

## Common Windows ME Problems And Possible Fixes

Note: The following information is a combination of material gathered from the newsgroups written by both myself and many other talented newsgroup contributors who offer their help to others.

Problem: How can I turn off that annoying error reporting with Internet Explorer 6 in WinME?

Possible Solution: In Registry Editor (Regedit.exe), create a DWORD value called IEWatsonEnabled and set it to 0 in the following registry key:

HKEY\_LOCAL\_MACHINE\Software\Microsoft\Internet Explorer\Main

For more info, see this MSKB article:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;q276550>

Problem: When I attempt to install Easy CD Creator, the windows installer fails for me in both WinME and Win 2k pro. I don't even get files copied to the HD before it aborts.

Possible Solution: If you receive an error or the installer just quits when trying to install Roxio Easy CD Creator 5, then go to the folder: "C:\Program Files\Common Files" and rename the folder: "InstallShield" to "xInstallShield".

Then install Roxio Easy CD Creator 5. If in the future when trying to uninstall a program you receive an error, you can rename "InstallShield" to something else and rename "xInstallShield" back to "InstallShield". Although, this may never be necessary.

Problem: How can I share my Epson printer with other PC's on my network?

Possible Solution: <http://support.epson.com/webadvice/wa0178.html>

Problem: Why doesn't Family Logon work?

Possible Solution: Try this

<http://support.microsoft.com/support/kb/articles/Q176/0/59.ASP>

If that doesn't work, try this:

regedit

HKEY\_LOCAL\_MACHINE

NETWORK

LOGON

Set key 'Primary Provider' = Microsoft Family Logon

Problem: I am having a small problem opening "windows setup" (control panel>add/remove programs>windows setup) When the window opens I get an error message saying, Rundll32 - An error has occurred in your program, to keep working anyway, click Ignore and save work in a new file. To quit this program click Close.

You will lose information you entered since last save. The "Ignore" button does not work, when clicking "Close" I get another error message saying :

Rundll32 has caused an error in SetupX.DLL

Rundll32 will now close.

Rebooting does not work.

Any ideas on how to fix this?

Possible Solution: Run this attachment! A registry cleaner is the cause of this.  
(VarLDID.reg)

Problem: I upgraded to Windows ME about a year ago. Now whenever I open My Network Places, it a) Opens up, but it freezes and Explorer crashes and b) after Explorer crashes, I can open up My Network Places again and nothing will happen. This only happens the first time I open My Network Places with each logon. Occasionally it will happen the second and third times with each logon, but that's not often. Before I upgraded to Windows ME, this never happened.

Possible Solution: Try un-installing Client for Microsoft Networks, rebooting, and re-installing it.

Problem: Does anyone know if Windows ME has the little utility program called "Backup" that is located in the system tools of Windows 95 and 98?

Possible Solution: The MS Backup program is in the add-ons\msbackup folder on Microsoft Me CDs

but unfortunately it appears that not all OEMs have included this folder on the CDs they provide with new PCs. Similarly many of those OEMs who simply provide restore CDs appear also to have omitted this program.

See also MS KB Q264541 - "Microsoft Backup Tool Is Not Installed by Windows Millennium Edition"

(<http://support.microsoft.com/support/kb/articles/Q264/5/41.ASP>)

Problem: I get an error message when I load Outlook Express (IE5.5 SP1) for the first time - 'Explorer has caused an error in COMCTL32.DLL. Explorer will close...'. And pretty much everything closes down. It's fine thereafter.

Possible Solution: It's a bug in the PGP plugin for Outlook Express. In versions after 6.5.8 (e.g. 7.0), it **might** be fixed. Since I really don't rely on the plugin, I merely installed PGP without it and it works fine. If I need to unscramble a news item, I just decrypt the current window from PGPTray.

Problem: Content Advisor was enabled. I would like to disable it. I cannot just click the DISABLE button...need to go into settings. Each time I go into Tools | Internet Options | Content | Settings and deselect the second check mark about users not having to type a password....then APPLY...I can then DISABLE (after typing my password). However, when I exit IE and then reopen, content advisor is again enabled. How can I completely disable the content advisor so I don't keep getting the pop-up menu about "check settings for content advisor" each time I access the Internet?

Possible Solution: The password is held in the HKEY LOCAL MACHINE\SOFTWARE\MICROSOFT\Windows\Current Version\Policies\Ratings in a key labelled "key" delete this key and it will set the password to blank. Next, find and delete the file Ratings.pol. You've just deleted your original Content Advisor password. Restart the computer and run Internet Explorer again. Choose View, Internet Options, click on the Content tab, and click on Disable. When asked for a password, don't enter anything, just click on OK. This will disable Content Advisor, since there's no longer a password. You can enable it again if you want as soon as you think up a more memorable password.

Problem: Can anyone tell me how to add or remove entries that are listed when right clicking the start button? Is it a registry hack?

Possible Solution: Yes it is a registry hack.  
Go to HKEY\_CLASSES\_ROOT\Directory\Shell  
Everything in here is what is listed when your right click on the Start button.

To remove an entry just deletes the Key.

To add an entry, do this. (As an example I will add a Notepad option)

- 1) Right click on the "shell" Key and select New->Key.
- 2) Name the new Key "Notepad."
- 3) In the default string enter "Notepad" in the data field. (This is the name that will appear when you right click on the Start button.)
- 4) Right click on the "Notepad" key you just created and select New->Key and name the new key "command"
- 5) For the default string type in "c:\windows\notepad.exe" in the data field. (Enter whatever command you want to run when you click on the item, after right clicking on the Start button.)

This is just an example of using the Notepad command, but you could really do it for any application on the windows system.

Problem: In the My Computer window, I click on Map Network Drive, select the next available Drive letter, and select the path that is [\\HOME\C](#), I can either check, or leave the Reconnect at logon box and it doesn't make a difference. I don't get any error message. But I also don't see the mapped drive.

I can access the ME C drive from the 98 machine through Network Neighbourhood, but why can't I see it as a Network Drive?

Possible Solution: Is Tweak UI installed? If so, run it and go to the My Computer tab. Make sure that your chosen drive letter is enabled.

Problem: Using either the AT&T dialler, a connectoid with the AT&T number or a connectoid to the local free service (ALL which worked previously) the modem dials, logs on and then seems to stop any sending/receiving of data. It's as if the computer doesn't know he's connected to the Internet. When I try to browse any web pages (IE) I get 'Page cannot be displayed'

Trying to send/receive email (Outlook Express) gets 'Server not found'. Pinging web name addresses and IP addresses gets 'unknown host'

Possible Solution: The "Unknown host" message from "ping" indicates that DNS

name resolution is failing. Since it's happening with two different ISP's, it's probably not a problem in either DUN connection. To confirm this theory, connect to an ISP, go to a command prompt, and enter:

```
ping 216.32.74.51
```

```
ping www.yahoo.com
```

If the first one succeeds and the second one fails, there's a good TCP/IP connection but no name resolution. In that case, try this fix:

Go to Control Panel | Internet Options | Connections. If there's a LAN Settings button, click it, then clear all of the boxes on that screen.

If that doesn't help, try this:

1. Un-install Dial-Up Networking. Don't reboot.
2. Delete registry key HLM\System\CurrentControlSet\Services\Winsock2
3. Re-install Dial-Up Networking.
4. Reboot.

Problem: My firewall (zone alarm) and it telling me that explorer.exe is trying to connect to 239.255.255.250 port 1900. Anybody know anything about this?

Possible Solution: Take a look at this MSKB article, it may help.

Q262458 - Description of Universal Plug and Play Features in Windows Me

<http://support.microsoft.com/support/kb/articles/Q262/4/58.asp>

Q276507 - How to Enable the Universal Plug and Play Feature in Windows Millennium Edition

<http://support.microsoft.com/support/kb/articles/Q276/5/07.asp>

Problem: My internet explorer will not find any web pages. I can successfully ping from DOS, but in Windows, I cannot visit any web sites or check e-mail.

Possible Solution: Here are two likely fixes:

1. Go to Control Panel | Internet Options | Connections | LAN Settings and clear all of the boxes.
2. Re-create the Winsock2 registry entries:
  - a. Un-install ICS (if installed).
  - b. Un-install Dial-Up Networking. Don't reboot.
  - c. Delete registry key HLM\System\CurrentControlSet\Services\Winsock2
  - d. Re-install Dial-Up Networking. Reboot.
  - e. Re-install ICS (if desired).

Problem: When I attempt to manage my virtual memory settings, it shows a negative number as the maximum allowable size. Why?

Possible Solution: <http://support.microsoft.com/support/kb/articles/Q272/6/20.ASP>

Problem: Help! I deleted SULFNBK.EXE because of the email hoax suggesting it (<http://www.symantec.com/avcenter/venc/data/sulfnbk.exe.warning.html>) how do I restore this file?

Possible Solution: Click Start, click Run, type MSCONFIG (hit enter), click the button labelled "Extract File." For the name of the file you want to restore, type SULFNBK.EXE. Restore from your Windows Millennium CD (if your CD is your D: drive, type: D:\WIN9X). Save File In: C:\WINDOWS\COMMAND

Problem: On boot up, after it displays "verifying DMI pool data...", the next message I see is "Cannot set the code page(s) in Display.sys". WinME continues to load without any problems. I play games ok and everything looks fine. I'm just a bit concerned on this message.

Possible Solution: Click Start, click Run, type MSCONFIG (hit enter), click the button labelled "Extract File." For the name of the file you want to restore, type EGA.CPI. Restore from your Windows Millennium CD (if your CD is your D: drive, type: D:\WIN9X). Save File In: C:\WINDOWS\COMMAND. (Found that in msconfig (international) pointing to display data file c:\windows\command file EGA.CPI).

Problem: Windows Family Logon missing in Windows ME?

Possible Solution: The file you will need to extract is NETFAM.INF: Click Start, click Run, type MSCONFIG (hit enter), click the button labelled "Extract File." For the name of the file you want to restore, type NETFAM.INF. Restore from your Windows Millennium CD (if your CD is your D: drive, type: D:\WIN9X). Save File In: C:\WINDOWS\INF. Then back in your network properties, click Add, click Client, click Add, and Microsoft Family Logon should appear.

Problem: When I open msinfo32 Device Manager it tries to connect to the Internet. It is sucatreg.exe (Windows catalogue registration) knocking on the door out. What is it trying to do and how do I stop it doing it?

Possible Solution: Most likely you have an "unsigned" driver that sucatreg.exe is trying to update a driver for or you may have a damaged catalog. In Control Panel, double-click Internet Options, click on the TAB labelled Advanced, scroll down the list to the heading of Security, and uncheck the option "Check for publisher's certificate revocation.", then click OK. That should fix it.

Problem: Before I had to reformat my hard drive and reinstall Windows ME last week, I was able to view ALL files/folders, not just the .cda files, on an audio CD using Windows Explorer. I was also able to open the .wav files using Windows Sound Recorder.

Possible Solution: You must replace the CDFS.VXD virtual device driver that is part of WinMe with one that displays the contents of the CD as wav rather than cda files. See <http://www.sonicspot.com/alternatcdfs/vxd/alternatcdfs/vxd.html> where you will

find full details. Unfortunately the link on that page to cdfs.zip containing the required vxd is broken but others are easily found on the net using your favourite search engine or try here: <http://cooler.irk.ru/BIN/>

Problem: How can I turn off my numlock when Windows ME boots?

Possible Solution: Copy and paste the following 2 lines into a Notepad file. Save the file as Numlock.vbs. Then create a shortcut to it in the Start Menu, Programs, Start-up folder

```
set WshShell = WScript.CreateObject("WScript.Shell")
WshShell.SendKeys "{NUMLOCK}"
```

Problem: Several apps have been known to leave a "folder" in My Computer after uninstalling. How can I remove these empty folders?

Possible Solution: It is a NameSpace item. Go to REGEDIT.EXE and the CLSID of the icon will be under the key: For folder in "My Computer"

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\explorer\mycomputer\NameSpace\
```

For folder on "Desktop"

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\explorer\Desktop\NameSpace
```

It is a good idea to export the \NameSpace\ key to a temp.reg file first to be safe before deleting the key under NameSpace.

Problem: Even if I close all open Explorer windows before I restart, several reopen after the restart.

Possible Solution: This is a bug with ie6 beta. To fix it, open regedit, delete the key HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Restart Commands

Problem: Outlook 2000 and Windows 98se - Some of my messages have started coming in with no subject line and the message body is empty.

Possible Solution: Have you installed Internet Explorer 6 beta. If yes: There is a reported fix to the problems with the beta version of Internet Explorer 6 in respect of not receiving header and body information in some mail messages. This fix is by John S. Vasco Jr.

"The fix is unsupported and care must be taken in regard with the possible consequences in its use not only with IE6 but any other program that this file may be used by."

Close all Programs then from Start > Run type sfc (System File Checker) > Extract a file called mlang.dll from your installation disk or from your Windows cab files (located Windows Update Setup Files). There is no need to uninstall IE6 for this to work After extraction Reboot your machine.

For a brief overview of SFC check out this knowledgebase article:

<http://support.microsoft.com/support/kb/articles/Q185/8/36.ASP>

Please Note a few people in this newsgroup have reported having problems with this fix, as it says earlier the fix is unsupported and it cannot take into account the mix of

software on people's machines, I reckon though the fix has cured the problem without side effects more regularly than not..

Problem: I keep getting a buffer error while recording CD. I have an HP Recorder and I'm running Windows ME. Is there any setting that can help???

Possible Solution: Download and install Cacheman from [www.outertech.com](http://www.outertech.com) it has an optimized cache setting for CD burning.

Problem: When I right click with the mouse, the system requests a disk be inserted into drive A (a floppy disk drive).

Possible Solution: Do you have StuffIt installed? If so then the fix is here:  
<http://www.aladdinsys.com/support/techsupport/win/dswin/dswin3.html>

Problem: For about a week every time I do a right mouse click on any file or folder, it always goes to my floppy drive first (with an annoying noise as the drive is empty) before it opens. Anybody have a solution for that?

Possible Solution: Take a look at this MSKB article, it may help.  
Q216752 - Floppy Disk Drive Is Active When Opening or Saving Files:  
<http://support.microsoft.com/support/kb/articles/q216/7/52.asp>

In addition: When the last action in Explorer was A:\, Windows remembers this action.

Insert a floppy and access A:\, then access C:\, and close Explorer and reboot.

Open

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\RunMRU

Look for an entry that references A:\

Other places to look:

C:\Windows\Recent (hidden folder)

C:\Windows\Pif (hidden folder)

C:\WINDOWS\Application Data\Microsoft\Office\Recent

FLOPPY DRIVE RANDOMLY GRINDS

Open the registry editor and do a find on: A:\

However before deleting the entry, export the key so you can restore the registry should problems occur. Most likely a reference will be in an MRU key. Be sure to use F3 to continue the search as there could be multiple entries. PC Mag article on other causes: Floppy Disk Drive Demons  
<http://www.zdnet.com/pcmag/pctech/content/solutions/uu1617a.htm>

Problem: I am having problems with outlook, windows media player and real player. Each program will tell me that it has caused an error in winmm.dll and if it is continuing then try restarting.

Possible Solution: Do a search for winmm.dll. The date should be 6/8/2000. If it's not, or if it is and you still get the error, then try restoring it using the following process:

START button/Run/msconfig/Extract

C:\Windows\System\winmm.dll

Problem: I ran Boot Log Analyzer and found that “Enumerating Tape Detection (Tape controller\Tape Detection\0000)” is taking 227 seconds. Does anyone know how I can disable this detection? I do not have a tape system.

Possible Solution: Tape detection is probably a result of having installed MSBackup. When you installed MSBackup it installs three virtual device drivers one or more of which is causing you your start-up problems. I would suggest removing or renaming the following files to stop tape detection at start-up.

drvwd117.vxd

drvwdpqt.vxd

drvwdcb.vxd

You might also want to remove/rename:

pnpwfdc.inf

pnpwide.inf

pnpwtape.inf

pnpwppt.inf

Boot Log Analyzer should tell you which of the above vxd's is causing you your problems; I seem to recall that the usual culprit is drvwd117.vxd.

Problem: Do those programs that claim to cool your PC actually work?

Possible Solution: If your system is using ACPI (right-click My Computer, select Properties, then the Device Manager tab, check the “System Devices” branch) then you don't need it at all. Windows Me implements the same “HLT” command that CPUIdle, Rain, Waterfall, et.al. do, so adding the software will do nothing for cooling your CPU.

Problem: How can I determine what is running at start-up?

Possible Solution: To produce a list of items running from Start-up:

Start - Run (type) “msinfo32” (no quotes)

Click on +Software Environment (left pane)

Click on Start-up Programs (left pane)

Click Edit (up top) select: Select All (highlights items in right pane)

Click Edit (again) select Copy

You can either Paste to Notepad and Save as a text file, (Startup.txt) or Paste directly into your next message

Problem: When I clicked restore to check my checkpoints, the calendar is showing December 30, 1899 with no checkpoints. Clicking the arrows on either side of date box has no effect.

Possible Solution: You appear to have been using a registry cleaner that is not compatible with WinMe and removed some vital entries from the registry. See MS KB Q275646 - “System Restore Shows Date of Saturday, December 30, 1899” (<http://support.microsoft.com/support/kb/articles/Q275/6/46.ASP>). This will give details of the entries that need to be repaired. The problem may also be caused by McAfee

Uninstaller 6.01, which is supposed to be ME compatible.

Problem: When I go online using the MSN Internet Access Icon, I get the message that "Another program is dialling the requested number".

Possible Solution: MSN and IE are both using it. Right-click on the IE icon, go to Properties, then Connection and check "Dial whenever a network connection is not present"

Problem: How can I add PWS to windows ME?

Possible Solution: From Mike Burgess, Microsoft MVP

(How To Install PWS in Windows Me:  
<http://members.home.net/winhelp98/pws.htm>)

Q266456 - Personal Web Server Is Not Included with Windows Millennium Edition  
<http://support.microsoft.com/support/kb/articles/Q266/4/56.asp>

Use the patch from this Microsoft Knowledgebase Article first:

Error Message: An Unknown Error Occurred While Making MTS Specific Changes to the System Registry

<http://support.microsoft.com/support/kb/articles/Q246/0/81.ASP>

Install PWS IN custom MODE and ONLY install Transaction Server, SETUP will prompt you, that other components are needed. Get it down to basically just Transaction Server, core components and MDAC. Reboot and then run Setup again via Add/Remove and install the other components. (Personal Web Server, etc..)

If you already have PWS installed, try removing everything via Add/Remove but Transaction Server then reboot. Run Setup again to add the rest.

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To Download\Install FrontPage Express: (includes PWS)

<http://corporate.windowsupdate.microsoft.com/en/default.asp>

Click Search, then on next page click Software Updates, then on next page (type) "FrontPage Express" (FrontPage must be one word) and select "Windows 98 (IE5, 5.1, SP1) and also select "Other downloads" and click Next. FrontPage Express is the only download listed.

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FrontPage Express 2.0 (2.0.1.2131)

Manufacturer: Microsoft

Component Type: Other Downloads

Platform: Windows 95 (Internet Explorer 5, 5.01 SP1)

Language: English

Date Posted: Thursday, February 17, 2000

Size: 1.2 MB Installation package: fpsetup.exe

File Listing of Personal Web Server 4.0 for Windows 95 :

<http://support.microsoft.com/support/kb/articles/Q167/2/53.asp>

Q217763 - File Access Vulnerability in Personal Web Server:

<http://support.microsoft.com/support/kb/articles/Q217/7/63.ASP>

Problem: I store my graphic files in the default folder “My Pictures”. When I click a graphic at a web page, the “Save to” option is always “Desktop” [active desktop is enabled]. I browse to “My Pictures” and save there. Next time I need to save a graphic I have to go through this process again. How do I choose a default other than “Desktop” for graphics?

Possible Solution: Be sure to backup the registry before attempting this—Change it in both places:

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders

Problem: Sometimes menus don't expand when pointed at with the mouse pointer (for example: settings > control panel...) and the only cure for this is to restart my computer.

Possible Solution: devldr16.exe c:\windows\system\devldr16.exe All Users

HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

Uncheck via Msconfig | Start-up \ Restart = NO!

Follow the instructions below then restart.

Disable “Creative SB16 Emulation” in Device Manager. If you have no interest in dos sound/games etc, then rename devldr16.exe to devldr16.bak and reboot. Use the “Cleanup” button in Msconfig to remove entry. You can disable SB16 emulation from your System Properties.

1. Click Start, point to Settings, and click Control Panel.
2. Double click the System icon, and then click the Device Manager tab.
3. Click the plus sign (+) next to Creative Miscellaneous Devices, unless the device category is already expanded with a minus sign (-).
4. Click Creative SB Live! SB16 Emulation to highlight it, then click Properties.
5. Put a check mark in box that says Disable This Device In This Hardware Profile.
6. Click OK, OK again, and then Close. Note that this will disable your sound device in MS-DOS mode.

Be wary of this, in system properties there are many entries for a properly installed SoundBlaster, the only one you should disable is the SB16 emulation, disabling the multimedia entry that is paired with it will cause you to lose the joystick.

Problem: After reinstalling ME yesterday on a clean hard drive, System Restore no longer works. I either get a blank window or more usually the following:

An error has occurred in the script on this page

Line: 14

Char: 9

Error: Object doesn't support this property or method

Code: 0

URL: res://rstrui.exe/start.htm

Do you want to continue running script on this page?

Possible Solution: It's most likely due to your computer not making a restore point on its initial load of windows. What you need to do is make this first restore point, and it should work fine.

Just run it with the switch, from a command prompt as follows:  
C:\WINDOWS\SYSTEM\Restore\rstrui.exe /makefirstrestorepoint  
Then restart and it should work

Problem: Every time the computer is turned on, the Scandisk program runs. Not only does it run, but it runs in “Thorough” mode, looking at every sector on the hard drive.

Possible Solution: <http://support.microsoft.com/support/kb/articles/Q273/0/17.ASP>

Problem: Since switching to WinME from Win98, the button images will become corrupt. They still work, but the images look like “static”. This will always happen to the Minimize, Restore, and Close buttons on all windows, and will usually happen to checkboxes and other standard window elements.

Possible Solution: These are all generated from the common system font MARLETT.TTF. This is what happens if it gets corrupted. This font is a protected file: to restore a good copy from the CD, first use a run of msconfig.exe and its ‘Extract File’ button to put a copy into C:\windows, then boot to the start-up floppy and do the following commands:

```
ATTRIB -H C:\WINDOWS\FONTS\MARLETT.TTF
COPY C:\WINDOWS\MARLETT.TTF C:\WINDOWS\FONTS\
ATTRIB +H C:\WINDOWS\FONTS\MARLETT.TTF
```

Problem: Every folder has the + to its left, whether there is a sub-folder or not. If there is not a sub-folder clicking on the + sign next to it does nothing.

Possible Solution: Your problem exists because you are running the BETA of Internet Explorer 6. That’s one of the little bugs in it. Check out the IE6 beta newsgroups at msnews.microsoft.com.

Problem: How can I make the text under the icons on my desktop transparent?

Possible Solution: Use this software: <http://www.pobox.com/~jayguerette/transparent>

Problem: I have installed Internet Explorer Version 6 and I really hate the floating toolbar that seems to come and go, how can I get rid of it?

Possible Solution: In Control Panel, double-click on Internet Options, click the Advanced Tab, scroll down the list to the Multimedia heading and uncheck the box that says “Enable Image Toolbar”

Problem: Is there any way to change the save location for Notepad. It currently saves to My Documents.

Possible Solution: Just adjust the Start In property in the shortcut within the Menu Tree.

Do Start > Settings > Taskbar and Start Menu. Click the Advanced tab. Click the Advanced button.

An Explorer window comes up with your menu tree as its source. In order, double-click the Programs, and then the Accessories folder. Right-click the Notepad icon and

choose Properties. Type your preferred folder in the “Start In” text box, click OK and Notepad will start wherever you wish. Same procedure for WordPad.

Problem: Anytime I leave my machine for a while, and come back and disturb the mouse, (I have “blank screen” as my SS), there will be an empty box in the taskbar. It goes away when I click on it, but what’s it doing there in the first place?

Possible Solution: In most cases you can clear this up by updating your video drivers or reduce the Hardware Acceleration for your Display Adapter:

1. Right-click My Computer, click Properties, and then click the Performance tab.
2. Click Graphics, and then move the Hardware Acceleration slider two notches to the left.
3. Click OK, click Close, and then click Yes to restart your computer.

There is also an option in Tweak UI that may help. re: “Stop processes from stealing focus”

Problem: Needed to set a Restore point, but computer said unable to

Possible Solution: <http://support.microsoft.com/support/kb/articles/q275/6/46.asp>

Problem: CD’s show up in explorer but will not auto play.

Possible Solution: If the CD is determined to be an audio CD-ROM, Windows performs the default action, if any, associated with that file type. “Play” is normally the default action for the AudioCD file type.

Note: If the Play command is bold, the CD will play when it is inserted, if Play is not bold, it will not. Double-click My Computer. On the Tools menu, click Folder Options.

On the File Types tab, click AudioCD in the Registered File Types box, and then click Edit.

The word “Play” should appear in bold in the Actions box. Click Close.

If AudioCd is associated with Media Player the Registry entries should read:

REGEDIT4

```
[HKEY_CLASSES_ROOT\AudioCD]
```

```
@="AudioCD"
```

```
"EditFlags"=hex:02,00,00,00
```

```
"BaseClass"="Drive"
```

```
"MPlayer2.BAK"="AudioCD"
```

```
[HKEY_CLASSES_ROOT\AudioCD\DefaultIcon]
```

```
@="quartz.dll,-201"
```

```
"MPlayer2.BAK"="C:\\WINDOWS\\SYSTEM\\shell32.dll,40"
```

```
[HKEY_CLASSES_ROOT\AudioCD\shell]
```

```
@="play"
```

```
"MPlayer2.BAK"="play"
```

[HKEY\_CLASSES\_ROOT\AudioCD\shell\play]

@="&Play"

"MPlayer2.BAK"="&Play"

[HKEY\_CLASSES\_ROOT\AudioCD\shell\play\command]

@="\"C:\\PROGRA~1\\WINDOW~1\\wmplayer.exe\" /device:AudioCD \"%L\""

"MPlayer2.BAK"="C:\\WINDOWS\\cdplayer.exe /play %1"

Problem: Scandisk keeps locking up on me when I run it.

Possible Solution: Delete the Windows Applog folder from DOS. Insert your WinMe boot disk and restart, select: Minimal from the menu. (Type and press Enter after each command) From A:\

C:

cd\windows

deltree applog

Restart via Ctrl-Alt-Del, and run Defrag again.

Problem: What is the Applog folder and will deleting it cause any problems with my system.

Possible Solution: Windows tracks your program usage in the background. It then stores this info in the Applog folder. When you run Defrag, this info is used to "optimize" the programs you use most often, so that they load faster.

The Applog folder usually gets corrupted on a bad shutdown or total crash, where the system does not properly record the "usage info". Note: in most cases you can spot the corrupt file, where it will contain a "~" in the filename. Deleting the folder really does no harm, however this needs to be done from Dos.

Problem: My Control Panel is missing. What can I do to get it back?

Possible Solution: Click Start, Click Run, type Regedit (hit enter). Drill down to:

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer

Look for the value "NoControlPanel" If the Control Panel has been disabled, the value will be 01 00 00 00. To re-enable it, change the value to 00 00 00 00 or simply delete it.

Problem: My Quick Launch toolbar disappeared, and when I try to create one, WINME simply displays the error message: Cannot create toolbar for "

Possible Solution: This behaviour can occur if the Quick Launch folder has been deleted. To resolve this issue, recreate the Quick Launch folder. To do this, perform one of the following procedures:

Create a folder named "Quick Launch" (without the quotes) at the following location:

C:\Windows\Application Data\Microsoft\Internet Explorer\

-or-

If you are currently using Windows Profiles, create the Quick Launch folder at the following location:

C:\Windows\Profiles\[profile name]\Application Data\Microsoft\Internet Explorer\

Where [profile name] is the name of the currently logged on user name. (Do not include the brackets)

Problem: Hello, for a long time now I have not been able to CTRL+ALT+DEL -> End Task a program when it stops responding. Every time I do so, WinME freezes totally, and I can do nothing but hit the reset button on the case.

Possible Solution: **\*\*THE FOLLOWING IS EXPERIMENTAL\*\***

I have no solid data on it yet, except that it hasn't interfered with my computer running and has introduced no new problems.

**\*\*I REPEAT, THE FOLLOWING IS EXPERIMENTAL. USE AT YOUR OWN RISK.\*\***

Several suggestions have been floating around the newsgroups recently of some Registry changes to address this. I've compiled them into a single Reg file. I installed the file on my computer. I have so few occasions of this kind of problem that, in the almost-week they've been in place, I haven't had a single problem situation to test, so I haven't the slightest idea if they really do anything. But they haven't (on my computer) causes any problems.

BACK UP YOUR REGISTRY. Then, if you wish, run the attached Reg file.

If you choose to use this, I would appreciate any feedback on the results, if any. (speedshut.zip)

Problem: After installing Windows ME the modem on the PC began to answer all incoming calls.

Possible Solution: Add the string "AT S0=0" in the "Extra Settings" field of the modem properties dialog. "S0=0" sets the modem not to answer incoming calls and overrides the initial setup of the modem.

This "Extra settings" input field for a modem in Windows ME is found here: Control Panel/Modem/Properties/Connection/Advanced

Problem: I have a problem updating WinME. One day I clicked on the update icon in the start menu and a page came up with this message: "Your organization has decided to provide software updates internally rather than through Windows Update. To download updates for your Windows computer, please see your Network Administrator". I don't have an administrator just a server-Prodigy.

Possible Solution: <http://support.microsoft.com/support/kb/articles/q283/2/88.asp>

It appears that this same error message is given if the file wupinfo.dll is either missing or damaged. I would therefore suggest that you check for this file and replace with a new copy from your Me cab set (either from the WinME CD or from the

..\windows\options\install folder).

1. Click on Start\Search\For Files and Folders.
2. Type wupdinfo.dll into the Named field.
3. Make sure that it is looking in your C: drive and click Search Now.
4. If it finds this file, right-click and Rename it to wupdinfo.old. If you do not find it, then continue on with the next step.
5. Close the Search window.
6. Now click on Start\Run and type MSConfig in the blank and click OK.
7. This opens up the System Configuration Utility. Here you need to click on "Extract File" on the General tab and then type wupdinfo.dll in the blank. Then click Start.
8. Now click the down arrow to the right of the Restore from box and this should display the path to your install files, if not browse to their location (or the CD containing them).
9. Now click the Browse button to the right of the "Save files in" box and browse to C:\Windows\system
10. Click on OK to accept the location to extract the file.
11. Click OK to accept the Backup folder to store the old file,
12. When the file has been extracted successfully, then, again, click on Start\Run again.
10. This time, type in "regsvr32 wupdinfo.dll" and click OK. This will register that file.
11. Now go back to the Windows Update site and see if this has resolved the error.

Problem: My image preview has just decided to stop previewing gifs

Possible Solution: To repair image view:

Start / Run:

regsvr32 thumbvw.dll

That should fix it

Problem: Favourites no longer show up when I go to Start, Favourites. Only the Media, Channels, etc. folders show up, nothing else. They are still in the Favourites folder in Windows and do show up in Favourites from within I.E., but not from the start menu.

Possible Solution: If you have used a program called Microangelo to remove the shortcut arrows from shortcut icons, restoring the arrows also restores the Favourites back into the Start Menu Favourites folder.

Problem: Why can't my machine hibernate?

Possible Solution: Click Start, Click Run and type "NOHIBER.TXT" and it will tell you what's holding things up. Most common cause is the audio driver.

Problem: What does the 'Universal Plug and Play' option in Windows ME do?

Should I instruct Windows to install it?

Possible Solution: Don't bother with it. It has no real use yet... here's a run-down: Universal Plug and Play (UPnP) is a new standard for network devices (and

networked computers). It actually has nothing to do with what most people think of as Plug and Play (or Pray). UPnP allows networked devices to identify themselves and their services across a network without the usual necessity of client computers loading hardware drivers. The idea is that any computer that supports UPnP would be able to use a device on the same network without installing drivers for that specific device. That's just one example. UPnP has other features as well.

Basically, UPnP is available in Win ME (as you have noticed) but there is no reason to enable it. There are very few (actually I don't think there are any) devices that even support the standard yet. The version of UPnP that comes with Win ME doesn't even support all the features that are defined in the UPnP specification...

Here's some more info if you're interested:

<http://www.upnp.org/>

-or-

<http://support.microsoft.com/support/kb/articles/Q262/4/58.ASP>

**Problem:** When I try to access the Microsoft help and Support function in the start menu I get the "Page cannot be displayed" message.

**Possible Solution:** If you are using Easy Cleaner, go to its UNDO folder, and double-click on the undo.reg files you see. To stop Easy Cleaner from doing this, enter HELP in the SKIP window of the "Clean Registry" function.

**Problem:** When I try to print in IE 5.5 SP1 by hitting the print icon, my system freezes and I need to hit the reset button. I can print in all other applications. I have WinME w/HP 932c installed

**Possible Solution:** Go to the font's folder and delete a font called BDDenver, which is corrupted. That's all it took. Hope that's all it requires for you.

**Problem:** When I try to restore my computer with the system restore program, instead of letting me select a day to restore from, it shows a box with the date Saturday, December 30, 1899.

**Possible Solution:** <http://support.microsoft.com/support/kb/articles/q275/6/46.asp>

**Problem:** When trying to install Internet Connection Sharing, I get the following error message: "Netconn has caused an error in Netconn.exe"

**Possible Solution:** Try finding Netconn.exe in your C:\Windows directory and double-clicking it. If the error still occurs, delete Netconn.exe, and then click Start, click Run, type MSCONFIG (hit enter), click the Extract File button, type in NETCONN.EXE as the file you would like to extract, click the button labelled 'Start', type the path to your WinME installation files where it says 'Restore From' (example: D:\Win9x), and type in 'C:\Windows' where it says 'Save File In' and click OK.

Naturally, back up registry, move copy of deleted keys to desktop before removing.

Delete HKEY\_LOCAL\_MACHINE\System, CurrentControlSet, Services, ICSSharing (the whole thing).

In addition to removing the whole ICS Sharing folder,  
HKLM\System\CurrentControlSet\Services\ICSharing (entire folder),

Remove HKLM\System\CCS\Services\RemoteAccess\LocalNameResolution (all keys)

Extract ics.inf, icshare.inf and icsharep.inf to a temp folder (like C:\ICS)

Problem: I still have problems with Netconn.exe causing a crash.

Possible Solution: Start/Settings/Control Panel/Add-Remove Programs/Windows Setup - remove ICS. Do not reboot.

Click Start, click Run, type Regedit (hit enter)

HKEY\_LOCAL\_MACHINE\System,CurrentControlSet,Services --

Remove ICSharing key

Under Class, noted number of folders under NETTRANS key.

Don't close, just go to next step.

Under Network properties:

Add protocol called NETBEUI

Remove all instances of TCP/IP

Click OK DO NOT reboot.

Back to Regedit, press F5 to refresh the screen. Remove all folders under NETTRANS key that WERE there before. Do not remove the new keys. They might be at the end, or in the middle. Don't remove the new NETBEUI folders.

Back in Network properties, add the TCP/IP protocol. Be sure that File and Printer Sharing is not present (this is a must), and delete the NETBEUI protocols.

Start/Settings/Control Panel/Add-Remove Programs/Windows Setup - Communications - select ICS. Click OK, Click OK.

ICS should run perfectly. Then open network properties and add File and Printer sharing.

Problem: Why does my computer take forever to update hardware information?

Possible Solution: This problem is caused by an incompatibility with Norton 2000 and Windows ME. Norton creates several thousand 0 byte files in your C:\Windows\Inf directory. You must delete these. More info on this problem and how to prevent it from occurring in the future can be found here:

<http://service1.symantec.com/SUPPORT/nunt.nsf/docid/2000120915010309&src=w>

Problem: What is causing the creation of 0k temp files in the C:\Windows directory with names such as the following,

fffe309b\_{CB3586A9-A2AD-46AC-B5DF-FDF81CF1326F}.tmp  
fffe30ef\_{2ACF0CDB-B4A4-44B6-8489-9C1E43F7D06F}.tmp  
fffe30ef\_{48729DDC-175A-4CCD-846C-E037E29503F9}.tmp

Possible Solution: Disable Machine Debug Manager (MDM.EXE) using MSCONFIG, under the Start-up tab. Also, in Control Panel / Internet Properties, on the "Advanced" tab, there's a check box for "Disable Script Debugging". If that's not checked, it could still start the Machine Debug Manager even after you have unchecked it from MSCONFIG. . For more information, please visit <http://support.microsoft.com/support/kb/articles/Q221/4/38.ASP>.

Problem: Internet Explorer has small buttons now. How do I change them back to the larger buttons?

Possible Solution: Open a folder, go to view, toolbars, customize, and choose show text labels.

Problem: Windows Media Player 7 constantly crashing.

Possible Solution: Remove all items from Start-up (using MSCONFIG) and see if the problem still occurs. Software called AYPaste is known to cause this behaviour.

Problem: While transferring large files from one PC to another, the network speed seems to drop and the process seems to take much longer than it should.

Possible Solution: Limit Windows VCACHE setting to 32 Meg regardless of the amount of RAM on the system. I suggest you download and install Cacheman ([www.outertech.com](http://www.outertech.com)). This application lets you change the VCACHE settings easily. Set maximum and minimum disk cache to 32768 and CHUNKSIZE to 512.

Also, I got off the phone with the upper level tech of Microsoft and my problem with FA310 is that mine are C1 or C2 hardware versions, which are NDIS (Network Driver Interface Specification) 3. WinME needs NDIS 4 and "prefers" NDIS 5. To see what NDIS your network card is go to regedit LOCAL MACHINE>System>Current Control Set>Services>Class>Net>0000>Ndi>Interfaces

You can see if your network card is on the Hardware Compatibility List that Microsoft certifies at: <http://www.microsoft.com/hcl/default.asp>

Problem: Why is my hard drive constantly active?

Possible Solution: When you are not using Windows, the operating system will reduce the swap file size (since it is not being used) and the 'System Restore' software is making back-ups of critical files. Also, if you have a Sound Blaster card, a piece of software called Disc Detector constantly polls the drives for new media. To disable this, you will find an icon in the Control Panel labelled Disc Detector. Also, you can disable PCHEALTH from MSCONFIG and see if that helps as well. This

does not seem to affect Windows. This is a “scheduler” and does **not** turn off PC Health. The PCHealth entry in MSConfig & the Task Scheduler is **only** for data collection. “pchsched.exe” launches winmgmt.exe to collect this data if the system is idle. Quite unnecessary for the vast majority of users of Me.

Problem: I am running Windows Me and until recently when you inserted a CD it would automatically start. Suddenly that does not happen. I have to start it manually. I have checked to see that the Auto Insert flag is checked in device manager and it is. Does anyone have any idea why this would happen or a work around?

Possible Solution: Type REGEDIT in the run box, then open HKEY\_CURRENT\_USER, Software, Microsoft, Windows, Current Version, Policies, Explorer. Right click on NoDriveTypeAutoRun to MODIFY the setting to 95 00 00 00

CD-ROM Does Not Run Automatically When Inserted  
<http://support.microsoft.com/support/kb/articles/q177/8/80.asp>

-----  
Values of note:

95 HD and CD are autorun (default)  
B5 HD is, CD is not autorun (after TweakUI ‘Paranoia’)  
BD HD is not, CD is not autorun (suggested value)  
9D HD is not, but CD is autorun (if you like CD autorun)  
00 Everything is autorun  
FF Nothing is autorun

-----  
Tweak turns off to disable a CD auto-play of Audio?  
HKEY\_CLASSES\_ROOT\AudioCD\shell default = “play” (to auto play audio cds)  
or ..default = “” (to not)

Problem: I can only hear CD’s using Windows Media Player 7. No other software works when trying to play audio CD’s.

Possible Solution: Go into Control Panel, System, Device Manager, highlight your CD player, go into Properties. Under the Properties tab, enable Digital CD Playback.

Problem: No matter what I set the access privileges for in network control panel, after I shut down the machine and log back in again the access goes back to user-level. It will not stay on share-level no matter what I do.

Possible Solution: Try making the change in Safe Mode and then re-starting in normal mode. Be sure to click OK after making the change.

To start Windows Me in Safe mode:

1. Click Start | Shut down | Restart | OK.
2. Hold down the CTRL key until the Windows Start-up Menu appears.
3. Enter the number for Safe mode and press ENTER.

Problem: Why can't I see computers listed in my network neighbourhood, but I can find them using the Search function?

Possible Solution: the problem might be that during the set up of Home Networking Wizard, Microsoft somehow names your Workgroup to be "Mshome" (the default value) EVEN THOUGH you have specified your own name. Here is the fix:

- Start -> Run -> regedit
- Find "Mshome" (which should be in My Computer\HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\VxD\VN ETSUP)
- Right click on Workgroup (on the right hand panel) -> Modify
- Change the "Value Data" to whatever your Workgroup Name is.

Under the DNS tab for the TCP/IP stack of the NIC card I had the host name for my router instead of the name of my computer. All of my windows boxes were mis-configured that way but only WinME complained about it. I changed the host name to match the name of the computer and everything is working just fine. You might also try adding these lines to your registry:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Network\Real Mode Net]
"preferredredir"="nwredir"
"Autologon"="1"
"transport"="*nwlink,*netbeui,"
"netcard"=""
```

Problem: My A: drive keeps being activated even though I am not using it. How can I prevent this from occurring?

Possible Solution: Click Start, Click Settings, Click Taskbar and Start Menu, Click the Advanced tab, Click the button labelled "Clear."

Problem: NetBEUI is not in the list of network protocols available

Possible Solution: Click Start, click Run, type MSCONFIG (hit enter), click the button labelled "Extract File." For the name of the file you want to restore, type NETBW.INF. Restore from your Windows Millennium CD (if your CD is your D: drive, type: D:\WIN9X). Save File In: C:\WINDOWS\INF

Once the file is restored, repeat this process with NETTRANS.INF, and then once more with RPCLTC5.DLL, only extract this file to C:\WINDOWS\SYSTEM. Then back in your network properties, click Add, click Protocol, click Add, click the Have Disk button, click the Browse button, go to C:\Windows and on the left you should see NETTRANS.INF, click once on it and click OK. NetBEUI should now be available as a protocol option in your network properties.

Problem: When I reboot my Windows ME, sometimes I get a whole lot of the following messages: “windows could not upgrade the file %1 from %2 %1:%2” What is causing this?

Possible Solution: You have disabled SYSTEM RESTORE and you have deleted the \_RESTORE directory. As a result, Windows cannot find the directory necessary to create a restore point.

Problem: What’s the minimum and recommended (‘sweet spot’) amount of RAM for Windows ME?

Possible Solution: <http://promiseraid.tripod.com/info/mem1.jpg> & <http://promiseraid.tripod.com/info/mem2.jpg>

Problem: Windows Explorer always starts in My Documents. How can I change that so it always starts at the root of the C: drive?

Possible Solution: Right click on the Windows Explorer icon, select Properties and change the Target to C:\WINDOWS\EXPLORER.EXE /e,C:

/n = open with one panel

/e = open with 2 panels

No need to use both. /e will overwrite /n

explorer.exe /e,c:

explorer.exe /n,c:

See this MS KnowledgeBase article for more info:

<http://support.microsoft.com/support/kb/articles/q130/5/10.asp>

Problem: Where can I find information about upgrading from Windows 95/98 to Windows ME?

Possible Solution: Check here:

<http://www.pcworld.com/hereshow/article.asp?aid=36590>

Problem: Where can I find more information about System Restore and possibly how to disable it?

Possible Solution: <http://www.3dspotlight.com/tweaks/windows/windows-2.shtml>

Problem: Script Error with My Network Places

Possible Solution: You have Tweak UI installed and have changed the first item to appear on the desktop from My Documents to something else. Change it back to My Documents.

Problem: Windows Update Setup says: “A previous program installation was never completed. You need to restart your computer to complete the installation before running Internet Explorer Setup. Setup will now close.”

Possible Solution: Start - Search - Files (type) "wininit.ini" (no quotes) Right-click and select: Rename [example - wininit.old]  
Start - Search - Files (type) "ie5setup.exe" (no quotes) Right-click and select: Rename [example - ie5setup.old]  
Download a new version of ie5setup.exe from:

<http://www.microsoft.com/windows/ie/download/ie55sp1.htm>

Select the option to Save to Disk [example - C:\Download]  
Next, clean out the **entire** contents of Windows\Temp  
Next, clear your temporary Internet files  
Internet Options | General tab | Delete Files button  
Select the option to also delete offline items  
Create a Desktop shortcut to [example - C:\Download\ie5setup.exe]  
Double-click to start the install (while online)  
Select the option to install the browser, and continue  
Once completed, reboot and go online again.  
Double-click on the IE setup Desktop shortcut,  
Run the install again, select components not in bold.  
Select the desired options, **only** install 1 or 2 components at a time.  
Reboot and repeat as needed. Once completed delete the Desktop shortcut  
Delete the **entire** contents of Windows\Temp again.  
Clear your temporary Internet files again.

Problem: Cannot enable DMA on hard drive.

Possible Solution: You must contact the manufacturer of the hard drive and download the utility used to enable or disable the Ultra ATA 33/66/100 capability on drives that support this feature. Drives are typically shipped with the fastest DMA mode enabled. If you do not have a special 80 wire IDE cable, or your motherboard does not support UMDA 66 or UDMA 100, you must set the drive to UDMA 33 mode.

Problem: When I click on the Start button, the sidebar that says Win ME has disappeared and there is a long bar of pure black.

Possible Solution: There is a minimum requirement of 8 icons being listed on the start button. If you have 7 icons or less there is no way to display the logo.

Problem: When I try to use the search function in the Start Menu nothing happens.

Possible Solution: If TweakUI is installed, go into it and click on Desktop and make sure "Search Results" is checked. MS Knowledgebase article:  
<http://support.microsoft.com/support/kb/articles/Q274/8/47.asp>

Problem: Kernel32.dll errors while running Windows Me

Possible Solution Without precise details of error messages, it is a bit hard to diagnose, so I'll give you my general advice for kernel32 errors and we'll take it from there. Also, please carefully check the spelling of kernel32 (kernA132 can indicate a virus).

Kernel32 errors are most often caused by video drivers that need updating. Note that the memory address for video problems is 0nxx:bffxxxxx, where n is 0, 1 or 2 and x is any hex number (0-9 or a-f). Go to the web site of your video card manufacturer and get the latest drivers for your card. Try turning down your hardware acceleration, colour depth, animated cursors, and/or screen resolution.

Update your java VM at <http://www.microsoft.com/java>

Also update to the latest version of DirectX at [www.microsoft.com/directx](http://www.microsoft.com/directx) (run dxdiag to check what version you currently have).

Have a look at these links for assistance.

Error Message: IEXPLORE Caused an Invalid Page Fault...

<http://support.microsoft.com/support/kb/articles/q155/1/16.asp>

Err Msg: Invalid Page Fault in Module Apitrap.dll (yes it specifically mentions kernel32.dll as well)

<http://support.microsoft.com/support/kb/articles/q224/8/13.asp>

If you run Cleansweep, go to Symantec's web site, do a search for apitrap.dll and download their version. A conflict between IE5 and Symantec's version of apitrap has been known to trigger this error message.

And if you're running CrashGuard, turn it off. And turn off any of those programs such as AdsOff or PopOff. They cause kernel32 problems as well.

Netsonic is known to cause problems and needs to be uninstalled. Basically **any** internet related programs should be disabled or uninstalled - replacing one at a time to track down the aberrant program.

There has been a run of problems caused by advert.dll and Comet Cursor.

McAfee Antivirus is now acknowledged as causing kernel32 crashes (as at V5.1). According to McAfee they are planning to release a patch during the final quarter of 2000. Some have solved their problems by turning OFF the download scan option. [Thanks go to Sandi Hardmeier, Microsoft MVP, for this tip.]

Problem: Low memory errors.

Possible Solution: Use the MaxFileCache setting in the System.ini file to reduce the maximum amount of memory that Vcache uses to 512 megabytes (524,288 KB) or less OR Use the System Configuration utility to limit the amount of memory that Windows uses to 512 megabytes (MB) or less.

Vcache is limited internally to a maximum cache size of 800 MB.

This problem may occur more readily with Advanced Graphics Port (AGP) video adapters because the AGP aperture is also mapped to addresses in the system arena. For example, if Vcache is using a maximum cache size of 800 MB and an AGP video adapter has a 128-MB aperture mapped, there is very little address space remaining for the other system code and data that must occupy this range of virtual addresses.

<http://support.microsoft.com/support/kb/articles/Q253/9/12.ASP>

Problem: When you choose shut down, the screen goes blank and you get the "Windows is shutting down", then the screen goes black and it NEVER says "It is now safe to turn off your computer".

Possible Solution: Go into the BIOS, select "Power Management Setup", under "Video Off Method" choose "V/H Sync+Blank"

Problem: Computer receives a general protection fault while attempting to install Windows 98 or 95.

Possible Solution: Check voltage settings on CPU, check memory, replace CPU.

Problem: When the computer is turned on for the first time each day, the lights come on but there is no video. Turning the computer off and then back on, or pressing reset then allows the computer to boot properly.

Possible Solution: Bad power supply.

Problem: Computer beeps or buzzes intermittently while on.

Possible Solution: Bad power supply fan or CPU fan or bad keyboard (sticking key).

Problem: While doing a defrag, the computer keeps starting over, making defragmentation take forever.

Possible Solution: Press CTRL-ALT-DEL one time and select END TASK on every item that is listed EXCEPT for Explorer and Systray. You will have to press CTRL-ALT-DELETE each time after you select END TASK. Also, if your computer is on a network, unplug the cable from the back of your network card.

You can download a great utility that will close down all background programs. It is called ENDITALL and you can find it here: <http://hotfiles.zdnet.com/cgi-bin/taxis/swlib/hotfiles/info.html?b=pcm&fcode=0011NB>

Problem: MediaPlayer 7 gives me an 80004005 error when I try to play a CD.

Possible Solution: Turn off the digital playback option in MediaPlayer 7.

Problem: I plugged the headphones into the outlet on the CDROM player and get no sound.

Possible Solution: Turn off the digital playback option in MediaPlayer 7.

Problem: Network keeps getting disconnected or lots of collisions on hub.

Possible Solution: Plug and Play has set the IRQ or other memory address and is sharing it with another device. Both devices can not be active at the same time. I recommend setting the Network card manually using the software that comes with the card or downloading the software from the manufacturer's web site. Use an IRQ and memory address that is not currently in use and go in to your computer's BIOS and, under Plug And Play, select MANUAL and turn off the IRQ that you assigned to the network card.

Problem: Network is very slow

Possible Solution: Visit this page for more info:  
[http://algi273qy50xj.bc.hsia.telus.net/network\\_slow.htm](http://algi273qy50xj.bc.hsia.telus.net/network_slow.htm)

Problem: How do I make a bootable floppy with Windows ME?

Possible Solution: Just format a floppy and copy IO.SYS and COMMAND.COM from  
C:\WINDOWS\COMMAND\EBD onto the floppy. Instant bootable floppy, just like that.

Problem: When you turn the computer on, the lights come on, but there is no video.

Possible Solution: Bad monitor, bad video card or video card not seated properly, broken/bent pin(s) on monitor cable, broken/bent pin(s) on keyboard connector, switch on bottom of keyboard is set to XT instead of AT, RAM is bad or not seated properly, CPU is bad or not seated properly, power supply is bad or switch in back of power supply is set to 230v instead of 115v, CMOS may need to be cleared and reset. If this is a new system, the CPU voltage, multiplier and clock settings may not be properly set on the motherboard or BIOS/CMOS.

Problem: After installing an application such as Microsoft Word or Microsoft Excel, or Corel SmartSuite, the computer freezes intermittently in these programs.

Possible Solution: RAM is bad or not seated properly, CPU voltage, multiplier or clock settings not set correctly, bad video card or bad video card drivers.

Problem: Cannot recognize printer or other device attached to parallel port.

Possible Solution: Go in to the computer's BIOS/CMOS setup and in the section entitled Integrated Devices/Peripherals make sure that the Parallel port is enabled and set to EPP mode, if given a choice of 1.7 or 1.9, select 1.9. Do not select ECP or SPP mode. Also, possible bad cable or the cable may have a broken or bent pin. Also, possible bad printer or other device. Always make sure the device is ready, in the case of the printer, ensure the power is on, paper is in it, ink or toner is installed the Green Online light is on before starting diagnosis. A printer self-test can determine if the printer is bad. See your printer's owner's manual, or visit the manufacturer's web site for details on how to do this with your specific printer.

Problem: Modem dials out but there is no connection.

Possible Solution: Some phone systems require you to dial a 9 first, try adding a "9," to the front of the phone number you are dialling.

Problem: When installing a piece of hardware from an old computer to a new computer, Windows locks up or gets General Protection Faults.

Possible Solution: Find out what IRQ the hardware device is using. Some older Sound Blasters have two IRQs, one for the sound card and one for the built in

controller for the CDROM. Make sure to disable both of those IRQs in your BIOS under Plug And Play (select MANUAL and turn off the IRQ(s) that the hardware device is using).

Problem: Modem says NO DIALTONE when you try to dial out.

Possible Solution: Phone cable is bad or not connected to the proper port in the back of the modem or possible bad modem or you have voice messaging or some other phone service that causes your dial tone to 'stutter' letting you know you have messages waiting or you are on a PBX system which requires you to dial a 9 first before getting a dial tone. In either case, you can turn off your modems ability to check for a dial tone. To do this, click on Start, Settings, Control Panel and then double-click on Modems. Make sure your modem is highlighted, if not, click once on it, and then click on Properties (NOT Dialling Properties). Click the Connection tab, and then click on the Advanced button. Under Extra Settings type in "AT X0" without the quotation marks and then click OK until you are back to the Control Panel. Close the Control Panel and try dialling out again.

Problem: One of your hard disk drives is stuck in 16-bit mode.

Possible Solution: Try going into Control Panel and re-detecting new hardware. If you are still in 16-bit mode on your hard disk drive(s), click on Start, type REGEDIT and hit Enter. Then type CTRL-F and in the field that appears type "NOIDE" without the quotation marks and hit Enter. It may take a while to search and while it is searching it may appear the computer is locked up, be patient. If it finds a NOIDE in the registry, it will highlight it. Delete this entry and then close the Registry, it will automatically save your changes. When you re-boot, all hard disk drives should be in 32-bit mode.

Problem: CDROM is in 16-bit mode.

Possible Solution: You may need an updated driver from the manufacturer if your CDROM plugs into a proprietary controller card or sound card. Also, if your CDROM has a proprietary controller card or sound card attached to it, it's IRQ and/or DMA settings may be conflicting with the BIOS/CMOS Plug And Play settings. Make sure to disable those resources in the Plug And Play section of your BIOS/CMOS. You may also be loading MSCDEX.EXE in your AUTOEXEC.BAT. If so, edit the C:\AUTOEXEC.BAT file and type "REM" without the quotation marks at the beginning of that line.

Problem: Modem fails to respond, or is intermittent and causes lockups.

Possible Solution: The modem, if internal, is more than likely configured to an IRQ or COM port that is already in use. I recommend setting the modem to COM PORT 4, IRQ 3 and verify the BIOS/CMOS Integrated Peripherals settings have the COM PORTs defined as COM1 (2F8) and COM2 (3F8). Do not set them to AUTO (if that is an option in your BIOS/CMOS).

Problem: Sound Blaster AWE 64, no sound (speaker icon in system tray).

Possible Solution: Go into BIOS/CMOS and DISABLE ACPI. This setting can usually be found under the section entitled POWER MANAGEMENT SETUP.

Problem: What is a Crossover cable?

Possible Solution: A cable sends and receives data, right? So if pin 1 and 2 send data and pins 3 and 6 receive data, when you plug it into the computers they'll butt heads.

That is what a hub, switch or router is for. On a 2 pc network, you need the receive and send wires reversed on one end of the cable so the data being SENT from one can be RECEIVED by the other. Otherwise you are trying to SEND data to a computer's SEND data port.

It would be like trying to talk into the earpiece of your phone. Doesn't work real well since that's a speaker, and not a mic. (It's an output, not an input). You cannot plug an output into another output or an input into another input. At least, not if you expect it to work. You must plug one output into another's input. Didn't your parents have this talk with you yet?

Where can I get one and how much?

CompUSA, Fry's Electronics, Best Buy... they all have those crossover cables. How much? \$5-\$20 depending on length.

Problem: Start button is empty, does not say "Start" and tabs in windows are blank. All buttons are blank, no text in them.

Possible Solution: Go to your display settings, click on the Appearance tab and choose the Windows default scheme. This occurs when the text colour chosen is the same as the background colour.

Problem: Drive letters opening when starting Windows

Possible Solution: If you're using Norton Internet Security 2001 or Norton Personal Firewall 2001, change the settings in the program to not load at start-up. Create an entry in Start|Programs|Startup to launch the program from there. There's a timing problem, causing these products to launch explorer windows.

The following link from Symantec's website provides a better description of the problem and gives a link to a step-by-step fix.

<http://service1.symantec.com/SUPPORT/nip.nsf/ddb3f5ca22507b08852569370052afd6/026ccea2e609f78525695f0061c6be?OpenDocument&Highlight=0,startup>

Problem: Password is not being saved and/or login screen keeps coming up when Windows 95/98 starts.

Possible Solution: There are numerous settings that need to be set correctly, so we will add/reconfigure each one to insure it is properly set.

Go to the Control Panel, double-click the icon entitled "PASSWORDS." At the top of the screen there are tabs. Click the tab titled "USER PROFILES" and make sure the option "All users of this computer use the same preferences and desktop settings."

Click OK.

While in the Control Panel, see if you have an icon called "TWEAK UI", if so, double-click it, find the tab that says Paranoia, and make sure the option "Clear Last User at logon" is NOT checked. Click OK.

Back in the Control Panel, double-click on the icon titled "Network" and make sure you have the following components installed:

Client for Microsoft Networks

Dial-Up Adapter

TCP/IP

If you have any other components, remove them, these are the only three you should have (unless you have a network card or are using AOL). Check to see that "Windows Logon" is selected for the "Primary Network Logon" listed below.

Double-click "Client for Microsoft Networks" and make sure "Log on to Windows NT domain" is NOT checked. While in that window, make sure that "Quick logon" is selected. Click OK.

On the tabs at the top of the screen, select "Access Control" and make sure the option "Share-level access control" is selected.

Click OK.

If you are asked to re-boot, say NO.

Close the Control Panel.

Double-click My Computer

Double-click Dial-up Networking

You should see the icon used to dial your ISP here. Right-click on it and select PROPERTIES.

On the tabs at the top of the window, select the one that is titled "Server Types"

Under ADVANCED OPTIONS, the ONLY item that should be selected is “Enable software compression”. Please make sure that “Log on to network” and all of the other options are not enabled.

Below that, it says “Allowed network protocols”

Make sure the last option, “TCP/IP” is the ONLY item selected.

Click OK.

Close any open windows.

Click on Start.

Click on Run.

Type COMMAND (hit enter).

Type CD \Windows (hit enter).

Type DEL \*.PWL (hit enter).

Type EXIT (hit enter).

Run the registry editor, open this registry key:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\  
Network\Real Mode Net
```

and delete the value named “AutoLogon”. This web site explains how to do it: [http://www.wown.com/j\\_helmig/nologon.htm#AutoLogon](http://www.wown.com/j_helmig/nologon.htm#AutoLogon)

Click Start

Click Shutdown

Choose “Restart”

When Windows comes back up, a login screen should be displayed. For the name, type TEST (hit enter)

For the password, type nothing, just hit the enter key.

If Windows asks for password verification, hit the enter key again.

That’s it, you’re all done! The next time you restart Windows, the logon screen should not come up, and when you dial your ISP, the option to save your password should be enabled.

Problem: Windows 95/98/ME always asks for a logon password.

Possible Solution: To prevent Windows from prompting you for a password at start-up, follow these steps:

Click Start, point to Settings, click Control Panel, and then double-click the Network icon.

On the Configuration tab, click to select Windows Logon in the Primary Network Logon box, and then click OK.

When you are prompted to restart your computer, click No.

In Control Panel, double-click Passwords.

NOTE: If you cancel the network logon dialog box when you first start your computer, the Change Passwords tab may not be available. You must logon so the Change Passwords tab will be available.

Click the Change Passwords tab, click Change Windows Password, select any check box items you want to be included in the change, and then click OK.

In the Change Windows Password dialog box, type your current Windows password in the Old Password box. Leave the New Password and Confirm New Password boxes blank, click OK, and then click OK.

NOTE: If you have forgotten your old password, please see the following article in the Microsoft Knowledge Base:

Microsoft's Policy Regarding Missing or Invalid Passwords

Click the User Profiles tab and verify that the All users of this PC use the same preferences and desktop settings option is selected, and then click Close.

On the Start menu, point to Find, and then Files or Folders. Type \*.pwl, in the Named window. Look in (all) "Local hard drives". Select Include subfolders, and then click the Find Now button. Rename the extension on all ".pwl" files to ".old".

Shut down and then restart Windows.

NOTE: If ".pwl" files are not disabled, the passwords from those files can be detected by Windows and the Windows Logon request continues to appear.

If the issue has not been resolved, this issue may be caused by the TweakUI tool in Microsoft Windows 95 Power Toys. If you have installed Microsoft Windows 95 Power Toys, and are using the TweakUI tool, please see the

following article in the Microsoft Knowledge Base:

ARTICLE-ID: Q135586

TITLE : Hiding the Last Logged on User Name in Windows 95

For information about how to cache your Microsoft Windows NT domain password, please see the following article in the Microsoft Knowledge Base:

ARTICLE-ID: Q140709

TITLE : How to Cache Your Windows NT Domain Password in Windows 95/98

Problem: What's the difference between RAM & Resources?

Possible Solution: "System resources" are among the most misunderstood elements of Win95 and Win98 (and most otherwise good references don't touch on the subject—the first two Windows textbooks I picked up don't even have "resources," in this sense, in the index). This FAQ file is intended to address some of the common questions about this topic.

Could someone give me a breakdown of what constitutes:

- a) Windows 98 "resources" and
- b) "Memory"?

System Resources are of two kinds: User Resources, and GDI (Graphic Device Interface) Resources. In the Windows 98 Resource Kit, check the article titled "Core System Components." Much of what follows comes from that article. The Win98 Core consists of User Resources, GDI Resources, and the Kernel.

"The User component manages input from the keyboard, mouse, and other input devices and output to the user interface (windows, icons, menus, and so on). It also manages interaction with the sound driver, timer, and communications ports. Windows 98 uses an asynchronous input model for all input to the system and applications. As the various input devices generate interrupts, the interrupt handler converts these interrupts to messages and sends the messages to a raw input thread area, which in turn passes each message to the appropriate message queue. Although each Win32-based thread can have its own message queue, all Win16-based applications share a common one."

User Resources are limited to a fixed 64 KB. You cannot increase this.

"The Graphics Device Interface (GDI) is the graphical system that manages what appears on the screen. It also provides graphics support for printers and other output devices. It draws graphic primitives, manipulates bitmaps, and interacts with device-independent graphics drivers, including those for display and printer output device drivers."

GDI Resources are limited to a fixed 64 KB. You cannot increase this.

Why these 64 KB limits? They are used to ensure backward compatibility for 16-bit programs originally written for DOS and Windows 3.x. This backward compatibility is one of the main reasons Windows 95/98 would be chosen by a user instead of Windows NT (which has much poorer and less reliable backward compatibility for

16-bit programs). Note that the 64 KB limitation on User and GDI Resources does not exist in Windows NT (which, however, may not be able to run some of the particular programs causing the “Resources drain” in Windows 95/98).

The Resource Kit article “Understanding System Performance” gives more details of this that you might want to examine.

In contrast to this, “Memory” is generally used to mean RAM (although, technically, there are several kinds of ‘memory’).

I’ve always kind of lumped “Resources” and “Memory” together.

This is a very common misunderstanding.

My Resources drop as low as 50-60% a lot of the time. What’s wrong? Should I worry?

Having only 50-60% Resources available is not a problem at all. You can easily have resources drop to 10-15% without a problem. I have run the computer with less than that (on one occasion, as low as 0 %!). When Resources get in the 15% range, it is maybe time to think about shutting down some programs for a while.

This does not match my experience. When my Resources get to a certain low level, my computer starts running very slowly, or freezing, or otherwise misbehaving. Are you sure you can run the computer with Resources that low?

Yes. I am sure—provided Resources is the only problem. However, there are often other things going on at the same time that Resources get low. Especially with today’s advanced hardware, users are easily tempted and encouraged to run more and more programs, of increasing sophistication, at the same time. Resources are consumed when this happens—but it is not the only thing consumed! They may be just a symptom.

At the same time the Resources are dropping, you are probably consuming more RAM. You may be pushing your swap file functioning much harder. Also, not all programs “play well together.” That is, some of them tend to interfere with each other (especially if they include older 16-bit DOS or Windows 3.x programs). Using more programs at once increases the chance that you will encounter this type of conflict. But Resources are not the problem in this situation. (I emphasize this because it is more likely you will find out what is really causing your problem if you do not persist in believing it is something else!)

You may benefit from examining how your Windows memory management is configured. Especially in versions of Windows later than Win95, zealous memory management commonly causes problems resulting in system slowdowns and even freezes or lockouts.

Where does one see the quantity of resources being consumed, as opposed to “memory”? Does Norton System Doctor show you, for example?

Yes, you can set Norton System Doctor monitors for “User Resources” and “GDI Resources.” These show as “USER Free” and “GDI Free.” I recommend setting them. Also, the Windows Resource Meter (RSRCMTR.EXE) will monitor these nicely with very little overhead; and there are several freeware utilities that do the same thing. (Note that any utilities to monitor resources will, themselves; consume system resources—at least a little.)

Why do system resources not return to their full value after I have exited all of my programs?

There are two kinds of reasons for this: good reasons and bad reasons. These are discussed in the Knowledge Base article “Free System Resources Do Not Return To Previous Value.” In brief, the reasoning is this:

The “good reasons” involve particulars of how Windows handles system initialization. Windows defers much of system initialization until the first time a program asks for a particular service. For example, each font is initialized when a program first asks for it, rather than initializing all fonts at system start-up. Then, if a program requests a service that uses deferred initialization, the service remains initialized after the program has exited—the system resources associated with that service are not freed. The system keeps the service initialized so that the next program that requests the service does not have to wait for the service to be initialized. (This behaviour is by design.)

In addition, for compatibility reasons, Windows does not free system resources abandoned by Win3.1-based programs until all Win3.1-based programs have been closed. Only when there are no Win3.1-based programs running can Windows safely release abandoned system resources. (This behaviour is also by design.)

The “bad reasons” are that a particular program sometimes will not free resources upon exit, as it is supposed to do, perhaps because it was badly written. This is, surprisingly, relatively rare.

How is one supposed to handle applications that consume large resources?

Be careful about loading several of them at once. These resources are finite. Programs with heavy graphics demands are among the biggest hogs (GDI resources usually go down faster than User resources, at least where heavy graphics demands are involved). Heavy multimedia use puts demands on both. (See the functions of each near the top of this post for some clarification.)

According to Knowledge Base article “System Resource Decrease After Starting and Quitting a Program,” additional decrease in resources (without their release) can occur if you start to load a program and then quit it before it has completely started.

Can't I just “throw” more memory at them? As it is, how can I be sure that Windows actually uses my 128 MB of RAM?

You cannot effectively throw RAM at resources, because the size of the two categories of resources is limited to a specific amount. Whether you have 16 MB, 128

MB, or 1,024 MB of RAM will not affect this.

Are there any third party apps that allow one to successfully “handle” such resource-guzzling applications?

There are programs that claim to do this, but probably Win98’s resource allocation cannot be improved while maintaining full backward and lateral compatibility. Memory managers and resource managers are, first of all, programs that demand memory and resources! Secondly, they don’t tend to work that well (if at all). And one thing that is certain is that they cannot increase resources per se. Note that Win98 releases resources back to the system far more efficiently than Win95 did, though there are still limits to this and you ultimately will need to reboot. (I have to do this about every 5-6 days of normal use.)

It seems that “resources being drained” and “memory disappearing” into the murky waters of Windows 98 are two entirely separate entities!

Absolutely! You’ve got it!

Source: James A. Eshelman - <http://www.aumha.org/a/resource.htm>

Problem: How do I get in to my computers BIOS?

Possible Solution: Below is a list of possible solutions from major manufacturer’s brands of PCs.

Acer

[www.acer.com](http://www.acer.com)

Aspire

1. Reboot using Ctrl-Alt-Esc.
2. Use the arrow keys to highlight System Security and press Enter.
3. Find On Board Communication Ports and then use the arrow keys to highlight Operation Mode.
4. Use the left/right arrow keys to set the operation mode to Extended Capabilities Port.
5. Press Esc and select Yes when asked to save the settings.

Compaq

[www.compaq.com](http://www.compaq.com)

Presario 7100

1. Turn on (or reboot) your system.
2. Press DEL to enter the system setup program.
3. Select Advanced System Settings.
4. Select Integrated Peripherals.
5. Select LPT Extended Mode.
6. Press the Space Bar to select ECP.
7. Press F10 and select YES to Save and EXIT.

Dell

[www.dell.com](http://www.dell.com)

Dell's web page has instructions for each one of their computers. As a generic example, try this:

1. Turn on (or reboot) your system.
2. When prompted, press DEL immediately to enter the system setup program.
3. Press Alt-P to get to Screen 2.
4. Use Tab to move to Parallel Mode.
5. Use the arrow keys to set Parallel Mode to ECP. (If your computer doesn't have ECP, set the mode to PS/2 to get bi-directional functioning.)
6. Press Esc to exit the system configuration.

Gateway 2000

[www.au.gw2k.com](http://www.au.gw2k.com)

To tell what kind of BIOS you have, reboot your computer and watch the screen carefully. If one of the first words you see is Phoenix, Award, or AMI (in the upper left corner of your screen) that is the type of BIOS you have.

with Phoenix BIOS

1. If you are in Windows, exit to DOS.
2. Press Ctrl+Alt+Esc. If this doesn't work, follow these steps.
3. Leave the computer turned on and use the key to lock the keyboard.
4. Press the Reset button on the front of the computer. A message will display asking you to unlock the keyboard.
5. Unlock the keyboard and press F2.

with AMI or Award BIOS

1. Press the Reset button on the front of the computer. Watch the screen. After the memory count is complete, a message appears about pressing Delete to enter the setup program.
2. Press Delete. After a few moments a menu appears on the screen.
3. Move the highlight bar to RUN CMOS SETUP and press Enter. If you are prompted to choose Standard or Extended setup, choose Standard.

an EISA computer

Press the Reset button on the front of the computer, then press Ctrl+Alt+Esc immediately when the memory count begins. EISA bus computers usually require a separate diskette or CD-ROM to permanently change the system configuration.

If Ctrl+Alt+Esc doesn't work, try Ctrl+Alt+S.

Hewlett-Packard

[www.hp.com](http://www.hp.com)

HP Vectra

1. Reboot your computer.
2. When the bottom of the Hewlett-Packard System Hardware Test screen displays, press F2.
3. Use the arrow keys to highlight Parallel Port Mode.
4. Use F7 and F8 to switch settings. Set to

Bi-directional ECP, if available  
Bi-directional, if necessary

#### HP Pavilion

1. From Windows, click Start, click Shut Down, click Restart, and then click Yes.
2. At the HP Blue screen, press F1 to enter CMOS.
3. Use the arrow keys to highlight the appropriate setting.
4. Press F10 to Save and Exit, and then press Enter.

#### IBM

[www.ibm.com](http://www.ibm.com)

#### Aptiva

1. Reboot using one of these three methods
  - a) Press Ctrl-Alt-Del.
  - b) From Windows, click Start, click Shut Down, click Restart, and then click Yes.
  - c) Turn off computer, wait 30 seconds and then turn it back on.
2. When you see the Blue IBM screen and memory counting, press F1 to enter the configuration utility.
3. Once you're in the configuration utility, you will see many choices.
  - a) Use the up and down arrow keys to highlight Parallel Port Mode.
  - b) Use the left and right arrow keys to switch choices until Extended Capabilities Port (ECP) mode is highlighted, and then press Enter.

#### Micron

[www.micron.com](http://www.micron.com)

#### with Phoenix BIOS

1. Reboot using Ctrl-Alt-Del or the Reset button.
2. During the POST test (memory count), press F2.

#### Packard Bell

[www.packardbell.com](http://www.packardbell.com)

#### Hardware Setup Program

1. Reboot your computer.
2. Press F1 or F2 (depends on your computer) before you hear the beep as the system boots up.

Problem: What is the difference between Windows ME and Windows 2000?

Possible Solution: Visit here to learn about the differences:

[http://www.dell.com/us/en/biz/topics/vectors\\_2000-w2kvsme.htm](http://www.dell.com/us/en/biz/topics/vectors_2000-w2kvsme.htm)