

---

Chart 1.1 System Requirements for Windows

Chart 1.2 Windows Hangs During Setup

<i>Windows Resource Kit Reference</i>	<i>page</i>
	“Windows Setup: A Technical Discussion” in Chapter 1.....
	“Troubleshooting Setup” in Chapter 13.....
<i>Windows Resource Kit</i>	

Chart 1.3 Setup /n Fails

Chart 1.4      Known Problems with Computer BIOS

Chart 1.5A Creating 'Clean Boot' Floppy  
for MS-DOS 4 or Earlier

Chart 1.5B Creating 'Clean Boot' Floppy for MS-DOS 5

Chart 1.6 Reinstalling Windows Without Losing Settings

**Other References**

---

Chapter 15, “Maintaining Windows with Setup,” in *Windows User’s Guide*

*Windows Resource Kit*

Chart 1.7     Expanding Files from the Windows Disks



Chart 1.8     Stacker

Chart 2.1      Mouse Doesn't Work in Windows

Chart 2.2 Serial Port Problems  
(Communications and Terminal)

μ 8

*Windows Resource Kit Reference*

*page*

---

“Printing from Serial Ports” in Chapter 10

.....  
“Tips for Specific Printing Problems” in  
Chapter 13.....

Chart 2.3     Display Adapter Problems  
(Distorted Video)

Chart 2.4      Cannot Access CD-ROM in 386 Enhanced Mode

Chart 2.5A    Cannot Access Floppy Drives  
in 386 Enhanced Mode

Chart 2.5 B    Cannot Access Floppy Drives  
                  in 386 Enhanced Mode

Chart 2.6      Cannot Access Hard Disk in 386 Enhanced Mode



Chart 2.7 Common IRQ Usage for  
PC-AT and 80386 Computers

*Windows Resource Kit Reference*

*page*

---

“Troubleshooting Networks” in Chapter 13 430

Chart 2.8      Mouse Doesn't Work in Windowed  
Non-Windows Applications

*Windows Resource Kit Reference*

*page*

---

“Troubleshooting Non-Windows Applications” in Chapter 13

423

Chart 3.1 TrueType Fonts

Chart 3.2     Disabling Adobe Type Manager

Chart 3.3     Disabling Bitstream FaceLift

Chart 3.4     Disabling HP Intellifont

Chart 4.1      Cannot Print on Stand-Alone PC

μ §

“Determining Print Method” in Chapter 10

.....  
“Troubleshooting Printing” in Chapter 13  
.....

Chart 4.2      Cannot Print on Network

*Windows Resource Kit Reference*

*page*

---

“Printing with a Network Driver” in Chapter 10.....	
“Troubleshooting Printing” in Chapter 13.....	
.....	
“Troubleshooting Networks” in Chapter 13.....	
.....	

Chart 4.3 Garbled Output

μ §

“Printer Ports” in Chapter 10.....	
“Troubleshooting Printing” in Chapter 13	
.....	

Chart 4.4 Garbled Output on Novell Network

*Windows Resource Kit Reference*

*page*

---

“Printing with a Network Driver” in Chapter 10.....	
“Novell NetWare” in Chapter 12.....	
“Troubleshooting Printing” in Chapter 13	
.....	
“Troubleshooting Networks” in Chapter 13	
.....	



Chart 5.1A    Cannot Run 386 Enhanced Mode

*Windows Resource Kit Reference*

*page*

---

“Windows 386 Enhanced Mode and Memory” in Chapter 5.....	
“Troubleshooting Windows in 386 Enhanced Mode” in Chapter 13.....	

Chart 5.1B    Cannot Run 386 Enhanced Mode

Chart 5.2      Cannot Run 386 Enhanced Mode  
                  on Network Workstation

*Windows Resource Kit Reference*

*page*

---

“Memory, Windows, and the Network” in Chapter 12.....	
“Troubleshooting Networks” in Chapter 13 .....	

Chart 5.3A    General Protection Faults

Chart 5.3B    General Protection Faults

Chart 5.4 Application Execution Error

*Windows Resource Kit Reference*

*page*

---

“Tips for Running Non-Windows Applications” in Chapter 7.....	
“Troubleshooting for Non-Windows Applications” in Chapter 13.....	

## Chart 5.5 System Integrity Violation in 386 Enhanced Mode

*Windows Resource Kit Reference**page*

---

“Tips for Running Non-Windows Applications” in Chapter 7.....	
“Troubleshooting for Non-Windows Applications” in Chapter 13.....	

Chart 5.6      Disabling Norton Desktop for Windows

*Windows Resource Kit Reference*

*page*

---

“Troubleshooting TSRs During Setup” in Chapter 13.....	
“Troubleshooting TSR Compatibility Problems” in Chapter 13.....	



## Chart 5.7      Disabling PC-Tools Version 7

*Windows Resource Kit Reference**page*

---

“Troubleshooting TSRs During Setup” in Chapter 13.....	
“Troubleshooting TSR Compatibility Problems” in Chapter 13.....	

Chart 5.8 Out-of-Memory Errors in Windows

Chart 5.9      Cannot Run Windows in Standard Mode

Chart 5.10 Problems with Object Linking and Embedding

Chart 6.1      Multimedia Drivers

---

Chart 6.2      Media Player

Chart 6.3 MIDI Mapper

Chart 6.4 Music Box



## Chart 6.5     Sound

Chart 6.6      Sound Recorder

---

---

*More About MS-DOS, Microsoft Windows, and Personal Computers*

---

**Print References:**

- *Windows User's Guide* and the *Getting Started* booklet in your Windows 3.1 package.
- *Microsoft MS-DOS 5.0 User's Guide and Reference* and the *Getting Started* booklet in your MS-DOS 5.0 package.
- *Computer Dictionary*. Microsoft Press, 1991.
- Gookin, Dan. *The Microsoft Guide to Managing Memory with DOS 5*. Microsoft Press, 1991.

**Online References:**

- Windows 3.1 online help contains instructions and definitions of terms related to the screen elements in Microsoft Windows. To get online help, press F1 or choose a command from the Help menu in Program Manager or File Manager.

**Support Services and Training:**

- See the information in your Windows package about how to contact Microsoft Product Support Services and how to use the Microsoft Forums on CompuServe.
- See Appendix A, "Windows Resource Directory," in the *Windows Resource Kit* for information about Microsoft University, the Microsoft Authorized Training Centers, and other sources of information and training.

Also, in Appendix A, "Windows Resource Directory," there is an extensive list of reference materials.



