




## Do you need help?

Can't run the CD-ROM drive in DOS? Want to restrict access to the floppy drive? Getting mysterious error messages? These and other problems answered

### The Movie Story

*I have a Celeron 300A CPU with 64 MB RAM, 36x CD-ROM drive, PCI VGA with 1 MB VRAM, 4.3 GB hard disk and Samsung colour monitor. When played using the Active Movie Player in Windows 98, movies appear blurred. But the movies appear clear when played with the same on a Windows 95 system with a lower configuration (Pentium 233 MMX). Why does this happen?*


Manish Gupta  
Chandigarh

 Windows 98 is slightly slower than Windows 95 and uses more memory for all its features. Another reason for better quality on the Windows 95 machine could be that the codecs, which decode the movie formats, may be new. If you turn off the extra features of Windows 98 such as Active Desktop, extra taskbars, Task Scheduler, Maintenance Wizard and so on, you can gain some memory and hopefully improve the display.

### Tray those Windows

*Is it possible to minimise application windows to the system tray?*


Chetan Joshi  
Via e-mail

 You cannot minimise windows to the system tray unless the software allows you to do so. However, certain utilities available on the Internet will let you use the system tray for any application. One such software is 'Trayer' ([www.download.com](http://www.download.com)).

### Windows Medley

*What is the difference between the various Windows 95 releases? My friend's version and mine look totally different.*

K Vijay Bhaskar  
Kalpakkam

 There are a few differences among the various Windows 95 releases. The first release was a very basic one and had Windows 3.x features. The next release offered online connectivity to the Microsoft Network, allowing a user to get connected to the Internet as soon as he brought home his PC. A few accessories like Paint were enhanced.

The next release (OSR2 or OEM Service Release 2) bundled Internet Explorer 3.0 and support for FAT-32 partitions, along with a few more channels like CompuServe etc.

OSR2.5 improved upon these features, and also gave an updated version of DriveSpace. In between these releases, Microsoft also provided many Service Packs (read patches and fixes), improving a few components each time.

They released Internet Explorer 4.0, which, though a browser, changed the look and feel of the operating system. This made a stark difference to the desktop as well as accessibility, especially if you chose to install the desktop enhance-

ments. Another add-on was 'Microsoft Plus!' which offered even more desktop enhancements and support for Themes.


In addition, there are a lot of third party tools on the Internet, which change the way users work with Windows.

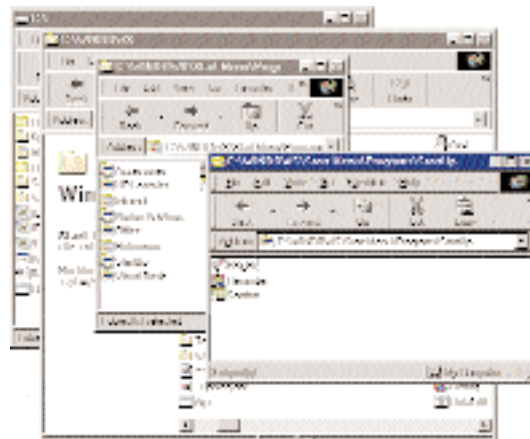
### Darn those Windows!

*I have a Celeron 300A with 32 MB RAM. Every time I start Windows, it opens up with CD Player, WinZip and an MS-DOS window that says "Tracer not found...".*

*None of my CDs Autorun. How can I make them do so?*

Shishir Prasad  
Mumbai

 To prevent these applications from starting each time you load Windows,



Remove items from the StartUp folder and they will not load when Windows starts


remove their shortcuts from the Windows > Start Menu > Programs > Startup folder. Though these programs usually do not register themselves in the Window Registry, that would be the next place to look for them. If you have Windows 98, use the System Information utility to remove them from Startup.

To enable Autorun for CDs, select the Device Manager tab under Control Panel > System. Expand the CD-ROM tree and select the entry. Click Properties and enable the Auto insert notification under the Settings tab.

### The Doctor Crashed

*I installed Norton Utilities from the CHIP CD (March '99). Now, whenever I try to run the CD, Norton System Doctor displays the message "D:\Cdstart.EXE crashed due to access violation". The same happens when I try to run it from Windows Explorer.*


Saleem Asraf  
New Delhi

 The error must have occurred because your CD-ROM drive is 'read-only'. To prevent this, configure Norton so that it does not check the drive, as it cannot repair any faults on the disk.

### Infra Problems

*I have a Pentium 200 with a 24x Creative Infra CD-ROM drive. After upgrading to Windows 98, the Infra Suite software has been giving problems. I tried reinstalling the suite, but in vain. Now I am unable to use the remote, the Auto insert notification is not working and I cannot listen to audio CDs.*

K Ashwin  
Chennai

 The Creative Infra Suite seems incompatible with Windows 98. It often crashes Windows upon loading the drivers. Creative has not yet released any version of the software specific to Windows 98, so you will either have to run the CD-ROM drive without the software, or revert to Windows 95. I suggest you remove the Infra Suite totally. Then your CDs should run automatically.


The problem of not being able to listen to audio CDs cannot be related to the Creative Infra Suite, unless you are using a software to run them. Use the Windows CD Player or the controls on the drive to play the audio CDs. If you still cannot

hear them play, check the Volume Controls or the audio cable from the drive to the soundcard.

### Space Trace

*I use Windows 95 with a 600 MB HDD. Properties of my 'C:' drive show 503 MB used, and 96.6 MB of free space. But when I try to install any new program, a message pops up saying there is not sufficient space on the drive. Why?*


Cosmicraft Industries  
Via e-mail

 The hard disk has around 100 MB of available space, but the program you are trying to install may require more space during installation for temporary files. This is because most installations today extract files from a compressed format and then copy and register them to the installation destination. Check the program's system requirements to find out how much free space is required during installation.

### Windows Needs Protection

*Each time I boot my PC, Windows gives a 'Windows Protection Error while Initialising Device' message. Restarting the computer or reinstalling Windows does not help.*

Vijaya Prakash  
Mumbai


 You might have installed incorrect drivers for one of the devices on your system, or the drivers may have got corrupted. You can boot into 'Safe Mode' and remove the device. If Windows does not boot into Safe Mode, you will have to remove and reinstall Windows.

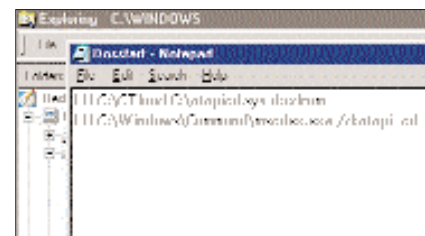
It is also advisable to check all the hardware and run a Scandisk on all your partitions.

### CD-ROM in DOS

*Windows 95 recognises my CD-ROM drive as D:, but when I boot to the pure DOS environment, I cannot access the drive. When I type 'D:' and press <Enter>, it gives the following error message: "Invalid drive specification".*

S Sunil  
Via e-mail

 You will have to load the DOS drivers (depending on the make of the drive) from the config.sys file, and the drive from the autoexec.bat file (using the




Install the DOS drivers for the CD-ROM drive

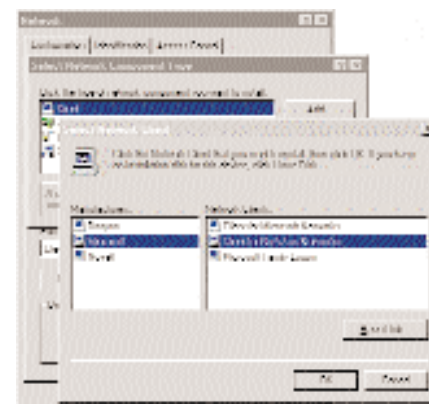
mcsdex.exe loader). The better option would be to get a third party driver loader and put entries in the C:\Windows\DosStart.bat file to load the drivers.

### A Novel Idea

*Our LAN is controlled by a Novell NetWare 3.2 (25-user) server. Recently we purchased an HP Brio PC with Windows 98. During startup it gives the option 'Boot from Remote Server (y/n)'. When we select 'No' it boots to Windows 98; with 'Yes' it gets connected to the LAN. The problem is that when connected to the LAN, it refuses to access the hard disk and gives an 'Invalid Drive Specification'.*

Rajeev, Puneet and Yameen  
New Delhi

 When you boot the machine, select 'No' to boot from the local hard disk. Boot into Windows, right-click on the Network Neighbourhood icon and select Properties. If you do not see the Network Neighbourhood icon, then you are missing a Network Interface Card. You will need to install it. Make sure that 'Client For NetWare Networks' and IPX/SPX protocol are installed too. Change the Primary Logon to this one and you will get a network connection to the server, and also access to the local hard drives.



Install the right network client

### Find It Fast

*How does the 'Find Fast' in the Control Panel help us? It also appears under the Windows > Start Menu > Programs > Startup folder. Is it useful?*

Ashu Jain  
Mumbai

'Find Fast' is a utility bundled with Microsoft Office 97. It indexes all files on your hard disk in the background so that the next time you look for a file using the Find button in any Office Application (in the File > Open dialog box) it can find your files faster. This is useful only if you work with a large number of files and you often need to locate a specific file (and your files are not well organised), otherwise it wastes disk space and memory. You can remove it from Startup if you want to.

### Sound Errors

*I recently purchased a PC with Intel Celeron 266 MHz processor, 32 MB RAM, 36x CD-ROM drive and Yamaha soundcard, pre-loaded with Windows 98. The problem is that the sound completely vanishes when I try to access the floppy drive. The only way to recover sound is by rebooting. My vendor says that there is no problem with the computer, but such problems arise due to multitasking in Windows and/or due to errors in floppies.*

Ritesh Mundra

## PROBLEM OF THE MONTH

### No entry!

*Is there any way to disable my floppy disk drive? Many of my friends use my computer and also use diskettes. Recently I asked my vendor to upgrade the operating system to Windows 98 and he told me that he found many infected files on my computer.*

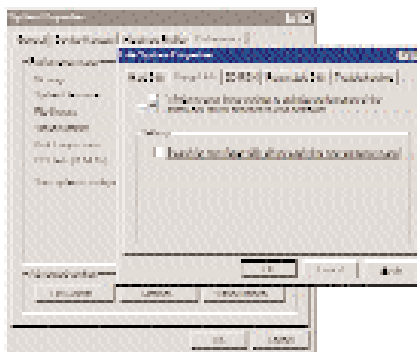
*Since I do not have an Internet connection, the only way the viruses could have entered the system would be through diskettes. Is there any way I can assign a password to the drive or completely disable access to it?*

NLS  
Mysore

Amritsar

Windows 98 rarely has such problems. But you could run a few checks on your system. You might also require a friend's PC for these.

Open Control Panel > System and select the Performance tab. Click on File System and then the Floppy Disk tab. Disable 'Search for new floppy disk drive each time your computer starts'. This will



Disable automatic configuration of floppy

even help speed up the booting process.

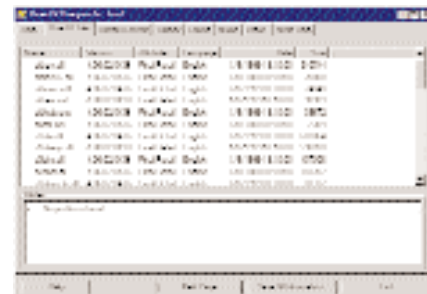
If that does not rectify the error, check the internal cable connections to the soundcard and the floppy disk drive. Check the diskettes for faults on another PC, and next, test the drive. Similarly, test the soundcard. Then test both of them in tandem on the other machine. The next step is to install both these devices with your copy of Windows on a different system. This will help you reach the root of the error.

### What is DirectX?

*The games on CHIP CDs demand DirectX drivers. What is special about these drivers? Who are the developers/vendors? What is the price and possible freeware/shareware source? Can I replace SVGA drivers (which Win 9x uses) with DirectX?*

Sanjiv Dutta  
Via e-mail

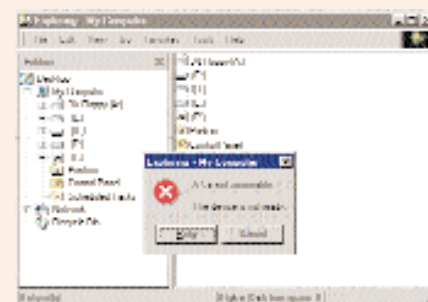
DirectX is a special set of display drivers. It facilitates direct communication between the application and the graphics card, thus accelerating display for better performance. This is especially useful for applications with fast-changing frames, such as games and movies. The drivers have been developed and distributed by Microsoft and are free. You can either download them from Microsoft's Web site or most other download sites. In fact, many game developers' sites also direct you to available downloads. DirectX drivers are distributed every month with the



DirectX drivers enhance display

There are two ways to do this. You can download and install a security software on your machine, which restricts access to the drive or disables the drive from the BIOS. Or when your machine boots, press the [Del] key to enter Setup. Go to CMOS setup and change the entry for the drive to None. Assign a password to the BIOS so that no one can change it back. When you want to access the drive, you will need to enable it from here and reboot your machine.

There is a third, but tedious, method—simply detach the drive. But in this case, you will need to keep opening the cabinet every time you want to enable or



Restrict entry to the Floppy Drive

disable the drive. You can use TweakUI from Microsoft to hide the drive, but that would not prevent access from DOS.

**CHIP CD.**

You cannot replace your display drivers with these since they both work in tandem. Remember, DirectX drivers alone cannot enhance your display too much, you would still require a good graphics card for an impressive performance.

**Virus Alert**

A few days back I received the following message: "If you receive an email titled 'It Takes Guts to Say Jesus', DO NOT open it. It will erase everything on your hard drive." Is this true? All the systems at the Cyber Cafe I visit, crashed a few days ago and all data on the hard drives of all their systems was deleted.

S Srinivas

Via e-mail

A simple e-mail can do absolutely no harm to your computer, unless you open attachments. Never open an executable file sent as an attachment unless you are absolutely sure of the source. A recommended practice is to confirm with the sender (even if you know them very well), before you open such attachments. Often the senders themselves are unaware of the virus and thus end up infecting other systems.

Sometimes senders may just be the carriers of certain viruses. For example, viruses would not affect the growing community of Linux users, but if they download infected files and send them to you, your machine can definitely get infected once these files are opened.

**A Dead Hard Disk?**

Recently, my friend plugged in his Hard disk (FAT-16) in my computer (FAT-32), set it as primary slave and copied some games into his drive. Later, my system crashed, and displayed various error messages like 'Registry Error, Restore from Backup and restart', 'Error accessing Registry; Registry is inaccessible', 'File Allocation Table bad'. Scandisk shows errors in FAT, File System, directory structure and many lost clusters. I tried to fix this using several registry backups and with DAT files and system files, but they just couldn't be written to the drive or even to the Windows folder.

On reinstalling Windows after quick-formatting, the above error messages popped up again on the second startup. I quick-formatted and reinstalled Windows again but it did not help. I then tried an uncon-

ditional format with the drive, installed Windows, deleted the partition and recreated it, all in vain. After four days of continuous partitioning, formatting and reinstalling I finally got my system back to normal with Windows 98. I observed that the system would crash after installing drivers for the hard disk controllers provided with the motherboard. What could be the problem?

I have formatted my hard drive about 20 times in the past four months and my friends say formatting so many times is harmful to the disk. Is this true? And if yes, how will it affect the disk?

Kazi Lama

Via e-mail

When your friend attached the hard disk and transferred the data, did he leave the machine open and the hard disk outside the cabinet? Was the place grounded? Did he ground himself before opening the cabinet? The hard disk may have been moved when the machine was 'on' or may have been affected by the electrical charge. The hard disk is made of several disks, similar to many floppies, stacked one on top of the other. These platters are placed very close to each other and the heads, which read these platters, are also very close to them to facilitate correct and fast data reading and writing.

A slight jerk or movement of the hard disk while it is 'on' is dangerous, since the fast rotating platters would burn out the heads if they should come in contact. Such errors cannot be undone. At the most, a Low Level Format may recover your hard disk.

Formatting the hard disk often is also not advisable. It can lead to bad clusters and other errors on the hard disk in the long run.

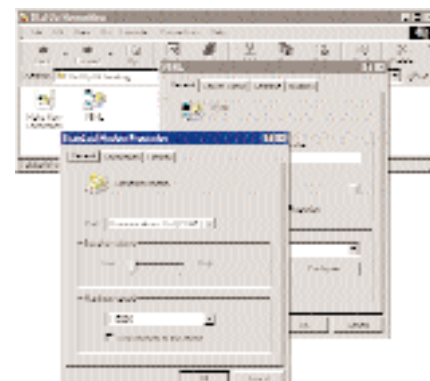
**Noisy Modems**

My GVC modem makes a lot of noise while connecting! Switching off the volume through the Settings > Control Panel > Modems > Properties does not help. Any solutions?

S Govindaraghavan

Via e-mail

Most modems have this problem. They never allow you to turn the sound 'off' from the Control Panel only. You also need to disable sound from the Dial



Silence the modem from the Dial Up Connections settings

Up Connection's settings. Open Dial Up Networking, right-click on the 'Connections' icon and select Properties. Click Configure Modem and turn the sound 'off'.

**Net Connection Through EPABX**

Our telephones at home are connected through an EPABX and we have to dial '0' to get the dial tone. This makes it difficult to connect to the Internet. How does one overcome this problem?

Konark Gupta,

Kota

To connect to the Internet through the EPABX system, you will have to make only two changes to the normal Internet connection settings. One is, in the modem's settings from Control Panel > Modems, disable 'Wait for Dial Tone before dialling'. This eliminates the first hurdle. Note, you may not have to do this if you have a foreign modem, though it will not hinder your connection in any way. The next step again has two choices. The first one is in the Modem settings. Click on Dialing Properties and on the box provided for To access an outside line dial type '0' (the number you dial to get the dial tone).

The second and simpler option to prefix the number in the Dial Up Connection with '0,' (zero and comma). If the number is 4404444 then you would actually be connecting to 0,4404444.

Do you need help?

Send in your queries and problems to

Do you need help? CHIP, Third floor, Taj Building, 210 D N Road, Mumbai