

# WINDOWS XP - Common Questions and Answers

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 get rid of the annoying Microsoft Messenger icon?

**Possible Solution:** Click Start, click Programs, Accessories, and click Notepad. Once Notepad is open, click File, click Open, and for the filename type in: C:\WINDOWS\INF\SYSOC.INF and hit enter. Under the section [Components], look for "msmsgs=msgrocm.dll,OcEntry,msmsgs.inf,hide,7" and remove the word 'hide', so it looks like this: "msmsgs=msgrocm.dll,OcEntry,msmsgs.inf,,7".

Then click File, click Save, click File and click Exit. Next, go into your Control Panel, double-click Add/Remove Programs, click "Add Windows Components" (on the left side of the screen), scroll all the way down the list that appears and the last option listed should be "Windows Messenger". Uncheck it and click Next. You have now uninstalled Microsoft Messenger.

OR

Go to Start/Run, and type: "rundll32 setupapi,InstallHinfSection BLC.Remove 128 %SystemRoot%\INF\msmsgs.inf"

OR

<http://support.microsoft.com/support/kb/articles/q302/0/89.asp>

OR

On its Tools - Preferences - uncheck 'Run when Windows Starts'. Then close it, right-click the taskbar icon and select Exit.

**Problem:** Where can I find NetMeeting?

**Possible Solution:** Click Start, click Run, type CONF and hit enter.

**Problem:** Does Windows XP Pro have the Internet Information Server?

**Possible Solution:** Yes, check add/remove programs in the control panel.

**Problem:** Does Windows XP include a Personal Web Server?

**Possible Solution:** XP Home doesn't have a web server available. XP Pro comes with IIS5.1 which allows 10 simultaneous connections, just like the IIS5.0 in Windows 2000 Professional.

If you need a 'full' version allowing unlimited simultaneous connections (ie you want to run your own web server) you'll have to either go to Windows 2000 Server, Windows 2000 Advanced Server or the XP Server, which won't be released until at least second quarter of 2002.

**Problem:** Can anyone tell me if Windows XP Home supports running either Microsoft Personal Web server or Microsoft Internet Information Server?

**Possible Solution:** What \*will\* work with Home Edition: You can install Frontpage 1.1 or 9x (with PWS) or install PWS as stand alone (customized Frontpage installation) from within the Frontpage 9x setup. Then you could install Frontpage 2000, which will use the former installed PWS.

What will \*not\* work:

-running pwssetup.exe in compatibility mode from the Frontpage CD.

-running PWS setup from Win9x CD or NT4 Option Pack.

**Problem:** I can't seem to get more than 10 incoming client connections on Windows XP Professional! Is there any way of overriding this limit?

**Possible Solution:** No - for more than 10 connections (PRO is a client) you need a Server - Win2k or Windows.Net and then you can buy additional Client Access Licenses. The Windows 9x product line did not have an inbound connection limitation. Microsoft imposed the limit starting with the Windows NT Workstation products and have continued with it in Windows 2000 Professional and the Windows XP products.

**Problem:** My Network Places is automatically creating shortcuts to shared resources on the network that I have visited. How do I stop this?

**Possible Solution:** In My Network Places, click Tools | Folder Options | View and un-check "Automatically search for network folders and printers". You can delete any unwanted shortcuts.

**Problem:** I have a computer with Win2k and one with WinXP. The XP one can see the Win2k but not vice versa.

**Possible Solution:** Have you disabled the XP's built in firewall?  
Is something shared on the XP PC (files, folders, hard drive etc etc)?  
Is the User Account on the 2000 PC added as a User Account on the XP PC?  
Is the Guest Account enabled on the XP PC?

**Problem:** I get a CODE 65 error when I ping some IP addresses. What does this mean?

**Possible Solution:** Firewall software can create the interference that causes this error. Try disabling or uninstalling your firewall software.

**Problem:** I've networked two computers, one with Windows XP Pro and the other with Windows ME. The Microsoft game Age of Empires 2 does not load on the Windows XP Pro machine when the Windows ME machine is connected to the network! Disabling the Realtek card on the Windows XP Pro machine, enables the game to load, as does just having this machine on!

**Possible Solution:** Disable the firewall on the Windows XP machine.

**Problem:** How can I rebuild the TCP/IP stack in Windows XP?

**Possible Solution:** <http://support.microsoft.com/support/kb/articles/q299/3/57.asp>

**Problem:** How do I remove the Administrator as the default log in and use another user?

**Possible Solution:** You have to assign a password to the Admin account and setup another user as admin. The admin account should disappear and you will always be prompted with the User & Guest account.

**Problem:** How can I password protect my network shares?

**Possible Solution:** When you have XP Professional, you can disable 'simple file sharing' in the folder options. With a right-click on the folder you want to share, you can enable sharing and with a click on the permissions button you can restrict permissions to users and groups. Every user that want to access to your shared files must have an account on your system (by default with password). So a single user can access with his username and password all shared folders, when you allowed this in the permission settings for this single user /or groups.

For Home Edition there is only simple file sharing. If you want to use passwords- you should create password protected zip archives from the folder, you want to share with WinZip or another third-party tool and copy the archive to the 'shared folder' directory.

**Problem:** I have an XP box and a 98 SE box. The XP box can see and access the 98 shares, but the 98 box keeps getting an error message saying it needs permission to access the resource ComputerName\IPC\$.

**Possible Solution:** 1: Turn off firewalls if any are used (including XP's Internet Connection Firewall). If this is the cause, you will need to reconfigure your firewalls.  
2: Turn on Guest Accounts in Control Panel | User Accounts.  
3: Create an account on your XP machine that matches the username and password you use to log in to the other computers.  
4. Get rid of all protocols except TCP/IP and make sure it's bindings include file and printer sharing. This is not recommended if you have no router between your network and the internet because you are very vulnerable. If you don't have a router, I suggest you disconnect from the internet before you try this. If it works for your network, you'll want to purchase a router.  
5. If you have a router, run the network wizard and select to set it up for a "gateway" connection. Also I found I needed to let it select my connection in the process.

**Problem:** Where can I find the Bindings settings for my installed protocols?

**Possible Solution:** To access the protocol->NIC bindings, open the Network Connections folder and click Advanced | Advanced Settings. Highlight the desired network connection, and the bindings for it will appear.

**Problem:** I understand from the XP compatibility file that NetBEUI is not supported in Windows XP.

**Possible Solution:** Will I be able to connect my XP machine with my 98 & ME machines?

Using a Windows XP Professional CD (Not sure if its in the Home edition - but I would guess that it is) you will find NETBEUI hidden away at the following location: VALUEADD->MSFT->NET->NETBEUI. There is a helpful txt file there that should help you out. Although I should point out that MS would rather you not use NETBEUI from the tone of the instructions given.

**Problem:** I am adding Windows XP to my network and I am using ICS to share my network connection. How do I configure Windows XP to use the shared internet?

**Possible Solution:** [http://www.practicallynetworked.com/sharing/xp\\_ics/clientwiz.htm](http://www.practicallynetworked.com/sharing/xp_ics/clientwiz.htm)

**Problem:** I somehow lost the welcome screen and it now comes up in classic logon. How do I get back to the welcome screen.

**Possible Solution:** Control Panel->Users->Change the Way Users log on->select Welcome Screen.

**Problem:** Anyone know how to permanently disable those irritating "white balloon" help messages that keep popping up all over the place?

**Possible Solution:** This answer was posted by Mike Burgess – Microsoft MVP: There are several areas where the balloon pop-up occur:

1) Explorer | Tools | Folder Options | View | Advanced Settings

Uncheck: "Show pop-up descriptions for folder and desktop items"

Click Apply\Ok

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

"ShowInfoTip"=dword:00000000

"FolderContentsInfoTip"=dword:00000000

How to Disable Notification Area Balloon Tips (Q307729):

<http://support.microsoft.com/support/kb/articles/Q307/7/29.ASP>

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

"EnableBalloonTips"=dword:00000000

You can also access the above option via Start - Run (type) "gpedit.msc" (no quotes)

Local Computer | User Configuration | Administrative Templates

Start Menu and Taskbar, and highlight:

"Remove Balloon tips on Start Menu items", right-click and select Properties to make your desired selection

**Problem:** Attempting to turn off the computer results in the system restarting.

**Possible Solution:** From Terri Stratton – Microsoft MVP: Right click My Computer/Properties/Advanced Tab/Startup and Recovery Settings/Uncheck Restart on failure(Automatically Restart on 2600).

This isn't going to solve the problem, but it will let you see what the problem might be. Then, once you have the error, check here for almost anything you might need to fix it - [www.aumha.org/a/shtdwnxp.htm](http://www.aumha.org/a/shtdwnxp.htm)

**Problem:** What is the listening port number of the Remote Desktop connection?

**Possible Solution:** From Jason Tsang - Windows XP MVP & Associate Expert: The port is 3389.

**Problem:** Is there a PPPOE dialer included with XP?

**Possible Solution:** From Mark L. Ferguson MS-MVP Expert Associate: Have you read the help entry on PPPoE? To make a broadband connection using Point-to-Point Protocol over Ethernet (PPPoE)

Open Network Connections.

Under Network Tasks, click Create a new connection, and then click Next.

Click Connect to the Internet, and then click Next.

Click Setup my connection manually, and then click Next.

Click Connect using a broadband connection that requires a user name and password.

Follow the instructions in the New Connection Wizard providing the information from your ISP.

Note: To open Network Connections, click Start, click Control Panel, click Network and Internet Connections, and then click Network Connections.

**Problem:** Does anybody know where I can find the RegClean tool for XP from Microsoft ?

**Possible Solution:** From Tom Porterfield - MS-MVP: Regclean has not been updated for XP. You may still be able to find it on [ftp.microsoft.com](http://ftp.microsoft.com). But the fact that MS has pulled it from their http pages suggests that they think it shouldn't be used anymore.

**Problem:** How do you stop programs from "stacking up in the taskbar?"

**Possible Solution:** From Jason Tsang - Windows XP MVP & Associate Expert: If you are referring to the Grouping of similar taskbar buttons, right click your desktop, and go to properties. Under the taskbar tab, in the taskbar appearance section, uncheck, "Group similar taskbar buttons."

OR from Bonnie Granat - Technical Editor and Writer:

1. Right-click on the bottom of the screen (the bottom taskbar).
2. Click Properties, and then click the Start Menu tab.
3. Click Customize.
4. On the General tab, under Programs, set Number of Programs on Start Menu to the number you want.

**Problem:** Is there a way to turn off the "Notify Microsoft" dialog that occurs after an error occurs or when a program stops responding?

**Possible Solution:** Right click "My Computer" and select properties, click the Advanced tab, and click the Error Reporting button. Now select 'Disable Error Reporting' and click OK.

**Problem:** There doesn't seem to be a Client for Novell Netware. Can I get this someplace? Can I copy it from a XP Pro CD? Can I download a client from Novell?

**Possible Solution:** Yes, although I'm not an expert on installing it, I do know that Client 4.81 does work with XP Home Edition. It's at <http://download.novell.com/sdMain.jsp>

**Problem:** How can I disable "Out of hard drive space" error messages?

**Possible Solution:** <http://support.microsoft.com/support/kb/articles/Q285/1/07.ASP>

**Problem:** Is there a way I can create MP3's using Windows Media Player 8?

**Possible Solution:** <http://www.geocities.com/mikejames69/>

**Problem:** What is the difference between Windows XP Pro and Home edition?

**Possible Solution:** <http://www.microsoft.com/windowsxp/whichxp.asp#home>

**Problem:** Does anyone know how to change, enable or disable the "X Unread Mail Messages" note next to users names?

**Possible Solution:** From Kent W. England - Microsoft MVP: Windows Registry Editor Version 5.00

; disable unread mail notice for all users

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\UnreadMail]

"MessageExpiryDays"=dword:00000000

OR

; disable unread mail notice for current user

[HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\UnreadMail]

"MessageExpiryDays"=dword:00000000

**Problem:** How can you resize the Quick launch Toolbar?

**Possible Solution:** Right click on the taskbar and make sure that "Lock the Taskbar" is unchecked.

**Problem:** I am enjoying XP Home very much but where is ScanDisk?

**Possible Solution:** XP does not come with scandisk, but rather a utility called CheckDisk. Go to Start, Run, and enter the command CHKDSK instead, or just right click the drive you want to check, choose properties, click the Tools tab, and click "Check Now".

**Problem:** In Windows explorer, how can I stop the confirmations for file deletions?

**Possible Solution:** Right click the recycle bin and select properties. Now uncheck "Display delete confirmation."

**Problem:** How is one supposed to disconnect a dial-up if the icon is NOT on the task bar?

**Possible Solution:** Right click on the clock. Go to 'Customize Notifications' and set it to "always show".

**Problem:** Why do my downloads seem slower using Windows XP?

**Possible Solution:** From Kent W. England - Microsoft MVP:

Windows Registry Editor Version 5.00

; increase Win2K TCP Receive Window Size from default of 16 KB to 64 KB

[HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters]

"GlobalMaxTcpWindowSize"="65535"

You can remove this key to return to the default value. I think you have to reboot before it goes into effect. You need to set this key for all machines on your local network.

If you are having trouble with the built-in PPPoE adapter on a WinXP ICS gateway, you may need to change the PPPoE MTU to improve performance, but usually downloads fail completely if the PPPoE MTU is too large. You do not need to change the MTU on your client machines, only on the ICS gateway. Consult the new KB article Q283165 "How to Change the PPPoE MTU Size"

<http://support.microsoft.com/support/kb/articles/Q283/1/65.ASP> to set the correct (smaller) MTU size.

**Problem:** Is there anything built into XP that will track the amount of time, and keep a resettable running total of time spent online?

**Possible Solution:** [http://www.clansfx.com/Home/Files/body\\_files.html](http://www.clansfx.com/Home/Files/body_files.html) and look for My Vital Agent, looks to be a great program by Lucent Tech.

**Problem:** How can I remove people from main welcome screen, but I don't want to delete accounts, I just want to hide them (like the Administrator account).

**Possible Solution:** From Dieter Krosch:

HKEY\_LM\Software\Microsoft\WindowsNT\CurrentVersion\Winlogon\SpecialAccounts\userlist

Create a DWORD value for each user that you wish to not appear.

Alternatively there is an XP Powertoy suite. In the TweakUI powertoy, there is a "Logon" section where you can turn the welcome screen users on or off.

**Problem:** I just installed KaZaA 1.3.3 on a clean install of XP Build 2600, and as soon as I launch the program, it crashes.

**Possible Solution:** Right click on the item in the start/programs menu. Choose properties, then compatibility. Then check "disable visual themes".

**Problem:** Whenever I try to open a file (let's say Word or IE6), and I do it by selecting File, then Open, and all my files in any directory or folder are now being shown in an alphabetical wrong order. How can I fix this?

**Possible Solution:** <http://support.microsoft.com/support/kb/articles/q233/5/26.asp>

**Problem:** I have an ISO image and need to extract and install it via a virtual CD on my HD. I don't have access at the moment to a CDRW to burn the image, but can only install the program from a CD.

So what I am after is a program (which runs on XP) to create some sort of virtual CD Drive.

**Possible Solution:** DAEMON Tools 2.88 - [www.daemon-tools.com](http://www.daemon-tools.com)

With this software you can mount BIN/CUE, ISOs and more as a CD. Works perfectly with XP.

**Problem:** Does XP support CDONTS?

**Possible Solution:** Windows XP does not come with cdonts installed. You can take cdonts.dll from the windows 2000 machine and put it in the c:\windows\system32 and then regsvr32 cdonts.dll

After a reboot, you should be set to go.

**Problem:** Is that possible to automatically dial as soon as the welcome screen is shown?

**Possible Solution:** From Kana Aditya: Look at this link under Advanced Protocol Features - Making a dial-up connection "always on". <http://user.cs.tu-berlin.de/~normanb/README2K.HTM>  
Just replace the connection name with the connection name you already have.

**Problem:** If you create a custom toolbar, arrange the icons in the order you prefer, and then lose the connection to the associated folder (eg, server down), the toolbar appears empty. Re-establishing the connection does not refresh the toolbar. However, you can log off and back on to redisplay the toolbar, but the icon arrangement is now in name order regardless of the order of the icons in the folder. Is there any way to make your preferred order persistent?

**Possible Solution:** Right-click on the toolbar and select Open Folder. Click Refresh on the folder and close it. The icons should reappear on the toolbar.

**Problem:** How do you turn on password caching in Windows XP?

**Possible Solution:** <http://support.microsoft.com/support/kb/articles/q235/8/64.asp>

**Problem:** I installed XP today and all went well. After playing a bit I rebooted back to Win98 and all was well. I went back to XP later and it wouldn't boot and gave me the following message:

Windows could not start because the following file is missing or corrupt:

<Windows root>\systems32\hal.dll

Please re-install a copy of the above.

**Possible Solution:** From Mark L. Ferguson – Microsoft MVP: You have Boot.INI trouble.

Boot from CD, and start the Recovery Console. Use the command 'type C:\boot.ini'

Save the file for backup, Identify your drives with the 'MAP' utility.

Compare the entries in the boot.ini [operating system] block, with the results you see from Map.

At this point you may see a way to hack boot.ini. You might try various edits from backup.

The utilities 'bootcfg', and 'fixboot' may help you do that.

ALSO:

Probably the ARC path in boot.ini is incorrect as it's trying to load XP

from the wrong partition. In Explorer, remove the read only attribute from boot.ini and edit the partition number, save the file and reboot. If that doesn't work, try another partition number.

BTW, don't muck around with hal.dll. The HAL is loaded depending on the type of system you have. If you change it manually, you could easily end up with an unbootable system.

**Problem:** All my sounds work fine except for the exit and start sounds. They worked when XP first booted after installation and now nothing.

**Possible Solution:** From Richard F. Dion: TweakUI, when set to NOT beep on Errors is causing this. Set it to beep and you'll get your sounds back. If you go into Control Panel Sound applet and disable the "Default Beep"=ding.wav you'll get the beeps on the computer speaker from then on, if you don't like them go into devices and change "Beep" to manual start.

**Problem:** I cannot get my NVidia video card to install correctly; "can't start device...code 10."

**Possible Solution:** In your BIOS, set an IRQ for the video card.

**Problem:** I have enabled the "Group Similar Taskbar Buttons" item, found by right-clicking on the Taskbar and selecting properties, but XP isn't grouping similar tasks such as two IE explorer windows into one button.

**Possible Solution:** It won't group until the Taskbar is full. To change this, open registry editor (start -> Run and type "regedit") and navigate to

"HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer\Advanced".

Create a new DWord value named TaskBarGroupSize, and give it a value. If you set it to 2 then programs will always group. Set it to 3 or more to group when that number of windows are open. Set it to 1 to return

to the default standard operation of waiting for the taskbar to become filled first. Close Regedit and reboot your computer for your changes to take effect.

**Problem:** Does anyone know a registry hack to make the '>>' arrows at the bottom of the start menu appear with the new Luna start menu?

**Possible Solution:** From Jim Eshelman – Microsoft MVP: Right click on the Start button and select Properties. Click the Start Menu tab. With "Start Menu" selected (rather than "Classic Start Menu"), click "Customize." Click the Advanced tab. In the "Start Menu Items" box, scroll down almost to the bottom and check the box that says, "Scroll programs."

**Problem:** When I attempt to access WinXP over my network there is in log-in dialogue box that appears. It's an entry for user name which is "xxxx\Guest" (xxxx being the computer name) and it is grayed out, thus I can not enter a legitimate user name.

**Possible Solution:** From Ed Kivell: Go to Control Panel. Open Administrative Tools. Select Computer Management.

Select Local Users and Groups. Double-click on Users. Right-click on Guests. Left Click on Properties. Uncheck account is disabled.

Other solution is to set up an account for the other computer. XP has its roots in NT which requires user accounts or guest accounts for all clients logging into a computer.

**Problem:** Occasionally, after booting my Event Manager / System Log contains the following information.

Source aic78xx

Category None

Event ID 11

The driver detected a controller error on \Device\Scsi\aic78xx1.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

[I check the above URL but no help was available]

The error in event manager repeats itself up to four times over 3-4 seconds, then quits.

**Possible Solution:** <http://www.eventid.net/display.asp?app=Top10&eventid=11>

This is usually caused by inadequate or faulty SCSI termination. It's suggested you check your SCSI cables and connections. If the problem persists, I recommend moving away from jumper activated device termination and to use separate active cable terminators instead.

**Problem:** I have successfully installed XP on my ThinkPad PIII 650 MHz Speed Step. When I go into My Computer, properties, it shows my processor as PIII 498 MHz. Is this a bug?

**Possible Solution:** In Control Panel, select Power Options, and then Advanced. Here you can check "Always show icon on the taskbar". If you select "Always on", your processor will run at normal speed. You can select "portable/laptop" when you want to save on power. There are other power settings here you can try as well.

**Problem:** I always get this message upon boot: "Your system has no paging file, or the paging file is too small. - To fix this problem, go to System Control Panel, click the Advanced tab, and under Performance, click Settings. On the Advanced tab, click Change. Click 'Custom size,' and then type an initial or maximum paging file size."

I've followed these directions, but it makes no difference.

**Possible Solution:** If you have a motherboard with an 815 chipset and had previously installed Win2k Intel IDE bus-master drivers, it is imperative that you remove them and download and install the drivers designed for Windows XP. If your system boots up with a blue-screen error after updating the drivers, unplug any IDE CD-RW devices and reboot. This should build the paging file correctly and also allow you to manipulate it as described above. Next., uninstall the 815 drivers once more, power down your PC and reattach any IDE CD-RW drives.

**Problem:** When I log off in XP Pro and shut down my computer and then reboot XP opens to the desktop of the Admin Account instead of the welcome screen.

**Possible Solution:** From Doug Knox – Microsoft MVP: Click Start, Run and type "control userpasswords2" without the quotes, and hit enter. Check the box to require a password.

**Problem:** Is there an easy way to change the drive letters? For example, instead of having a CD drive be defaulted to E:, have it always map to G:?

**Possible Solution:** Go to Administrative Tools>Computer Management and on the left pane you will see Disk Management. Right-click your CD ROM drive and change it to the appropriate drive letter.  
<http://support.microsoft.com/support/kb/articles/Q307/8/44.ASP>

**Problem:** anyone else out there using xp pro getting the problem where there is a device constantly disconnecting and reconnecting? basically what happens is everything freezes for about a second and then you hear the device disconnect sound, followed by the device reconnect sound.....using a microsoft optical USB mouse which i thought was the problem, tried switching USB ports but still getting the same problem...it happens constantly too...at least 4 times a minute, very frustrating....any ideas?

**Possible Solution:** From Mike Ketchen – Microsoft MVP: If it's a USB device, go to the Start Menu and right-click on My Computer. Click on the Hardware tab, then click on Device Manager. At the end of the tree should be "Universal Serial Bus controllers."  
Expand that node (click on the little plus sign), right-click on "USB Root Hub," and select Properties. Click on the Power Management tab, uncheck the box labeled "Allow the computer to turn off this device to save power," and click OK.  
That will keep Windows XP from turning off your USB devices when it sees no activity (very annoying if you have a USB mouse).

**Problem:** If I browse share folders of the 98 PC, from the XP PC, it always hangs. No error message or anything. I have to reboot.

**Possible Solution:** If you are running AVP antivirus, uninstall it.  
<http://support.microsoft.com/support/kb/articles/q294/7/56.ASP?>

**Problem:** Outlook Express keeps prompting you for your password.

**Possible Solution:** This is caused by a damaged Registry key. To Remove the broken Key in Windows® XP

1) Click Start, click Run, and then type regedt32 in the Open box.

2) Locate the following registry key:

[HKEY\\_CURRENT\\_USER\Software\Microsoft\Protected Storage System Provider](#)

3) Right click the HKEY\_CURRENT\_USER\Software\Microsoft\Protected Storage System Provider key, and then Select Permissions.

4) In the Permissions for Protected Storage System Provider dialog box, click the Advanced tab. Make sure that the <Username> has Full Control access. Deselect "Inherit from Parent..." and select "Replace permission entries..."

5) Click OK.

6) Repeat steps 3 through 5 for each subkey that is listed under the Protected Storage System Provider registry key; otherwise, you may receive the following error message when you try to delete the Protected Storage System Provider key:

**Registry editor could not delete the key currently selected. The key or one of its subkeys does not give you delete access.**

Note: The sub keys under Protected Storage System Provide will look something like this:

[S-1-5-21-1085031214-1202660629-1708537768-1003](#)

7) At this point, you can delete the Protected Storage System Provider key by clicking Delete on the Edit menu. If you prefer, you can first export a copy of this key, and then delete the key. To export the key, right click the Protected Storage System Provider key, and select Export.

8) When you click Delete, you receive the following message:

Registry editor will delete the currently selected key and all its subkeys. Do you want to continue the operation?

Click Yes to finish the process.

9) Start Outlook Express. When Outlook Express checks your mail account(s) you will be able to re-enter your password(s). This process repopulates the Protected Storage System Provider registry key with the correct information for that computer's SID.

From: [http://people.ne.mediaone.net/dbknox/xp/tips/xp\\_oe\\_passwords.htm](http://people.ne.mediaone.net/dbknox/xp/tips/xp_oe_passwords.htm)

**Problem:** I have connected the network wire to both computers and installed the correct drivers for the network cards but I am still getting the message "A Network Cable Is Unplugged". Does this mean I have a break in the network cable?

**Possible Solution:** From Kent W. England - MicroSoft MVP: Likely you are using a standard cable (called a "straight-thru" cable) that is designed to connect a computer to a hub. You need a non-standard cable (called a "crossover" cable) to connect a computer to a computer. You can find these at your local computer hardware store.

Your network adapter will register as "unplugged" until BOTH computers are turned on.

**Problem:** On the welcome screen, when you first turn on the computer, under my user account name "Joshua" it says "1 unread email message" all the time. It says it when I have no email and it says it when I have 4 emails.

**Possible Solution:** From Kent W. England – Microsoft MVP: If you want to disable this mostly useless feature:

Windows Registry Editor Version 5.00

; disable unread mail notice for all users

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\UnreadMail]

"MessageExpiryDays"=dword:00000000

; disable unread mail notice for current user

[HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\UnreadMail]

"MessageExpiryDays"=dword:00000000

If you just want to clear the notice and not disable it, there are email accounts under the UnreadMail key that correspond to your hotmail.com account and a key called "MessageCount" that you can set to zero.

[HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\UnreadMail\foo@hotmail.com]

"MessageCount"=dword:00000000

**Problem:** Under network settings what is QoS Packet Scheduling? And should that box be checked or not?

**Possible Solution:** It is for setting different priorities for different data streams. For example, you would want a higher priority for audio/video streaming compared with file downloads. Apparently it is not used in peer-to-peer working so it is safe to delete it.

However, if you do any streaming audio/video with Windows Media Player it would not be a good idea to delete it.

**Problem:** I can't access any of my networked computers from XP.

**Possible Solution:** Under LAN Connection Properties (the Authentication tab) by default it is set to use IEEE 802.1X for network access control with the EAP type set to Smart Card or Certificate. I changed the EAP to MD5-Challenge and now it works fine.

**Other:** Recovery Console overview

If [safe mode](#) and other startup options do not work, you can consider using the Recovery Console. This method is recommended only if you are an advanced user who can use basic commands to identify and locate problem drivers and files. In addition, you must be an [administrator](#) to use the Recovery Console. Using the Recovery Console, you can enable and disable [services](#), format drives, read and write data on a local drive (including drives formatted to use [NTFS](#)), and perform many other administrative tasks. The Recovery Console is particularly useful if you need to repair your system by copying a file from a floppy disk or CD-ROM to your hard drive, or if you need to reconfigure a service that is preventing your computer from starting properly.

There are two ways to start the Recovery Console:

If you are unable to start your computer, you can run the Recovery Console from your Setup CD.

As an alternative, you can install the Recovery Console on your computer to make it available in case you are unable to restart Windows. You can then select the Recovery Console option from the list of available operating systems on startup.

After you start the Recovery Console you will have to choose which installation you want to log on to (if you have a [dual-boot](#) or [multiple-boot](#) system) and you will have to log on with your administrator password.

The console provides commands you can use to do simple operations such as changing to a different directory or viewing a directory, and more powerful operations such as fixing the boot sector. You can access Help for the commands in the Recovery Console by typing **help** at the Recovery Console command prompt.

For information on starting and using the Recovery Console, see Related Topics.

Once you are running the Recovery Console, you can get help on the available commands by typing **help** at the command prompt.

### **To start the computer and use the Recovery Console:**

#### **[From the Setup CD-ROM](#)**

Insert the Setup compact disc (CD) and restart the computer. If prompted, select any options required to boot from the CD.

When the text-based part of Setup begins, follow the prompts; choose the repair or recover option by pressing **R**.

If you have a dual-boot or multiple-boot system, choose the installation that you need to access from the Recovery Console.

When prompted, type the Administrator password.

At the system prompt, type Recovery Console commands; type **help** for a list of commands, or **help *commandname*** for help on a specific command.

To exit the Recovery Console and restart the computer, type **exit**.

#### **[If you have already installed the Recovery Console](#)**

During Startup, select **Recovery Console** from the startup options menu.

If you have a dual-boot or multiple-boot system, choose the installation that you need to access from the Recovery Console.

When prompted, type the Administrator password.

At the system prompt, type Recovery Console commands; type **help** for a list of commands, or **help *commandname*** for help on a specific command.

To exit the Recovery Console and restart the computer, type **exit**.

***Important: Because the Recovery Console is quite powerful, it is recommended for use only by advanced users or administrators.***

#### **Diskpart**

Creates and deletes partitions on a hard drive. The **diskpart** command is only available when you are using the [Recovery Console](#).

**diskpart** [/add | /delete] [*device\_name* | *drive\_name* | *partition\_name*] [*size*]

#### **Parameters**

none

Used without parameters, the **diskpart** command starts the Windows character-mode version of **diskpart**.

#### **/add**

Creates a new partition.

#### **/delete**

Deletes an existing partition.

*device\_name*

The device on which you want to create or delete a partition. The name can be obtained from the output of the **map** command. An example of a device name is:

**\Device\HardDisk0**

*drive\_name*

The partition you want to delete, by drive letter. Used only with **/delete**. An example of a drive name is:

**D:**

*partition\_name*

The partition you want to delete, by partition name. Can be used in place of the *drive\_name*. Used only with **/delete**. An example of a partition name is:

**\Device\HardDisk0\Partition1**

*size*

The size, in megabytes (MB), of the partition you want to create. Used only with **/add**.

### **Examples**

The following examples delete a partition:

**diskpart /delete \Device\HardDisk0\Partition3**

**diskpart /delete F:**

The following example adds a 20 MB partition to your hard drive:

**diskpart /add \Device\HardDisk0 20**

[ms-its:C:\WINDOWS\Help\bootcons.chm:/CHM=bootcons.chm;ntcmds.chm](#)

[META=a\\_recovery\\_console\\_overview;a\\_recovery\\_run\\_console;a\\_recovery\\_install\\_console;a\\_recovery\\_delete\\_console;a\\_ntcmds](#)