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Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the desired font a device font?

[+] Yes
[+] No

Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

- Is the desired font a <u>device font</u>? You answered No.

Is the desired font a displayable font?

⊞ <u>Yes</u>

⊞ <u>No</u>

⊞ <u>Return to Original Topic</u>

Device fonts include those built into the print device, those supplied by a font cartridge, and soft fonts downloaded to the print device by the computer.

Displayable fonts include True Type fonts, raster fonts, and vector fonts. Other font vendors may create other types of displayable fonts.

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.

■ Is the desired font a device font? You answered Yes.

Can you select the desired font in Write?

■ Yes

■ No

■ Return to original topic

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.

⬜ Is the desired font a device font? You answered Yes.

⬜ Can you select the desired font in Write? You answered Yes.

⬜ No

⬜ Return to original topic

If you can select the font in Write, follow the steps listed below.

⬜   Contact the application's manufacturer.

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.

☐ Is the desired font a device font? You answered Yes.

☐ Can you select the desired font in Write? You answered No.

In the Fonts applet in Control Panel, is Show Only TrueType Fonts in Applications selected?

☐ Yes

☐ No

☐ Return to original topic

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.

🔲 Is the desired font a device font? You answered Yes.

🔲 Can you select the desired font in Write? If you can, the problem is resolved.

🔲 In the Fonts applet in Control Panel, is Show Only TrueType Fonts in Applications selected? You answered Yes.

🔲 No

🔲 Return to original topic

If the Show Only TrueType Fonts in Applications option is selected, follow the steps listed below.

🔲   De-select this option and retest.
       Then choose the button below to continue troubleshooting.

🔲 Continue

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.

▢ Is the desired font a device font? You answered Yes.

▢ Can you select the desired font in Write? If you can, the problem is resolved.

▢ In the Fonts applet in Control Panel, is Show Only TrueType Fonts in Applications selected? You answered No.

▢ Yes

▢ Return to original topic

If the Show Only TrueType Fonts in Applications option is not selected, follow the steps listed below.

▢   Refer to the Printer Driver topic in this help file for help installing and configuring the correct printer driver.

See Also

Printer Driver

Applications query the print driver for lists of available device fonts.

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.

◻ Is the desired font a device font? You answered Yes.

◻ Can you select the desired font in Write? If you can, the problem is resolved.

◻ In the Fonts applet in Control Panel, is Show Only TrueType Fonts in Applications selected? You answered Yes.

Can you now select the desired font in Write? If you can, the problem is resolved.

◻ No

◻ Return to original topic

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.

☐ Is the desired font a device font? You answered Yes.

☐ Can you select the desired font in Write? If you can, the problem is resolved.

☐ In the Fonts applet in Control Panel, is Show Only TrueType Fonts in Applications selected? You answered Yes.

☐ Can you now select the desired font in Write? You answered No

☐ Return to original topic

If can not select the font in Write, follow the steps listed below.

☐ Contact Windows NT Product Support.
You have reached the end of this topic.

Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the desired font a device font? You answered No.

☐ Is the desired font a displayable font? You answered Yes.

Can you select the desired font in Character Map?

☐ Yes

☐ No

☐ Return to original topic

Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the desired font a device font? You answered No.

☐ Is the desired font a displayable font? You answered Yes.

☐ Can you select the desired font in Character Map? You answered Yes.

☐ No

☐ Return to original topic

If you can select the desired font in Character Map, follow the steps listed below.

☐   Contact the application's manufacturer.

Font Selection in an Application

In this section you will be asked a series of questions that may apply to your particular situation.
▢ Is the desired font a device font? You answered No.
▢ Is the desired font a displayable font? You answered No.
▢ Yes
▢ Return to original topic

For help with other types of fonts (other than device and displayable fonts)
▢   Contact the font vendor.

Font Selection in an Application

In this section you will be asked a series of questions. Choose the one that may applies to your particular situation.

☐ Is the desired font a device font? You answered No.

☐ Is the desired font a displayable font? You answered Yes.

☐ Can you select the desired font in Character Map? You answered No.

Is the desired font listed in the Fonts applet in Control Panel?

☐ Yes

☐ No

☐ Return to original topic

Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the desired font a device font? You answered No.

☐ Is the desired font a displayable font? You answered Yes.

☐ Can you select the desired font in Character Map? You answered No.

☐ Is the desired font listed in the Fonts applet in Control Panel? You answered Yes.

☐ No

☐ Return to original topic

If the font is listed in the Fonts applet in Control Panel, but you can not select it, follow the steps listed below.

The font file may be corrupted.

1. Remove the font.

2. Reinstall the font using the Fonts applet in Control Panel, and retest.

    Then choose the button below to continue troubleshooting.

☐ Continue

Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the desired font a device font? You answered No.

☐ Is the desired font a displayable font? You answered Yes.

☐ Can you select the desired font in Character Map? You answered No.

☐ Is the desired font listed in the Fonts applet in Control Panel? You answered No.

☐ Yes

☐ Return to original topic

If the desired font is not listed in the Fonts applet in Control Panel, follow the steps listed below.

☐ The desired font is not currently installed on this machine. Install it using the Fonts applet in Control Panel, then retest.

Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the desired font a device font? You answered No.

▢ Is the desired font a displayable font? You answered Yes.

▢ Can you select the desired font in Character Map? You answered No.

▢ Is the desired font listed in the Fonts applet in Control Panel? You answered Yes.

Can you now select the desired font in Character Map? If you can, the problem is resolved.

▢ No

▢ Return to original topic

Font Selection in an Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the desired font a device font? You answered No.
☐ Is the desired font a displayable font? You answered Yes.
☐ Can you select the desired font in Character Map? You answered No.
☐ Is the desired font listed in the Fonts applet in Control Panel? You answered Yes.
☐ Can you now select the desired font in Character Map? You answered No.
☐ Return to original topic

If can not select the font in Character Map, follow the steps listed below.

☐ Contact Windows NT Product Support.

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Does the problem occur in all applications, including Notepad and Write?

▢ Yes

▢ No

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the problem occur in all applications, including Notepad and Write? You answered No.

▢ Yes

For application specific problems, follow the steps listed below.

▢   Contact the application's manufacturer.

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▣ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

Are you printing to a PostScript printer?

▣ Yes

▣ No

▣ Return to Original Topic

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

■ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

■ Are you printing to a PostScript printer? You answered Yes.

■ No

■ Return to Original Topic

If you are printing to a PostScript printer, follow the steps listed below.

■ 　　Refer to the PostScript Printing topic in this help file, then if necessary return here for further troubleshooting.

　　Then choose the button below to continue troubleshooting.

■ Continue

See Also

PostScript Printing

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

☐ Are printing to a PostScript printer? You answered No.

When the problem occurs, does the entire document print?

☐ Yes

☐ No

☐ Return to Original Topic

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Does the problem occur in all applications, including Notepad and Write? You answered Yes.

🔲 Are printing to a PostScript printer? You answered No.

🔲 When the problem occurs, does the entire document print? You answered Yes.

🔲 No

🔲 Return to Original Topic

If the entire document prints when the problem occurs, follow the steps listed below to continue troubleshooting.

1. Refer to the Printer Driver Topic in this help file, then return here if necessary.

2. Retest the printer using Write and Notepad.

3. If the problem persists, contact Windows NT Product Support Services.

See Also

Printer Driver

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

☐ Are printing to a PostScript printer? You answered No.

☐ When the problem occurs, does the entire document print? You answered No.

Is the print device directly connected to this machine?

☐ Yes

☐ No

☐ Return to Original Topic

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

☐ Are printing to a PostScript printer? You answered No.

☐ When the problem occurs, does the entire document print? You answered No.

☐ Is the print device directly connected to this machine? You answered Yes.

☐ No

☐ Return to Original Topic

If the printer is directly connected to your computer, follow the steps listed below.

1. Refer to the Printers and Local Data Transmission topic in this help file, then return here if necessary.

2. Retest the printer using Notepad and Write.

3. If the problem persists, contact Windows NT Product Support Services.

See Also

Printers and Local Data Transmission

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

☐ Are printing to a PostScript printer? You answered No.

☐ When the problem occurs, does the entire document print? You answered No.

☐ Is the print device directly connected to this machine? You answered No.

Is the print device directly connected to a print server?

☐ Yes

☐ No

☐ Return to Original Topic

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Does the problem occur in all applications, including Notepad and Write? You answered Yes.
▢ Are printing to a PostScript printer? You answered No.
▢ When the problem occurs, does the entire document print? You answered No.
▢ Is the print device directly connected to this machine? You answered No.
▢ Is the print device directly connected to a print server? You answered Yes.
Does the print job arrive at the print server?
▢ Yes
▢ No
▢ Return to Original Topic

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

☐ Are printing to a PostScript printer? You answered No.

☐ When the problem occurs, does the entire document print? You answered No.

☐ Is the print device directly connected to this machine? You answered No.

☐ Is the print device directly connected to a server? You answered Yes.

☐ Does the print job arrive at the print server? You answered Yes.

☐ No

☐ Return to Original Topic

If the job arrives at the print server, choose the button below to continue troubleshooting.

☐ Continue

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

☐ Are printing to a PostScript printer? You answered No.

☐ When the problem occurs, does the entire document print? You answered No.

☐ Is the print device directly connected to this machine? You answered No.

☐ Is the print device directly connected to a server? You answered No.

☐ Yes

☐ Return to Original Topic

If the print device is not directly connected to a server

1. Refer to the help file for the network interface printer's monitor, for example, HPMON.HLP, then return here if necessary.

2. Retest the problem using Write and Notepad.

3. If the problem persists, contact Windows NT Product Support Services.

Printers in General

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem occur in all applications, including Notepad and Write? You answered Yes.

☐ Are printing to a PostScript printer? You answered No.

☐ When the problem occurs, does the entire document print? You answered No.

☐ Is the print device directly connected to this machine? You answered No.

☐ Is the print device directly connected to a print server? You answered Yes.

☐ Does the print job arrive at the print server? You answered No.

☐ Yes

☐ Return to Original Topic

If the print job does not arrive at the print server

1. This is a general networking problem. Refer to the Network Configuration on your Machine topic in this help file, then return here if necessary.

2. Retest the printer using Write, and Notepad.

3. If the problem persists, contact Windows NT Product Support Services.

See Also

Network Configuration on your Machine

Local Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you PING IP addresses of other hosts on your local networks?

☐ Yes

☐ No

Local Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING IP addresses of other hosts on your local networks? You answered Yes.

▢ No

▢ Return to Original Topic

If you can PING IP addresses of other hosts on your local networks, follow the steps listed below.

The target host may be powered off, or may be unable to connect to the network because of a hardware or software problem. The TCP/IP protocol may not be installed on the host; it may be misconfigured or disabled; it may not be running; or the host may not have been restarted after the TCP/IP installation.

▢   If the host is running Windows NT, check its Event Viewer for error messages. You have reached the end of this help topic

Local Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING IP addresses of other hosts on your local networks? You answered No.

Can you PING the address 127.0.0.1?

☐ Yes

☐ No

☐ Return to Original Topic

Local Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING IP addresses of other hosts on your local networks? You answered No.

▢ Can you PING the address 127.0.0.1? You answered Yes.

▢ No

▢ Return to Original Topic

If you can PING the address 127.0.0.1, follow the steps listed below.

▢   Run the Network applet in Control Panel, and configure the TCP/IP Protocol. Verify that this machine's address and subnet mask are correct.

You have reached the end of this help topic

Local Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING IP addresses of other hosts on your local networks? You answered No.

☐ Can you PING the address 127.0.0.1? You answered No.

☐ Yes

☐ Return to Original Topic

If you can not PING the address 127.0.0.1, follow the steps listed below.

1. Make sure you have restarted this machine since installing TCP/IP.

2. Look for binding errors in the Event Viewer and use the Network applet in Control Panel to verify TCP/IP is currently bound to the correct network adapter.

3. Look for service startup errors in the Event Viewer.

   You have reached the end of this help topic

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you PING the addresses of other hosts on that remote network?

☐ Yes

☐ No

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING the addresses of other hosts on that remote network? You answered Yes.

▢ No

▢ Return to Original Topic

If you can PING the addresses of other hosts on that remote network, follow the steps listed below.

The host may be powered off, or may be unable to connect to the network because of a hardware or software problem. The TCP/IP protocol may not be installed on the host, or it may be misconfigured or disabled, or it may not be running, or the host may not have been restarted after the TCP/IP installation.

▢   If the host is running Windows NT, check its Event Viewer for error messages.

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING the addresses of other hosts on that remote network? You answered No.

Can other hosts on your local network PING IP addresses of other hosts on the remote network?

▢ Yes

▢ No

▢ Return to Original Topic

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Can you PING the addresses of other hosts on that remote network? You answered No.

🔲 Can other hosts on your local network PING IP addresses of other hosts on the remote network? You answered Yes.

🔲 No

🔲 Return to Original Topic

If other hosts on your local network can PING IP addresses of other hosts on the remote network, follow the steps listed below.

🔲   Use the Network applet in Control Panel to configure TCP/IP on this machine. The subnet mask values may be incorrect for use on your network, or they may be invalid. Refer to the Local Network TCP/IP topic in this help file to verify this machine's network connection.

See Also

Local Net TCP/IP

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▣ Can you PING the addresses of other hosts on that remote network? You answered No.

▣ Can other hosts on your local network PING IP addresses of other hosts on the remote network? You answered No.

▣ Yes

▣ Return to Original Topic

If other hosts on your local network can PING IP addresses of other hosts on the remote network

▣ Use the Network applet in Control Panel to configure TCP/IP on this computer. Note the IP address of the default gateway.

Then choose the button below to continue troubleshooting.

▣ Continue

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

◻ Can you PING the addresses of other hosts on that remote network? You answered No.

◻ Can other hosts on your local network PING IP addresses of other hosts on the remote network? You answered No.

Can you PING the IP addresses of your default gateway?

◻ Yes

◻ No

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the addresses of other hosts on that remote network? You answered No.

☐ Can other hosts on your local network PING IP addresses of other hosts on the remote network? You answered No.

☐ Can you PING the IP addresses of your default gateway? You answered Yes.

☐ No

☐ Return to Original Topic

If you can PING the IP addresses of your default gateway

There is a problem with the target host's local network, or a problem with its default gateway (router). You have reached the end of this topic.

Remote Net TCP/IP

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the addresses of other hosts on that remote network? You answered No.

☐ Can other hosts on your local network PING IP addresses of other hosts on the remote network? You answered No.

☐ Can you PING the IP addresses of your default gateway? You answered No.

☐ Yes

☐ Return to Original Topic

If you can not PING the IP addresses of your default gateway

The IP addresses of the default gateway may be incorrect, or the default gateway (router) may be failing. You have reached the end of this topic.

Printers and Local Data Transmission

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Does the job print very slowly?

☐ Yes

☐ No

Printers and Local Data Transmission

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the job print very slowly? You answered Yes to this

▢ No

▢ Return to Original Topic

If the job prints very slowly, follow the steps listed below.

▢   Check the Windows NT machine's I/O board or motherboard for hardware conflicts. This symptom is almost always caused by a previously unnoticed interrupt conflict.

Printers and Local Data Transmission

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Does the job print very slowly? You answered No to this

Is any hardware except the cable (such as a switchboard) installed between the computer and the printer?

⬜ Yes

⬜ No

⬜ Return to Original Topic

Printers and Local Data Transmission

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the job print very slowly? You answered No.

☐ Is any hardware except the cable (such as a switchboard) installed between the computer and the printer? You answered Yes.

☐ No

☐ Return to Original Topic

If there is any hardware other than the cable (such as a switchboard) installed between the computer and the printer, follow the steps listed below.

☐ Remove additional hardware and retest. Print sharing devices are not supported unless controlled by a device driver written for Windows NT.

If another topic in this help file referred you to this topic, return to that topic now. You have reached the end of this help topic.

Printers and Local Data Transmission

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the job print very slowly? You answered No.

☐ Is any hardware except the cable (such as a switchboard) installed between the computer and the printer? You answered No.

☐ Yes

☐ Return to Original Topic

If there is no hardware other than the cable (such as a switchboard) installed between the computer and the printer, follow the steps listed below.

1. Run WinMSD to view the Windows NT configuration. Verify that this matches your hardware.

2. For serial printers, confirm that the communications settings (data and stop bits, flow control, baud rate) used by Windows NT match those required by your printer. The Serial Port Access and Use topic may also help you troubleshoot this problem.

3. Check hardware for interrupt conflicts. For more information, refer to the Troubleshooting chapter of the Windows NT Resource Guide.

4. Damaged or defective cabling can prevent Windows NT from printing correctly, even if applications can print when the machine is booted under another operating system.

5. If another topic in this help file referred you to this topic, return to that topic now. You have reached the end of this help topic.

See Also

Serial Port Access and Use

General Hardware Conflicts

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you PING the host's hostname?

☐ Yes

☐ No

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host's hostname? You answered Yes.

Have you tried both upper-case and lower-case versions of the hostname?

☐ Yes

☐ No

☐ Return to Original Topic

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
☐ Can you PING the host's hostname? You answered No.
☐ Yes
☐ Return to Original Topic

If you can not PING the host's hostname, follow the steps listed below.
☐   TCP/IP is unable to use this hostname. If a particular TCP/IP utility is not able to use this host name, contact the utility's manufacturer for support.

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
▢ Can you PING the host's hostname? You answered Yes.
▢ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.
▢ No
▢ Return to Original Topic

If you have tried both upper-case and lower-case versions of the hostname, follow the steps listed below.

1. Use the Network applet in Control Panel to configure the TCP/IP Protocol, and select Connectivity.

2. Then choose the button below.

▢ Continue

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Can you PING the host's hostname? You answered Yes.

🔲 Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

🔲 Is the Name Resolution Search Order set to either DNS first or DNS only? You answered Yes.

Can you PING each IP address in the DNS Search Order list?

🔲 Yes

🔲 No

🔲 Return to Original Topic

Access TCP/IP Host via TCP/IP Utility Using Hostname

 In this section you will be asked a series of questions. Choose the ones that apply to your
 particular situation.
▢ Can you PING the host's hostname? You answered Yes.
▢ Have you tried both upper-case and lower-case versions of the hostname? You answered
Yes.
▢ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered
No.
Is there a HOSTS file at <systemroot>\system32\drivers\etc.?
▢ Yes
▢ No
▢ Return to Original Topic

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host's hostname? You answered Yes.

☐ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

☐ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered Yes.

☐ Can you PING each IP address in the DNS Search Order list? You answered Yes.

Was the Domain Resolution Search Order set to DNS only? If it was, the problem is resolved.

☐ No

☐ Return to Original Topic

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host's hostname? You answered Yes.

☐ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

☐ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered Yes.

☐ Can you PING each IP address in the DNS Search Order list? You answered No.

☐ Yes

☐ Return to Original Topic

If you can not PING each IP address in the DNS Search Order list, follow the steps listed below.

☐ Refer to the Local Net TCP/IP topic to troubleshoot access to local DNS hosts, or refer to the Remote Net TCP/IP topic to troubleshoot access to remote DNS hosts.

Then choose the button below to continue troubleshooting.

☐ Continue

See Also

Local Net TCP/IP

Remote Net TCP/IP

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host's hostname? You answered Yes.

☐ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

☐ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered Yes.

☐ Can you PING each IP address in the DNS Search Order list? You answered Yes.

☐ No

☐ Return to Original Topic

If you can PING each IP address in the DNS Search Order list, follow the steps listed below.

☐ Contact the administrators of each DNS host to verify that the DNS service is running and is properly configured for the desired hostname.

Then choose the button below to continue troubleshooting.

☐ Continue

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING the host's hostname? You answered Yes.

▢ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

▢ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered No.

▢ Is there a HOSTS file at <systemroot>\system32\drivers\etc ? You answered Yes.

▢ No

▢ Return to Original Topic

If there is a HOSTS file at <systemroot>\system32\drivers\etc, follow the steps listed below.

▢   Open HOSTS with a text editor and search from the top down for the first occurrence of the desired hostname.

     Then choose the button below to continue troubleshooting.

▢ Continue

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Can you PING the host's hostname? You answered Yes.

🔲 Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

🔲 Is the Name Resolution Search Order set to either DNS first or DNS only? You answered No.

🔲 Is there a HOSTS file at <systemroot>\system32\drivers\etc ? You answered Yes.

Did you find the desired hostname?

🔲 Yes

🔲 No

🔲 Return to Original Topic

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host's hostname? You answered Yes.

☐ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

☐ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered No.

☐ Is there a HOSTS file at <systemroot>\system32\drivers\etc ? You answered No.

☐ Yes

☐ Return to Original Topic

If there is not a HOSTS file at <systemroot>\system32\drivers\etc, follow the steps listed below.

1. Create a text file named HOSTS in this directory, and add a line that matches this hostname to the correct IP address.

   Each line in the HOSTS file must start with the IP address of the host, followed by at least one space or tab character, followed by the hostname. Hostnames are case-sensitive. Multiple hostnames on the same line are allowed, for example: 123.45.67.89 HOSTNAME   hostname

   You have reached the end of this help topic.

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING the host's hostname? You answered Yes.

▢ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

▢ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered No.

▢ Is there a HOSTS file at <systemroot>\system32\drivers\etc ? You answered Yes.

▢ Did you find the desired hostname? You answered Yes.

Is the correct IP address matched to this hostname?

▢ Yes

▢ No

▢ Return to Original Topic

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING the host's hostname? You answered Yes.

▢ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

▢ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered No.

▢ Is there a HOSTS file at <systemroot>\system32\drivers\etc ? You answered Yes.

▢ Did you find the desired hostname? You answered Yes.

▢ Is the correct IP address matched to this hostname? You answered Yes.

Was the Domain Resolution Search Order set to Hosts File Only? If it was, the problem is resolved.

▢ No

▢ Return to Original Topic

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host's hostname? You answered Yes.

☐ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

☐ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered No.

☐ Is there a HOSTS file at <systemroot>\system32\drivers\etc ? You answered Yes.

☐ Did you find the desired hostname? You answered No.

☐ Yes

☐ Return to Original Topic

If you did not find the desired host name, follow the steps listed below.

☐ Add a line to HOSTS that matches the desired hostname with the correct IP address. Each line in the HOSTS file must start with the IP address of the host, followed by at least one space or tab character, followed by the hostname. Hostnames are case-sensitive. Multiple hostnames on the same line are allowed, for example: 123.45.67.89   HOSTNAME hostname

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host's hostname? You answered Yes.

☐ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

☐ Is the Name Resolution Search Order set to either DNS first or DNS only? You answered No.

☐ Is there a HOSTS file at <systemroot>\system32\drivers\etc ? You answered Yes.

☐ Did you find the desired hostname? You answered Yes.

☐ Is the correct IP address matched to this hostname? You answered No.

☐ Yes

☐ Return to Original Topic

If the correct IP address does not match this hostname, follow the steps listed below.

☐   Modify the IP address on this line to match the IP address of the host.

Each line in the HOSTS file must start with the IP address of the host, followed by at least one space or tab character, followed by the hostname. Hostnames are case-sensitive. Multiple hostnames on the same line are allowed, for example: 123.45.67.89   HOSTNAME hostname

Access TCP/IP Host via TCP/IP Utility Using Hostname

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING the host's hostname? You answered Yes.

▢ Have you tried both upper-case and lower-case versions of the hostname? You answered Yes.

Is the Name Resolution Search Order set to either DNS first or DNS only?

▢ Yes

▢ No

▢ Return to Original Topic

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you PING the host machine's IP address?

▢ Yes

▢ No

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You answered Yes.

☐ No

If you can PING the host machine's IP address, follow the steps listed below.

The TCP/IP protocol is sending and receiving data properly.

☐ Contact the manufacturer of the program that is not able to access this host. Then choose the button below to continue troubleshooting.

☐ Continue

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
▢ Can you PING the host machine's IP address? You answered Yes.
Are you using a TCP/IP utility such as FTP RSH, or Telnet?
▢ Yes
▢ No
▢ Return to Original topic

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Can you PING the host machine's IP address? You said No to this.

Is the host on the other side of a router?

⬜ Yes

⬜ No

⬜ Return to Original topic

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You said No to this.

☐ Is the host on the other side of a router? You answered Yes.

Can you PING other hosts on your local network?

☐ Yes

☐ No

☐ Return to Original topic

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You said No to this.

☐ Is the host on the other side of a router? You answered Yes.

☐ Can you PING other hosts on your local network? You answered Yes.

☐ No

☐ Return to Original topic

If you can PING other hosts on your local network, follow the steps listed below.

☐   Refer to the Remote Net TCP/IP topic in this help file.

☐ Remote Net TCP/IP

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you PING the host machine's IP address? You said No to this.

Is the host on the other side of a router? You answered Yes.

Can you PING other hosts on your local network? You answered No.

Yes

Return to Original topic

If you can not PING other hosts on your local network, follow the steps listed below.

Refer to the Local Net TCP/IP topic in this help file.

Local Net TCP/IP

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You said No to this.

☐ Is the host on the other side of a router? You answered No.

☐ Yes

☐ Return to Original topic

If the host is not on the other side of a router, follow the steps listed below.

☐   Refer to the Local Net TCP/IP topic in this help file.

☐ Local Net TCP/IP

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You answered Yes.

☐ Are you using a TCP/IP utility such as FTP RSH, or Telnet? You answered Yes.

Can you PING the host machine's hostname?

☐ Yes

☐ No

☐ Return to Original topic

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You answered Yes.

☐ Are you using a TCP/IP utility such as FTP RSH, or Telnet? You answered No.

Are you using a program provided with Windows NT, such as File Manager, Print Manager, or "net use"?

☐ Yes

☐ No

☐ Return to Original topic

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You answered Yes.

☐ Are you using a TCP/IP utility such as FTP RSH, or Telnet? You answered No.

☐ Can you PING the host machine's hostname? You answered Yes.

☐ No

☐ Return to Original topic

If you can PING the Host machine's hostname, follow the steps listed below.

The TCP/IP protocol is sending and receiving data properly.

☐　　Contact the manufacturer of the program that is not able to access this host. You have reached the end of this topic.

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You answered Yes.

☐ Are you using a TCP/IP utility such as FTP RSH, or Telnet? You answered No.

☐ Can you PING the host machine's hostname? You answered No.

☐ Yes

☐ Return to Original topic

If you can not PING the Host machine's hostname, follow the steps listed below.

☐   Refer to the Access TCP/IP via TCP/IP Utility topic in this help file. You have reached the end of this topic.

☐ Access TCP/IP via TCP/IP Utility

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you PING the host machine's IP address? You answered Yes.

▢ Are you using a TCP/IP utility such as FTP RSH, or Telnet? You answered No.

▢ Are you using a program provided with Windows NT, such as File Manager, Print Manager, or "net use"? You answered Yes.

▢ No

▢ Return to Original topic

If you are using a program provided with Windows NT, such as File Manager, Print Manager, or "net use", follow the steps listed below.

▢   Refer to the Access Host via NetBIOS Application topic in this help file.

▢ Access Host via NetBIOS Application

Access to TCP/IP Host

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you PING the host machine's IP address? You answered Yes.

☐ Are you using a TCP/IP utility such as FTP RSH, or Telnet? You answered No.

☐ Are you using a program provided with Windows NT, such as File Manager, Print Manager, or "net use"? You answered No.

☐ Yes

☐ Return to Original topic

If you are not using a program provided with Windows NT such as File Manager, Print Manager, or "net use", follow the steps listed below.

☐   Contact the manufacturer of the program that is not able to access this host.

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Does the system have a NetBIOS interface?

☐ Yes

☐ No

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Does the system have a NetBIOS interface? You answered Yes.

🔲 No

🔲 Return to Original Topic

If the system has a NetBIOS interface, follow the steps listed below.

Windows NT TCP/IP uses the LMHOSTS file (found at <systemroot>\system32\drivers\etc) to match IP addresses with names of   NetBIOS-based machines.

🔲   Open this machine's LMHOSTS file with a text editor and search for the first occurrence of the machine name you are trying to access. For instance, if you are trying to access a shared hard disk named \\server\share, search for the word "share" in LMHOSTS.
     Then choose the button below to continue troubleshooting.

🔲 Continue

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▣ Does the system have a NetBIOS interface? You answered Yes.

Is the desired machine name found?

▣ Yes

▣ No

▣ Return to Original Topic

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the system have a NetBIOS interface? You answered No.

☐ Yes

☐ Return to Original Topic

If the system does not have a NetBIOS interface, follow the steps listed below.

☐   Applications such as File Manager, Print Manager, "net use", and "net view" can only access systems that support NetBIOS. If there is no NetBIOS support on a host, then these applications will not be able to access the host.

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the system have a NetBIOS interface? You answered Yes.

☐ Is the desired machine name found? You answered Yes.

Is the IP address that is listed on the same line as the machine name correct?

☐ Yes

☐ No

☐ Return to Original Topic

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the system have a NetBIOS interface? You answered Yes.

▢ Is the desired machine name found? You answered No.

Have you also searched all files named on lines that begin with #INCLUDE?

▢ Yes

▢ No

▢ Return to Original Topic

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the system have a NetBIOS interface? You answered Yes.

☐ Is the desired machine name found? You answered No.

☐ Have you also searched all files named on lines that begin with #INCLUDE? You answered Yes.

☐ No

☐ Return to Original Topic

If you have you also searched all files named on lines that begin with #INCLUDE, follow the steps listed below.

☐ Add a line to LMHOSTS that matches the correct machine name and IP address. Then choose the button below to continue troubleshooting.

☐ Continue

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the system have a NetBIOS interface? You answered Yes.

☐ Is the desired machine name found? You answered No.

☐ Have you also searched all files named on lines that begin with INCLUDE? You answered Yes.

Is there a "#PRE" string on this line of LMHOSTS?

☐ Yes

☐ No

☐ Return to Original Topic

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the system have a NetBIOS interface? You answered Yes.

☐ Is the desired machine name found? You answered No.

☐ Have you also searched all files named on lines that begin with #INCLUDE? You answered No.

☐ Yes

☐ Return to Original Topic

If you have you not searched all files named on lines that begin with INCLUDE, follow the steps listed below.

☐ Lines which start with #INCLUDE name other files that are included as part of LMHOSTS. Search each of these files for the desired machine name.

Then choose the button below to continue troubleshooting.

☐ Continue

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the system have a NetBIOS interface? You answered Yes.

▢ Is the desired machine name found? You answered Yes.

▢ Is the IP address that is listed on the same line as the machine name correct? You answered Yes.

▢ No

▢ Return to Original Topic

If the IP address that is listed on the same line as the machine name is correct, follow the steps listed below.

▢ Check for duplicate entries that use this same machine name. Windows NT TCP/IP uses the IP address from the first occurrence of a machine name. If this does not resolve the problem, contact Windows NT TCP/IP product support.

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

■ Does the system have a NetBIOS interface? You answered Yes.

■ Is the desired machine name found? You answered Yes.

■ Is the IP address that is listed on the same line as the machine name correct? You answered No.

■ Yes

■ Return to Original Topic

If the IP address that is listed on the same line as the machine name is incorrect, follow the steps listed below.

■   Modify the IP address in the existing entry to match the correct IP address of the host.

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the system have a NetBIOS interface? You answered Yes.

☐ Is the desired machine name found? You answered Yes.

☐ Is the IP address that is listed on the same line as the machine name correct? You answered No.

☐ Is there a "#PRE" string on this line of LMHOSTS? You answered Yes.

☐ No

☐ Return to Original Topic

If there is a "#PRE" string on this line of LMHOSTS, follow the steps listed below.

☐ Changes to this line will not take effect until you restart the system or run "NBSTAT -R" from a command window. You have reached the end of this topic.

Access TCP/IP via NetBIOS Application

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

◻ Does the system have a NetBIOS interface? You answered Yes.

◻ Is the desired machine name found? You answered Yes.

◻ Is the IP address that is listed on the same line as the machine name correct? You answered No.

◻ Is there a "#PRE" string on this line of LMHOSTS? You answered No.

◻ Yes

◻ Return to Original Topic

If there is not a "#PRE" string on this line of LMHOSTS, follow the steps listed below.

◻   Try again to access the host. You have reached the end of this topic.

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

Does the output file print correctly?

☐ Yes

☐ No

Before you begin troubleshooting, follow the steps listed below.

1. In Print Manager set printer to print to FILE: instead of LPTx, COMx, \\server\share, etc.

2. Print from the application. Windows NT will prompt you for a name for the output file. Enter any name, such as FILE.OUT.

3. Copy the resulting output file to the proper port from the machine's command prompt, e.g.: COPY /B   FILE.OUT   LPT1:

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip
Does the output file print correctly? You answered Yes.
No

If the output file prints correctly, follow the steps listed below.

The application and driver are generating valid data. Copying the output file is transmitting the data properly; printing directly to the port is not.

Refer to the Printers and Local Data Transmission topic in this help file.
Printers and Local Data Transmission

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

⬜ Does the output file print correctly? You answered No.

Does the print device's make and model match the Driver field in Print Manager's Properties dialog box?

⬜ Yes

⬜ No

⬜ Return to Original Topic

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

Does the printer driver configuration in Print Manager match the configuration of the print device

☐ Yes

☐ No

☐ Return to Original Topic

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered No.

Are the make and model of the print device shown on the hardware compatibity list?

☐ Yes

☐ No

☐ Return to Original Topic

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

■ Does the output file print correctly? You answered No.

■ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered No.

■ Are the make and model of the print device shown on the hardware compatibitity list? You answered Yes.

■ <u>No</u>

■ <u>Return to Original Topic</u>

If the make and model of the print device are shown on the hardware compatibitity list, follow the steps listed below.

■   Install the correct driver to match your print device, and retest.
       Then choose the button below to continue troubleshooting.

■ <u>Continue</u>

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered No.

☐ Are the make and model of the print device shown on the hardware compatibitity list? You answered No.

☐ Yes

☐ Return to Original Topic

If the make and model of the print device are not shown on the hardware compatibitity list, follow the steps listed below.

1. Consult the print device's user's guide or contact the manufacturer to identify the most appropriate emulation that is supported on the Windows NT hardware compatibility list.

2. Install the correct driver to match your print device, and retest.

   Then choose the button below to continue troubleshooting.

☐ Continue

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

☐ Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If the print device's settings (DIP switches, front panel options, etc.) are set to factory defaults, follow the steps listed below.

1. In Print Manager, remove the printer.

2. Delete the printer driver.

3. Reinstall the driver.

4. Recreate the printer, and then retest.

    Then choose the button below to continue troubleshooting.

☐ <u>Continue</u>

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

☐ Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults? You answered Yes.

Is the printer driver that you are using supplied with Windows NT?

☐ Yes

☐ No

☐ Return to Original Topic

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

☐ Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If the print device's settings (DIP switches, front panel options, etc.) are not set to factory defaults, follow the steps listed below.

☐   Re configure the print device so that its options match the factory defaults, then retest.

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered No.

☐ Yes

☐ Return to Original Topic

If the printer driver configuration in Print Manager does not match the configuration of the print device, follow the steps listed below.

☐ The driver and device must be configured the same way. Re configure the driver or re configure the print device, then retest.

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

☐ Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults? You answered Yes.

☐ Is the printer driver that you are using supplied with Windows NT? You answered Yes.

Is the printer device on the hardware compatibility list?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

☐ Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults? You answered Yes.

☐ Is the printer driver that you are using supplied with Windows NT? You answered Yes.

☐ Is the printer device on the hardware compatibility list? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If the printer device is on the hardware compatibility list, follow the steps listed below.

☐ Contact Windows NT Product Support.
You have reached the end of this help topic.

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

▢ Does the output file print correctly? You answered No.

▢ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

▢ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

▢ Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults? You answered Yes.

▢ Is the printer driver that you are using supplied with Windows NT? You answered Yes.

▢ Is the printer device on the hardware compatibility list? You answered No.

▢ Yes

▢ Return to Original Topic

If the printer device is not on the hardware compatibility list, follow the steps listed below.

▢ Contact the manufacturer of your print device.
You have reached the end of this help topic.

Printer Driver

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Does the output file print correctly? You answered No.

☐ Does the print device's make and model match the Driver field in Print Manager's Properties dialog box? You answered Yes.

☐ Does the printer driver configuration in Print Manager match the configuration of the print device? You answered Yes.

☐ Are the print device's settings (DIP switches, front panel options, etc.) set to factory defaults? You answered Yes.

☐ Is the printer driver that you are using supplied with Windows NT? You answered No.

☐ Yes

☐ Return to Original Topic

If the printer driver that you are using was not supplied with Windows NT, follow the steps listed below.

☐ Contact the printer driver manufacturer.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Are you receiving an error message?

☐ Yes

☐ No

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

Does this message indicate that NTLDR could not be found?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Are you receiving an error message? You answered No.

Does the machine boot into MS-DOS directly?

▢ Yes

▢ No

▢ Return to Original Topic

EXPAND ships with MS-DOS and Windows 3.1.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered Yes.

☐ No

☐ Return to Original Topic

If the message you are receiving indicates that NTLDR could not be found, follow the steps listed below.

The NTLDR file is either missing or it is corrupt.

1. If the boot partition is FAT, boot MS-DOS from the dual boot menu or from a system disk. EXPAND NTLDR from the Windows NT diskettes as follows:

   expand A:NTLDR._   C:\NTLDR

   or COPY NTLDR from \i386 on CD-ROM to C:\

2. If the boot partition is HPFS or NTFS, go to an MSDOS computer.

3. Backup SETUPLDR from the SETUP disk and delete EXPAND NTLDR._ into SETUPLDR on the SETUP disk.

4. Create minimal BOOT.INI with the following:

   [boot loader]

   default=<drive letter>:\<path to Windows NT files>

   [operating systems]

   <drive letter>:\<path to Windows NT files>="Windows NT Version 3.1

5. Boot the computer from the diskette.

6. Copy NTLDR from the diskette to C:\.

7. Remove the diskette and restart Windows NT.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

Are you booting from the boot loader menu?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

Is the boot partition in NTFS or HPFS format?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered No.

Does the error message indicate a Non-System disk or disk error?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered Yes.

☐ No

☐ Return to Original Topic

If the boot partition is in NTFS or HPFS format, follow the steps listed below.

1. Backup SETUPLDR from the SETUP disk and delete EXPAND NTLDR._into SETUPLDR on the SETUP disk.

2. Create minimal BOOT.INI with the following:

   [boot loader]

   default=<drive letter> :\<path to Windows NT files>

   [operating systems]

   <drive letter>:\<path to Windows NT files>="Windows NT Version   3.1"

3. Boot the computer from the diskette.

4. Copy NTLDR from the diskette to C:\.

5. Remove the diskette and restart Windows NT.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered No.

Does the error message indicate that NTOSKRNL.EXE could not be found?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered No.

☐ Does the error message indicate that NTOSKRNL.EXE could not be found? You answered Yes.

☐ No

☐ Return to Original Topic

If the error message indicates that NTOSKRNL.EXE could not be found, follow the steps listed below.

Any of the following conditions could cause the message to appear.

1. Missing BOOT.INI. Create a simple file containing the following entries:

   [boot loader]

   timeout=30

   default=<drive>:\<path to Windows NT installation>

   [operating systems]

   <drive>:\<path to Windows NT installation>="<Title for menu selection>"/NODEBUG c:\="MS-DOS"

2. Missing "TIMEOUT=" line in BOOT.INI file and Windows NT directory is NOT "WINNT". If you wish to start Windows NT by default, modify the TIMEOUT=to show "TIMEOUT=0".

3. Missing "DEFAULT" line in BOOT.INI file and Windows NT directory is NOT "WINNT". Add the line DEFAULT=<drive>:\<path to Windows NT installation> to the BOOT.INI file.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered No.

☐ Does the error message indicate that NTOSKRNL.EXE could not be found? You answered No.

Does the error message indicate that NTDETECT.COM could not be found?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered No.

☐ Does the error message indicate that NTOSKRNL.EXE could not be found? You answered No.

☐ Does the error message indicate that NTDETECT.COM could not be found? You answered Yes.

☐ No

☐ Return to Original Topic

If the error message indicates that NTDETECT.COM could not be found, follow the steps listed below.

1. Restart the machine using an MS-DOS (or Windows NT if you have an NTFS/HPFS boot partition) system disk.

2. Copy the file NTDETECT.COM from Disk 1 if you are using floppies, or the \i386 directory if you are using CD drive,   to C:\

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered No.

☐ Does the error message indicate that NTOSKRNL.EXE could not be found? You answered No.

☐ Does the error message indicate that NTDETECT.COM could not be found? You answered No.

Does the error message indicate a corrupt hive (system, SAM, security, etc.)?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered No.

☐ Does the error message indicate that NTOSKRNL.EXE could not be found? You answered No.

☐ Does the error message indicate that NTDETECT.COM could not be found? You answered No.

☐ Does the error message indicate a corrupt hive (system, SAM, security, etc.)? You answered Yes.

☐ No

☐ Return to Original Topic

If the error message indicates a corrupt hive (system, SAM, security, etc.), follow the steps listed below.

1. If you have not already done so, boot from the Setup disk and select the option to repair Windows NT using the emergency repair disk.

2. If this fails, try re-installing Windows NT.

3. If the system still does not boot, you may have hardware that is defective or is configured incorrectly. Contact your hardware manufacturer.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered Yes.

☐ Is the boot partition in NTFS or HPFS format? You answered No.

☐ Does the error message indicate that NTOSKRNL.EXE could not be found? You answered No.

☐ Does the error message indicate that NTDETECT.COM could not be found? You answered No.

☐ Does the error message indicate a corrupt hive (system, SAM, security, etc.)? You answered No.

☐ Yes

☐ Return to Original Topic

If the error message does not indicate a corrupt hive (system, SAM, security, etc.), follow the steps listed below.

☐   It is possible that you have defective or improperly configured hardware. Contact the hardware manufacturer for details on how to determine if your hardware is defective.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered No.

☐ Does the error message indicate a Non-System disk or disk error? You answered Yes.

☐ No

☐ Return to Original Topic

If the error message indicates a Non-System disk or disk error, follow the steps listed below.

☐   The boot partition may be NTFS or HPFS. MS-DOS boots from FAT only. A non-system diskette may be in drive A; remove the diskette and try again.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered No.

☐ Does the error message indicate a Non-System disk or disk error? You answered No.

Does the error message indicate that BOOTSECT.DOS could not be opened?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered No.

☐ Does the error message indicate a non-system disk or disk error? You answered No.

☐ Does the error message indicate that BOOTSECT.DOS could not be opened? You answered Yes.

☐ No

☐ Return to Original Topic

If the error message indicates that BOOTSECT.DOS could not be opened, follow the steps listed below.

1. BOOTSECT.DOS may be missing or corrupt: Create an MS-DOS system diskette containing SYS.COM.

2. Copy REPAIR.EXE from Windows NT disks.

3. Boot your computer from the diskette. Then run SYS C:

4. Run REPAIR and follow the instructions.

Booting of Windows NT on x86 Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered Yes.

☐ Does this message indicate that NTLDR could not be found? You answered No.

☐ Are you booting from the boot loader menu? You answered No.

☐ Does the error message indicate a non-system disk or disk error? You answered No.

☐ Does the error message indicate that BOOTSECT.DOS could not be opened? You answered No.

☐ Yes

☐ Return to Original Topic

If the error message does not indicate that BOOTSECT.DOS could not be opened, follow the steps listed below.

☐   It is possible that you have defective or improperly configured hardware. Contact the hardware manufacturer for details on how to determine if your hardware is defective.

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does the machine boot into MS-DOS directly? You answered Yes.

☐ No

☐ Return to Original Topic

If the machine boots into MS-DOS directly, follow the steps listed below.

1. In BOOT.INI TIMEOUT=0, or it is missing, and DEFAULT=C:\ Change to TIMEOUT=<value in seconds>

2. The boot sector is not the Windows NT boot sector: Create an MS-DOS system diskette.

3. Copy REPAIR.EXE from Windows NT disks.

4. Boot your computer from the diskette.

5. Run REPAIR and follow the instructions.

BOOT.INI attributes may be System, Hidden, and Read Only. Change with ATTRIB -S -H -R BOOT.INI before editing. Reset attributes when done.

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does the machine boot into MS-DOS directly? You answered No.

Does the machine continue prompting for operating system selection?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
☐ Are you receiving an error message? You answered No.
☐ Does the machine boot into MS-DOS directly? You answered No.
☐ Does the machine continue prompting for operating system selection? You answered Yes.
☐ No
☐ Return to Original Topic

If the machine continues prompting for operating system selection, follow the steps listed below

BOOTSECT.DOS contains the boot sector for Windows NT instead of previous operating system:

1. Create an MS-DOS system diskette containing SYS.COM

2. Copy REPAIR.EXE from the Windows NT disks.

3. Boot your computer from the diskette, and run SYS C:

4. Run REPAIR and follow the instructions.

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does the machine boot into MS-DOS directly? You answered No.

☐ Does the machine continue prompting for operating system selection? You answered No.

Does the boot loader menu contain an entry for Windows NT?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does the machine boot into MS-DOS directly? You answered No.

☐ Does the machine continue prompting for operating system selection? You answered No.

☐ Does the boot loader menu contain an entry for Windows NT? You answered Yes.

☐ No

☐ Return to Original Topic

If the boot loader menu contains an entry for Windows NT, follow the steps listed below.

☐ This is due to an invalid reference to a path on the DEFAULT= line entry in the BOOT.INI file. Make sure the path references a valid drive and directory then reboot the machine.

Note: The BOOT.INI is marked Read Only, Hidden, and System. Use the command "ATTRIB -s -h -r BOOT.INI" to reset attributes before proceeding.

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

□ Are you receiving an error message? You answered No.

□ Does the machine boot into MS-DOS directly? You answered No.

□ Does the machine continue prompting for operating system selection? You answered No.

□ Does the boot loader menu contain an entry for Windows NT? You answered No.

□ Yes

□ Return to Original Topic

If the boot loader menu does not contain an entry for Windows NT, follow the steps listed below.

If the machine hangs while booting Windows NT, this can be due to either of the following: a particular driver is not initializing correctly, or a newly installed device driver or hardware component was not installed or configured correctly.

1. Try the Last Known Good option. Select Windows NT from the boot loader menu.

2. Press the Spacebar when message appears.

3. Select the Last Known Good option.

   Then choose the button below to continue troubleshooting.

□ Continue

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does the machine boot into MS-DOS directly? You answered No.

☐ Does the machine continue prompting for operating system selection? You answered No.

☐ Does the boot loader menu contain a "NT Default" entry? You answered No.

Can you boot successfully now?

☐ Yes

☐ No

☐ Return to Original Topic

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does the machine boot into MS-DOS directly? You answered No.

☐ Does the machine continue prompting for operating system selection? You answered No.

☐ Does the boot loader menu contain a "NT Default" entry? You answered No.

☐ Can you boot successfully now? You answered Yes.

☐ No

☐ Return to Original Topic

If you can boot successfully now, follow the steps listed below.

☐   If you encountered the problem after installing any new device drivers, changed settings on current ones, or modified any configuration information, please review your modifications again or contact the manufacturer for the correct settings.

Booting of Windows NT on x86 Based Machines

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you receiving an error message? You answered No.

☐ Does the machine boot into MS-DOS directly? You answered No.

☐ Does the machine continue prompting for operating system selection? You answered No.

☐ Does the boot loader menu contain a "NT Default" entry? You answered No.

☐ Can you boot successfully now? You answered No.

☐ Yes

☐ Return to Original Topic

If you can not boot successfully now, follow the steps listed below.

☐　　Refer to the General Hardware Conflicts topic. If that does not solve the problem, boot the computer using the SETUP disk and select "Repair Windows NT Setup." This will require the Emergency Repair Disk created during setup.

Note: If the problem persists, please contact Microsoft Product Support Services for additional help. You have reached the end of this help topic.

See Also

General Hardware Conflicts

You can not use the Emergency Repair Disk if you installed Windows NT using either a non-supported SCSI controller, or the WINNT method.

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the CD-ROM compatible and is it correctly installed List?

☐ Yes
☐ No

Check the Hardware Compatibility List and the manufacturer's instructions.

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▣ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered No.

▣ <u>Yes</u>

▣ <u>Return to Original Topic</u>

If the CD-ROM device is not installed according to the manufacturer's instructions, follow the steps listed below.

▣   Refer to the manufacturer's instructions.

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

Are there any CD-ROM error messages listed in the Event Viewer Logs?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

▢ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered Yes.

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

If there are any CD-ROM error messages, follow the steps listed below.

▢   Correct any conflicts. Check the hardware settings. Make sure that DMA, IRQ, and I/O port addresses are configured properly and do not conflict with other hardware.

    Then choose the button below to continue troubleshooting.

▢ <u>Continue</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered Yes.

Does it work now? If it does, the problem is resolved.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If there are no error messages listed concerning the CD-ROM device, follow the steps listed below.

☐   Insert an audio CD in the CD-ROM device. Run the CD Player accessory and select Play.

     Then choose the button below to continue troubleshooting.

☐ <u>Continue</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

▢ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered Yes.

▢ Does it work now? You answered No.

▢ <u>Return to Original Topic</u>

If after correcting errors, the problem persists, follow the steps listed below.

▢   Insert an audio CD in the CD-ROM device. Run the CD Player accessory and select Play.

     Then choose the button below to continue troubleshooting.

▢ <u>Continue</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

▢ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? If it does, the problem is resolved.

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

⬜ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

⬜ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

⬜ Return to Original Topic

If music does not play when you select play in CD Player, follow the steps listed below.

⬜   Check the Windows NT Hardware Compatibility List to see if Audio is supported on your CD-ROM drive.

    Then choose the button below to continue troubleshooting.

⬜ Continue

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

🔲 Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

🔲 Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

Is Audio CD supported on your CD-ROM drive?

🔲 <u>Yes</u>

🔲 <u>No</u>

🔲 <u>Return to Original Topic</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

▢ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

▢ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

▢ Is Audio CD supported on your CD-ROM drive? You answered Yes.

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

If Audio CD is supported on your CD-ROM drive, follow the steps listed below.

▢   Open the File Manager.
       Then choose the button below to continue troubleshooting.

▢ <u>Continue</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

☐ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

☐ Is Audio CD supported on your CD-ROM drive? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If Audio CD is not supported on your CD-ROM drive, follow the steps listed below.

☐   Contact the hardware manufacturer for more information, and/or updated drivers.

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

☐ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

☐ Is Audio CD supported on your CD-ROM drive? You answered Yes.

Is there an icon for the CD-ROM player?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

☐ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

☐ Is Audio CD supported on your CD-ROM drive? You answered Yes.

☐ Is there an icon for the CD-ROM player? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If there is an icon for the CD-ROM player, follow the steps listed below.

☐   Select the CD-ROM drive.
       Then choose the button below to continue troubleshooting.

☐ <u>Continue</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▫ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

▫ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

▫ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

▫ Is Audio CD supported on your CD-ROM drive? You answered Yes.

▫ Is there an icon for the CD-ROM player? You answered No.

▫ <u>Yes</u>

▫ <u>Return to Original Topic</u>

If there is not an icon for the CD-ROM player, follow the steps listed below.

▫ Verify the SCSI installation. Run Windows NT Setup to make sure the SCSI host adapter is installed properly. Check the SCSI IDs of all SCSI devices. Check the SCSI bus terminations.

Then choose the button below to continue troubleshooting.

▫ <u>Continue</u>

See Also

<u>General Hardware Conflicts</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your
particular situation.
☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.
☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.
☐ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player?
You answered No.
☐ Is Audio CD supported on your CD-ROM drive? You answered Yes.
☐ Is there an icon for the CD-ROM player? You answered Yes.
☐ Are there files listed on the CD? You answered Yes.
☐ <u>No</u>
☐ <u>Return to Original Topic</u>

If there are files listed on the CD, follow the steps listed below.

☐   This is a data CD. Insert an audio CD and try the PLAY button in the CD Player
Accessory again.

    Then choose the button below to continue troubleshooting.
☐ <u>Continue</u>

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

☐ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

☐ Is Audio CD supported on your CD-ROM drive? You answered Yes.

☐ Is there an icon for the CD-ROM player? You answered Yes.

☐ Are there files listed on the CD? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If there are no files listed on the CD, follow the steps listed below.

☐   Check the Event Viewer for error messages, and contact hardware manufacturer for more information.

You have reached the end of this topic.

CD Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the CD-ROM compatible and is it <u>correctly installed</u> List? You answered Yes.

☐ Are there any CD-ROM error messages listed in the Event Viewer Logs? You answered No.

☐ Does music play when you insert a CD in the CD-ROM drive and select play in CD Player? You answered No.

☐ Is Audio CD supported on your CD-ROM drive? You answered Yes.

☐ Is there an icon for the CD-ROM player? You answered Yes.

Are there files listed on the CD?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Do you want to convert the partition to FAT/HPFS or to NTFS?

▢ NTFS
▢ FAT/HPFS

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered NTFS.

Does the partition you want to convert contain data that you want to save?

☐ Yes

☐ No

☐ Return to Original Topic

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered FAT/HPFS.
Does the partition you want to convert have Windows NT on it or is it your boot partition?
▢ Yes
▢ No
▢ Return to Original Topic

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Do you want to convert the partition to FAT/HPFS or to NTFS? You answered NTFS.

🔲 Does the partition you want to convert contain data that you want to save? You answered Yes.

🔲 No

🔲 Return to Original Topic

If the partition you want to convert contains data that you want to save, follow the steps listed below.

🔲   Convert with CONVERT X: /FS:NTFS, where X: is the drive to convert.

Note: NTFS needs at least 4MB of free space for its overhead.
        Then choose the button below to continue troubleshooting.

🔲 Continue

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered NTFS.

▢ Does the partition you want to convert contain data that you want to save? You answered No.

▢ Yes

▢ Return to Original Topic

If the partition you want to convert does not contain data that you want to save, follow the steps listed below.

▢   Reformat with FORMAT X: /FS:NTFS, where X: is the drive to convert.

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered NTFS.

☐ Does the partition you want to convert contain data that you want to save? You answered Yes.

Does the convert utility message tell you there is not enough space to convert?

☐ Yes

☐ No

☐ Return to Original Topic

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▣ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered NTFS.

▣ Does the partition you want to convert contain data that you want to save? You answered Yes.

▣ Does the convert utility message tell you there is not enough space to convert? You answered Yes.

▣ No

▣ Return to Original Topic

If the convert utility message tells you there is not enough space to convert, follow the steps listed below.

▣   Move or delete files.

   Then choose the button below to continue troubleshooting.

▣ Continue

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered NTFS.

☐ Does the partition you want to convert contain data that you want to save? You answered Yes.

☐ Does the convert utility message tell you there is not enough space to convert? You answered Yes.

☐ No

☐ Return to Original Topic

After moving or deleting files, follow the steps listed below.

☐   Convert with CONVERT X: /FS:NTFS, where X: is the drive to convert.

Note: NTFS needs at least 4MB of free space for its overhead.

     Then choose the button below to continue troubleshooting.

☐ Continue

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered NTFS.

☐ Does the partition you want to convert contain data that you want to save? You answered Yes.

☐ Does the convert utility message tell you there is not enough space to convert? You answered No.

☐ Yes

☐ Return to Original Topic

If the convert utility message does not tell you there is not enough space to convert, follow the steps listed below.

☐   Reboot if necessary to complete conversion.

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered FAT/HPFS.

☐ Does the partition you want to convert have Windows NT on it or is it your boot partition? You answered Yes.

☐ No

☐ Return to Original Topic

If the partition you want to convert has Windows NT on it or it is your boot partition, follow the steps listed below.

1. Backup the files you want.

2. Run the Windows NT installation program. When it offers you the choice, reformat the partition. If you cannot reformat the partition, use DELPART (in the Resource Kit) to delete the partition and then create a new one.

3. Restore any files you backed up.

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered FAT/HPFS.

☐ Does the partition you want to convert have Windows NT on it or is it your boot partition? You answered No.

Does the partition contain data you want to save?

☐ Yes

☐ No

☐ Return to Original Topic

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered FAT/HPFS.

☐ Does the partition you want to convert have Windows NT on it or is it your boot partition? You answered No.

☐ Does the partition contain data you want to save? You answered Yes.

☐ No

☐ Return to Original Topic

If the partition contains data you want to save, follow the steps listed below.

1. Backup the partition. Use the backup utility or copy the partition to another drive.

2. Reformat to HPFS or FAT with FORMAT X: /FS:HPFS

   -or-

   FORMAT X: /FS:FAT, where X: is the drive to convert.

3. Then restore any files you backed up.

   You have reached the end of this topic.

Converting File Systems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you want to convert the partition to FAT/HPFS or to NTFS? You answered FAT/HPFS.

☐ Does the partition you want to convert have Windows NT on it or is it your boot partition? You answered No.

☐ Does the partition contain data you want to save? You answered No.

☐ Yes

☐ Return to Original Topic

If the partition does not contain data you want to save, follow the steps listed below.

☐   Reformat to HPFS or FAT with FORMAT X: /FS:HPFS
            -or-

☐   FORMAT X: /FS:FAT, where X: is the drive to convert.
            Then restore any files you backed up.
            You have reached the end of this topic.

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.

Does CHKDSK report any problems on the volume?

▣ Yes

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.
🔲 Does CHKDSK report any problems on the volume? You answered Yes.
Does the volume contain Windows NT?
🔲 Yes
🔲 No
🔲 Return to Original Topic

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.

■ Does CHKDSK report any problems on the volume? You answered Yes.

■ Does the volume contain Windows NT? You answered Yes.

■ No

■ Return to Original Topic

If the volume contains Windows NT, follow the steps listed below.

1. Shutdown Windows NT.

2. Restart your computer.

   Then choose the button below to continue troubleshooting.

■ Continue

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.
▢ Does CHKDSK report any problems on the volume? You answered Yes.
▢ Does the volume contain Windows NT? You answered Yes.
Does the AUTOCHK procedure detect and fix the errors? If it does, the problem is resolved.
▢ No
▢ Return to Original Topic

AUTOCHK runs when Windows NT boots.

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.

☐ Does CHKDSK report any problems on the volume? You answered Yes.

☐ Does the volume contain Windows NT? You answered Yes.

☐ Does the <u>AUTOCHK</u> procedure detect and fix the errors? You answered No.

☐ <u>Return to Original Topic</u>

If the AUTOCHK procedure does not detect and fix the errors, follow the steps listed below.

☐   Run CHKDSK/f. You will be given the option to schedule an autocheck during the next system boot.

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.

☐ Does CHKDSK report any problems on the volume? You answered Yes.

☐ Does the volume contain Windows NT? You answered No.

☐ Yes

☐ Return to Original Topic

If the volume does not contain Windows NT, follow the steps listed below.

☐   Run CHKDSK/f.
        Then choose the button below to continue troubleshooting.

☐ Continue

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.

☐ Does CHKDSK report any problems on the volume? You answered Yes.

☐ Does the volume contain Windows NT? You answered No.

Did CHKDSK correct the errors on the volume? If it did, the problem is resolved.

☐ No

☐ Return to Original Topic

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.
☐ Does CHKDSK report any problems on the volume? You answered Yes.
☐ Does the volume contain Windows NT? You answered No.
☐ Did CHKDSK correct the errors on the volume? You answered No.
☐ Return to Original Topic

If CHKDSK did not correct the errors, follow the steps listed below.

☐　　Make sure you don't have any open files on the volume. If you do, close all open files and try CHKDSK/f again.
　　Then choose the button below to continue troubleshooting.
☐ Continue

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.

■ Does CHKDSK report any problems on the volume? You answered Yes.

■ Does the volume contain Windows NT? You answered No.

■ Did CHKDSK correct the errors on the volume? You answered No.

Did CHKDSK correct the errors on the volume this time?

■ No

■ Return to Original Topic

Repairing Corruption on a NTFS, HPFS, or FAT Volume

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

If you suspect a volume has corruption, run CHKDSK on that volume.

▢ Does CHKDSK report any problems on the volume? You answered Yes.

▢ Does the volume contain Windows NT? You answered No.

▢ Did CHKDSK correct the errors on the volume? You answered No.

▢ Did CHKDSK correct the errors on the volume this time? You answered No.

▢ Return to Original Topic

If CHKDSK did not correct the errors on the volume, follow the steps listed below.

1. Shutdown the system and exit Windows NT.

2. Restart your computer.

3. Try CHKDSK again.

   You have reached the end of this help topic.

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you boot MS-DOS on your computer?

☐ Yes
☐ No

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered Yes.

☐ No

If you can you boot MS-DOS on your computer, follow the steps listed below.

☐   Boot MS-DOS on your machine and try running the application. Then choose the button below to continue troubleshooting.

☐ Continue

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you boot MS-DOS on your computer? You answered Yes.

Does the application run?

▢ Yes

▢ No

▢ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you boot MS-DOS on your computer? You answered Yes.

▢ Does the application run? You answered No.

▢ Yes

▢ Return to Original Topic

If the application does not run, follow the steps listed below.

▢   Contact the application's manufacturer for information on getting it to run under MS-DOS.

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

Does the application have any special memory requirements (XMS, EMS, or DPMI)?

☐ Yes

☐ No

☐ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you boot MS-DOS on your computer? You answered No.

▢ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered Yes.

▢ No

▢ Return to Original Topic

If the application has any special memory requirements (XMS, EMS, or DPMI), follow the steps listed below.

▢   If you already have a PIF file for the application, check to ensure that the memory settings allocate the correct amount of XMS or EMS memory.

        -or-

▢   If you do not have a PIF file for the application, create one that allocates the correct amount of memory.

        Then choose the button below to continue troubleshooting.

▢ Continue

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered Yes.

Does the application run now? If it does, the problem is resolved.

☐ No

☐ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

Does the application require any MS-DOS drivers to be loaded?

☐ Yes

☐ No

☐ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

■ Can you boot MS-DOS on your computer? You answered No.

■ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

■ Does the application require any MS-DOS drivers to be loaded? You answered Yes.

■ No

■ Return to Original Topic

If the application requires any MS-DOS drivers to be loaded, follow the steps listed below.

■ Create or edit a PIF file for the application with a config file in the Windows NT Options that correctly loads the device drivers. Some MS-DOS device drivers do not work under Windows NT. Contact the manufacturer for Windows NT device drivers.

Then choose the button below to continue troubleshooting.

■ Continue

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you boot MS-DOS on your computer? You answered No.

▢ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

▢ Does the application require any MS-DOS drivers to be loaded? You answered Yes.

Does the application run now? If it does, the problem is resolved.

▢ No

▢ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

Does the application require any special environment variables?

☐ Yes

☐ No

☐ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Can you boot MS-DOS on your computer? You answered No.

⬜ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

⬜ Does the application require any MS-DOS drivers to be loaded? You answered No.

⬜ Does the application require any special environment variables? You answered Yes.

⬜ No

⬜ Return to Original Topic

If the application requires any special environment variables, follow the steps listed below.

⬜   Run SET at the command prompt to check the current environment. If the application requires other variables, create or edit a PIF file with an autoexec file in the Windows NT Options that sets the appropriate variables.

    Then choose the button below to continue troubleshooting.

⬜ Continue

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

☐ Does the application require any special environment variables? You answered Yes.

Does the application run now? If it does, the problem is resolved.

☐ No

☐ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

☐ Does the application require any special environment variables? You answered No.

☐ Yes

☐ Return to Original Topic

If the application does not require any special environment variables, follow the steps listed below.

☐   If you are running the application in a window, try running it full screen. Then choose the button below to continue troubleshooting.

☐ Continue

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

◻ Can you boot MS-DOS on your computer? You answered No.

◻ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

◻ Does the application require any MS-DOS drivers to be loaded? You answered No.

◻ Does the application require any special environment variables? You answered No.

Does this solve the problem?

◻ Yes

◻ No

◻ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

☐ Does the application require any special environment variables? You answered No.

☐ Does this solve the problem? You answered Yes.

☐ No

☐ Return to Original Topic

If running the application full screen solves the problem

☐ Some high-resolution graphical MS-DOS applications cannot run in a window. Run the application full-screen.

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

☐ Does the application require any special environment variables? You answered No.

☐ Does this solve the problem? You answered No.

☐ Yes

☐ Return to Original Topic

If running the application full screen does not solve the problem, follow the steps listed below.

☐   Try running a Microsoft MS-DOS application such as Edit
       Then choose the button below to continue troubleshooting.

☐ Continue

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

☐ Does the application require any special environment variables? You answered No.

☐ Does this solve the problem? You answered No.

Does the MS-DOS application run?

☐ Yes

☐ No

☐ Return to Original Topic

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

☐ Does the application require any special environment variables? You answered No.

☐ Does this solve the problem? You answered No.

☐ Does the MS-DOS application run? You answered Yes.

☐ No

☐ Return to Original Topic

If the application runs, follow the steps listed below.

☐ 　　Contact the manufacturer of the application which is failing for more information on getting it to run with Windows NT.

　　You have reached the end of this topic.

MS-DOS Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you boot MS-DOS on your computer? You answered No.

☐ Does the application have any special memory requirements (XMS, EMS, or DPMI)? You answered No.

☐ Does the application require any MS-DOS drivers to be loaded? You answered No.

☐ Does the application require any special environment variables? You answered No.

☐ Does this solve the problem? You answered No.

☐ Does the MS-DOS application run? You answered No.

☐ Yes

☐ Return to Original Topic

If the application does not run, follow the steps listed below.

☐　　　The Virtual DOS Machine may not be starting. Contact Microsoft Product Support. You have reached the end of this topic.

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

Do you have any devices that use the same IRQs?

▢ <u>Yes</u>
▢ <u>No</u>

General Hardware Conflicts Tip

Check the IRQ setting on all devices. You can use WinMSD to determine what IRQ settings Windows NT is using for all your devices. Compare the settings on all devices to the list of default IRQ settings for your processor as shown in the hardware interrupt charts.

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip
▢ Do you have any devices that use the same IRQs? You answered Yes.
▢ No

If you have any devices that use the same IRQs, follow the steps listed below.

▢   Try changing the IRQ setting on one of the conflicting devices.
         Then choose the button below to continue troubleshooting.
▢ Continue

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered Yes.

Does changing the IRQ of one of the devices solve the problem?

☐ No

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

▢ Do you have any devices that use the same IRQs? You answered No.

Do you have any peripherals/hardware that are not on the Hardware Compatibility List?

▢ Yes

▢ No

▢ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

⬜ Do you have any devices that use the same IRQs? You answered No.

⬜ Do you have any peripherals/hardware that are not on the Hardware Compatibility List? You answered Yes.

⬜ No

⬜ Return to Original Topic

If you have any peripherals/hardware that are not on the Hardware Compatibility List, follow the steps listed below.

⬜　　Remove or replace with equivalent compatible hardware.
　　Then choose the button below to continue troubleshooting.

⬜ Continue

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the Hardware Compatibility List? You answered No.

Do the I/O addresses used by any devices overlap?

☐ Yes

☐ No

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the Hardware Compatibility List? You answered Yes.

Does removing or replacing incompatible peripheral/hardware solve the problem?

☐ Yes

☐ No

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the Hardware Compatibility List? You answered Yes.

☐ Does removing or replacing incompatible peripheral/hardware solve the problem? You answered Yes.

☐ No

☐ Return to Original Topic

If removing or replacing any unsupported hardware with something of the same type that is on the HARDWARE COMPATIBILITY LIST solves the problem, follow the steps bellow.

☐   Contact the manufacturer of the unsupported hardware for information on using the hardware with Windows NT.

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

▢ Do you have any devices that use the same IRQs? You answered No.

▢ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

▢ Do the I/O addresses used by any devices overlap? You answered Yes.

▢ No

▢ Return to Original Topic

If the I/O addresses used by any devices overlap, follow the steps listed below.

▢   Change the addresses so they don't overlap. Refer to the manufacturer's instructions. Then choose the button below to continue troubleshooting.

▢ Continue

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

Do any of your system's peripherals use DMA?

☐ Yes

☐ No

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered Yes.

Does changing the I/O addresses solve the problem?

☐ No

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered Yes.

☐ No

☐ Return to Original Topic

If any of your system's peripherals use DMA, follow the steps listed below.

☐   Use WinMSD to check the DMA channels that are in use. If two devices share a DMA channel, verify that they can do this. If they can't, change the DMA channel for one of the devices. Refer to the manufacturer's instructions. If this action does not solve the problem, choose the button below to continue troubleshooting.

☐ Continue

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ Yes

☐ Return to Original Topic

If none of your system's peripherals use DMA, follow the steps listed below.

☐ Remove non-critical devices one at a time to see if one of them is causing the problem.

Then choose the button below to continue troubleshooting.

☐ Continue

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

After removing the device, is the problem resolved?

☐ Yes

☐ No

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered Yes.

☐ No

☐ Return to Original Topic

If after removing the device, the problem was resolved, follow the steps below.

☐   Contact the device manufacturer for specific information on using the device with Windows NT.

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered No.

Have you removed all non-critical devices?

☐ Yes

☐ No

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered No.

☐ Have you removed all non-critical devices? You answered Yes.

☐ No

☐ Return to Original Topic

If you have removed all non-critical devices, follow the steps listed below.

☐   If you can, swap out the remaining peripherals (such as HD controllers and video controllers) one at a time, replacing them with other devices of the same type.

      Then choose the button below to continue troubleshooting.

☐ Continue

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

⬜ Do you have any devices that use the same IRQs? You answered No.

⬜ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

⬜ Do the I/O addresses used by any devices overlap? You answered No.

⬜ Do any of your system's peripherals use DMA? You answered No.

⬜ After removing the device, is the problem resolved? You answered No.

⬜ Have you removed all non-critical devices? You answered Yes.

After swapping out the other devices, is the problem resolved?

⬜ Yes

⬜ No

⬜ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered No.

☐ Have you removed all non-critical devices? You answered Yes.

☐ After swapping out the other devices, is the problem resolved? You answered Yes.

☐ No

☐ Return to Original Topic

If the problem is resolved after swapping out the other devices, follow the steps listed below.

☐   Contact the device's manufacturer for information on configuring and using the device with Windows NT.

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

⬜ Do you have any devices that use the same IRQs? You answered No.

⬜ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

⬜ Do the I/O addresses used by any devices overlap? You answered No.

⬜ Do any of your system's peripherals use DMA? You answered No.

⬜ After removing the device, is the problem resolved? You answered No.

⬜ Have you removed all non-critical devices? You answered Yes.

⬜ After swapping out the other devices, is the problem resolved? You answered No.

Were you able to swap out all the remaining devices?

⬜ <u>Yes</u>

⬜ <u>No</u>

⬜ <u>Return to Original Topic</u>

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. <u>Tip</u>

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered No.

☐ Have you removed all non-critical devices? You answered Yes.

☐ After swapping out the other devices, is the problem resolved? You answered No.

☐ Were you able to swap out all the remaining devices? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If you were able to swap out all the remaining devices, follow the steps listed below.

The motherboard may have a problem or may have a conflict with one of your devices.

☐　　　 Consult the motherboard's manufacturer for information on conflicts with other hardware.

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered No.

☐ Have you removed all non-critical devices? You answered Yes.

☐ After swapping out the other devices, is the problem resolved? You answered No.

☐ Were you able to swap out all the remaining devices? You answered No.

Is the problem still occurring? If not, the problem is resolved.

☐ Yes

☐ Return to Original Topic

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered No.

☐ Have you removed all non-critical devices? You answered Yes.

☐ After swapping out the other devices, is the problem resolved? You answered No.

☐ Were you able to swap out all the remaining devices? You answered No.

☐ Is the problem still occurring? If not, the problem is resolved.

☐ Return to Original Topic

If you determine that the remaining devices are not causing the conflict, follow the steps listed below.

The motherboard may have a problem or may have a conflict with one of your devices.

☐ Consult the motherboard's manufacturer for information on conflicts with other hardware.

You have reached the end of this topic.

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered No.

☐ After removing the device, is the problem resolved? You answered No.

☐ Have you removed all non-critical devices? You answered Yes.

☐ After swapping out the other devices, is the problem resolved? You answered No.

☐ Were you able to swap out all the remaining devices? You answered No.

☐ Yes

☐ Return to Original Topic

If you were not able to swap out all the remaining devices, follow the steps listed below.

☐ Contact the manufacturer of the remaining devices to determine if they could be causing the conflict. If you did not resolve the problem by this action, choose the button below to continue troubleshooting.

☐ Continue

General Hardware Conflicts

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation. Tip

☐ Do you have any devices that use the same IRQs? You answered No.

☐ Do you have any peripherals/hardware that are not on the HARDWARE COMPATIBILITY LIST? You answered No.

☐ Do the I/O addresses used by any devices overlap? You answered No.

☐ Do any of your system's peripherals use DMA? You answered Yes.

☐ Does this solve the problem? You answered No.

If switching the DMA channel for one of the devices does not resolve the problem

☐   Remove non-critical devices one at a time to see if one of them is causing the problem.

        Then choose the button below to continue troubleshooting.

☐Continue

Logging on to a Windows NT Workstation Locally

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Do you receive an error message when attempting to logon from the Welcome screen?

☐ Yes
☐ No

Logging on to a Windows NT Workstation Locally

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."?

☐ Yes

☐ No

☐ Return to Original Topic

Logging on to a Windows NT Workstation Locally

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Do you receive an error message when attempting to logon from the Welcome screen? You answered No to this

☐ Yes

If you do not receive an error message when attempting to logon from the Welcome screen, follow the steps listed below.

☐   Something is wrong with the Win32 logon service. Contact Windows NT Product Support Services.

Logging on to a Windows NT Workstation Locally

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered Yes.

☐ No

☐ Return to Original Topic

If you received an error message when attempting to logon from the Welcome screen, follow the steps listed below.

1. Use the correct domain name. The domain for a workstation logon is the name of the workstation.

2. Type the password correctly. Letters in passwords must be typed using the correct case. Make sure that Caps Lock is not accidentally on.

   There may not be a password for this username. Try entering a blank password.

3. Try the Administrator username. If you don't know the password for it, try a blank password.

If the above actions do not correct the problem, choose the button below to continue troubleshooting.

☐ Continue

Logging on to a Windows NT Workstation Locally

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Yes

☐ Return to Original Topic

If you did not receive an error message when attempting to logon from the Welcome screen, follow the steps listed below.

☐   An Administrator has restricted your account. See an Administrator for this system.

Logging on to a Windows NT Workstation Locally

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered Yes.

Are you able to logon successfully now?

☐ No

☐ Return to Original Topic

Logging on to a Windows NT Workstation Locally

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

▢ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered Yes.

▢ Are you able to logon successfully now? You answered No.

▢ Return to Original Topic

If you are not able to logon successfully, follow the steps listed below.

▢   Contact an Administrator for this system.
         You have reached the end of this topic.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Do you receive an error message when attempting to logon from the Welcome screen?

☐ Yes
☐ No

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."?

☐ Yes

☐ No

☐ Return to Original Topic

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Do you receive an error message when attempting to logon from the Welcome screen? You answered No.

Yes

If you do not receive an error message when attempting to logon from the Welcome screen, follow the steps listed below.

Something is wrong with the Win32 logon service. Contact Windows NT Product Support Services.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered Yes.

☐ No

☐ Return to Original Topic

If the system could not log you on, follow the steps listed below.

1. Type the password correctly. Letters in passwords must be typed using the correct case. Make sure that Caps Lock is not accidentally on.

2. Try a blank password. There may not be a password for this username.

   Then choose the button below to continue troubleshooting.

☐ Continue

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered Yes.

Are you now able to successfully logon?

☐ No

☐ Return to Original Topic

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered Yes.

☐ Are you now able to successfully logon? You answered No.

☐ Return to Original Topic

If you still can not logon, follow the steps listed below

☐   Contact the domain administrator for this system to obtain the correct username and password combination.

Logging on to a Windows NT Domain from a Windows NT Workstation

 In this section you will be asked a series of questions. Choose the ones that apply to your
 particular situation.

■ Do you receive an error message when attempting to logon from the Welcome screen?
You answered Yes.

■ Is this the message: "The system could not log you on. Make sure the name and domain
are correct, then type your password again."? You answered No.

**Is the message: "A domain controller for your domain account could not be
contacted. You have been logged on using cached account. Changes you made to
your profile since you last logged on may not be available."?**

■ Yes

■ No

■ Return to Original Topic

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

▢ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

▢ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered Yes.

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

If a domain controller for your domain account could not be contacted, follow the steps listed below.

▢   When you logon to a domain, your profile, home directory, and environment variables are cached locally. Even though you have been logged on, you should resolve this logon problem.

       Then choose the button below to continue troubleshooting.

▢ <u>Continue</u>

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered Yes.

Can other users logon to this domain from their respective computers?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your domain account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

Or, is this the message: "The local policy of this system does not permit you to logon interactively."?

☐ Yes

☐ No

☐ Return to Original Topic

Domain

For Windows NT Advanced Server, a collection of computers that share a common domain database and security policy. Each domain has a unique name.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

☐ Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If the message was "The local policy of this system does not permit you to logon interactively", follow the steps listed below.

This machine's administrator did not give you the right to log on locally.

☐   Try to log on to the domain at another workstation. If you cannot log on at any workstation, see your domain administrator.

     You have reached the end of this help topic.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

🔲 Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

🔲 Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

🔲 Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered No.

Is the message: "Your account has been configured to prevent you from using this workstation. Please try another workstation."?

🔲 <u>Yes</u>

🔲 <u>No</u>

🔲 <u>Return to Original Topic</u>

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your domain account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

☐ Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered No.

☐ Is the message: "Your account has been configured to prevent you from using this workstation. Please try another workstation."? You answered Yes.

☐ No

☐ Return to Original Topic

If the message is "Your account has been configured to prevent you from using this workstation. Please try another workstation.", follow the steps listed below.

A domain administrator has specified that you can log on only at certain workstations.

☐   Try to log on to the domain at another workstation. If you cannot log on at any workstation, see your domain administrator.

    You have reached the end of this help topic.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

🔲 Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

🔲 Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

🔲 Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered No.

🔲 Is the message: "Your account has been configured to prevent you from using this workstation. Please try another workstation."? You answered No.

Is the message: "Your account has been disabled. Please see your system administrator."?

🔲 <u>Yes</u>

🔲 <u>No</u>

🔲 <u>Return to Original Topic</u>

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

☐ Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered No.

☐ Is the message: "Your account has been configured to prevent you from using this workstation. Please try another workstation."? You answered No.

☐ Is the message: "Your account has been disabled. Please see your system administrator."? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If your account has been disabled, follow the steps listed below.

A domain administrator has temporarily disabled your account on this domain.

☐   You will not be able to logon to this domain from any workstation until your domain administrator changes your account. Contact your domain administrator.

     You have reached the end of this help topic.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your domain account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

☐ Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered No.

☐ Is the message: "Your account has been configured to prevent you from using this workstation. Please try another workstation."? You answered No.

☐ Is the message: "Your account has been disabled. Please see your system administrator."? You answered No.

Is the message: "Your account has time restrictions that prevent you from logging in at this time. Please try again later."?

☐ Yes

☐ No

☐ Return to Original Topic

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

☐ Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered No.

☐ Is the message: "Your account has been configured to prevent you from using this workstation. Please try another workstation."? You answered No.

☐ Is the message: "Your account has been disabled. Please see your system administrator."? You answered No.

☐ Is the message: "Your account has time restrictions that prevent you from logging in at this time. Please try again later."? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If the message indicates that your account has time restrictions on it, follow the steps listed below.

A domain administrator has disallowed you from logging on at this time of day.

☐   You will not be able to logon to this domain from any workstation until your domain administrator changes your account. Contact your domain administrator.

        You have reached the end of this help topic.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your domain account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered No.

☐ Or, is this the message: "The local policy of this system does not permit you to logon interactively."? You answered No.

☐ Is the message: "Your account has been configured to prevent you from using this workstation. Please try another workstation."? You answered No.

☐ Is the message: "Your account has been disabled. Please see your system administrator."? You answered No.

☐ Is the message: "Your account has time restrictions that prevent you from logging in at this time. Please try again later."? You answered No.

☐ Yes

☐ Return to Original Topic

If the message does not indicate any of the conditions mentioned above, follow the steps listed below.

☐　　　For any other error messages at logon, please see your domain administrator. You have reached the end of this help topic.

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered Yes.

☐ Can other users logon to this domain from their respective computers? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If other users can logon to this domain from their respective computers, follow the steps listed below.

☐   Try to logon from one of the machines where others have logged on.
        Then choose the button below to continue troubleshooting.

☐ <u>Continue</u>

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered Yes.

☐ Can other users logon to this domain from their respective computers using their respective logon information? You answered Yes.

Can you logon from a workstation other than yours?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

⬜ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

⬜ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered Yes.

⬜ Can other users logon to this domain from their respective computers using their respective logon information? You answered Yes.

⬜ Can you logon from a workstation other than yours? You answered Yes.

⬜ <u>No</u>

⬜ <u>Return to Original Topic</u>

If you can logon from a workstation other than yours, follow the steps listed below

⬜   There is a problem with your workstation's network configuration. Refer to the Network Connection/Net View Errors topic in this help file.

⬜ <u>Network Connection/Net view Errors</u>

Logging on to a Windows NT Domain from a Windows NT Workstation

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you receive an error message when attempting to logon from the Welcome screen? You answered Yes.

☐ Is this the message: "The system could not log you on. Make sure the name and domain are correct, then type your password again."? You answered No.

☐ Is the message: "A domain controller for your <u>domain</u> account could not be contacted. You have been logged on using cached account. Changes you made to your profile since you last logged on may not be available."? You answered Yes.

☐ Can other users logon to this domain from their respective computers using their respective logon information? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If other users can not logon to this domain from their respective computers using their respective logon information

The Windows NT Advanced Server controller and any servers that belong to this domain may be down.

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you connect to the Workgroup Postoffice?
▣ No

Can you create a Workgroup Postoffice?
▣ No

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
▢ Can you connect to the Workgroup Postoffice? You answered No.
▢ Can you create a Workgroup Postoffice?
▢ No

Is the Postoffice created?
▢ Yes
▢ No
▢ Return to Original Topic

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to the Workgroup Postoffice? You answered No.

☐ Is the Postoffice created? You answered Yes.

Is the server with the Postoffice turned on and connected to the network?

☐ Yes

☐ No

☐ Return to Original Topic

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to the Workgroup Postoffice? You answered No.

☐ Is the Postoffice created? You answered Yes.

☐ Is the server with the Postoffice turned on and connected to the network? You answered Yes.

☐ No

☐ Return to Original Topic

If the server with the Postoffice is turned on and connected to the network, follow the steps listed below.

☐ Have your system administrator configure the Windows NT Registry information so that it points to the proper location of your Postoffice.

Then choose the button below to continue troubleshooting.

☐ Continue

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to the Workgroup Postoffice? You answered No.

☐ Is the Postoffice created? You answered Yes.

☐ Is the server with the Postoffice turned on and connected to the network? You answered Yes.

Does it work now?

☐ No

☐ Return to Original Topic

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to the Workgroup Postoffice? You answered No.

☐ Is the Postoffice created? You answered Yes.

☐ Is the server with the Postoffice turned on and connected to the network? You answered Yes.

☐ Does it work now? You answered No.

☐ Return to Original Topic

If you are still unable to connect to Postoffice after the Windows NT Registry information has been configured so that it points to your Postoffice, follow the steps listed below.

☐   Contact your system administrator. You may not have sufficient security rights granted for the Postoffice directories, or the Postoffice directory may not be a shared directory.

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to the Workgroup Postoffice? You answered No.

☐ Is the Postoffice created? You answered No.

☐ Yes

☐ Return to Original Topic

If the Postoffice has not been created, follow the steps listed below.

☐   Ask your system administrator to create Postoffice.
       Then choose the button below to continue troubleshooting.

☐ Continue

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to the Workgroup Postoffice? You answered No.

☐ Is the Postoffice created? You answered Yes.

☐ Is the server with the Postoffice turned on and connected to the network? You answered No.

☐ Yes

☐ Return to Original Topic

If the server with the Postoffice is not turned on and connected to the network, follow the steps listed below.

☐   Ask your system administrator to start and logon onto mail server. If this action does not resolve the problem, choose the button below to continue troubleshooting.

☐ Continue

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you connect to the Workgroup Postoffice?

▢ No

▢ Can you create a Workgroup Postoffice? You answered No.

Is there sufficient disk space on the server (minimum is 8 megabytes)?

▢ Yes

▢ No

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Can you connect to the Workgroup Postoffice?

⬜ No

⬜ Can you create a Workgroup Postoffice? You answered No.

⬜ Is there sufficient disk space on the server (minimum is 8 megabytes)? You answered Yes.

⬜ No

⬜ Return to Original Topic

If there is sufficient disk space on the server (at least 8 MB), follow the steps listed below.

⬜   Check permissions on the server. You must have permission to create directories and files to be able to set up the Postoffice.

Mail Connection Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to the Workgroup Postoffice?

☐ No

☐ Can you create a Workgroup Postoffice? You answered No.

☐ Is there sufficient disk space on the server (minimum is 8 megabytes)? You answered No.

☐ Yes

☐ Return to Original Topic

If there is not sufficient disk space on the server (at least 8 MB), follow the steps listed below.

☐   Create at least 8 MB of disk space on the Postoffice server by either moving or deleting files. You have reached the end of this topic.

Mail Use Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Do you get an "Invalid Password" message at login?
☐ Yes

Can you move or delete messages?
☐ No

Mail Use Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you get an "Invalid Password" message at login? You answered Yes.

☐ Can you move or delete messages?

☐ No

Whose password is it?

☐ User

☐ Administrator

☐ Return to Original Topic

Mail Use Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you get an "Invalid Password" message at login? You answered Yes.

☐ Can you move or delete messages?

☐ No

☐ Whose password is it? You answered User to this.

☐ Administrator

☐ Return to Original Topic

If the password is the user's password, follow the steps listed below

☐   The Administrator must sign into Mail and run the Postoffice Manager, select the user, choose DETAILS, and assign the user a new password.

Mail Use Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you get an "Invalid Password" message at login? You answered Yes.

▢ Can you move or delete messages?

▢ No

▢ Whose password is it? You answered Administrator to this.

▢ User

▢ Return to Original Topic

If the password is the administrator's password, follow the steps listed below

▢   No recovery (for security reasons). Create a new Postoffice and transfer preexisting mail files to it.

Mail Use Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you get an "Invalid Password" message at login?

▢ Yes

▢ Can you move or delete messages? You answered No.

▢ Return to Original Topic

If you cannot move or delete mail messages, follow the steps listed below.

1. Exit and Sign Out of Mail.

2. Restart Mail, and after typing in the password at the sign-in dialog box, hold down the <SHIFT> key and press <ENTER>. This will start the corruption detection utility.

   Then choose the button below to continue troubleshooting.

▢ Continue

Mail Use Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you get an "Invalid Password" message at login?

▢ Yes

▢ Can you move or delete messages? You answered No.

After the corruption detection utility finishes, can you move or delete messages, and receive new mail? If you can, the problem is resolved.

▢ No

▢ Return to Original Topic

Mail Use Problems

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you get an "Invalid Password" message at login?

☐ Yes

☐ Can you move or delete messages? You answered No.

☐ After the corruption detection utility finishes, can you move or delete messages, and receive new mail? You answered No.

☐ Return to Original Topic

If you are still unable to move or delete messages, or send mail after the corruption detection utility finishes, follow the steps listed below.

☐   Contact your system administrator.
         You have reached the end of this help topic.

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the hardware compatible and is it correctly installed?

☐ Yes

☐ No

To Determine Hardware Compatibility

Check the Hardware Compatibility List and the manufacturer's instructions.

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and is it correctly installed? You answered Yes.

Are there any IRQ and/or memory address conflicts?

▢ Yes

▢ No

▢ Return to Original Topic

IRQ and/or memory address conflicts?

Look in the Event Viewer logs.

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the hardware compatible and is it correctly installed? You answered Yes.

Are there any IRQ and/or memory address conflicts? You answered Yes.

No

Return to Original Topic

If there are IRQ and/or memory conflicts, follow the steps listed below.

Correct any conflicts. Check the hardware settings, and make sure that DMA, IRQ, and I/O port addresses are configured properly and do not conflict with other hardware. Then choose the button below to continue troubleshooting, if the problem persists.

Continue

See Also

General Hardware Conflicts

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and is it correctly installed? You answered Yes.

▢ Are there any IRQ and/or memory address conflicts? You answered Yes.

Does it work now?

▢ No

▢ Return to Original Topic

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and is it correctly installed? You answered Yes.

▢ Are there any IRQ and/or memory address conflicts? You answered No.

▢ Yes

▢ Return to Original Topic

If there are no IRQ and/or memory conflicts, follow the steps listed below.

▢   Open the Media Player Application. Then choose the button below to continue troubleshooting.

▢ Continue

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the hardware compatible and is it correctly installed? You answered Yes.

Are there any IRQ and/or memory address conflicts? You answered No.

Under the Device menu, is the proper device listed?

Yes

No

Return to Original Topic

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and is it correctly installed? You answered Yes.

☐ Are there any IRQ and/or memory address conflicts? You answered No.

☐ Under the Device menu, is the proper device listed? You answered Yes.

☐ No

☐ Return to Original Topic

If the proper device is listed under the Device menu, follow the steps listed below.

☐   Open a valid Multimedia file and click the PLAY button. If the file does not play properly, refer to one of the topics listed below, as appropriate.

See Also

CD Player

Sound Recorder

.WAV File Playback

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and is it correctly installed? You answered No.

☐ Yes

If the hardware is not compatible or is not correctly installed, follow the steps listed below.

☐ Refer to Documentation or Hardware manufacturer for proper Setup information and/or driver support.

Media Player

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and is it correctly installed? You answered Yes.

☐ Are there any IRQ and/or memory address conflicts? You answered No.

☐ Under the Device menu, is the proper device listed? You answered No.

☐ Yes

☐ Return to Original Topic

If the proper device is not listed under the Device menu, follow the steps listed below.

☐   Install the appropriate driver. Use the Drivers applet in Control Panel. You may have to contact the hardware manufacturer for updated drivers for Windows NT.

You have reached the end of this topic.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the mouse compatible and correctly installed?

▣ Yes

▣ No

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the mouse compatible and correctly installed? You answered Yes.

Does the Windows NT driver describe your mouse exactly?

☐ Yes

☐ No

☐ Return to Original Topic

To Determine if the Mouse is Compatible and Correctly Installed

Check the Hardware Compatibility List and the manufacturer's instructions.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the mouse compatible and correctly installed? You answered No.

▢ Yes

If the mouse is not compatible and/or correctly installed, follow the instructions listed below.

▢   Refer to the manufacturer's instructions.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the mouse compatible and correctly installed? You answered Yes.

☐ Does the Windows NT driver describe your mouse exactly? You answered Yes.

Can you boot to MS-DOS?

☐ Yes

☐ No

☐ Return to Original Topic

To Boot MS-DOS

If you have Multiboot installed, boot MS-DOS from the boot loader menu; if not, boot from a floppy diskette.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

⬜ Does the Windows NT driver describe your mouse exactly? You answered Yes.

⬜ Can you <u>boot to MS-DOS</u>? You answered Yes.

⬜ <u>No</u>

⬜ <u>Return to Original Topic</u>

If you can boot to MS-DOS, follow the steps listed below.

⬜   Boot MS-DOS. Load MS-DOS mouse driver. Then choose the button below to continue troubleshooting.

⬜ <u>Continue</u>

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

▢ Does the Windows NT driver describe your mouse exactly? You answered Yes.

▢ Can you <u>boot to MS-DOS</u>? You answered Yes.

Does the mouse work?

▢ <u>Yes</u>

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▫ Is the mouse compatible and correctly installed? You answered Yes.

▫ Does the Windows NT driver describe your mouse exactly? You answered Yes.

▫ Can you boot to MS-DOS? You answered Yes.

▫ Does the mouse work? You answered Yes.

▫ No

▫ Return to Original Topic

If the mouse works, follow the steps listed below.

There may be a device conflict under Windows NT. Choose the button below to continue troubleshooting.

▫ Continue

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

◻ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

◻ Does the Windows NT driver describe your mouse exactly? You answered Yes.

◻ Can you <u>boot to MS-DOS</u>? You answered Yes.

◻ Does the mouse work? You answered Yes.

Is this a serial mouse?

◻ <u>Yes</u>

◻ <u>No</u>

◻ <u>Return to Original Topic</u>

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

▢ Does the Windows NT driver describe your mouse exactly? You answered Yes.

▢ Can you <u>boot to MS-DOS</u>? You answered Yes.

▢ Does the mouse work? You answered No.

▢ <u>Yes</u>

▢ <u>Return to Original Topic</u>

If the mouse does not work, follow the steps listed below.

▢   Contact the manufacturer.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

▢ Does the Windows NT driver describe your mouse exactly? You answered Yes.

▢ Can you <u>boot to MS-DOS</u>? You answered Yes.

▢ Does the mouse work? You answered Yes.

▢ Is this a serial mouse? You answered Yes.

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

If this is a serial mouse, follow the steps listed below.

▢　　Run WinMSD and select Port Status. Then choose the button below to continue troubleshooting.

▢ <u>Continue</u>

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the mouse compatible and correctly installed? You answered Yes.

☐ Does the Windows NT driver describe your mouse exactly? You answered Yes.

☐ Can you boot to MS-DOS? You answered Yes.

☐ Does the mouse work? You answered Yes.

☐ Is this a serial mouse? You answered No.

☐ Yes

☐ Return to Original Topic

If this is not a serial mouse, follow the steps listed below.

☐ Check for hardware conflicts

See Also

General Hardware Conflicts

Mouse Hardware Conflicts

Microsoft Inport mice can use IRQ 2, 3, 4, 5. PS/2 mouse ports use IRQ 12. For other devices, refer to the manufacturers' documentation for IRQ usage. See WinMSD for IRQ conflicts.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

▢ Does the Windows NT driver describe your mouse exactly? You answered Yes.

▢ Can you <u>boot to MS-DOS</u>? You answered Yes.

▢ Does the mouse work? You answered Yes.

▢ Is this a serial mouse? You answered Yes.

Is there a "\Device\PointerPort0" entry?

▢ <u>Yes</u>

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

\Device\PointerPort0 Entry

Windows NT recognizes your mouse on this port. If you don't see this entry, the mouse may not be working correctly.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

Does the Windows NT driver describe your mouse exactly? You answered Yes.

Can you <u>boot to MS-DOS</u>? You answered Yes.

Does the mouse work? You answered Yes.

Is this a serial mouse? You answered Yes.

Is there a "<u>\Device\PointerPort0</u>" entry? You answered Yes.

<u>No</u>

<u>Return to Original Topic</u>

If there is a "\Device\PointerPort0 entry, follow the steps listed below.

Refer to the manufacturer's instructions or contact Microsoft Product Support. You have reached the end of this topic.

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

☐ Does the Windows NT driver describe your mouse exactly? You answered Yes.

☐ Can you <u>boot to MS-DOS</u>? You answered Yes.

☐ Does the mouse work? You answered Yes.

☐ Is this a serial mouse? You answered Yes.

☐ Is there a "<u>\Device\PointerPort0</u>" entry? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If there is not a "\Device\PointerPort0 entry, follow the steps listed below.

Windows NT does not see the mouse. The serial port may be inactive or conflicting with another device.

☐　　See WinMSD for more information on COM ports and IRQs that may be conflicting. You have reached the end of this topic.

See Also

<u>General Hardware Conflicts</u>

Pointing Devices

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the mouse <u>compatible and correctly installed</u>? You answered Yes.

▢ Does the Windows NT driver describe your mouse exactly? You answered No.

▢ <u>Yes</u>

▢ <u>Return to Original Topic</u>

If the Windows NT driver does not describe your mouse exactly, follow the steps listed below.

▢   Install the appropriate driver. If this action does not correct the problem, choose the button below to continue troubleshooting.

▢ <u>Continue</u>

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer?

☐ Yes

☐ No

For Information on Installing the DLC protocol

Refer to chapter 21, "Using DLC with Windows NT", of the Windows NT Resource guide.

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

⬜ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered Yes.

⬜ No

If there any problems setting up or configuring a Hewlett-Packard Network Interface Printer, follow the steps listed below.

⬜ Use HP Monitor Help to determine complications between HP Network Interface Printer, DLC, and Network Interface Printer general setup.

HPMON.HLP is on your Windows NT CD or floppy diskettes.

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

🔲 Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

🔲 Yes

If there no problems setting up or configuring a Hewlett-Packard Network Interface Printer, follow the steps listed below.

🔲 Check the 'status line' at the bottom of your DLC application. Then choose the button below to continue troubleshooting.

🔲 Continue

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

▫ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

Do you get an error message from your 3270 application?

▫ Yes

▫ No

▫ Return to Original Topic

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

⬜ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

⬜ Do you get an error message from your 3270 application? You answered Yes.

⬜ No

⬜ Return to Original Topic

If you get an error message from your 3270 application, follow the steps listed below.

⬜   Consult the application's documentation or your application's manufacturer. Then choose the button below to continue troubleshooting.

⬜ Continue

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

☐ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

☐ Do you get an error message from your 3270 application? You answered No.

☐ Yes

☐ Return to Original Topic

If you do not get an error message from your 3270 application, follow the steps listed below.

☐ 　　　Consult your host or LAN administrator in determining the problem.

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

▣ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

▣ Do you get an error message from your 3270 application? You answered Yes.

Can you use the error message to solve problem?

▣ No

▣ Return to Original Topic

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

 Install the Data Link Control (DLC) protocol before proceeding.

▢ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

▢ Do you get an error message from your 3270 application? You answered Yes.

▢ Can you use the error message to solve problem? You answered No.

Are other users running the same configuration okay?

▢ Yes

▢ No

▢ Return to Original Topic

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

▢ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

▢ Do you get an error message from your 3270 application? You answered Yes.

▢ Can you use the error message to solve problem? You answered No.

▢ Are other users running the same configuration okay? You answered Yes.

▢ No

▢ Return to Original Topic

If other users are running the same configuration okay, follow the steps listed below.

▢ Configure your machine with the same connection parameters, including the Locally Administered Address (LAA) as one of the working machines. If this action does not correct the problem, choose the button below to continue troubleshooting.

▢ Continue

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

☐ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

☐ Do you get an error message from your 3270 application? You answered Yes.

☐ Can you use the error message to solve problem? You answered No.

☐ Are other users running the same configuration okay? You answered Yes.

Does reconfiguring your machine with the same connection parameters as one of the working machines solve the problem?

☐ No

☐ Return to Original Topic

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

🔲 Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

🔲 Do you get an error message from your 3270 application? You answered Yes.

🔲 Can you use the error message to solve problem? You answered No.

🔲 Are other users running the same configuration okay? You answered Yes.

🔲 Does reconfiguring your machine with the same connection parameters as one of the working machines solve the problem? You answered No.

🔲 Return to Original Topic

If reconfiguring your machine with the same connection parameters as one of the working machines does not solve the problem

🔲   Consult your LAN administrator for more information.

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

☐ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

☐ Do you get an error message from your 3270 application? You answered Yes.

☐ Can you use the error message to solve problem? You answered No.

☐ Are other users running the same configuration okay? You answered No.

Are you running on Ethernet?

☐ Yes

☐ No

☐ Return to Original Topic

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

▢ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

▢ Do you get an error message from your 3270 application? You answered Yes.

▢ Can you use the error message to solve problem? You answered No.

▢ Are other users running the same configuration okay? You answered No.

▢ Are you running on Ethernet? You answered Yes.

▢ No

▢ Return to Original Topic

If you are running on Ethernet, follow the steps listed below.

▢ Consult your host or LAN administrator for the correct settings for the type of Ethernet (802.3 or DIX) and whether or not it is necessary to "SWAP" the destination LAN address.

Data Link Control (DLC) Applications Connectivity and Hewlett-Packard Network Interface Printers

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Install the Data Link Control (DLC) protocol before proceeding.

⬜ Are there any problems setting up or configuring a Hewlett-Packard Network Interface Printer? You answered No.

⬜ Do you get an error message from your 3270 application? You answered Yes.

⬜ Can you use the error message to solve problem? You answered No.

⬜ Are other users running the same configuration okay? You answered No.

⬜ Are you running on Ethernet? You answered No.

⬜ Yes

⬜ Return to Original Topic

If you are not running on Ethernet, follow the steps listed below.

⬜   There may be a problem with the gateway or the host configuration. If there are LAN bridges between your site and the host site you may need to adjust the DLC timers: T1, T2, Ti. Consult your host or LAN administrator for more information.

You have reached the end of this topic.

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Are you having problems accessing or using a serial port?

☐ Yes

☐ No

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Are you having problems accessing or using a serial port? You answered Yes.

▢ No

If you are having problems accessing or using a serial port, follow the steps listed below.

1. If the port is on an internal card, install it according to the manufacturer's instructions.

2. Run WinMSD and select IRQ Status. In Raw Translation, note the serial ports and their IRQs (Vectors). \Device\Serial0 is com1, \Device\Serial1 is com2, etc. \Device\ PointerPort0 is a serial port used by a mouse (pointing device).

3. Choose the button below to continue troubleshooting.

▢ Continue

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Are you having problems accessing or using a serial port? You answered Yes.

Is this serial port recognized by WinMSD?

▢ Yes

▢ No

▢ Return to Original Topic

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▣ Are you having problems accessing or using a serial port? You answered No.

▣ Yes

If you are not having problems accessing or using a serial port, follow the steps listed below.

▣   For all other problems, refer to the hardware documentation or manufacturer.

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ No

☐ Return to Original Topic

If this serial port is recognized by WinMSD, follow the steps listed below.

☐   Try to use the serial port through a device driver or application supplied with Windows NT. Use Terminal for testing a modem; use Write for testing a printing device. Then choose the button below to continue troubleshooting.

☐ Continue

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Are you having problems accessing or using a serial port? You answered Yes.

Is this serial port recognized by WinMSD? You answered No.

Is this serial port on a Multiport serial I/O card?

Yes

No

Return to Original Topic

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered No.

☐ Is this serial port on a Multiport serial I/O card? You answered Yes.

☐ No

☐ Return to Original Topic

If this serial port is on a Multiport serial I/O card, follow the steps listed below.

☐   See "Multiport Serial Adapters" in the README.WRI file for more information on serial port configuration.

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered No.

☐ Is this serial port on a Multiport serial I/O card? You answered No.

☐ Yes

☐ Return to Original Topic

If this serial port is not on a Multiport serial I/O card, follow the steps listed below.

☐ This serial port may be disabled or it is malfunctioning.   Contact your hardware manufacturer.

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended?

☐ Yes

☐ No

☐ Return to Original Topic

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered Yes.

☐ No

☐ Return to Original Topic

If you can use this serial port for which the serial device was intended by using a Microsoft application or serial device driver, follow the steps listed below.

☐   If the original driver or application was non-Microsoft, contact its manufacturer.

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered No.

Does your workstation have a MicroChannel bus?

☐ Yes

☐ No

☐ Return to Original Topic

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered No.

☐ Does your workstation have a MicroChannel bus? You answered No.

Do you have two serial ports using the same IRQ?

☐ Yes

☐ No

☐ Return to Original Topic

Windows NT allows multiple serial ports to use the same IRQ, but on ISA and EISA machines only one such port can be used at a time. By default, COM1 and COM3 use IRQ4; COM2 and COM4 use IRQ3.

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered No.

☐ Does your workstation have a MicroChannel bus? You answered No.

☐ Do you have two serial ports using the <u>same IRQ</u>? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If you have two serial ports using the same IRQ, follow the steps listed below.

☐ If possible, remove the device and disable the serial port that is using the same IRQ as your serial port. Then choose the button below to continue troubleshooting.

☐ <u>Continue</u>

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered No.

☐ Does your workstation have a MicroChannel bus? You answered No.

☐ Do you have two serial ports using the same IRQ? You answered Yes.

Can you use this device now? If you can, the problem is resolved.

☐ No

☐ Return to Original Topic

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered No.

☐ Does your workstation have a MicroChannel bus? You answered No.

☐ Do you have two serial ports using the <u>same IRQ</u>? You answered No.

Is there another device physically configured to use this serial port?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered No.

☐ Does your workstation have a MicroChannel bus? You answered No.

☐ Do you have two serial ports using the same IRQ? You answered No.

☐ Is there another device physically configured to use this serial port? You answered Yes.

☐ No

☐ Return to Original Topic

If there is another device physically configured to use this serial port, follow the steps listed below.

☐　　If it is an external device, use another serial port. Otherwise, disable the device.

Serial Port Access and Use

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Are you having problems accessing or using a serial port? You answered Yes.

☐ Is this serial port recognized by WinMSD? You answered Yes.

☐ Using a Microsoft application or serial device driver, can you use this serial port for which the serial device was intended? You answered No.

☐ Does your workstation have a MicroChannel bus? You answered No.

☐ Do you have two serial ports using the same IRQ? You answered No.

☐ Is there another device physically configured to use this serial port? You answered No.

☐ Yes

☐ Return to Original Topic

If there is not another device physically configured to use this serial port, follow the steps listed below.

☐ 　Contact Microsoft Product Support for more information.

You have reached the end of this topic.

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Can you connect to or Net View any servers?

☐ Yes

☐ No

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered Yes.

Are both machines using the same protocol?

☐ Yes

☐ No

☐ Return to Original Topic

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered Yes.

☐ Are both machines using the same protocol? You answered Yes.

Can other machines connect to the server?

☐ Yes

☐ No

☐ Return to Original Topic

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered Yes.

☐ Are both machines using the same protocol? You answered No.

☐ Yes

☐ Return to Original Topic

If both machines are not using the same protocol, follow the steps listed below.

☐   Install the same protocol on both machines and restart. Then choose the button below to continue troubleshooting.

☐ Continue

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Can you connect to or Net View any servers? You answered Yes.

🔲 Are both machines using the same protocol? You answered No.

Can you connect now? If you can, the problem is resolved.

🔲 No

🔲 Return to Original Topic

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered Yes.

☐ Are both machines using the same protocol? You answered Yes.

☐ Can other machines connect to the server? You answered Yes.

☐ No

☐ Return to Original Topic

If other machines can connect to the server, follow the steps listed below.

☐   Verify that you have the correct privileges to view the server or use its resources. Consult your system administrator or call Microsoft Windows NT Product Support for more information.

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered Yes.

☐ Are both machines using the same protocol? You answered Yes.

☐ Can other machines connect to the server? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If other machines can not connect to the server, follow the steps listed below.

☐ The server may not be configured to share resources or may be having network problems of its own. Continue troubleshooting on the server. Your network is functioning correctly.

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered No.

Do you receive "Access Denied" message when you try to connect?

☐ Yes

☐ No

☐ Return to Original Topic

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered No.

☐ Do you receive "Access Denied" message when you try to connect? You answered Yes.

☐ No

☐ Return to Original Topic

If you receive "Access Denied" message when you try to connect

Your network is functioning correctly.

☐ Verify that you have the correct privileges to view the server or use its resources. Consult your system administrator or call Microsoft Windows NT Product Support for more information.

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered No.

☐ Do you receive "Access Denied" message when you try to connect? You answered No.

Can you connect to, but not view files on the share?

☐ Yes

☐ No

☐ Return to Original Topic

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Can you connect to or Net View any servers? You answered No.

▢ Do you receive "Access Denied" message when you try to connect? You answered No.

▢ Can you connect to, but not view files on the share? You answered Yes.

▢ No

▢ Return to Original Topic

If you can connect to, but not view files on the share, follow the steps listed below.

Your network is functioning correctly.

▢   Verify that you have the correct privileges to view the server or use its resources.

Consult your system administrator or call Microsoft Windows NT Product Support for more information.

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
☐ Can you connect to or Net View any servers? You answered No.
☐ Do you receive "Access Denied" message when you try to connect? You answered No.
☐ Can you connect to, but not view files on the share? You answered No.
☐ Yes
☐ Return to Original Topic

If you can not connect to or Net View any servers , follow the steps listed below.
☐   If the following services have not started, start them in the order listed by using the Services applet in Control Panel:
Workstation
Server
Browser
Netlogon

     Then choose the button below to continue troubleshooting.

☐ Continue

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered No.

☐ Do you receive "Access Denied" message when you try to connect? You answered No.

☐ Can you connect to, but not view files on the share? You answered No.

Do all of the services start?

☐ Yes

☐ No

☐ Return to Original Topic

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered No.

☐ Do you receive "Access Denied" message when you try to connect? You answered No.

☐ Can you connect to, but not view files on the share? You answered No.

☐ Do all of the services start? You answered Yes.

Is the problem solved?

☐ No

☐ Return to Original Topic

Network Connection/Net View Errors

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Can you connect to or Net View any servers? You answered No.

☐ Do you receive "Access Denied" message when you try to connect? You answered No.

☐ Can you connect to, but not view files on the share? You answered No.

☐ Do all of the services start? You answered Yes.

☐ Is the problem solved? You answered No.

☐ Return to Original Topic

If all of the services do not start, follow the steps listed below.

☐   Refer to the Network Configuration topic in this help file.

See Also

Network Configuration on your Machine

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

Do you see a list of sharenames or "There are no entries in the list"?
☐ Yes
☐ No

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

▢ Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

▢ No

If you see a list of sharenames or "There are no entries in the list", follow the steps listed below.

The network is okay.

▢   Dial the server with WinChat.

   Then choose the button below to continue troubleshooting.

▢ Continue

<servername> is the server you are attempting to establish the NetDDE conversation with.

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

▢ Do you see a list of sharenames or "There are no entries in the list"? You answered No.

▢ Yes

If you do not see a list of sharenames or "There are no entries in the list", follow the steps listed below.

This indicates a network problem.

▢   Refer to the Network Connection/Net View Errors topics in this help file.

See Also

Network Connection/Net View Errors

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

■ Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

Can a chat session be established?

■ Yes

■ No

■ Return to Original Topic

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

⬜ Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

⬜ Can a chat session be established? You answered Yes.

⬜ No

⬜ Return to Original Topic

If a chat session can be established, follow the steps listed below.

NetDDE is okay.

⬜   Contact your application manufacturer.

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

🔲 Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

🔲 Can a chat session be established? You answered No.

🔲 Yes

🔲 Return to Original Topic

If a chat session can not be established, follow the steps listed below.

🔲 If the following services have not started, start them on your workstation by using the Services applet in Control Panel:

Network DDE DSDM
Network DDE
Then choose the button below to continue troubleshooting.

🔲 Continue

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

🔲 Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

🔲 Can a chat session be established? You answered No.

In the \SYSTEM32 directory, do you find the following files: DDEML.DLL, NDDENB.DLL, NETDDE.EXE?

🔲 Yes

🔲 No

🔲 Return to Original Topic

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

☐ Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

☐ Can a chat session be established? You answered No.

☐ In the \SYSTEM32 directory, do you find the following files: DDEML.DLL, NDDENB.DLL, NETDDE.EXE? You answered Yes.

Is the server running Windows NT?

☐ Yes

☐ No

☐ Return to Original Topic

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

☐ Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

☐ Can a chat session be established? You answered No.

☐ In the \SYSTEM32 directory, do you find the following files: DDEML.DLL, NDDENB.DLL, NETDDE.EXE? You answered Yes.

☐ Is the server running Windows NT? You answered Yes.

☐ No

☐ Return to Original Topic

If the server is running Windows NT, follow the steps listed below.

☐   On the server, if the following services have not started, start them by using the Services applet in Control Panel:

Network DDE DSDM
Network DDE

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

▢ Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

▢ Can a chat session be established? You answered No.

▢ In the \SYSTEM32 directory, do you find the following files: DDEML.DLL, NDDENB.DLL, NETDDE.EXE? You answered Yes.

▢ Is the server running Windows NT? You answered No.

On your remote Windows for Workgroups server, do you find DDEML.DLL in <Windows for Workgroups>\SYSTEM, and NDDEMD.DLL, NETDDE.EXE in <Windows for Workgroups> directory? If you do, the problem should be resolved.

▢ No

▢ Return to Original Topic

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

◻ Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

◻ Can a chat session be established? You answered No.

◻ In the \SYSTEM32 directory, do you find the following files: DDEML.DLL, NDDENB.DLL, NETDDE.EXE? You answered Yes.

◻ Is the server running Windows NT? You answered No.

◻ On your remote Windows for Workgroups server, do you find DDEML.DLL in <Windows for Workgroups>\SYSTEM, and NDDEMD.DLL, NETDDE.EXE in <Windows for Workgroups> directory? You answered No.

◻ Return to Original Topic

If you do not find DDEML.DLL in <Windows for Workgroups>\SYSTEM, and NDDEMD.DLL, NETDDE.EXE in <Windows for Workgroups> directory, follow the steps listed below.

◻ Expand the files from the Windows for Workgroups diskettes.
You have reached the end of this topic.

Ensure there is another user to receive the call.

NetDDE

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

At the MSDOS prompt, run **net view \\<servername>**

🔲 Do you see a list of sharenames or "There are no entries in the list"? You answered Yes.

🔲 Can a chat session be established? You answered No.

🔲 In the \SYSTEM32 directory, do you find the following files: DDEML.DLL, NDDENB.DLL, NETDDE.EXE? You answered No.

🔲 Yes

🔲 Return to Original Topic

If you can not find DDEML.DLL, NDDENB.DLL, NETDDE.EXE in the \SYSTEM32 directory, follow the steps listed below.

🔲　　Expand the files from the Windows NT diskettes or copy them from the Windows NT CD.

Then choose the button below to continue troubleshooting.

🔲 Continue

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the Object Linking and Embedding (OLE) operation taking place over a network?

☐ Yes
☐ No

A way to transfer and share information between applications.

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered Yes.

Is NetDDE working?

▢ Yes

▢ No

▢ Return to Original Topic

See Also

NetDDE

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
☐ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered Yes.
☐ Is NetDDE working? You answered Yes.
☐ No
☐ Return to Original Topic

If NetDDE is working, follow the steps listed below.

1. On your Windows NT workstation, make sure the Clipbook service is started. Use the Service applet in Control Panel to start Clipbook.

2. Ensure you have the appropriate rights in Clipbook. For Windows NT workstations, check the appropriate user level permissions. For Windows For Workgroups workstations, ensure the appropriate share level permissions.

3. Embed a Paintbrush drawing in Write over the network using Clipbook. Double-click the embedded object in Write. See "Linking an Object from Another Computer" section of Chapter 10 of the Windows NT System Guide for details.

   Then choose the button below to continue troubleshooting

☐ Continue

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered Yes.

☐ Is NetDDE working? You answered No.

☐ Yes

☐ Return to Original Topic

If NetDDE is working, follow the steps listed below.

☐   Refer to the NetDDE topic in this help file.

☐ NetDDE

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered No.

☐ Yes

If the OLE operation is not taking place over a network, follow the steps listed below.

☐ Embed a Paintbrush drawing in Write. Double-click the embedded object. Then choose the button below to continue troubleshooting

☐ Continue

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered No.

Does Paintbrush start with the drawing in the workspace?

☐ Yes

☐ No

☐ Return to Original Topic

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered No.

☐ Does Paintbrush start with the drawing in the workspace? You answered Yes.

☐ No

☐ Return to Original Topic

If Paintbrush starts with the drawing in the workspace, follow the steps listed below.

☐   OLE is working correctly. Contact your application manufacturer for more information. For additional information, see the "Solving Problems with Linked or Embedded Objects" section of Chpt. 10 of the Windows NT System Guide.

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered No.

Does Paintbrush start with the drawing in the workspace? You answered No.

On your Windows NT machine, in the \SYSTEM32 directory, do you find OLECLI.DLL, OLESVR.DLL, OLECLI32.DLL, OLESVR32.DLL; and in the <Windows NT>\SYSTEM directory do you find OLESVR.DLL, OLECLI.DLL?

Yes

No

Return to Original Topic

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🟩 Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered No.

🟩 Does Paintbrush start with the drawing in the workspace? You answered No.

🟩 On your Windows NT machine, in the \SYSTEM32 directory, do you find OLECLI.DLL, OLESVR.DLL, OLECLI32.DLL, OLESVR32.DLL; and in the <Windows NT>\SYSTEM directory do you find OLESVR.DLL, OLECLI.DLL? You answered Yes.

🟩 No

🟩 Return to Original Topic

If you find OLECLI.DLL, OLESVR.DLL, OLECLI32.DLL, OLESVR32.DLL; and OLESVR.DLL, OLECLI.DLL, follow the steps listed below.

🟩   For additional information, see the "Solving Problems with Linked or Embedded Objects" section of Chpt. 10 of the Windows NT System Guide.

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered No.

☐ Does Paintbrush start with the drawing in the workspace? You answered No.

☐ On your Windows NT machine, in the \SYSTEM32 directory, do you find OLECLI.DLL, OLESVR.DLL, OLECLI32.DLL, OLESVR32.DLL; and in the <Windows NT>\SYSTEM directory do you find OLESVR.DLL, OLECLI.DLL? You answered No.

☐ Yes

☐ Return to Original Topic

If you do not find OLECLI.DLL, OLESVR.DLL, OLECLI32.DLL, OLESVR32.DLL, and OLESVR.DLL, OLECLI.DLL, follow the steps listed below.

☐   Expand the files from the Windows NT diskettes or copy them from the Windows NT CD. For additional information, see the "Solving Problems with Linked or Embedded Objects" section of Chpt. 10 of the Windows NT System Guide.

Object Linking and Embedding

 In this section you will be asked a series of questions. Choose the ones that apply to your
 particular situation.
▢ Is the Object Linking and Embedding (OLE) operation taking place over a network? You
answered Yes.
▢ Is NetDDE working? You answered Yes.
Does Paintbrush start with the drawing in the workspace?
▢ Yes
▢ No
▢ Return to Original Topic

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered Yes.

▢ Is NetDDE working? You answered Yes.

▢ Does Paintbrush start with the drawing in the workspace? You answered Yes.

▢ No

▢ Return to Original Topic

If Paintbrush starts with the drawing in the workspace, follow the steps listed below.

OLE is working correctly.

▢   Contact the application manufacturer for more information.

Object Linking and Embedding

 In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

◻ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered Yes.

◻ Is NetDDE working? You answered Yes.

◻ Does Paintbrush start with the drawing in the workspace? You answered No.

On a Windows for Workgroups workstation, in <Windows for Workgroups>\ SYSTEM, do you find OLECLI.DLL, OLESVR.DLL?

◻ Yes

◻ No

◻ Return to Original Topic

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered Yes.

▢ Is NetDDE working? You answered Yes.

▢ Does Paintbrush start with the drawing in the workspace? You answered No.

▢ On a Windows for Workgroups workstation, in <Windows for Workgroups>\SYSTEM, do you find OLECLI.DLL, OLESVR.DLL? You answered Yes.

▢ No

▢ Return to Original Topic

If you find OLECLI.DLL, OLESVR.DLL, follow the steps listed below.

▢   For additional information, see the "Solving Problems with Linked or Embedded Objects" section of Chpt. 10 of the Windows NT System Guide.

        You have reached the end of this topic.

Object Linking and Embedding

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Object Linking and Embedding (OLE) operation taking place over a network? You answered Yes.

☐ Is NetDDE working? You answered Yes.

☐ Does Paintbrush start with the drawing in the workspace? You answered No.

☐ On a Windows for Workgroups workstation, in <Windows for Workgroups>\SYSTEM, do you find OLECLI.DLL, OLESVR.DLL? You answered No.

☐ Yes

☐ Return to Original Topic

If you do not find OLECLI.DLL, OLESVR.DLL, follow the steps listed below.

☐ Expand the files from the Windows for Workgroups diskettes. For additional information, see the "Solving Problems with Linked or Embedded Objects" section of Chpt. 10 of the Windows NT System Guide.

You have reached the end of this topic.

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

Are you logged on as the Owner of this file?

☐ Yes
☐ No

Before you begin troubleshooting, follow the steps listed below.

1. Press Ctrl+Alt+Del and note your username. If Owner is greyed out, you are not the Owner of the file.

2. In File Manager, select the file to delete, pull down the Security menu, and note the Owner.

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip
Are you logged on as the Owner of this file? You answered Yes.
No

If you are logged on as the Owner of this file, follow the steps listed below.

In File Manager, select Permissions from the Security menu. Check that your username and any groups it belongs to are not prevented from deleting the file.

Then choose the button below to continue troubleshooting

Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered Yes.

Were you denied permission to delete this file?

☐ Yes

☐ No

☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip
☐ Are you logged on as the Owner of this file? You answered No.
Can you log on as the owner of the file?
☐ Yes
☐ No
☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip
☐ Are you logged on as the Owner of this file? You answered No.
☐ Can you log on as the owner of the file? You answered Yes.
☐ No
☐ Return to Original Topic

If you can log on as the owner of the file, follow the steps listed below.
☐   Log off and Log on with the username of the owner.
        Then choose the button below to continue troubleshooting
☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

 Tip
▢ Are you logged on as the Owner of this file? You answered No.
▢ Can you log on as the owner of the file? You answered Yes.
Can you delete this file now? If you can, the problem has been resolved.
▢ No
▢ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

▢ Are you logged on as the Owner of this file? You answered Yes.

▢ Were you denied permission to delete this file? You answered Yes.

▢ No

▢ Return to Original Topic

If you were denied permission to delete this file, follow the steps listed below.

▢   Change Permission to Change, Full Control, or Special Access (Delete).
          Then choose the button below to continue troubleshooting

▢ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered Yes.

☐ Were you denied permission to delete this file? You answered Yes.

After changing Permission, can you delete this file? If you can, the problem has been resolved.

☐ No

☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered Yes.

☐ Were you denied permission to delete this file? You answered Yes.

☐ After changing Permission, can you delete this file? You answered No.

☐ Return to Original Topic

If you can not delete this file after changing Permission, follow the steps listed below.

☐ Close any processes that could have the file open. Then choose the button below to continue troubleshooting.

Note: Windows NT opens many system files for its own use. You may not be able to delete these files from within Windows NT.

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip
▢ Are you logged on as the Owner of this file? You answered Yes.
▢ Were you denied permission to delete this file? You answered No.

After closing processes, can you delete this file? If you can, the problem has been resolved.
▢ No
▢ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Yes

☐ Return to Original Topic

If you can not log on as the owner of the file, follow the steps listed below.

☐   Select Owner from the Security menu. Take Ownership of the file.
         Then choose the button below to continue troubleshooting

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

Were you able to take ownership of the file?

☐ Yes

☐ No

☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip
☐ Are you logged on as the Owner of this file? You answered No.
☐ Can you log on as the owner of the file? You answered No.
☐ Were you able to take ownership of the file? You answered Yes.
☐ No
☐ Return to Original Topic

If you were able to take ownership of the file, follow the steps listed below.
☐   Select Permissions from the Security menu. Check that your username and any groups it belongs to are not prevented from deleting the file.
        Then choose the button below to continue troubleshooting
☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

Are you Logged in as Administrator?

☐ Yes

☐ No

☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered Yes.

☐ No

☐ Return to Original Topic

If you are logged in as Administrator, follow the steps listed below.

1. In User Manager, choose User Rights from the Policies menu and grant yourself "Take ownership of files or other objects".

2. Select Owner from the Security menu. Take Ownership of the file.

    Then choose the button below to continue troubleshooting

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered Yes.

Can you delete this file now? If you can, the problem has been resolved.

☐ No

☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered Yes.

☐ Can you delete this file now? You answered No.

☐ Return to Original Topic

If you can not delete this file, follow the steps listed below.

☐　　Select Permissions from the Security menu. Check that your username and any groups it belongs to are not prevented from deleting the file.
　　Then choose the button below to continue troubleshooting

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered No.

☐ Yes

☐ Return to Original Topic

If you are not logged in as Administrator, follow the steps listed below.

☐   Select Permissions from the Security menu. Check that your username or any group it belongs to has Full Control or Special Access (Change Permissions).

    Then choose the button below to continue troubleshooting

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered No.

Can you change permissions?

☐ Yes

☐ No

☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered No.

☐ Can you change permissions? You answered Yes.

☐ No

☐ Return to Original Topic

If you can change permissions, follow the steps listed below.

☐   Change the permission on this file to allow for file deletion.
     Then choose the button below to continue troubleshooting

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered No.

☐ Can you change permissions? You answered Yes.

Can you delete this file now? If you can, the problem has been resolved.

☐ No

☐ Return to Original Topic

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered No.

☐ Can you change permissions? You answered Yes.

☐ Can you delete this file now? You answered No.

☐ Return to Original Topic

If you can not delete this file, follow the steps listed below.

☐　　 Close any processes that could have the file open. Then choose the button below to continue troubleshooting.

Note: Windows NT opens many system files for its own use. You may not be able to delete these files from within Windows NT.

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered No.

☐ Can you log on as the owner of the file? You answered No.

☐ Were you able to take ownership of the file? You answered No.

☐ Are you logged in as Administrator? You answered No.

☐ Can you change permissions? You answered No.

☐ Yes

☐ Return to Original Topic

If you can not change permissions

☐ You cannot delete this file.
You have reached the end of this topic.

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered Yes.

☐ Were you denied permission to delete this file? You answered No.

☐ Yes

☐ Return to Original Topic

If you were not denied permission to delete this file, follow the steps listed below.

☐ Close any processes that could have the file open. Then choose the button below to continue troubleshooting.

Note: Windows NT opens many system files for its own use. You may not be able to delete these files from within Windows NT.

☐ Continue

Deleting a File from a Local NTFS Partition

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Tip

☐ Are you logged on as the Owner of this file? You answered Yes.

☐ Were you denied permission to delete this file? You answered No.

☐ After closing processes, can you delete this file? You answered No.

☐ Return to Original Topic

If you can not delete this file after closing processes, follow the steps listed below.

☐   Contact Microsoft Windows NT Product Support Services.

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the hardware compatible and correctly installed?

■ Yes
■ No

Check the Hardware Compatibility List and the manufacturer's instructions.

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▪ Is the hardware compatible and correctly installed? You answered Yes.

Are there any IRQ or memory address conflicts?

▪ Yes

▪ No

▪ Return to Original Topic

Look in the Event Viewer logs.

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory address conflicts? You answered Yes.

▢ No

▢ Return to Original Topic

If there any IRQ or memory address conflicts, follow the steps listed below.

▢　　　Correct any conflicts. Check the hardware settings. Make sure that DMA, IRQ, and I/O port addresses are configured properly and do not conflict with other hardware.
　　　Then choose the button below to continue troubleshooting.

▢ Continue

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory address conflicts? You answered Yes.

Does Sound Recorder work now? If it does, the problem is resolved.

▢ No

▢ Return to Original Topic

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the <u>hardware compatible</u> and correctly installed? You answered No.

☐ <u>Yes</u>

☐ <u>Return to Original Topic</u>

If the hardware is not compatible or it is not correctly installed

☐   Refer to the manufacturer's instructions.

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

⬜ Is the hardware compatible and correctly installed? You answered Yes.

⬜ Are there any IRQ or memory address conflicts? You answered No.

⬜ Yes

⬜ Return to Original Topic

If there no IRQ or memory address conflicts, follow the steps listed below.

⬜　　　Open the Sound Recorder tool.
　　　　Then choose the button below to continue troubleshooting.

⬜ Continue

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the hardware compatible and correctly installed? You answered Yes.

Are there any IRQ or memory address conflicts? You answered No.

Is there a driver error?

Yes

No

Return to Original Topic

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory address conflicts? You answered No.

▢ Is there a driver error? You answered Yes.

▢ No

▢ Return to Original Topic

If there is a driver error, follow the steps listed below.

▢   Install the appropriate driver for the Sound Card. Use the Drivers applet in Control Panel. You may have to contact the hardware manufacturer for updated drivers for Windows NT.

See also

General Hardware Conflicts

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory address conflicts? You answered No.

☐ Is there a driver error? You answered No.

☐ Yes

☐ Return to Original Topic

If there is not a driver error, follow the steps listed below.

☐   Set configurable driver parameters. Use the Drivers applet in Control Panel. Then choose the button below to continue troubleshooting.

☐ Continue

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory address conflicts? You answered No.

☐ Is there a driver error? You answered No.

Does it work now? If it does, the problem is resolved.

☐ No

☐ Return to Original Topic

Sound Recorder

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

▢ Are there any <u>IRQ or memory address conflicts</u>? You answered No.

▢ Is there a driver error? You answered No.

▢ Does it work now? You answered No.

▢ <u>Return to Original Topic</u>

If the problem persists, follow the steps listed below.

▢   Contact the hardware manufacturer.
          You have reached the end of this topic.

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.

Does the Microsoft application run?

☐ Yes

☐ No

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.

☐ Does the Microsoft application run? You answered Yes.

When running the application, do you get any errors concerning .386 files?

☐ Yes

☐ No

☐ Return to Original Topic

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.

🔲 Does the Microsoft application run? You answered Yes.

🔲 When running the application, do you get any errors concerning .386 files? You answered Yes.

🔲 No

🔲 Return to Original Topic

If when running the application, you get any errors concerning .386 files, follow the steps listed below.

🔲　　The application requires a device driver for Windows NT. Contact the manufacturer.

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.

⬜ Does the Microsoft application run? You answered Yes.

⬜ When running the application, do you get any errors concerning .386 files? You answered No.

⬜ Yes

⬜ Return to Original Topic

If when running the application, you do not get any errors concerning .386 files, follow the steps listed below.

⬜   Make sure any DLL files necessary for the application to run are in a directory on the path. This may require re-installing the application or adding the application directory to the path variable in your config.sys. Contact your application manufacturer for the best way to do this.

     Then choose the button below to continue troubleshooting.

⬜ Continue

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.

☐ Does the Microsoft application run? You answered Yes.

☐ When running the application, do you get any errors concerning .386 files? You answered No.

Does the application run now?

☐ No

☐ Return to Original Topic

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.
☐ Does the Microsoft application run? You answered Yes.
☐ When running the application, do you get any errors concerning .386 files? You answered No.
☐ Does the application run now? You answered No.
☐ Return to Original Topic

If the application does not run, follow the steps listed below.
☐   Contact the manufacturer.

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.
🔲 Does the Microsoft application run? You answered No.
🔲 Return to Original Topic

If the application does not run, follow the steps listed below.

🔲   From the command prompt, run an MS-DOS application, such as Edit. You may need to make sure you are using Standard VGA or that you are running the application in full screen.
       Then choose the button below to continue troubleshooting.
🔲 Continue

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.
☐ Does the Microsoft application run? You answered No.
Does the MS-DOS application run?
☐ Yes
☐ No
☐ Return to Original Topic

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.

▢ Does the Microsoft application run? You answered No.

▢ Does the MS-DOS application run? You answered Yes.

▢ No

▢ Return to Original Topic

If the MS-DOS application runs, follow the steps listed below.

▢　　　 Some files needed to run 16-bit applications may be missing or damaged. Contact Microsoft Product Support Services.

　　　 You have reached the end of this topic.

16 Bit Applications

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Try running a Microsoft 16-bit application, such as Write.
▣ Does the Microsoft application run? You answered No.
▣ Does the MS-DOS application run? You answered No.
▣ Yes
▣ Return to Original Topic

If the MS-DOS application does not run, follow the steps listed below.
▣　　　Some files needed to run the Virtual DOS Machine may be missing or damaged. Contact Microsoft Product Support Services.

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Does the text mode portion complete?

☐ Yes

☐ No

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the text mode portion complete? You answered Yes.

Does it fail to boot from the floppy to the graphical portion of the Setup process?

▢ Yes

▢ No

▢ Return to Original Topic

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered No.

☐ Yes

If the text mode portion does not complete, follow the steps listed below.

☐　　　Make sure Setup correctly identifies your hardware. Try to install a minimum configuration and upgrade the drivers after Windows NT installs.

See Also

General Hardware Conflicts

Check the Hardware Compatibility List and any Readme files that come with Windows NT for special instructions concerning your hardware.

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the text mode portion complete? You answered Yes.

▢ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered Yes.

Do you get Error STOP: 0x69?

▢ Yes

▢ No

▢ Return to Original Topic

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered Yes.

☐ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered Yes.

☐ Do you get Error STOP: 0x69? You answered Yes.

☐ No

☐ Return to Original Topic

If you get Error STOP: 0x69, follow the steps listed below.

There may be a problem with a hard disk controller. Missing files from Windows NT also can cause this error message.

1. Any SCSI host adapter should be on the Hardware Compatibility List.

2. Both ends of the SCSI bus should be terminated.

3. Slow down the DMA transfer rate, if possible.

4. Make sure there are no IRQ or memory address conflicts.

5. Windows NT may not recognize the ESDI cylinder translation on your hard disk controller. Contact Microsoft Product Support services or your hardware manufacturer for more information.

6. NTDETECT.COM should be in the root of the boot partition.

   Then choose the button below to continue troubleshooting.

☐ Continue

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the text mode portion complete? You answered Yes.

▢ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered Yes.

▢ Do you get Error STOP: 0x69? You answered No.

Do you get BOOT: I/O Error reading disk...STOP: 0x6E, STOP: 0x71?

▢ Yes

▢ No

▢ Return to Original Topic

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered Yes.

☐ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered Yes.

☐ Do you get Error STOP: 0x69? You answered No.

☐ Do you get BOOT: I/O Error reading disk...STOP: 0x6E, STOP: 0x71? You answered Yes.

☐ No

☐ Return to Original Topic

If you get BOOT: I/O Error reading disk...STOP: 0x6E, STOP: 0x71, follow the steps listed below.

☐   If your computer is a multi-speed computer, switch to slowest speed after text portion of Setup copies files to the hard disk; resume normal speed when graphic portion starts copying the files.

        Then choose the button below to continue troubleshooting.

☐ Continue

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered Yes.

☐ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered Yes.

☐ Do you get Error STOP: 0x69? You answered No.

☐ Do you get BOOT: I/O Error reading disk...STOP: 0x6E, STOP: 0x71? You answered No.

Does the computer lock up with no error message?

☐ Yes

☐ No

☐ Return to Original Topic

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered Yes.

☐ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered Yes.

☐ Do you get Error STOP: 0x69? You answered No.

☐ Do you get BOOT: I/O Error reading disk...STOP: 0x6E, STOP: 0x71? You answered No.

☐ Does the computer lock up with no error message? You answered Yes.

☐ No

☐ Return to Original Topic

If the computer locks up with no error message, follow the steps listed below.

☐　　You may have a non-self flushing IDE controller. Contact Microsoft Product Support Services or your hardware vendor.

　　You have reached the end of this topic.

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered Yes.

☐ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered Yes.

☐ Do you get Error STOP: 0x69? You answered No.

☐ Do you get BOOT: I/O Error reading disk...STOP: 0x6E, STOP: 0x71? You answered No.

☐ Does the computer lock up with no error message? You answered No.

☐ Yes

☐ Return to Original Topic

If the computer does not lock up with an error message, follow the steps listed below.

☐   Contact Microsoft Product Support Services or your hardware vendor.
      You have reached the end of this topic.

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Does the text mode portion complete? You answered Yes.

🔲 Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered No.

Does the procedure fail when initializing specific hardware?

🔲 Yes

🔲 No

🔲 Return to Original Topic

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered Yes.

☐ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered No.

☐ Does the procedure fail when initializing specific hardware? You answered Yes.

☐ No

☐ Return to Original Topic

If the procedure fails when initializing specific hardware, follow the steps listed below.

☐ Refer to the General Hardware Conflicts topic in this help file.

☐ General Hardware Conflicts

Windows NT Setup

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the text mode portion complete? You answered Yes.

☐ Does it fail to boot from the floppy to the graphical portion of the Setup process? You answered No.

☐ Does the procedure fail when initializing specific hardware? You answered No.

☐ Yes

☐ Return to Original Topic

If the procedure does not fail when initializing specific hardware, follow the steps listed below.

☐   Contact Microsoft Product Support Services or your hardware vendor.

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the Boot Partition FAT?

🔲 Yes

🔲 No

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Boot Partition FAT? You answered Yes.

Are you trying to get back to OS/2?

▢ Yes

▢ No

▢ Return to Original Topic

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Boot Partition FAT? You answered No.

Is the Boot Partition HPFS or NTFS?

▢ Yes

▢ No

▢ Return to Original Topic

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Boot Partition FAT? You answered Yes.

☐ Are you trying to get back to OS/2? You answered Yes.

Are you reinstalling OS/2 2.X Boot Manager?

☐ Yes

☐ Return to Original Topic

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Boot Partition FAT? You answered Yes.

☐ Are you trying to get back to OS/2? You answered Yes.

☐ Are you reinstalling OS/2 2.X Boot Manager? You answered Yes.

☐ Return to Original Topic

If you are reinstalling OS/2 2.X Boot Manager, follow the steps listed below.

☐ Reinstall OS/2 or contact IBM support to rebuild the boot sector.

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Boot Partition FAT? You answered Yes.

▢ Are you trying to get back to OS/2? You answered No.

▢ Yes

▢ Return to Original Topic

If you are not trying to get back to OS/2, follow the steps listed below.

1. Boot to MS-DOS from a system diskette containing SYS.COM.

2. From the prompt (A:> or B:>) type the following: sys c: <ENTER>

3. Erase the following from C:\
    BOOT.INI
    BOOTSECT.DOS
    NTBOOTDD.SYS
    NTDETECT.COM
    NTLDR
    PAGEFILE.SYS

    Then choose the button below to continue troubleshooting.

▢ Continue

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Boot Partition FAT? You answered Yes.

☐ Are you trying to get back to OS/2? You answered No.

Is there still an NTFS partition? If there is not, the problem is resolved.

☐ Yes

☐ Return to Original Topic

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Boot Partition FAT? You answered No.

▢ Is the Boot Partition HPFS or NTFS? You answered Yes.

▢ No

▢ Return to Original Topic

If the Boot Partition is HPFS or NTFS, follow the steps listed below.

1. Use DELPART (in the Resource Kit) to delete the partition.

2. Boot to MS-DOS from a system diskette containing FORMAT.COM and FDISK.EXE.

3. Use FDISK to setup the desired partition(s).

4. Use FORMAT to format these partition(s).

5. Run SYS C:

   You have reached the end of this topic.

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the Boot Partition FAT? You answered No.

▢ Is the Boot Partition HPFS or NTFS? You answered No.

▢ Yes

▢ Return to Original Topic

If the Boot Partition is not HPFS or NTFS, follow the steps listed below.

▢　　Consult your Operating System manufacturer for installation procedures if you are reinstalling Boot and are restoring something other than MS-DOS.

Removing Windows NT and Replacing MS-DOS

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the Boot Partition FAT? You answered Yes.

☐ Are you trying to get back to OS/2? You answered No.

☐ Is there still an NTFS partition? You answered Yes.

☐ Return to Original Topic

If there is an NTFS partition, follow the steps listed below.

1. Use DELPART (in the Resource Kit) to delete the partition.

2. Boot to MS-DOS from a system diskette containing FORMAT.COM and FDISK.EXE.

3. Use FDISK to setup the desired partition(s).

4. Use FORMAT to format these partition(s).

5. Run SYS C:

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Is the hardware compatible and correctly installed?

■ Yes

■ No

Check the Hardware Compatibility List and the manufacturer's instructions.

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

Are there any IRQ or memory conflicts?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

Look in the Event Viewer logs.

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the <u>hardware compatible</u> and correctly installed? You answered No.

▢ <u>Yes</u>

If the hardware is not compatible or it is not correctly installed, follow the steps listed below.

▢   Refer to the manufacturer's instructions.

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory conflicts? You answered Yes.

▢ No

▢ Return to Original Topic

If there are IRQ or memory conflicts, follow the steps listed below.

▢   Correct any conflicts. Check the hardware settings. Make sure that DMA, IRQ, and I/O port addresses are configured properly and do not conflict with other hardware.

        Then choose the button below to continue troubleshooting.

▢ Continue

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory conflicts? You answered Yes.

Does it work now? If it does, the problem is resolved.

☐ No

☐ Return to Original Topic

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory conflicts? You answered Yes.

▢ Does it work now? You answered No.

▢ Return to Original Topic

If the problem persists after correcting IRQ or memory conflicts, follow the steps listed below.

▢   In Control Panel, choose the SOUND icon.
        Then choose the button below to continue troubleshooting.

▢ Continue

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

☐ Are there any <u>IRQ or memory conflicts</u>? You answered Yes.

☐ Does it work now? You answered No.

Is the TEST button Available?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.
◻ Is the hardware compatible and correctly installed? You answered Yes.
◻ Are there any IRQ or memory conflicts? You answered Yes.
◻ Does it work now? You answered No.
◻ Is the TEST button Available? You answered Yes.
◻ No
◻ Return to Original Topic

If the TEST button is available, follow the steps listed below.
◻   Test a .WAV file. Then choose the button below to continue troubleshooting.
◻ Continue

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

☐ Are there any <u>IRQ or memory conflicts</u>? You answered Yes.

☐ Does it work now? You answered No.

☐ Is the TEST button Available? You answered Yes.

Does the file play?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory conflicts? You answered Yes.

▢ Does it work now? You answered No.

▢ Is the TEST button Available? You answered Yes.

▢ Does the file play? You answered Yes.

Does the file play correctly? If it does, the problem is resolved.

▢ No

▢ Return to Original Topic

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory conflicts? You answered Yes.

☐ Does it work now? You answered No.

☐ Is the TEST button Available? You answered Yes.

☐ Does the file play? You answered No.

☐ Yes

☐ Return to Original Topic

If the file does not play, follow the steps listed below.

1. Install the appropriate driver for the Sound Card. Use the Drivers applet in Control Panel. You may have to contact the hardware manufacturer for updated drivers for Windows NT.

2. In Control Panel, choose the Sound applet.

   Then choose the button below to continue troubleshooting.

☐ Continue

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory conflicts? You answered No.

☐ Is the TEST button available? You answered No.

☐ Yes

☐ Return to Original Topic

If the TEST button is not available, follow the steps listed below.

1. Install the appropriate driver for the Sound Card. Use the Drivers applet in Control Panel. You may have to contact the hardware manufacturer for updated drivers for Windows NT.

2. In Control Panel, choose the Sound applet.

   Then choose the button below to continue troubleshooting.

☐ Continue

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

▢ Are there any <u>IRQ or memory conflicts</u>? You answered No.

▢ <u>Yes</u>

▢ <u>Return to Original Topic</u>

If there are no IRQ or memory conflicts, follow the steps listed below.

▢   In Control Panel, choose the SOUND icon.
       Then choose the button below to continue troubleshooting.

▢ <u>Continue</u>

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

☐ Are there any <u>IRQ or memory conflicts</u>? You answered No.

Is the TEST button Available?

☐ <u>Yes</u>

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory conflicts? You answered No.

☐ Is the TEST button Available? You answered No.

After installing the appropriate driver, is the TEST button Available?

☐ Yes

☐ No

☐ Return to Original Topic

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory conflicts? You answered No.

☐ Is the TEST button Available? You answered No.

☐ After installing the appropriate driver, is the TEST button Available? You answered No.

☐ Yes

☐ Return to Original Topic

If the TEST button is not available, follow the steps listed below.

☐ 　　Contact the hardware manufacturer for compatibility, updated drivers, and/or installation procedures.

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the underline hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory conflicts? You answered Yes.

▢ Does it work now? You answered No.

▢ Is the TEST button Available? You answered Yes.

▢ Does the file play? You answered Yes.

▢ Does the file play correctly? You answered No.

Is the .WAV file on a CD?

▢ Yes

▢ No

▢ Return to Original Topic

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

☐ Are there any <u>IRQ or memory conflicts</u>? You answered Yes.

☐ Does it work now? You answered No.

☐ Is the TEST button Available? You answered Yes.

☐ Does the file play? You answered Yes.

☐ Does the file play correctly? You answered No.

☐ Is the .WAV file on a CD? You answered Yes.

☐ <u>No</u>

☐ <u>Return to Original Topic</u>

If the .WAV file is on a CD, follow the steps listed below.

☐   Verify that CD-ROM drive can transfer data at 300KB/sec.

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory conflicts? You answered Yes.

▢ Does it work now? You answered No.

▢ Is the TEST button Available? You answered Yes.

▢ Does the file play? You answered Yes.

▢ Does the file play correctly? You answered No.

▢ Is the .WAV file on a CD? You answered No.

Is the .WAV file on the network?

▢ Yes

▢ No

▢ Return to Original Topic

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory conflicts? You answered Yes.

☐ Does it work now? You answered No.

☐ Is the TEST button Available? You answered Yes.

☐ Does the file play? You answered Yes.

☐ Does the file play correctly? You answered No.

☐ Is the .WAV file on a CD? You answered No.

☐ Is the .WAV file on the network? You answered Yes.

☐ No

☐ Return to Original Topic

If the .WAV file is on the network, follow the steps listed below.

☐   Copy the .WAV file to local disk and try again.

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Is the hardware compatible and correctly installed? You answered Yes.

☐ Are there any IRQ or memory conflicts? You answered Yes.

☐ Does it work now? You answered No.

☐ Is the TEST button Available? You answered Yes.

☐ Does the file play? You answered Yes.

☐ Does the file play correctly? You answered No.

☐ Is the .WAV file on a CD? You answered No.

☐ Is the .WAV file on the network? You answered No.

☐ Yes

☐ Return to Original Topic

If the .WAV file is not on the network, follow the steps listed below.

☐　　　Contact Microsoft Product Support Services.
　　　　You have reached the end of this topic.

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the <u>hardware compatible</u> and correctly installed? You answered Yes.

▢ Are there any <u>IRQ or memory conflicts</u>? You answered No.

▢ Is the TEST button Available? You answered No.

▢ After installing the appropriate driver, is the TEST button Available? You answered Yes.

▢ <u>No</u>

▢ <u>Return to Original Topic</u>

If the TEST button is available, follow the steps listed below.

▢   Test a .WAV file. Then choose the button below to continue troubleshooting.

▢ <u>Continue</u>

.WAV File Playback

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Is the hardware compatible and correctly installed? You answered Yes.

▢ Are there any IRQ or memory conflicts? You answered No.

▢ Is the TEST button Available? You answered No.

▢ After installing the appropriate driver, is the TEST button Available? You answered Yes.

Does the file play?

▢ Yes

▢ No

▢ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Do you have the correct network interface (NIC) driver installed?

☐ Yes
☐ No

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ No

If you have the correct network interface (NIC) driver installed, follow the steps listed below.

☐　　Make sure that Windows NT lists the same settings that are set on the card. Tip. Then choose the button below to continue troubleshooting.

☐ Continue

Use the Network applet in Control Panel. Check the IRQ, I/O base address, memory base address, whether the card has an internal or external transceiver, etc.

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▫ Do you have the correct network interface (NIC) driver installed? You answered Yes.

Are all your settings correct?

▫ Yes

▫ No

▫ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▣ Do you have the correct network interface (NIC) driver installed? You answered No.

▣ Yes

If you do not have the correct network interface (NIC) driver installed, follow the steps listed below.

▣   Install the correct driver and restart your computer. If the card is not on the Hardware Compatibility List, contact the manufacturer for a Windows NT driver.

    Then choose the button below to continue troubleshooting.

▣ Continue

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

Does installing the correct driver solve the problem?

☐ No

☐ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you have the correct network interface (NIC) driver installed? You answered Yes.

▢ Are all your settings correct? You answered Yes.

Do you have a network protocol installed?

▢ Yes

▢ No

▢ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Do you have the correct network interface (NIC) driver installed? You answered Yes.

▢ Are all your settings correct? You answered No.

▢ Yes

▢ Return to Original Topic

If all your settings are not correct, follow the steps listed below.

▢   Change the settings in Windows NT or on the card. Some cards are software configurable; consult the documentation.

        Then choose the button below to continue troubleshooting.

▢ Continue

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered No.

Does changing the settings solve the problem?

☐ No

☐ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered Yes.

☐ Do you have a network protocol installed? You answered Yes.

Are the workstation and server services installed and started?

☐ Yes

☐ No

☐ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🟩 Do you have the correct network interface (NIC) driver installed? You answered Yes.

🟩 Are all your settings correct? You answered Yes.

🟩 Do you have a network protocol installed? You answered No.

🟩 Yes

🟩 Return to Original Topic

If you do not have a network protocol installed, follow the steps listed below.

🟩   Install a protocol driver. Either one of the drivers which ships with Windows NT (MSNETBEUI , TCP/IP, or NWlink) or a third party protocol driver that is Windows NT compatible. Then restart the computer.

        Then choose the button below to continue troubleshooting.

🟩 Continue

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered Yes.

☐ Do you have a network protocol installed? You answered No.

Does installing a protocol driver solve the problem?

☐ No

☐ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered Yes.

☐ Do you have a network protocol installed? You answered Yes.

☐ Are the workstation and server services installed and started? You answered Yes.

☐ No

☐ Return to Original Topic

If the workstation and server services are installed and started, follow the steps listed below.

☐   The network card may conflict with other devices. Refer to the General Hardware Conflicts topic in this help file. Check especially for IRQ, I/O address, and memory address conflicts.

     Then choose the button below to continue troubleshooting.

☐ Continue

See Also

General Hardware Conflicts

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered Yes.

☐ Do you have a network protocol installed? You answered Yes.

☐ Are the workstation and server services installed and started? You answered No.

☐ Yes

☐ Return to Original Topic

If the workstation and server services are not installed and started, follow the steps listed below.

☐ Install the server and workstation services and make sure their start values in the control panel/services dialog are set to automatic, and then restart your computer.

Then choose the button below to continue troubleshooting.

☐ Continue

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered Yes.

☐ Do you have a network protocol installed? You answered Yes.

☐ Are the workstation and server services installed and started? You answered No.

Does installing the workstation and server services solve the problem?

☐ No

☐ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered Yes.

☐ Do you have a network protocol installed? You answered Yes.

☐ Are the workstation and server services installed and started? You answered Yes.

Are the conflicts resolved and does the network run correctly?

☐ No

☐ Return to Original Topic

Network Configuration on your Machine

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Do you have the correct network interface (NIC) driver installed? You answered Yes.

☐ Are all your settings correct? You answered Yes.

☐ Do you have a network protocol installed? You answered Yes.

☐ Are the workstation and server services installed and started? You answered Yes.

☐ Are the conflicts resolved and does the network run correctly? You answered No.

☐ Return to Original Topic

If the problem persists, follow the steps listed below.

☐   There may be problems with the card, network connectors, or cables. Consult a network technician or the hardware manufacturer.

     You have reached the end of this help topic.

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Does the problem cause an error message to print?

☐ Yes
☐ No

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

Does the problem cause an error message to print? You answered Yes.

▢ No

If the problem causes an error message to print

Most PostScript errors contain an "Error" component and an "Offending Command" component (OC). The following suggestions are based on common values for these components.

1. Error "Undefined". If OC is "md" the print job was created on a Macintosh without the proper header. If OC is unreadable or garbage text, there is a corrupted graphic in the document or a data transmission error. If OC is a printer feature command such as "setduplexmode", the job is targeted for the wrong printer (using the wrong PPD file).

2. Error "limitcheck" or "VMError": a data object is too complex; there are too many downloaded fonts; or the printer has insufficient RAM.

3. Error "IOError": data transmission problem; usually incorrect baud or parity settings on the output port, or line noise.

4. Error "rangecheck" and OC "setpageparams": print job requested paper or film size larger than printer can provide.

5. Error "dictfull": report problem to Windows NT Product Support.

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem cause an error message to print? You answered No.

Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected?

☐ Yes

☐ No

☐ Return to Original topic

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Does the problem cause an error message to print? You answered No.

🔲 Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered Yes.

Is the entire document printed?

🔲 Yes

🔲 No

🔲 Return to Original topic

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem cause an error message to print? You answered No.

☐ Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered No.

☐ Yes

☐ Return to Original topic

If the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) is not selected, follow the steps listed below.

1. Select the Print PostScript Error Information field in Print Manager.

2. Recreate the print job, and then retest.

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem cause an error message to print? You answered No.

☐ Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered Yes.

☐ Is the entire document printed? You answered Yes.

Does Courier print instead of the desired font?

☐ Yes

☐ No

☐ Return to Original topic

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem cause an error message to print? You answered No.

☐ Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered Yes.

☐ Is the entire document printed? You answered No.

Are you sending the print job over a UNIX or Apple Macintosh-based network?

☐ Yes

☐ No

☐ Return to Original topic

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

□ Does the problem cause an error message to print? You answered No.

□ Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered Yes.

□ Is the entire document printed? You answered No.

□ Are you sending the print job over a UNIX or Apple Macintosh-based network? You answered Yes.

□ No

□ Return to Original topic

If you are sending the print job over a UNIX or Apple Macintosh-based network, follow the steps listed below.

□ 　　Manually strip CTRL-D characters from front and end of print jobs created with Windows 3.0 or 3.1 PostScript drivers.

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

🔲 Does the problem cause an error message to print? You answered No.

🔲 Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered Yes.

🔲 Is the entire document printed? You answered No.

🔲 Are you sending the print job over a UNIX or Apple Macintosh-based network? You answered No.

🔲 Yes

🔲 Return to Original topic

If you are not sending the print job over a UNIX or Apple Macintosh-based network, follow the steps listed below.

🔲   Common problems include the following: targeting the print job for the wrong printer model (using wrong PPD file); sending job to a printer with insufficient RAM; and sending the print job with Transmission Retry set too low in Print Manager's Print Properties, in the Settings dialog box. Refer to the Printers and Local Data Transmission topic in this help file for additional information.

See Also

Printers and Local Data Transmission

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

▢ Does the problem cause an error message to print? You answered No.

▢ Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered Yes.

▢ Is the entire document printed? You answered Yes.

▢ Does Courier print instead of the desired font? You answered Yes.

▢ No

▢ Return to Original topic

If Courier prints instead of the desired font, follow the steps listed below.

▢   The requested font is not available on the printer. The print job may be targeted for another printer with different built-in fonts. Check the Soft Fonts and True Font Substitution options in Print manager and then retest.

        You have reached the end of this topic.

PostScript Printing

In this section you will be asked a series of questions. Choose the ones that apply to your particular situation.

☐ Does the problem cause an error message to print? You answered No.

☐ Is the Print PostScript Error Information field in Print Manager (Properties, Details, Job Defaults, Options) selected? You answered Yes.

☐ Is the entire document printed? You answered Yes.

☐ Does Courier print instead of the desired font? You answered No.

☐ Yes

☐ Return to Original topic

If Courier does not print instead of the desired font, follow the steps listed below.

The following section describes miscellaneous printing issues.

☐ Unless listed by name on the Hardware Compatibility List, Windows NT only supports PostScript cartridges made by the manufacturer of the printer in which the cartridge is installed.

☐ Most imagesetter problems that are reproducible on the imagesetter at 300 dpi on Letter paper can be reproduced (and more easily debugged) on a desktop PostScript printer.

☐ Some 16-bit Windows applications which have PostScript-specific features, such as color separations, may not enable these features under Windows NT.

☐ Print to an EPS file only to create an importable graphic. To create a printable output file, print to the file: port. For additional information, refer to the Printers in General topic in this help file, or contact Windows NT Product Support.

You have reached the end of this topic.

See Also

Printers in General