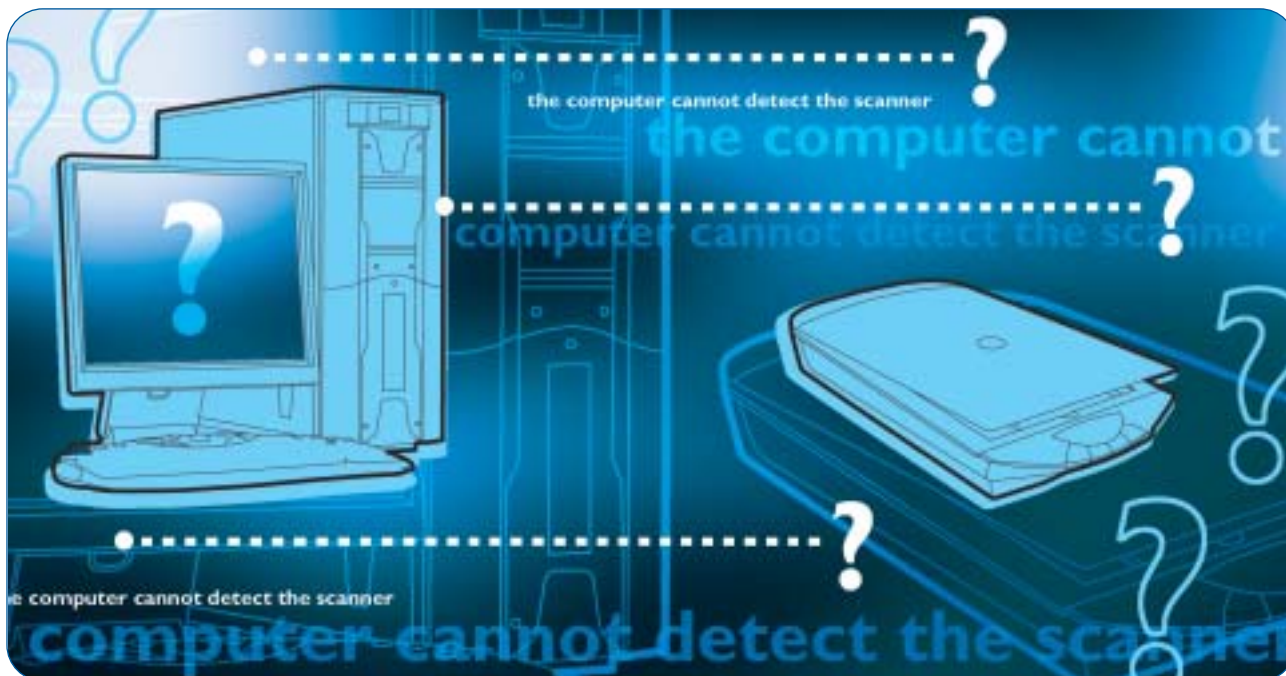


# Windows<sup>xp</sup> Q&As



**Q** I have a problem with my HP ScanJet 4470c scanner and my new computer running Windows XP. The scanner works fine after the USB lead is plugged in. But after a restart there seems to be no communication and I receive the error 'The computer cannot detect the scanner or camera. Please make sure the device is turned on and properly connected'.

I have installed the latest software from HP but it made no difference. It is recognised, and then works, if I access it through Control Panel, Scanners and Cameras.

**A** We have not been able to discover any reported cases of similar behaviour involving this or any other scanner, so unfortunately we don't know of a remedy.

However, it isn't that unusual for the Camera and Scanner Wizard to sometimes announce that it cannot detect the scanner or camera. This is usually resolved by unplugging the USB cable and then plugging it back in again. It's probably a software timing issue, but we're not aware of any update from Microsoft that fixes it. Hopefully it isn't that big a problem as it's rarely necessary to restart Windows XP anyway.

**Q** In August 03's Helpline (page 146) you published a tip from a reader about removing Windows XP Security Update Q811493. How do I do this please?

**A** You can remove this security update by going to Control Panel, Add/Remove Programs and uninstalling the item named Windows Hot Fix Q811493. However, since the issue containing the tip went to press, Microsoft released a fix for the fix!

The updated Q811493 Security Patch (released 28 May) does not cause any performance problems. If you are experiencing poor performance and the original Q811493 fix is installed on your PC, the current recommendation is to install the revised one.

Note that the fix was not a critical update, so only users who installed the full Windows XP Service Pack 1 are likely to have it on their computers.

**Q** My new Dell laptop has a 40GB NTFS hard drive. Is it possible to turn this into FAT32? I don't know much about the two file systems, but feel more comfortable with the traditional one. If this is not possible, could I make two NTFS partitions instead? I'd prefer not to use PartitionMagic as I know that it is better to make partitions in DOS.

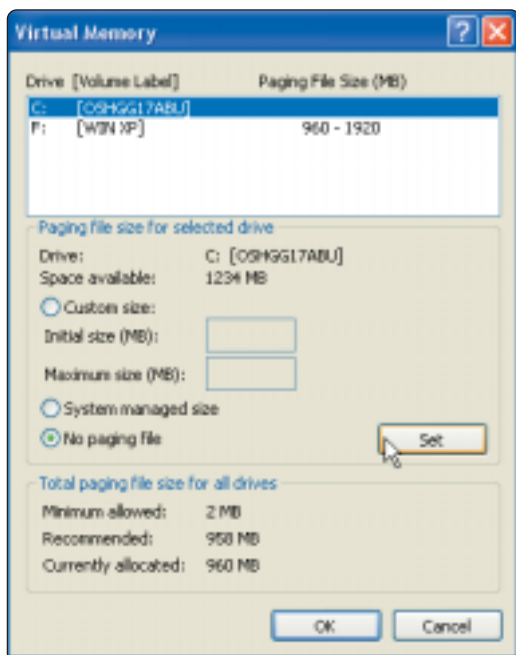
**A** We can't agree with your last statement. PartitionMagic has functionality that is simply not available using Fdisk and Format under DOS. It can resize your laptop's NTFS partition, allowing you to create a second one. It can also convert your NTFS partitions to FAT32 if you want to. The utilities supplied with Windows XP can convert from FAT32 to NTFS, but not the reverse.

Without PartitionMagic the only way to get FAT32 partitions on your hard disk would be to delete the existing partitions (losing everything in the process) and then

## Reduce disk fragmentation



**I**f you're running Windows XP many users report that performance is improved, and the amount of fragmentation is reduced, if you run Disk Defragmenter three times or more in succession.



start again from scratch. However, this may not be possible using the Windows XP CD supplied by Dell. Check with Dell technical support first.

While it may be reassuring to know that you can boot from DOS and access your data if it's on FAT partitions, NTFS has so many superior qualities that we don't recommend running Windows XP on FAT. It would be far better to stick with NTFS and familiarise yourself with the Windows XP Recovery Console (see the August 03 feature on page 118). That way, you'll be as comfortable with the XP command line as you currently are with DOS.

**After I defragment Windows XP I am left with three large blocks of red, which the system indicates are fragmented files. Why are they not fragmented and what can I do about it?**

**A** These large blocks are probably the area occupied by the Windows XP paging file, which cannot be moved. There is nothing to be gained by defragmenting this, although it might look tidier. If you want to try, open Control Panel, System, select the Advanced tab and, under Performance, click Settings.

On the Performance Options dialog box select the Advanced tab and, under Virtual Memory, click Change. On the Virtual Memory dialog box, select 'No paging file' then click Set (shown above). Click ok,

restart Windows XP and run the disk defragmenter. After that, don't forget to return to the Virtual Memory dialog and restore the paging file settings.

### **I cannot enable the Windows XP Internet Connection Firewall.**

**When I tick the 'Protect my computer' box under my internet connection's Advanced properties and click ok, I receive a message that says: 'An error occurred while Internet Connection Sharing was being enabled. The dependency service or group failed to start'. I am not even sharing my connection. Can you help?**

**A** The words 'Internet Connection Sharing' in the error message are a red herring. The important part is 'The

← Disable the Windows XP paging file before running the defragmenter if you don't want it to be left fragmented

dependency service or group failed to start'. Some Windows XP services depend on other services. If they can't be started – perhaps because you followed XP tuning tips and disabled some services – then the service that relies on them won't start either.

To check that all is as it should be, click on Start, Run, type services.msc and press Enter. Right-click on each of the following five services in turn: Application Layer Gateway, Internet Connection Firewall, Network Connections, Network Location Awareness and Remote Access Connection Manager. Select Properties (shown below) for each of them and check that the startup type is not set to Disabled. If it is, change it to Manual. Then try again to enable protection.

If nothing was disabled then the solution becomes more onerous. This problem commonly occurs after two things. You have either installed Windows XP Service Pack 1 and then used System Restore to reset Windows to a state before the installation of the Service Pack, or you have installed SP1 on Windows XP Home and then upgraded to Windows XP Professional. The fix in both instances is to reinstall Service Pack 1.

However, there's a workaround that avoids having to reinstall SP1. Start the Registry Editor, expand Hkey\_Local\_Machine\System\CurrentControlSet\Services and select RasMan. If necessary, change the value of ObjectName so that it contains the name LocalSystem. Then Expand RasMan, its subfolder PPP and the subfolder of that named EAP. Select and delete the folders named 25 and 26. To be on the safe side, create a System Restore Point before doing this. ■

→ If you can't run Windows XP's Internet Connection Firewall, some required services may be disabled

