in circulation as Microsoft, in its inimitable fashion, couldn't stop fiddling with it. All it takes is one application with a shoddy installer to overwrite one copy with an older version, and things start going pear-shaped.

Here's how to set about finding the solution. Use the Windows Find tool to locate all the copies of mfc42.dll on your hard disk. Right-click each of them, select Properties and look at the version number to see how many different versions you actually have (shown below). Usually, all you have to do is ensure you have the latest version in the Windows System (or System32) folder, and this will solve the problem.

Older versions in folders belonging to applications shouldn't cause any trouble, as they will only be used by the programs in that folder, and they are probably there because the application's own installer put them there. In fact, should you have a program that is dependent on a specific older

→ Use the Windows Find tool to check the versions of DLL files on your PC to find which is the latest



version (an unusual situation, but possible) that's the way to satisfy it.

**Q** My computer is used mainly for Microsoft Word 2000, and has an add-in called CaptureL, which I use for tagging documents for publishing on the web. This program is a little clunky as it is still under development, but it works pretty well.

The problem is that after running Word and CaptureL for several hours, my PC starts to get sluggish and displays jerky mouse movements, and I am ultimately forced to reboot. This doesn't happen with Word alone, so CaptureL is probably the problem. Is there any way that I can monitor what is happening?

**A** The problem is almost certainly caused by processes that are looping and, as such, wasting processor time. You're probably right that the CaptureL program is the cause of your woes. There are tools that will let you verify this for yourself but, apart from letting you terminate the errant processes, they won't solve the problem. Only the software developer can do that.

You don't mention what operating system you are running. If you're using Windows XP or 2000, the Task Manager already has excellent process monitoring built in. Just Ctrl, Alt, Del to start it, select the Processes tab, and you can see at a glance the processor time (and the memory) used by each process. When you find the processor hog, you can terminate it by clicking on its name and then clicking End Process.

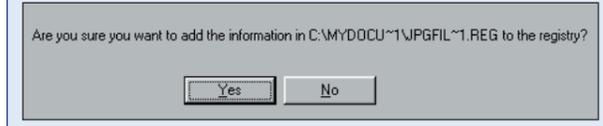
## Back up file associations

TIP

Certain file types – particularly image types like JPG, GIF and BMP – can be viewed and edited in many different applications. When you install a program that can view or edit one of these file types, it may assume that you want it to be the default application for these file types. This can be annoying, especially if you only installed the new software on trial. And it's hard to reverse the changes unless you have a backup.

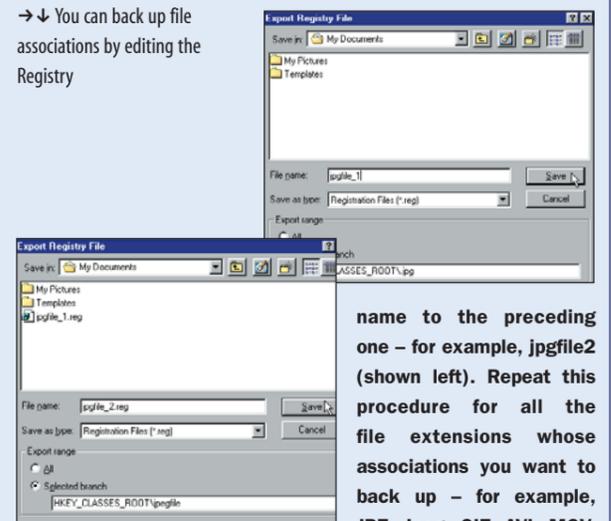
To back up the association for a type of file, start the Registry Editor. Expand the folder Hkey\_Clases\_Root and scroll down until you see a folder with the same name as the extension for the file type (for example, '.jpg', '.gif'). Click on this folder and select Export Registry File. Name the file after the file type – for example, jpgfile1 – and save it (shown top right).

The Registry Editor's righthand pane shows the values in the selected Registry folder. There should be a value named (Default) containing a name. Scroll through the folders in Hkey\_Clases\_Root until you find a folder with the same name. Select it then export it to a file with a similar



↑ Confirm that you want to add this information to the Registry

→ You can back up file associations by editing the Registry

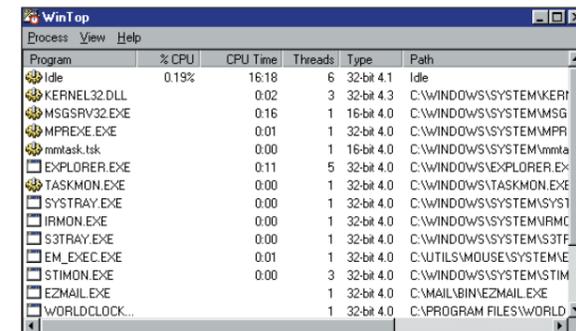


name to the preceding one – for example, jpgfile2 (shown left). Repeat this procedure for all the file extensions whose associations you want to back up – for example, JPE, Jpeg, GIF, AVI, MOV, MP3, creating two Registry files for each extension.

If you install an application some time in the future that changes the association for a file type, just double-click the two backup files you created for that type, and click Yes when asked whether you want the information in the file to be added to the Registry (shown left). This will restore the original association.

If you're running Windows 95, 98 or Me, download the Windows 95 Kernel Toys from [www.microsoft.com/windows95/downloads/contents/wutoys/w95kerneltoy/default.asp](http://www.microsoft.com/windows95/downloads/contents/wutoys/w95kerneltoy/default.asp). The 'toy' you want is called WinTop (shown below) and lets you see at a glance which processes are taking up your CPU's time.

**Q** My computer runs Windows Me and Office 2000. Whenever I try to open a Word document I always receive the message: 'This file does not have a program associated with it for performing this action. Create an association in the Folder Options Control Panel'. When I go



← WinTop lets you see which processes on your system are hogging the CPU

to Folder Options/File Types there appears to be no DOC file type there, and I don't know how to create it.

So far I have been getting round the problem by opening Word and then opening the file from the menu, but it isn't half as convenient as double-clicking the file icon.

**A** There must have been a file association for Word documents at some point, so we're intrigued as to where it could have gone. It isn't possible to create a file association for Office 2000 file types manually as some difficult binary data values are involved. However, running

Office 2000 Setup in Maintenance mode should resolve the problem for you.

**Q** Is it possible to install Apple QuickTime and not have it take over the computer? I don't like using it to view my JPG images, and it messes up the preview feature.

**A** We don't think anyone much likes using QuickTime as a standalone image viewer. It's really a tool intended for use by multimedia applications. It's a pity its writers couldn't have provided an option that asked if you wanted to make QuickTime your default image viewer, like the authors of Paint Shop Pro.

Since they didn't, the only solution is to back up your image file associations (see our tip *Back up file associations* in the box above and then restore them after you have installed QuickTime. You can also repair the image preview feature using the file thumbnail.reg on the cover disc (see our *Top 50 Helpline queries answered* feature on page 140 for more information.) ■

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