

Chart 1.1 System Requirements for Windows

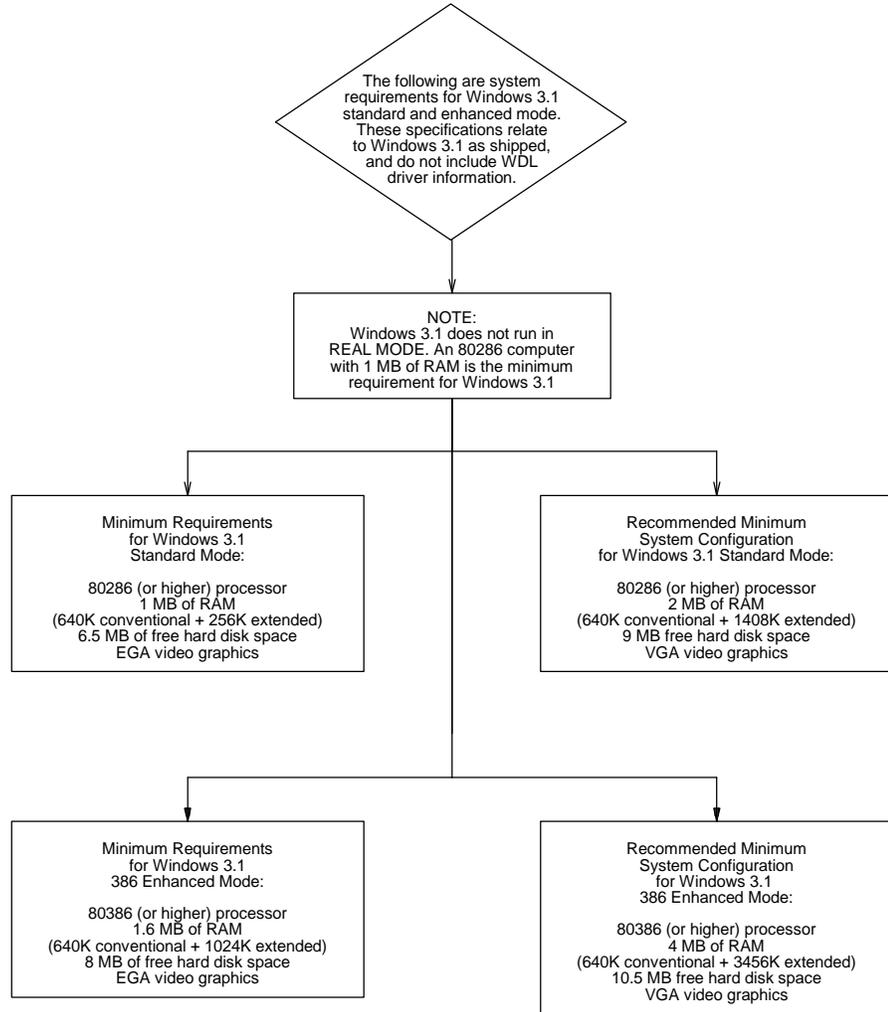
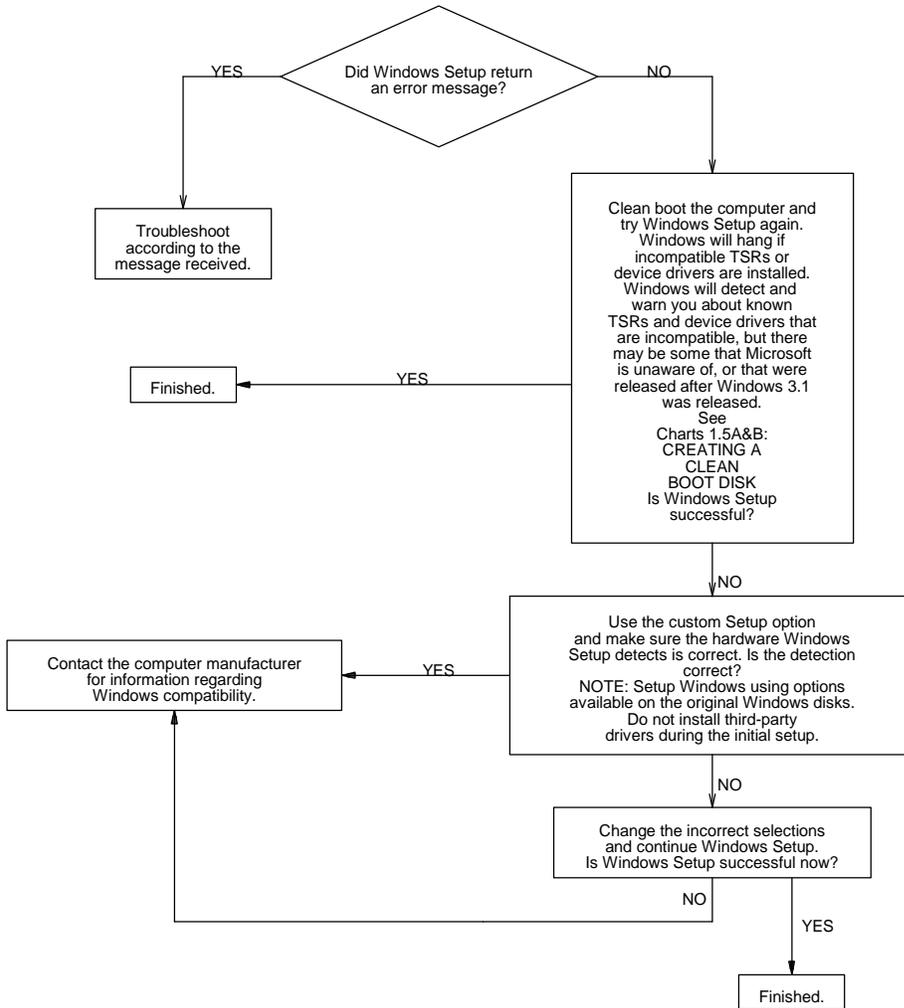


Chart 1.2 Windows Hangs During Setup



Windows Resource Kit Reference

page

“Windows Setup: A Technical Discussion” in Chapter 162
 “Troubleshooting Setup” in Chapter 13.....399

Chart 1.3 Setup /n Fails

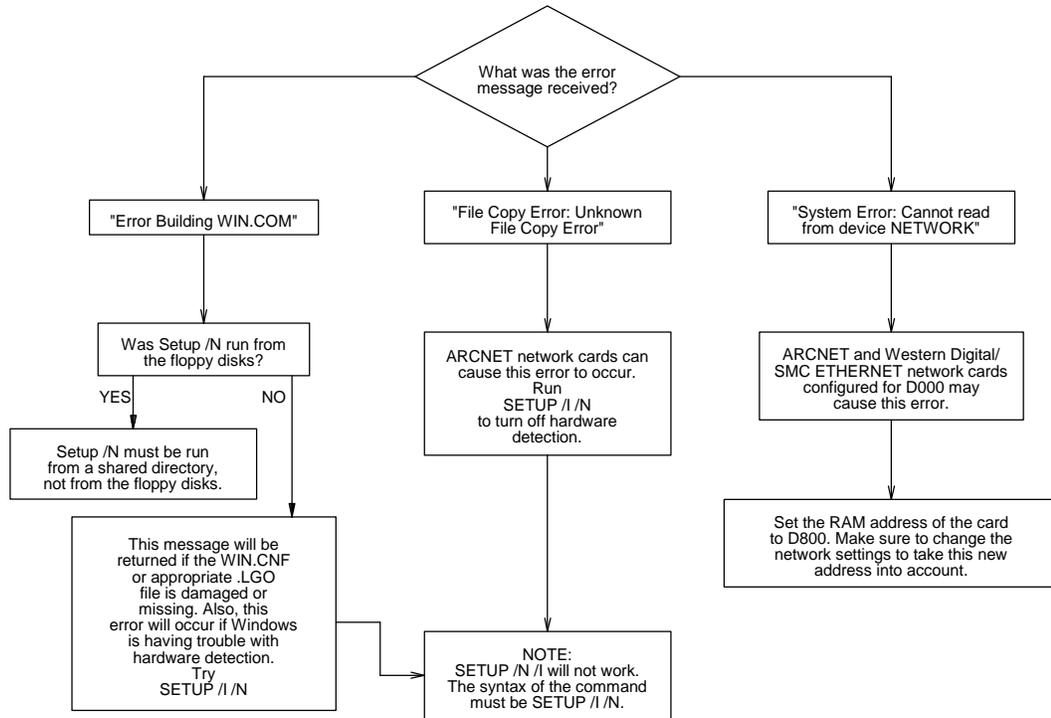


Chart 1.4 Known Problems with Computer BIOS

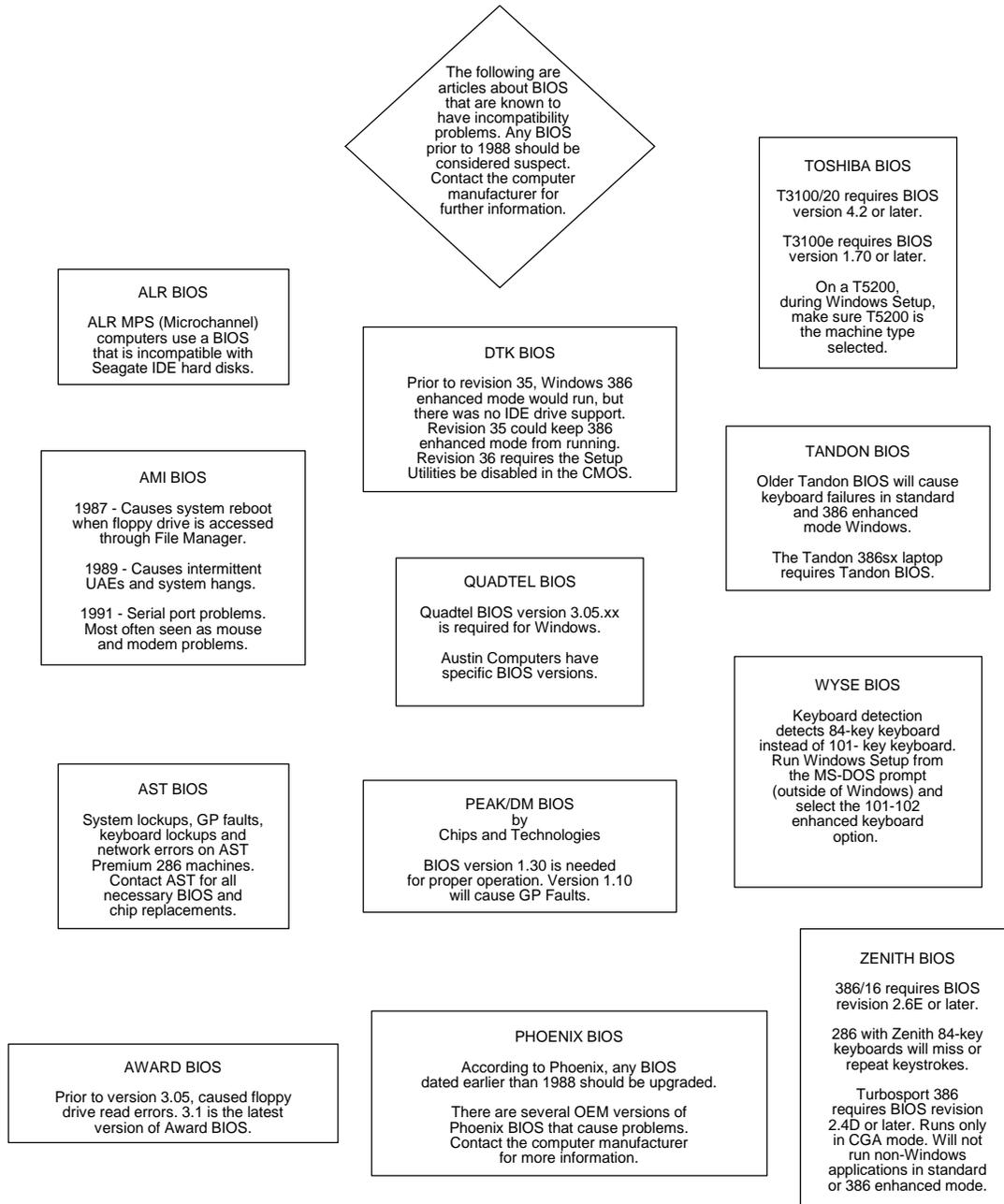


Chart 1.5A **Creating 'Clean Boot' Floppy for MS-DOS 4 or Earlier**

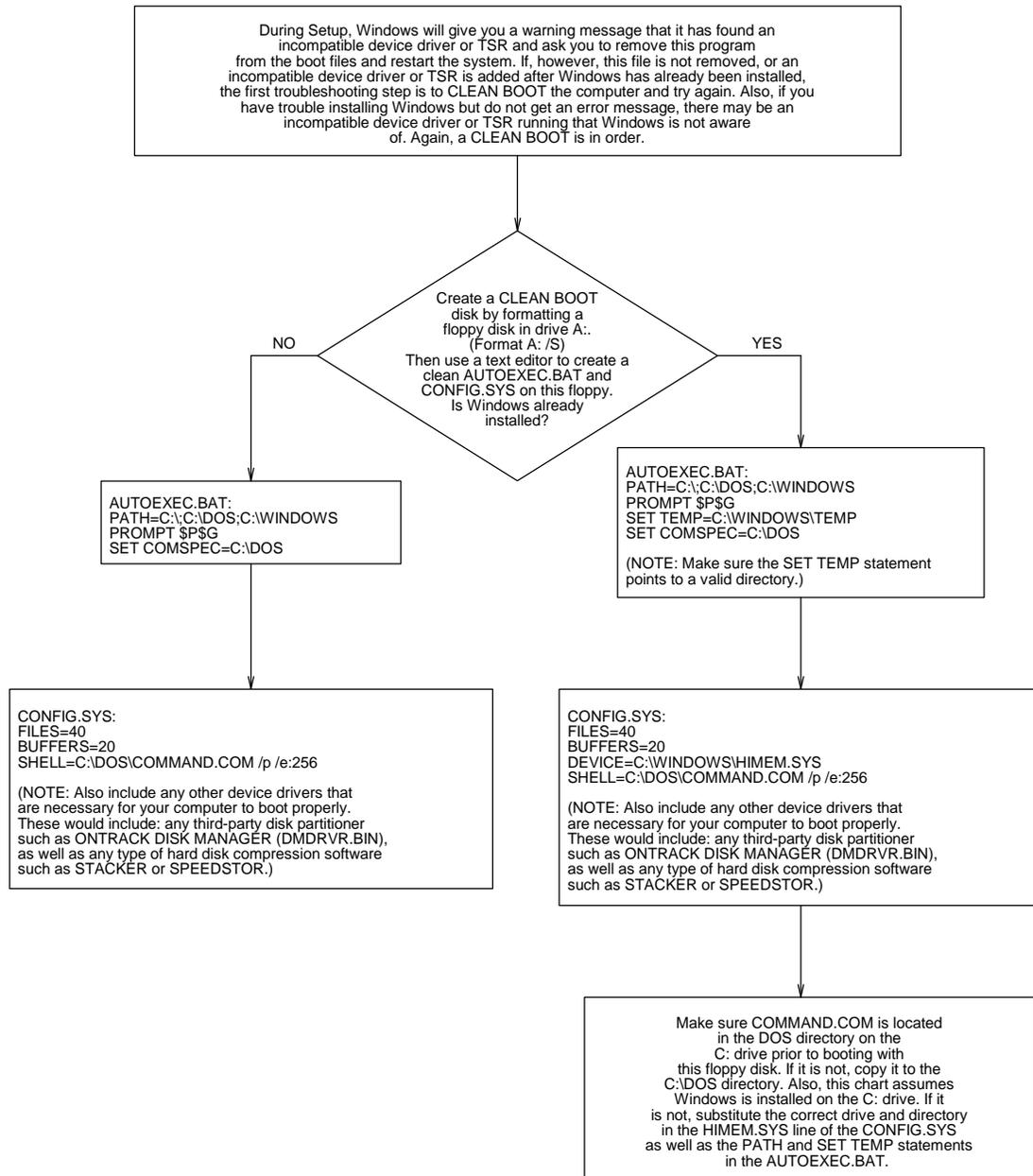


Chart 1.5B Creating 'Clean Boot' Floppy for MS-DOS 5

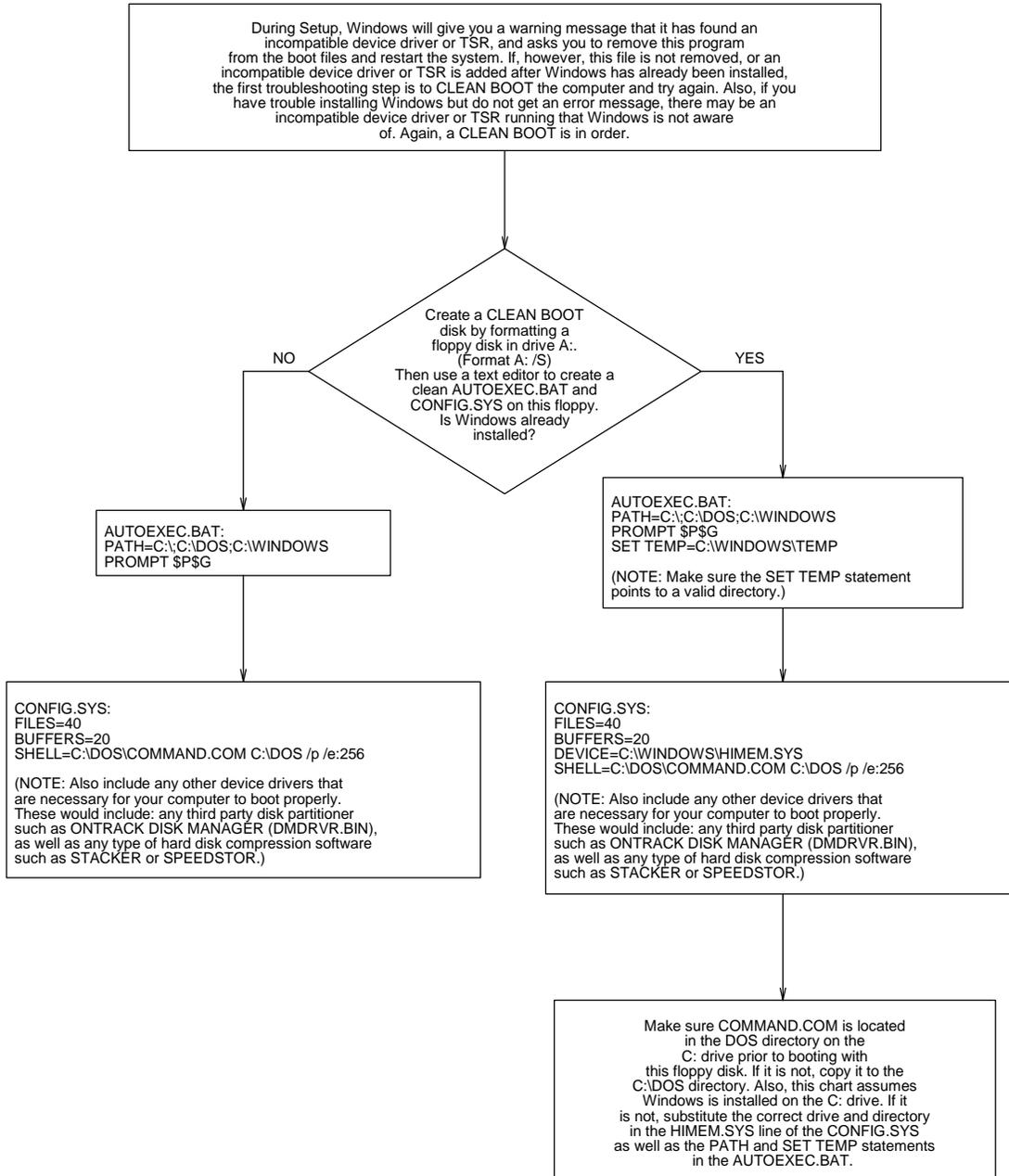
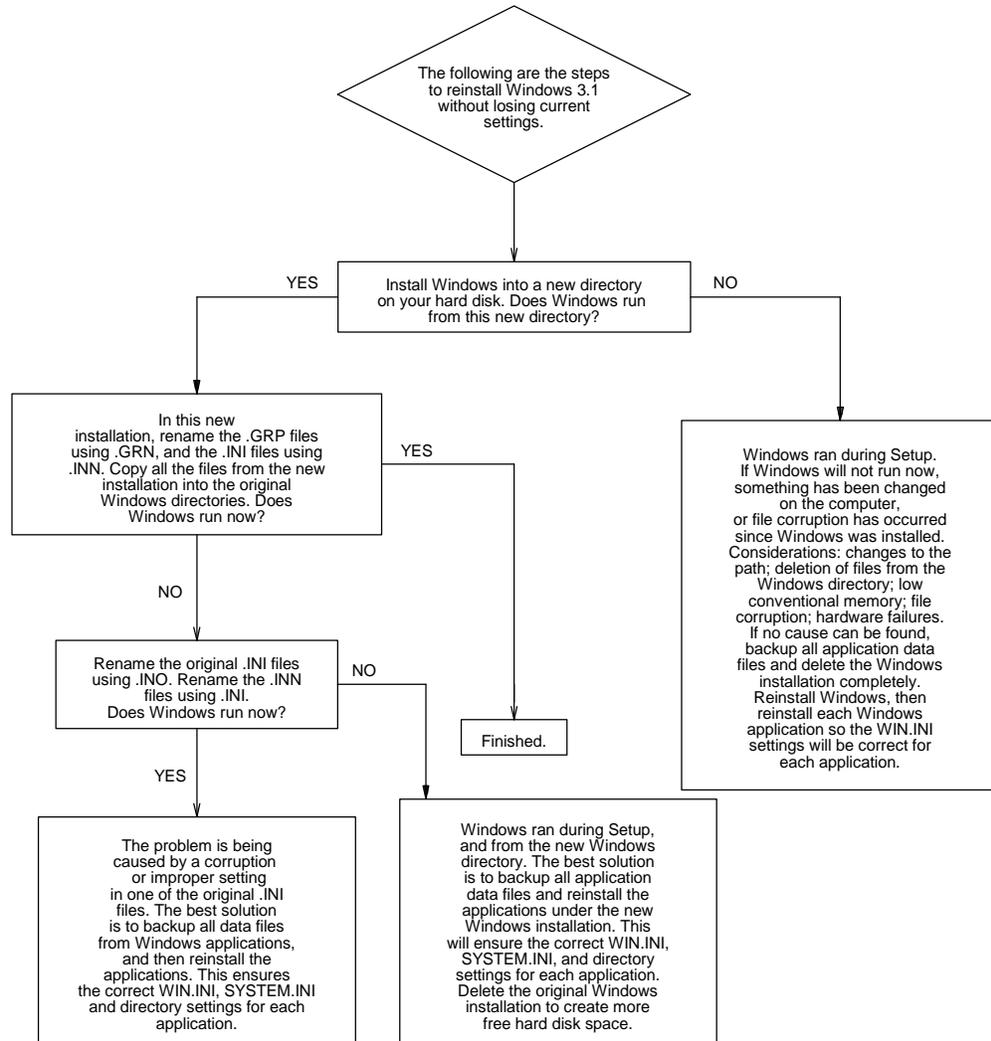


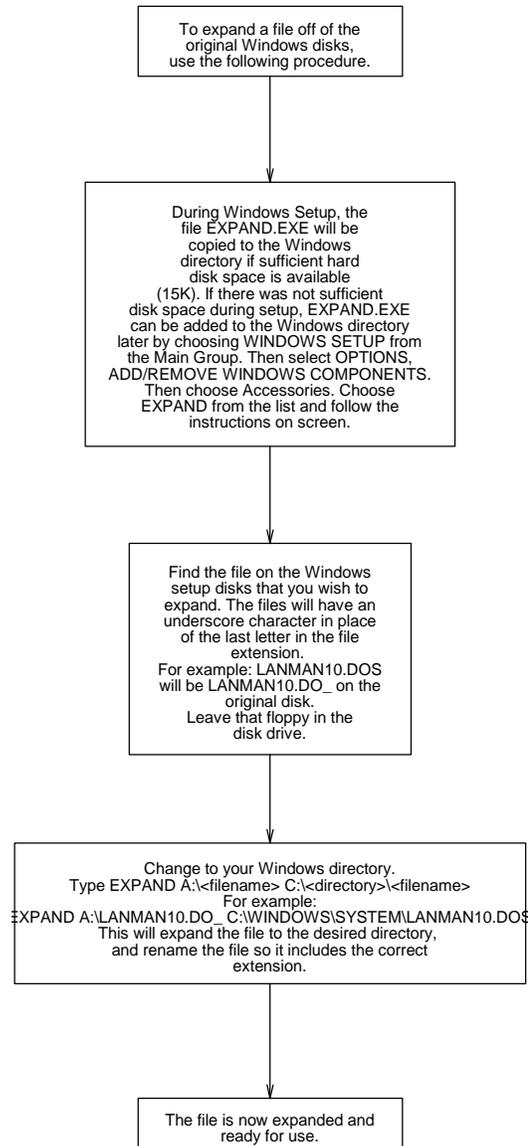
Chart 1.6 Reinstalling Windows Without Losing Settings



Other References

Chapter 15, "Maintaining Windows with Setup," in *Windows User's Guide*

Chart 1.7 Expanding Files from the Windows Disks



to setup stacked volume drive designations with uncompressed volume drive designations, Windows Setup will issue a message which warns

cache a stacked volume.

Flowchart Series 1: Troubleshooting Windows Setup

Chart 1.8

the user that Setup cannot edit the CONFIG.SYS and AUTOEXEC.BAT. These two files will have to be edited manually, using the CONFIG.WIN and AUTOEXEC.WIN (found in the Windows directory) as a reference for what needs to be added to the existing CONFIG.SYS and AUTOEXEC.BAT.

Stacker

If the message "Insufficient Disk Space" is encountered when adding applications to a "stacked" volume, it is possible that the disk is full even if MS-DOS CHKDSK reports sufficient disk space. The only accurate check of disk space on a "stacked" volume is to use the MS-DOS DIR command.

Make sure SMARTDRV.EXE is loading after SSWAP.COM. This will ensure that SMARTDrive is caching only the physical drives, and not the logical "stacked" volumes.
NOTE: The SMARTDrive command line can be edited to allow caching of "stacked" volumes by adding a +<drive> (where <drive> is a "stacked" volume). If caching has been enabled on a "stacked" volume, disable it. This can cause file corruption.

Chart 2.1 Mouse Doesn't Work in Windows

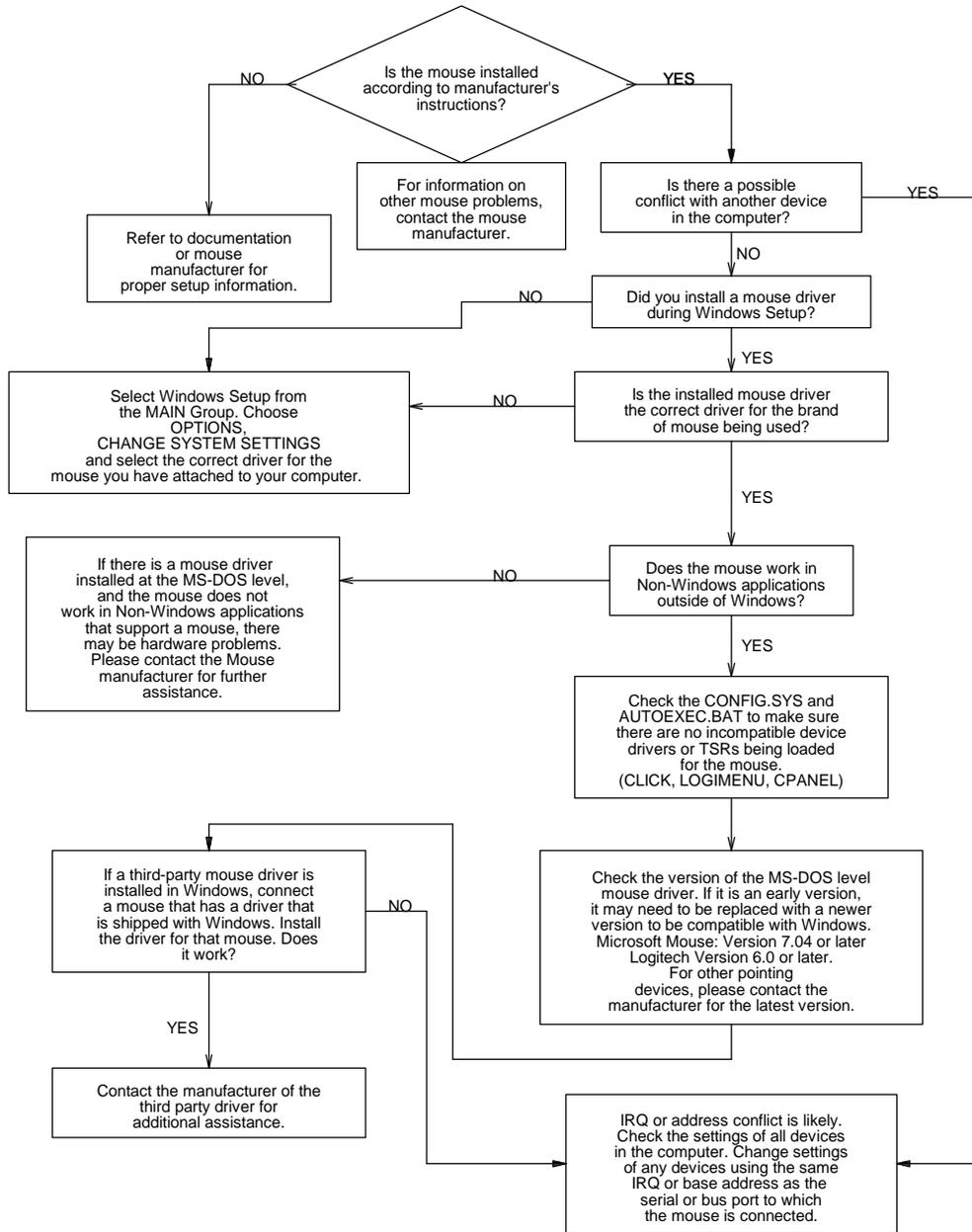
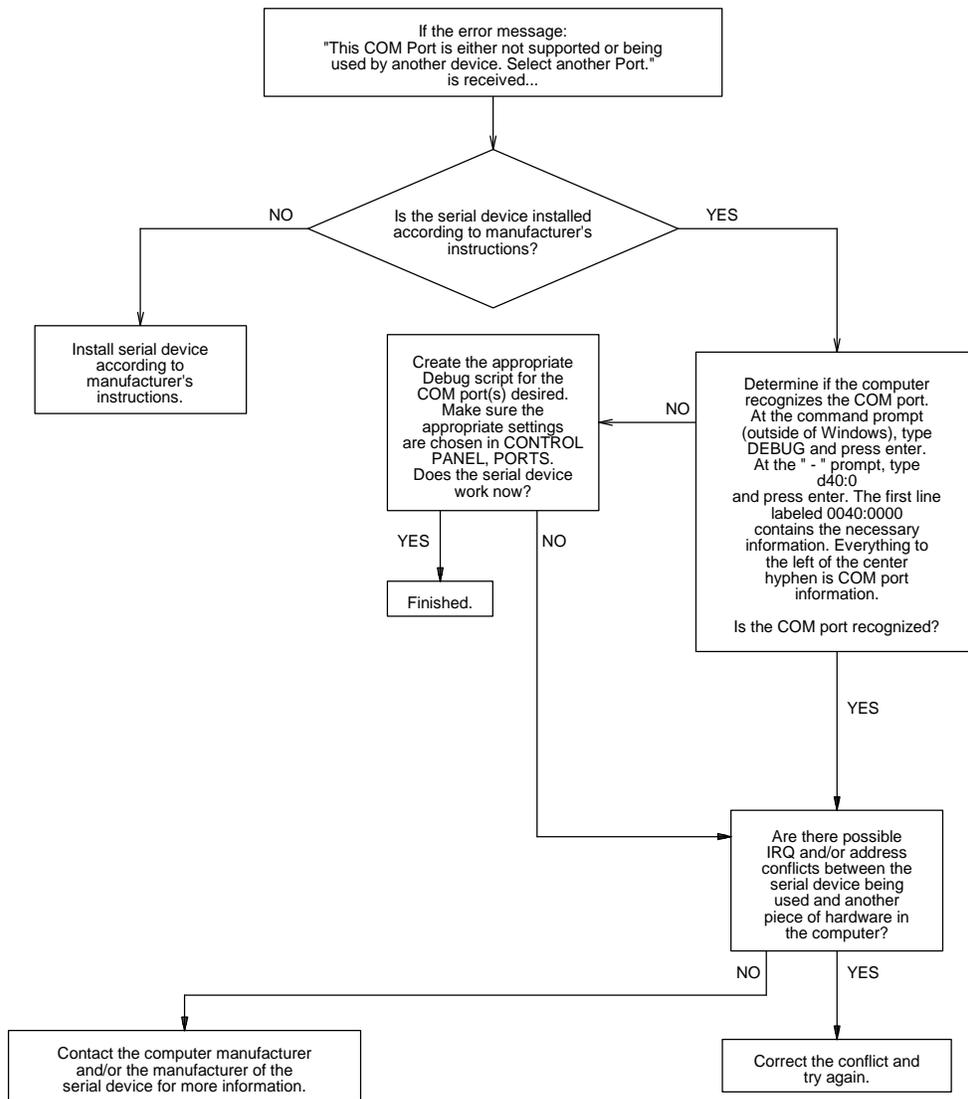


Chart 2.2 Serial Port Problems (Communications and Terminal)



Windows Resource Kit Reference

page

“Printing from Serial Ports” in Chapter 10 343
 “Tips for Specific Printing Problems” in Chapter 13 428

Chart 2.3 Display Adapter Problems (Distorted Video)

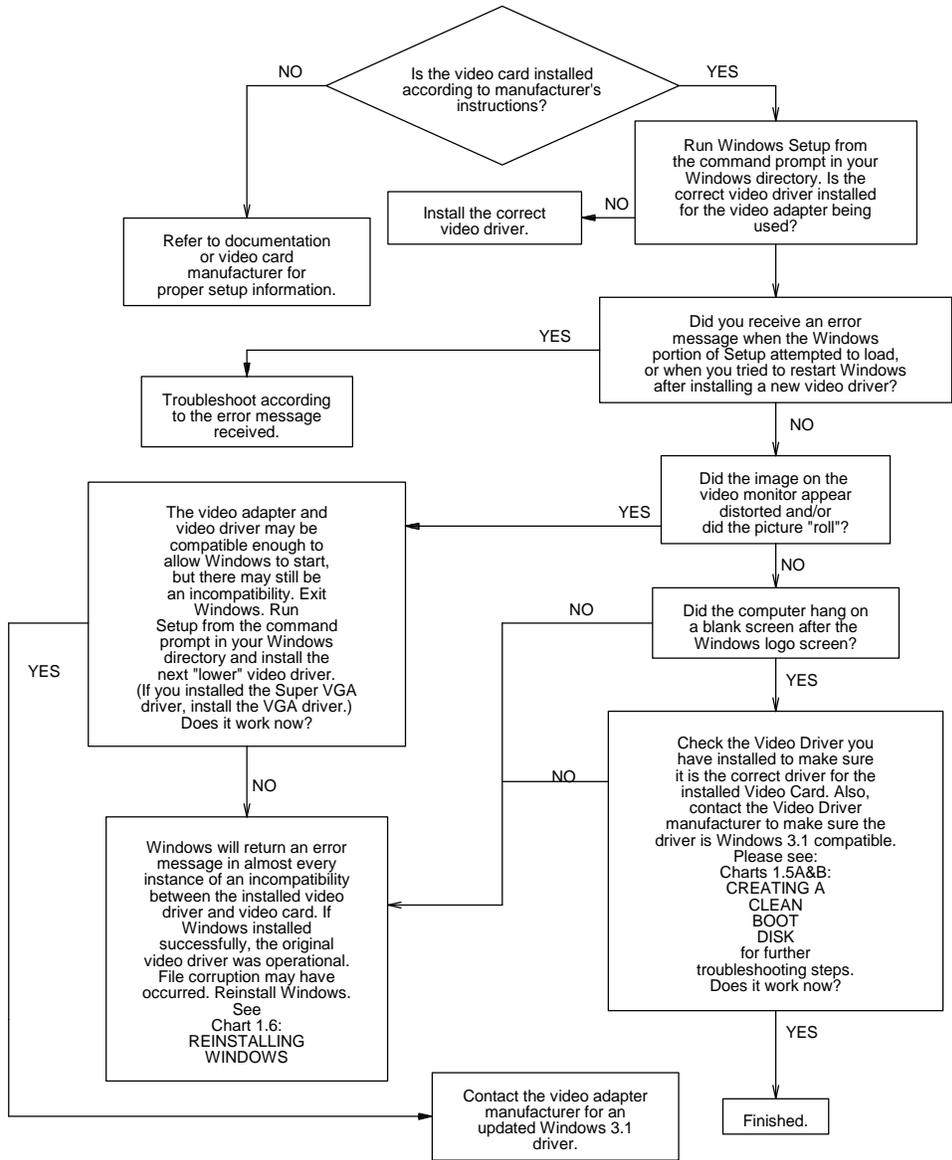


Chart 2.4 Cannot Access CD-ROM in 386 Enhanced Mode

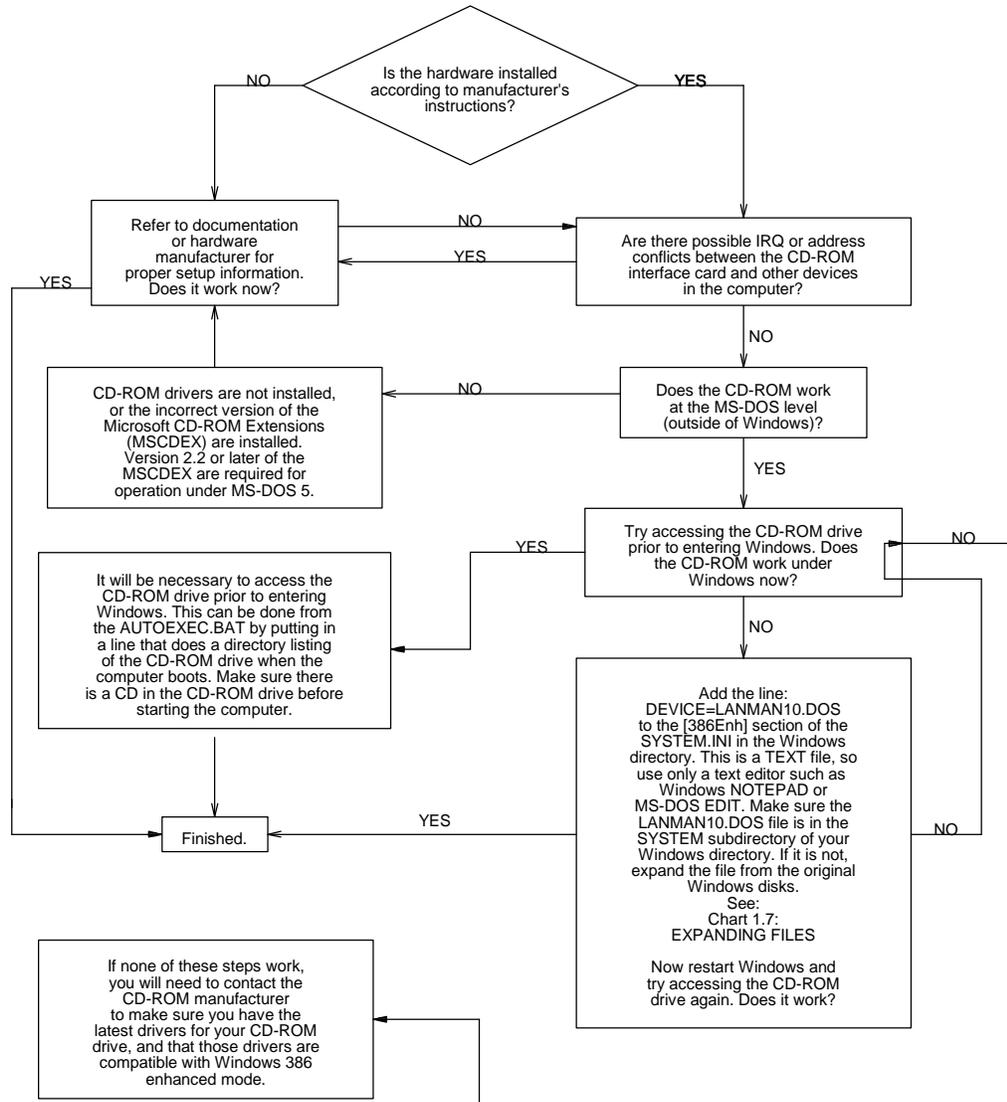


Chart 2.5A Cannot Access Floppy Drives in 386 Enhanced Mode

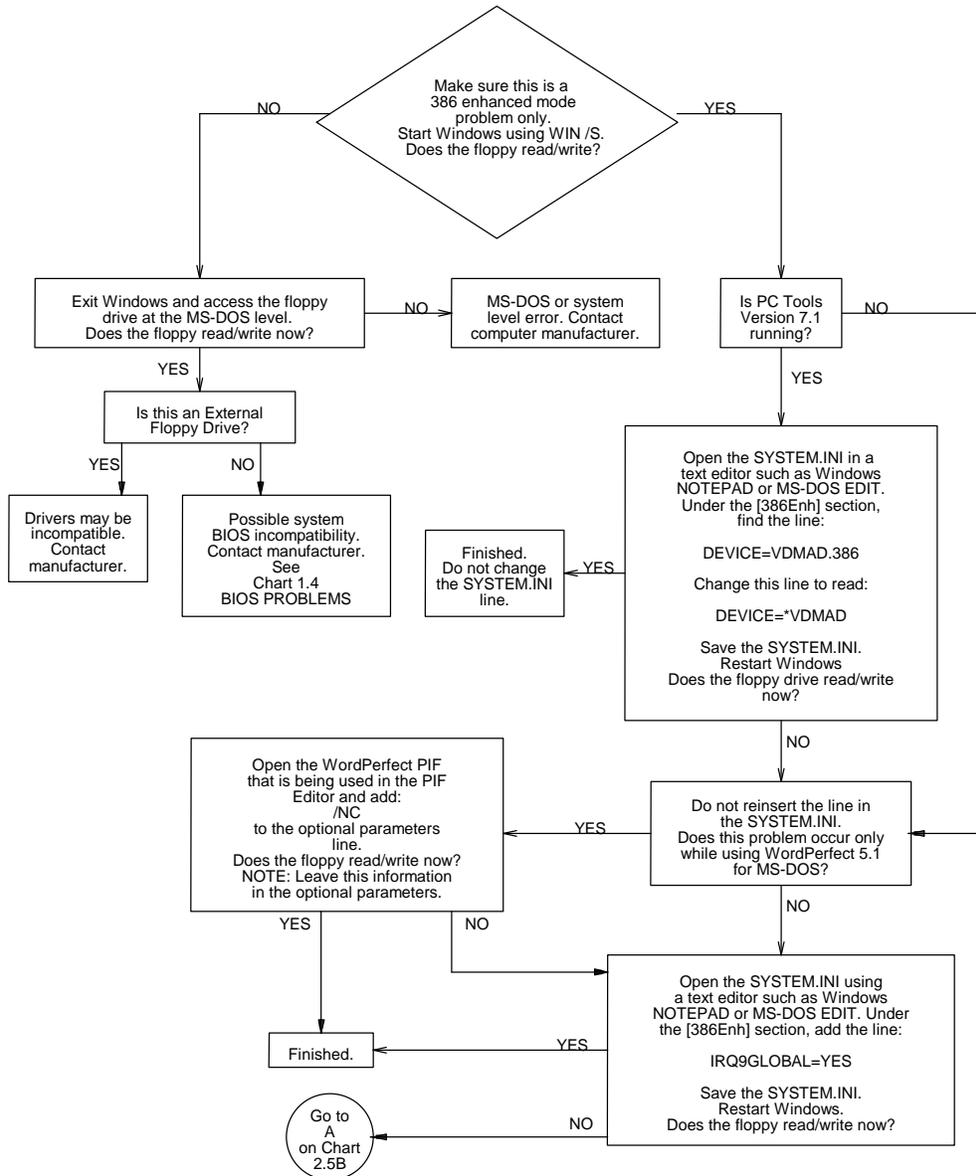


Chart 2.5 B Cannot Access Floppy Drives in 386 Enhanced Mode

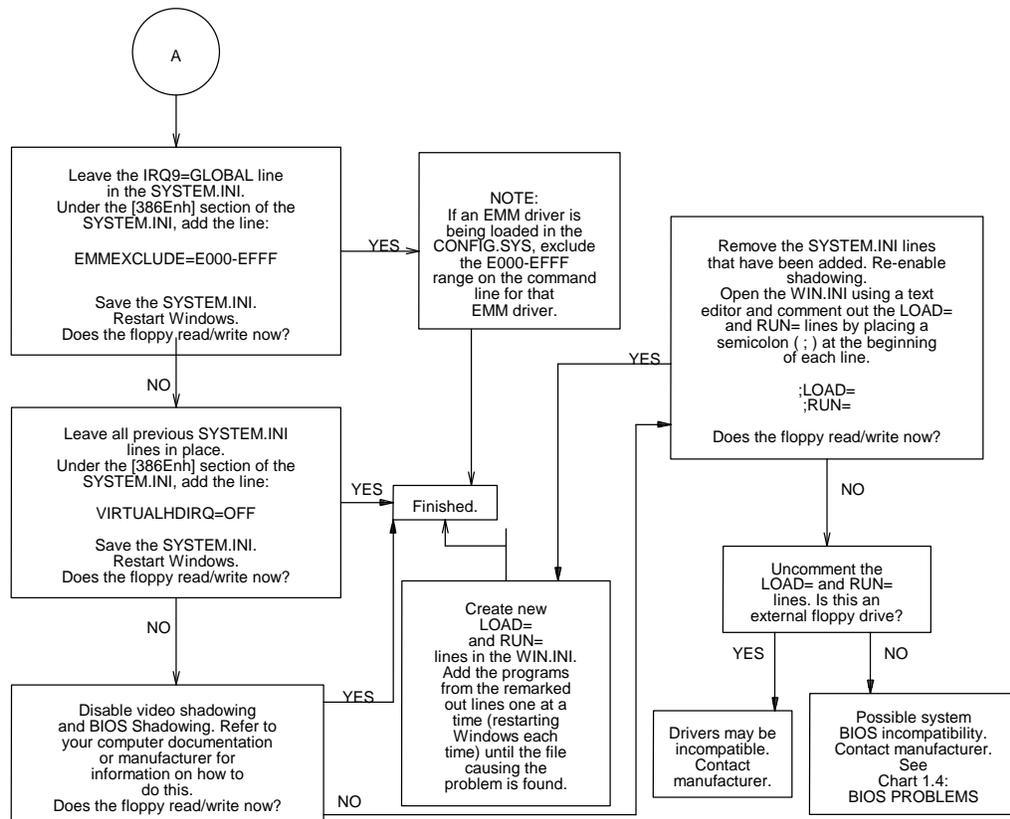


Chart 2.6 **Cannot Access Hard Disk in 386 Enhanced Mode**

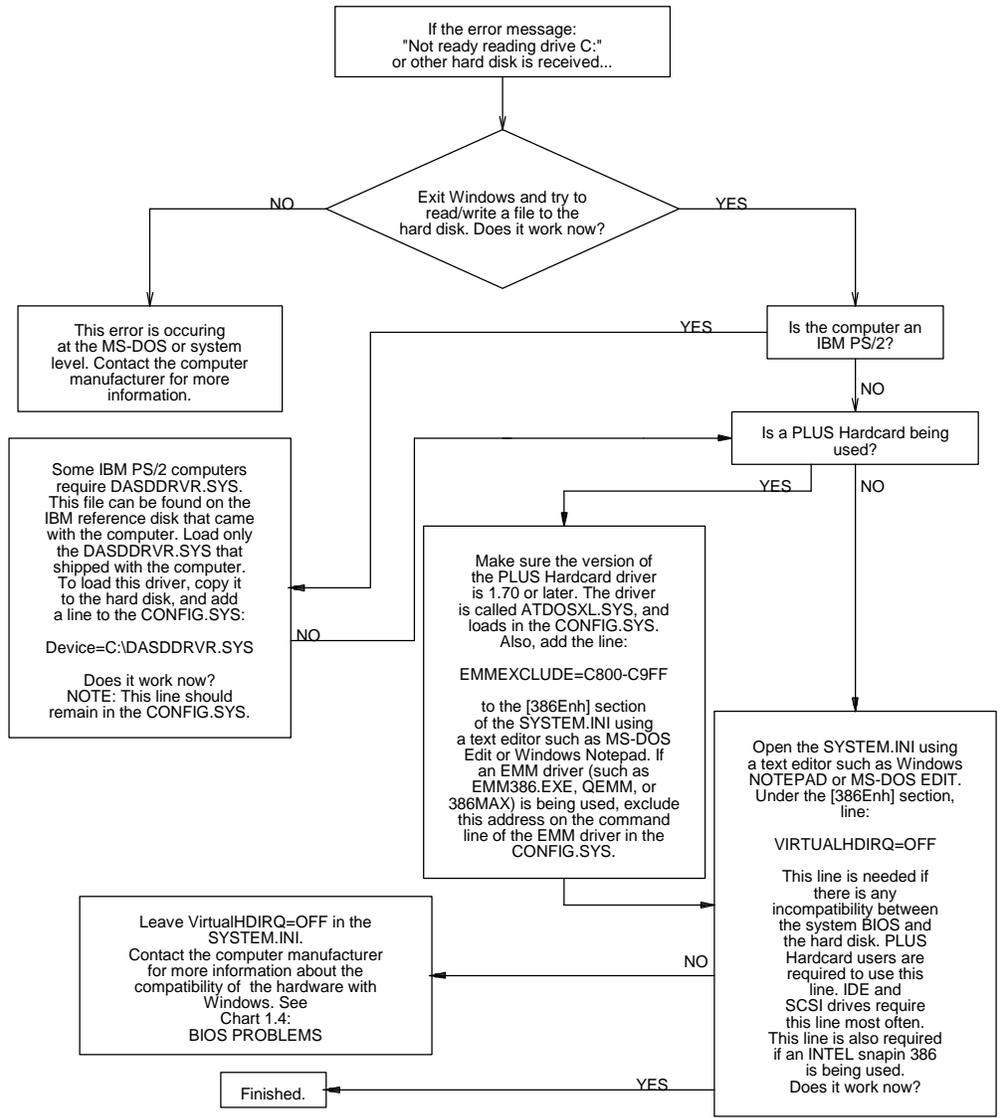


Chart 2.7 Common IRQ Usage for PC-AT and 80386 Computers

The following charts are a listing of common IRQ usage on PC AT/386 computers.

PC AT and 386 Computers
IRQ 0 - Timer Interrupt
IRQ 1 - Keyboard Interrupt
IRQ 2 - Programmable Interrupt Controller Cascade (to IRQ 9)
IRQ 3 - COM 2 and COM 4
IRQ 4 - COM 1 and COM 3
IRQ 5 - LPT 2 (Parallel Printer Port)
IRQ 6 - Floppy Disk
IRQ 7 - LPT 1 (Parallel Printer Port)
IRQ 8 - Real Time Clock
IRQ 9 - Cascade to IRQ 2
IRQ 10 - Reserved for future expansion (Open)
IRQ 11 - Reserved for Future Expansion (Open)
IRQ 12 - Reserved for Future Expansion (Open) Mouse Port on PS/2
IRQ 13 - 80x87 Math Coprocessor
IRQ 14 - Hard Disk
IRQ 15 - Reserved for Future Expansion (Open)

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

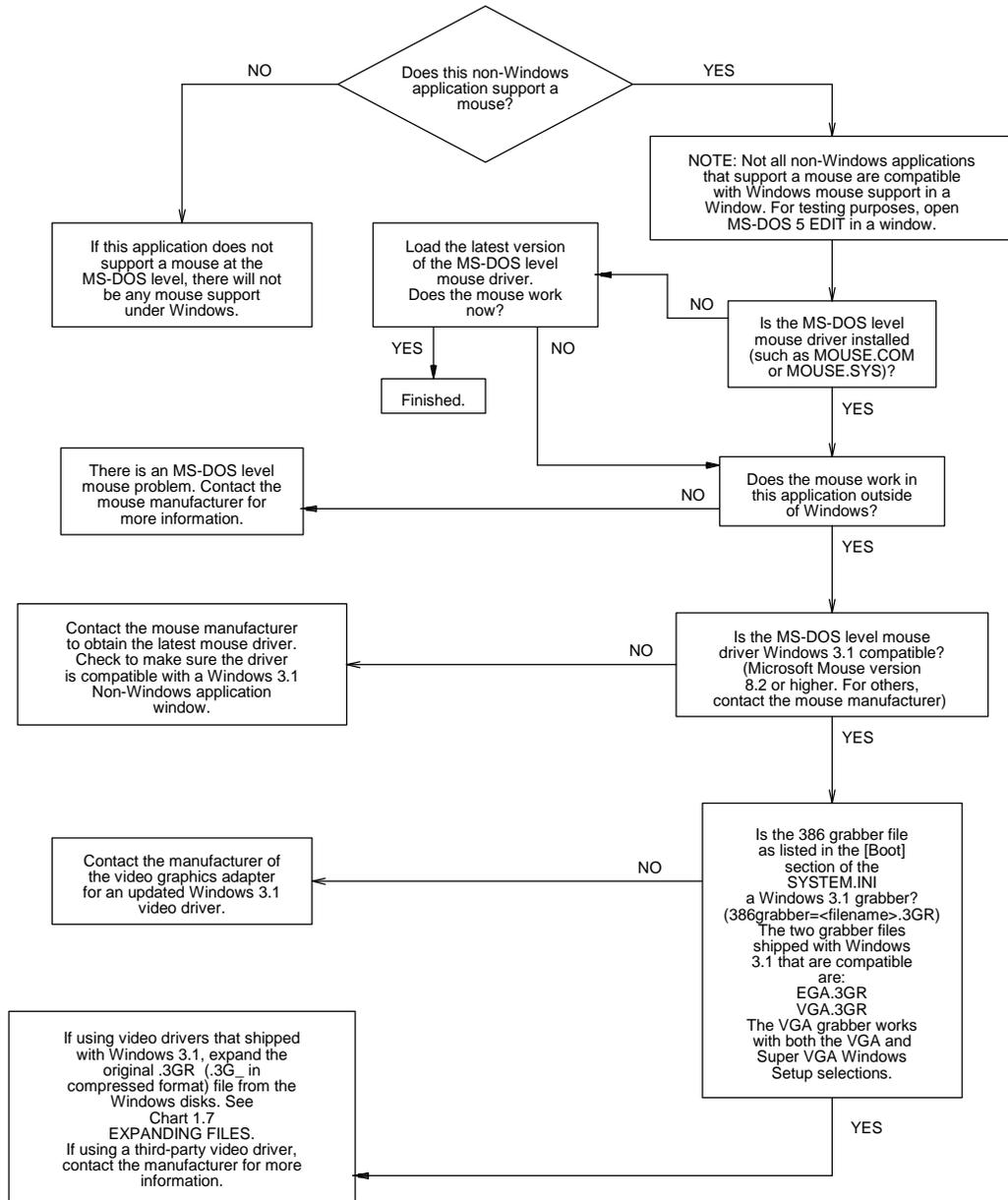
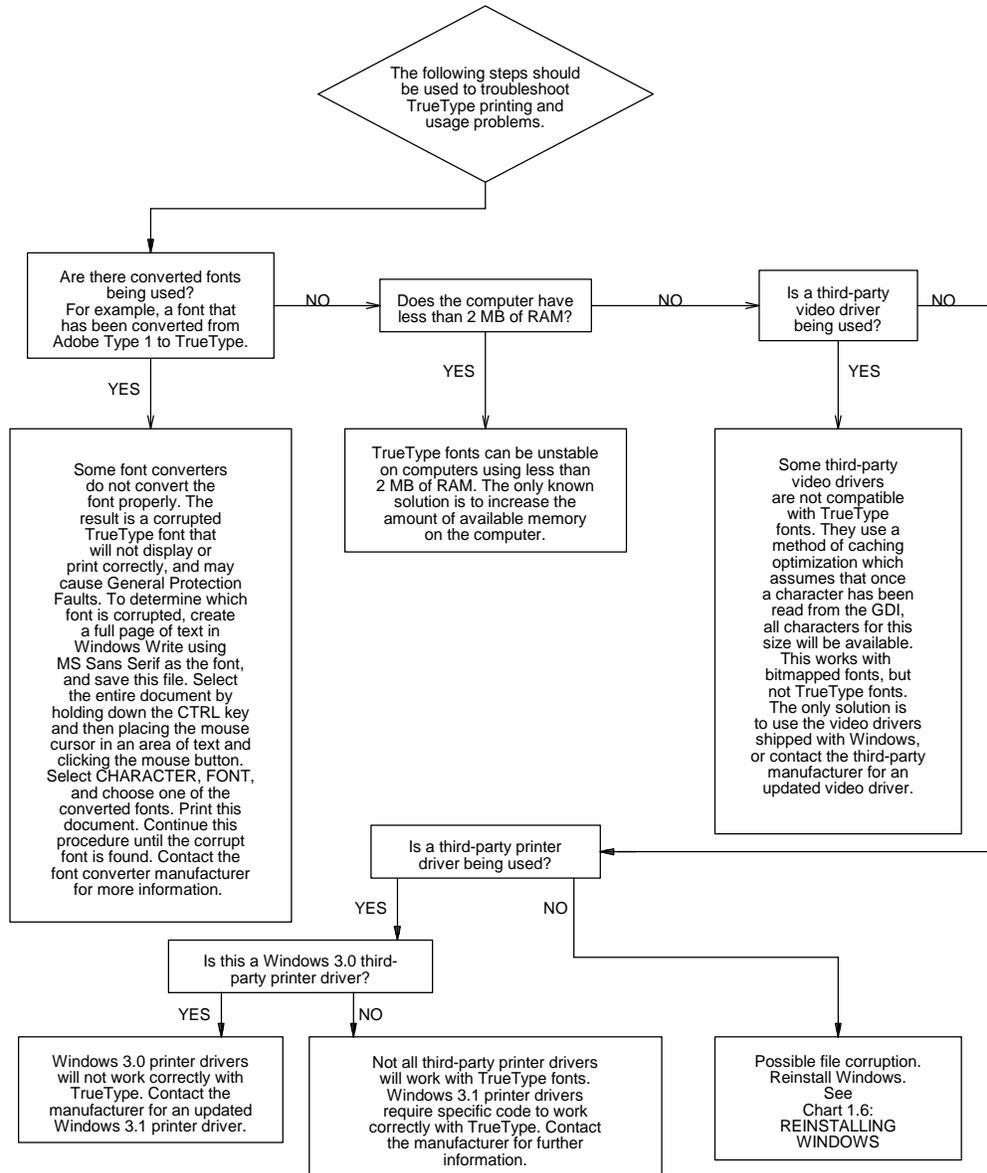


Chart 3.1 TrueType Fonts

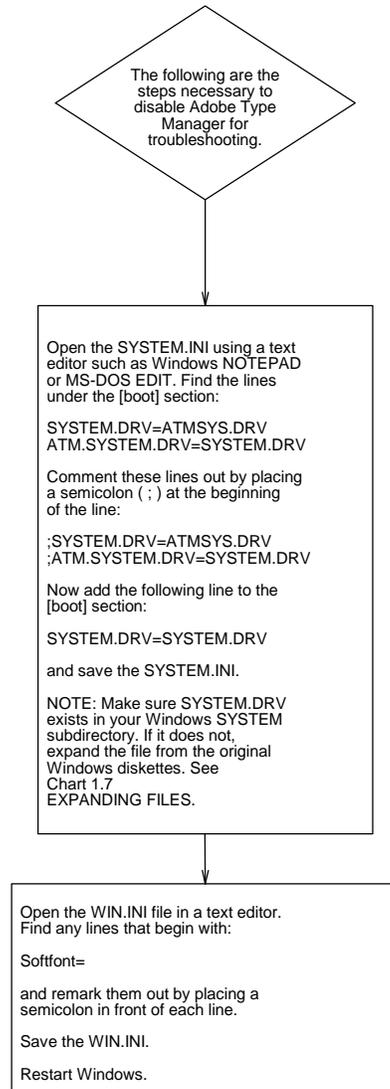


Windows Resource Kit Reference

page

“TrueType and Windows 3.1” in Chapter 9 318
 “Troubleshooting Fonts” in Chapter 13 425

Chart 3.2 Disabling Adobe Type Manager



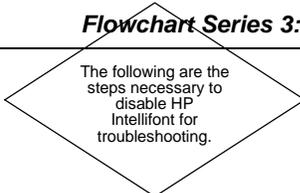


Chart 3.3 Disabling Bitstream FaceLift

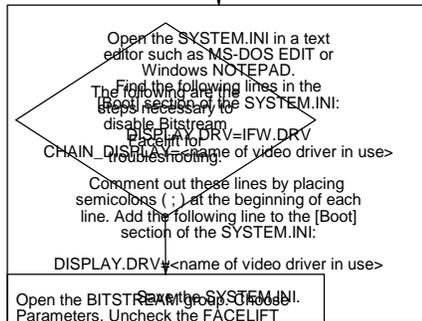


Chart 3.4 Disabling HP Intellifont

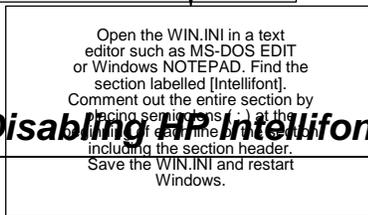
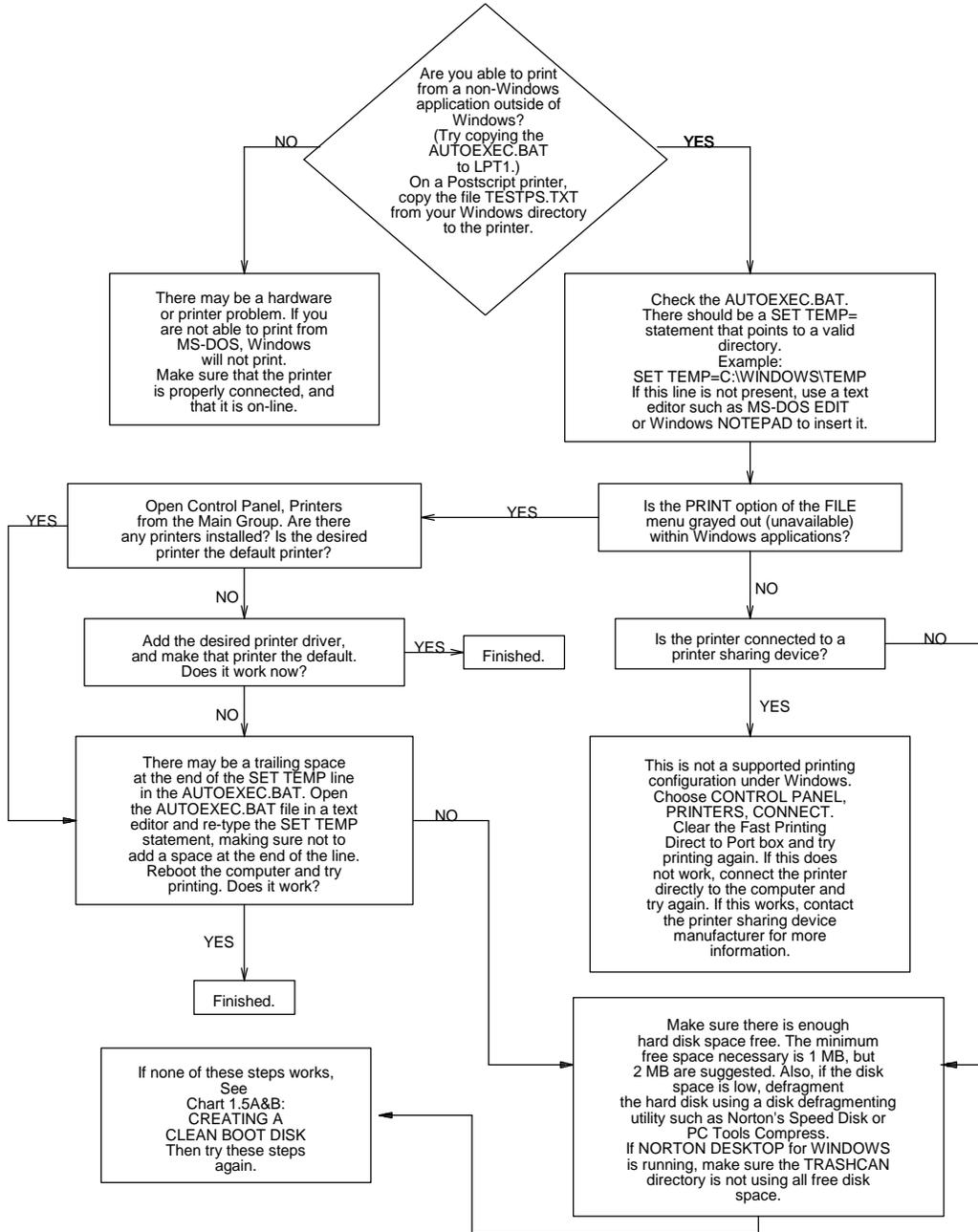


Chart 4.1 Cannot Print on Stand-Alone PC

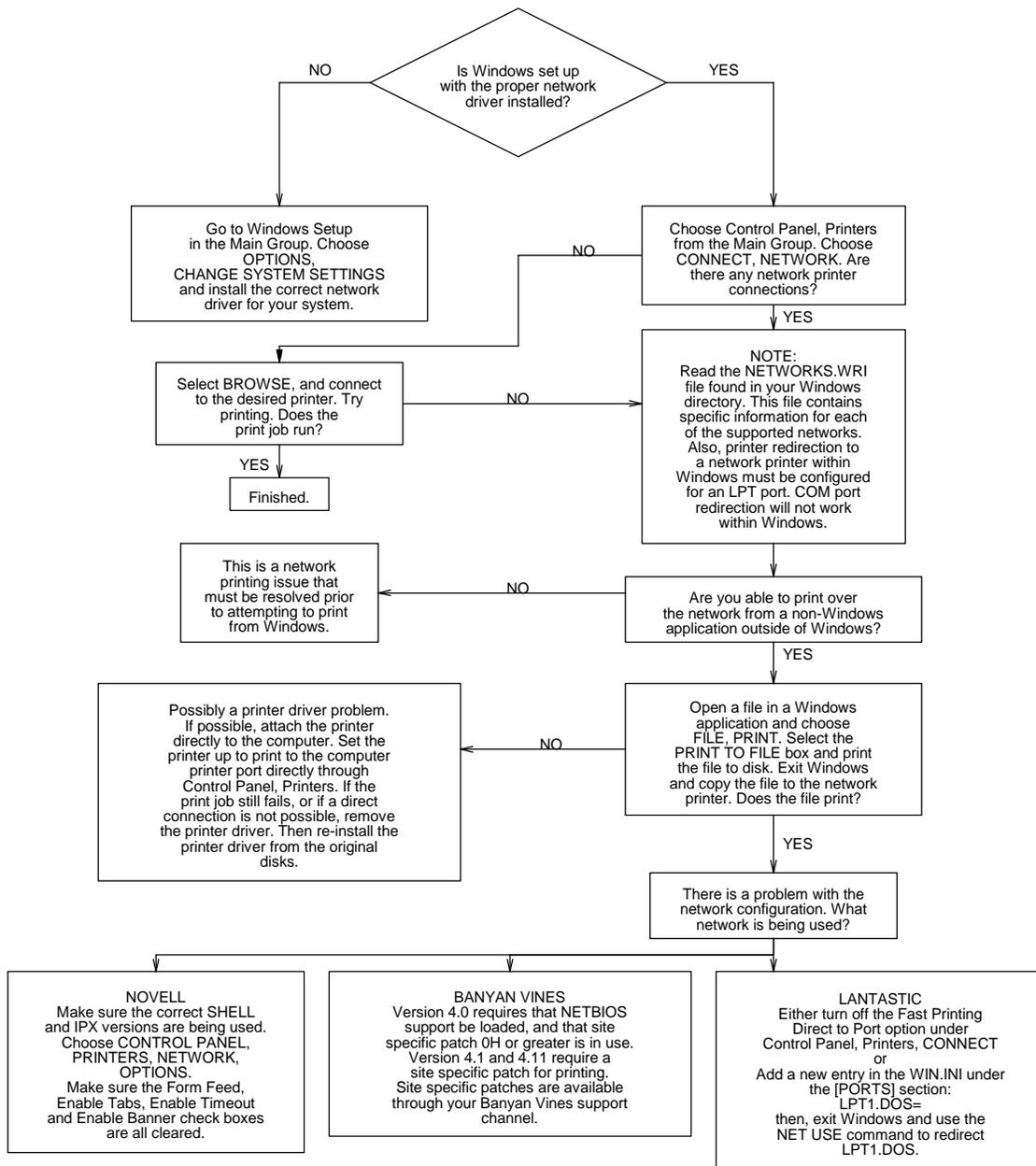


Windows Resource Kit Reference

page

“Determining Print Method” in Chapter 10349
 “Troubleshooting Printing” in Chapter 13426

Chart 4.2 Cannot Print on Network

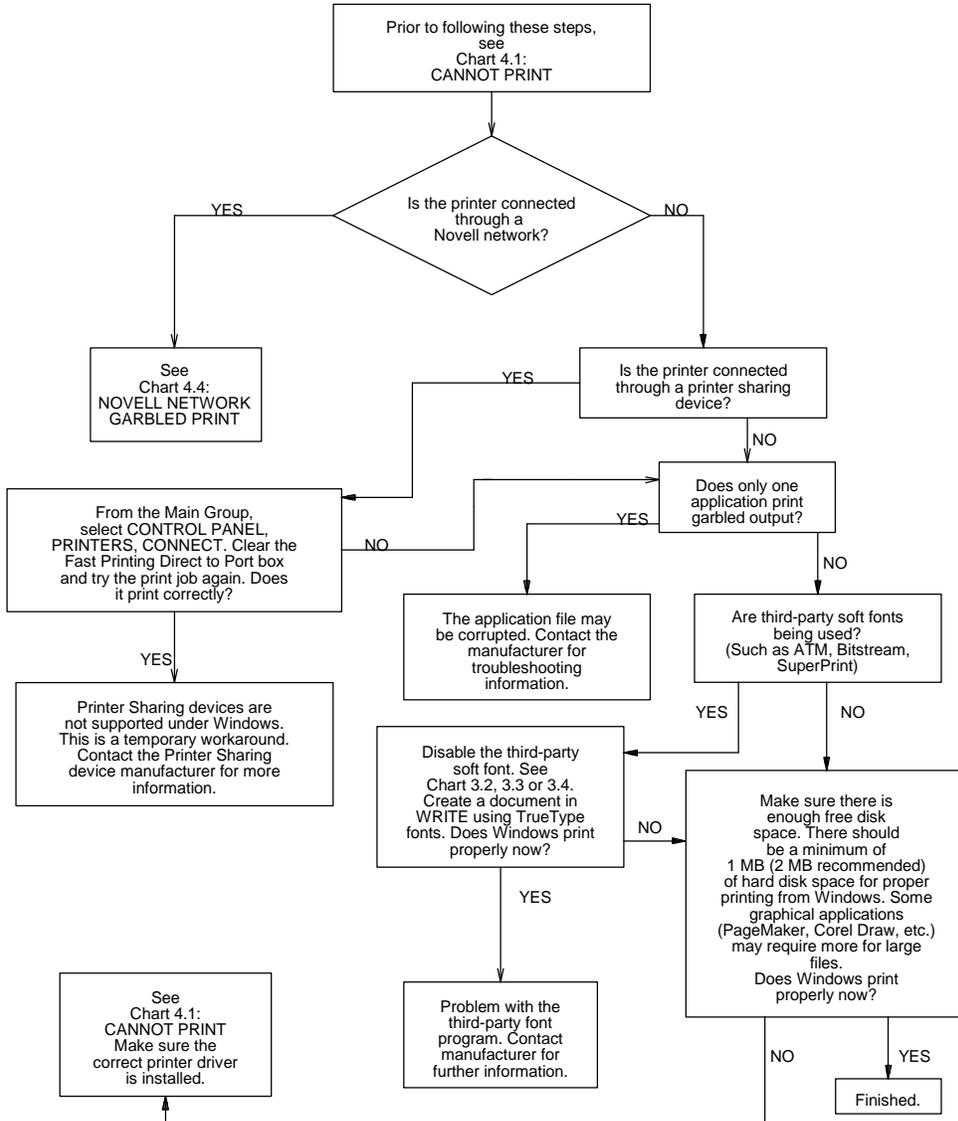


Windows Resource Kit Reference

page

“Printing with a Network Driver” in Chapter 10350
 “Troubleshooting Printing” in Chapter 13426
 “Troubleshooting Networks” in Chapter 13430

Chart 4.3 Garbled Output

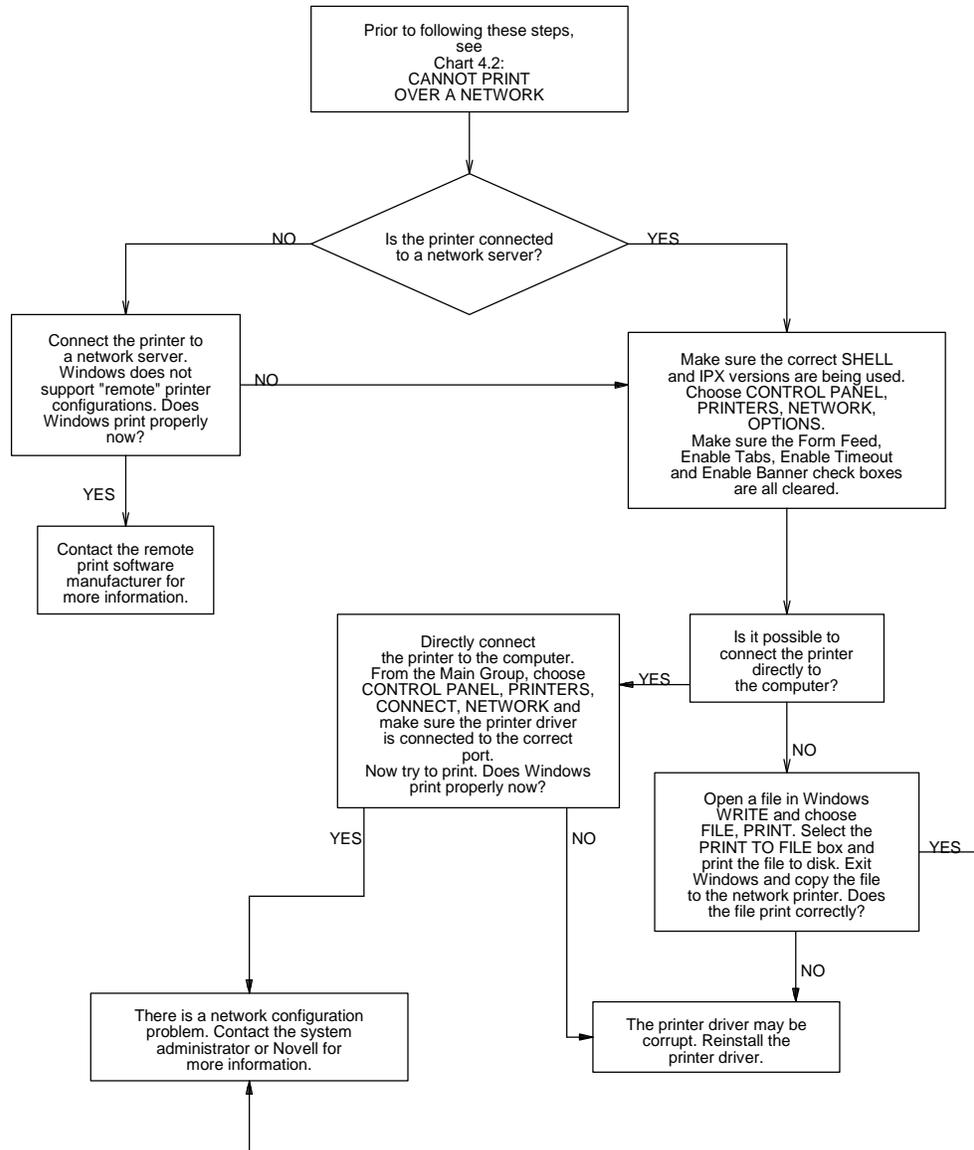


Windows Resource Kit Reference

page

“Printer Ports” in Chapter 10.....342
 “Troubleshooting Printing” in Chapter 13426

Chart 4.4 Garbled Output on Novell Network

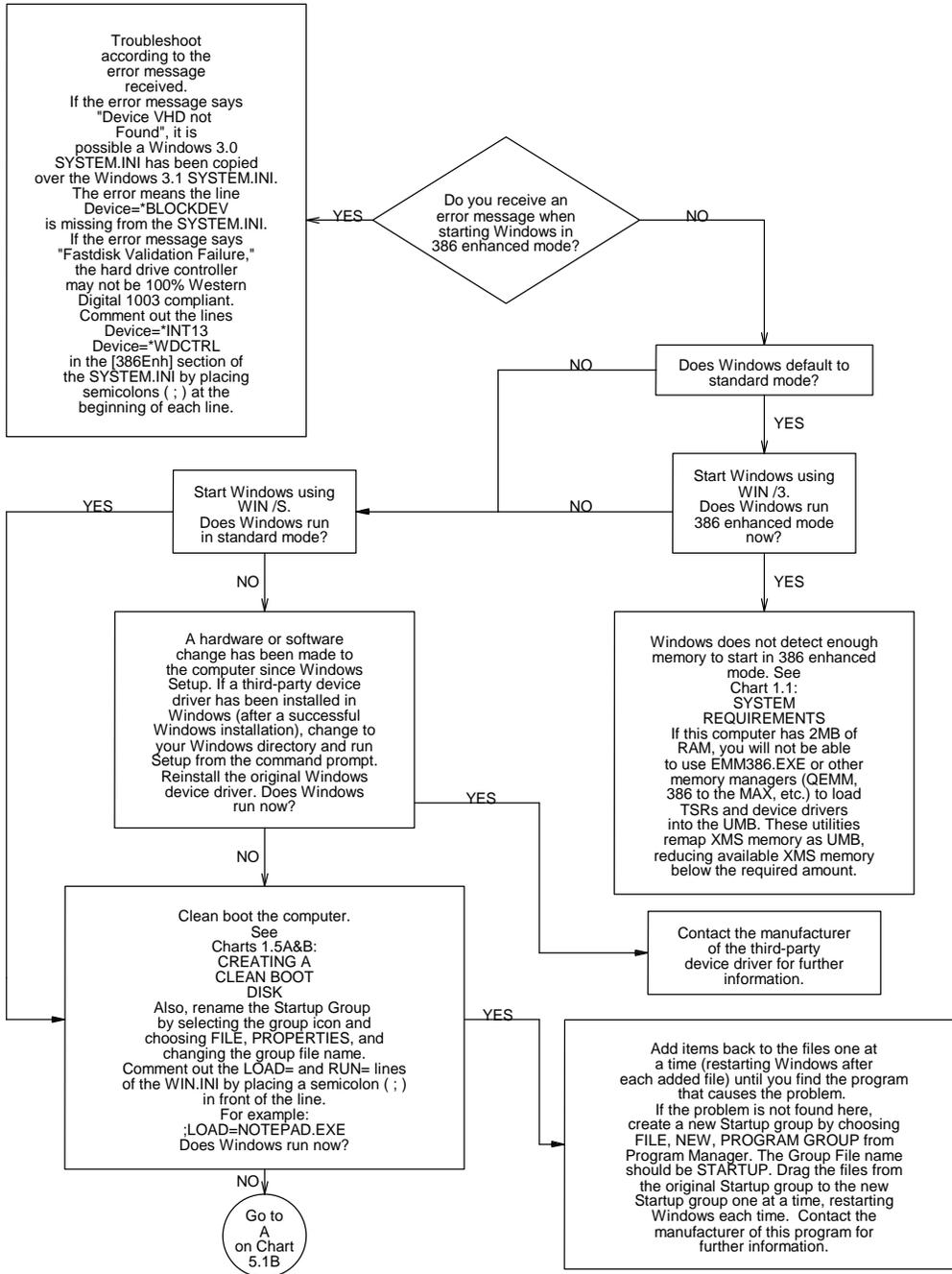


Windows Resource Kit Reference

page

“Printing with a Network Driver” in Chapter 10 350
 “Novell NetWare” in Chapter 12..... 387
 “Troubleshooting Printing” in Chapter 13 426
 “Troubleshooting Networks” in Chapter 13 430

Chart 5.1A Cannot Run 386 Enhanced Mode



Windows Resource Kit Reference

page

“Windows 386 Enhanced Mode and Memory” in Chapter 5.....238
 “Troubleshooting Windows in 386 Enhanced Mode” in Chapter 13.....420

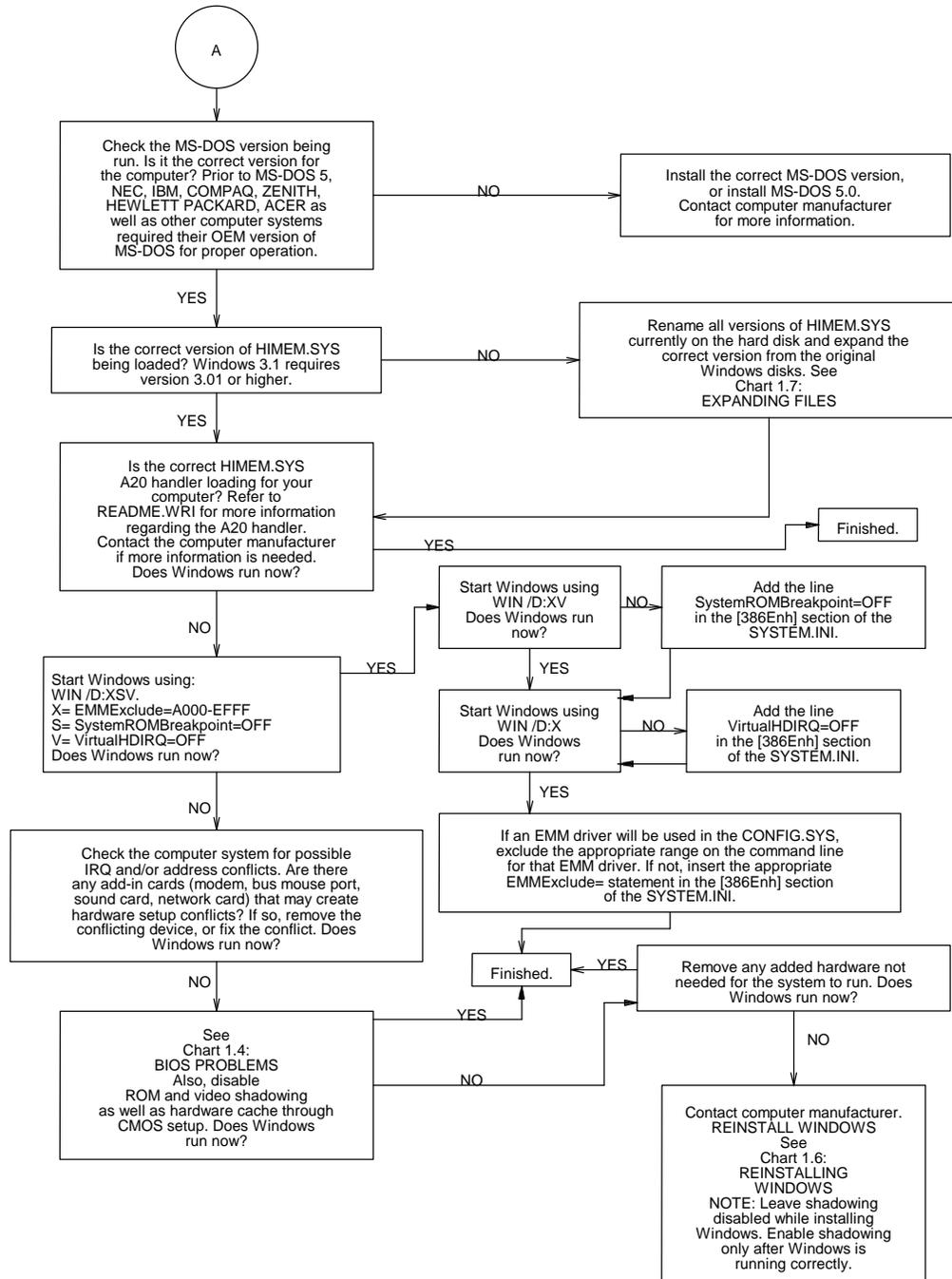
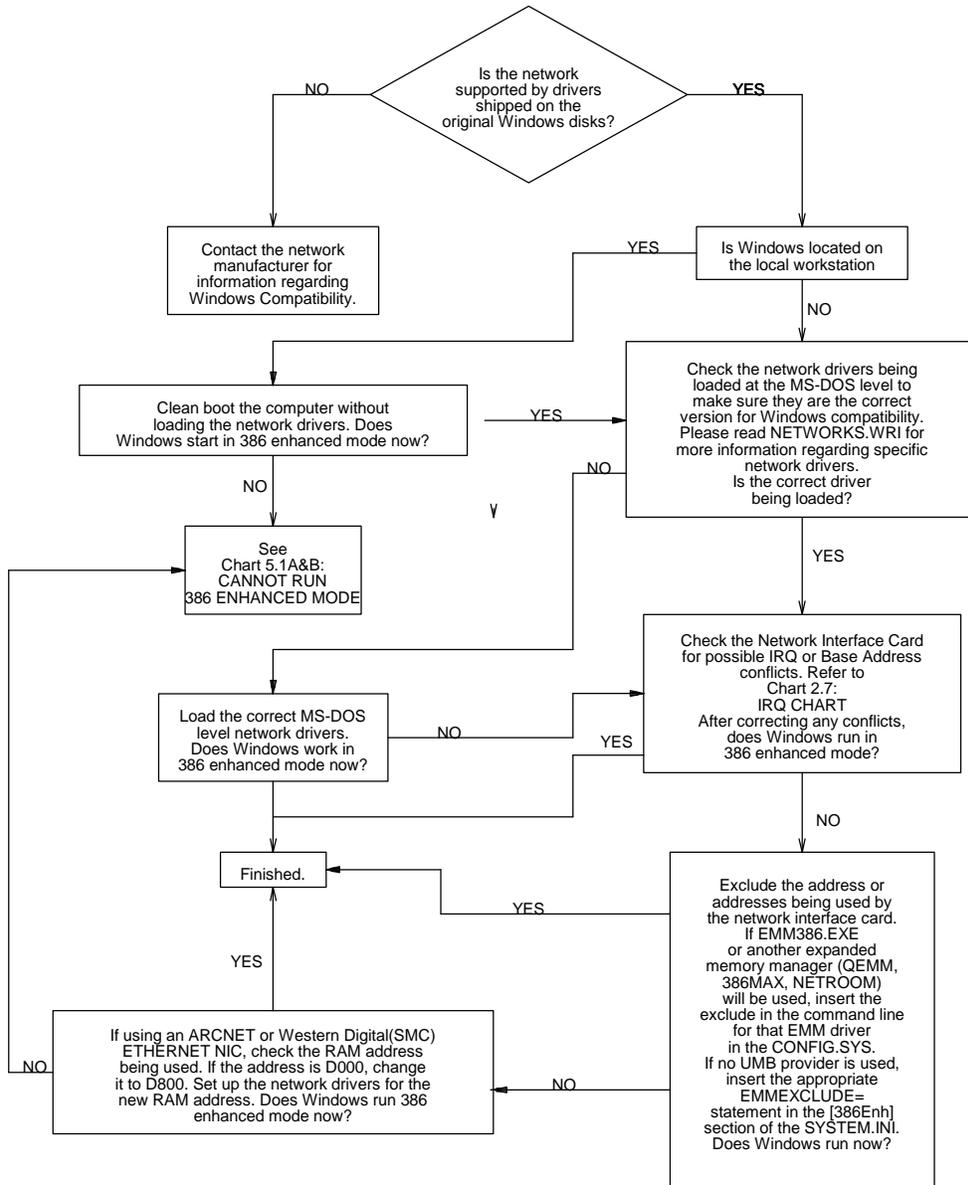
Chart 5.1B Cannot Run 386 Enhanced Mode

Chart 5.2 Cannot Run 386 Enhanced Mode on Network Workstation



Windows Resource Kit Reference

page

“Memory, Windows, and the Network” in Chapter 12370
 “Troubleshooting Networks” in Chapter 13430

Chart 5.3A General Protection Faults

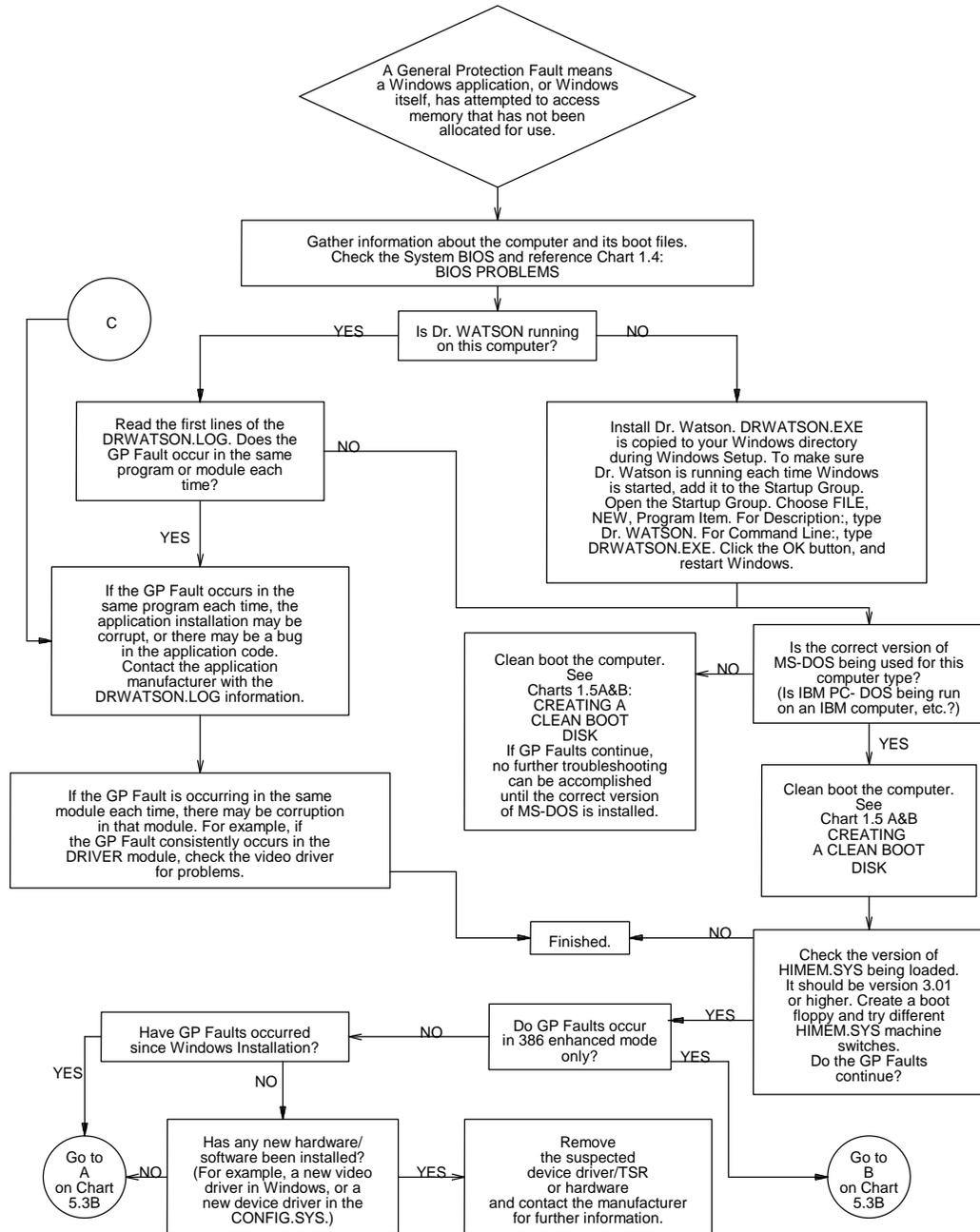


Chart 5.3B General Protection Faults

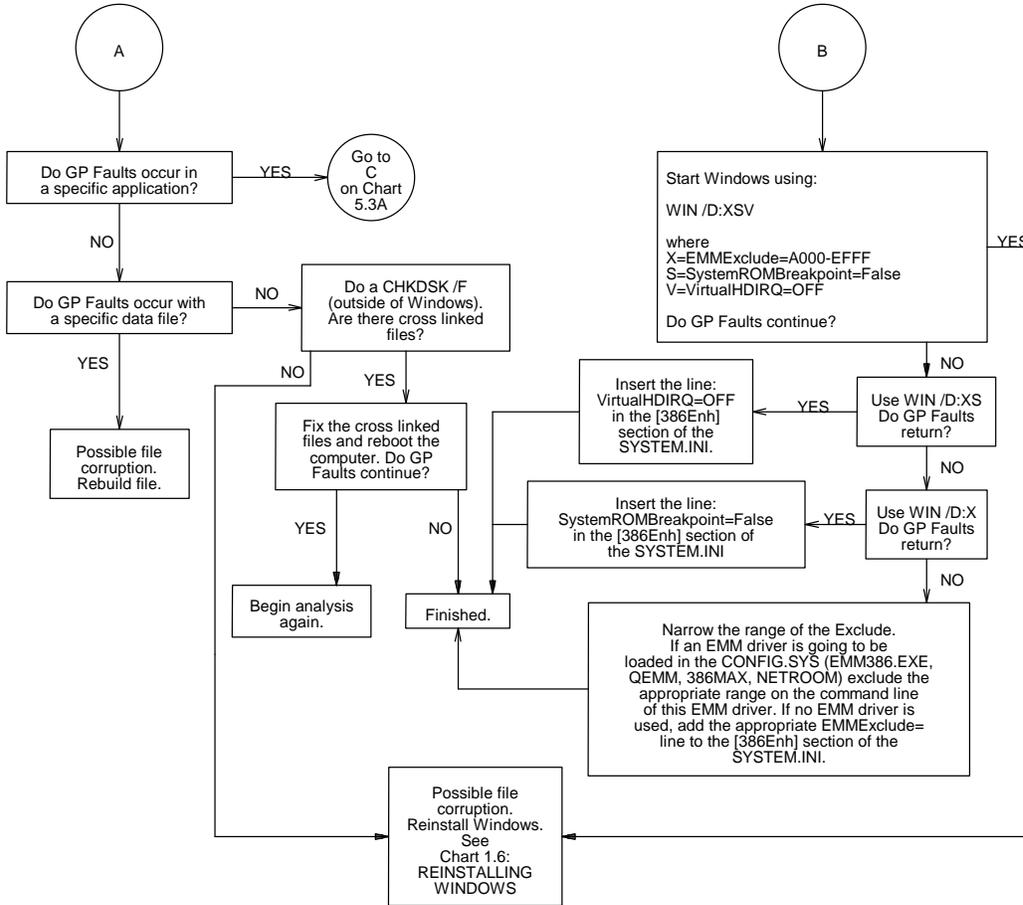
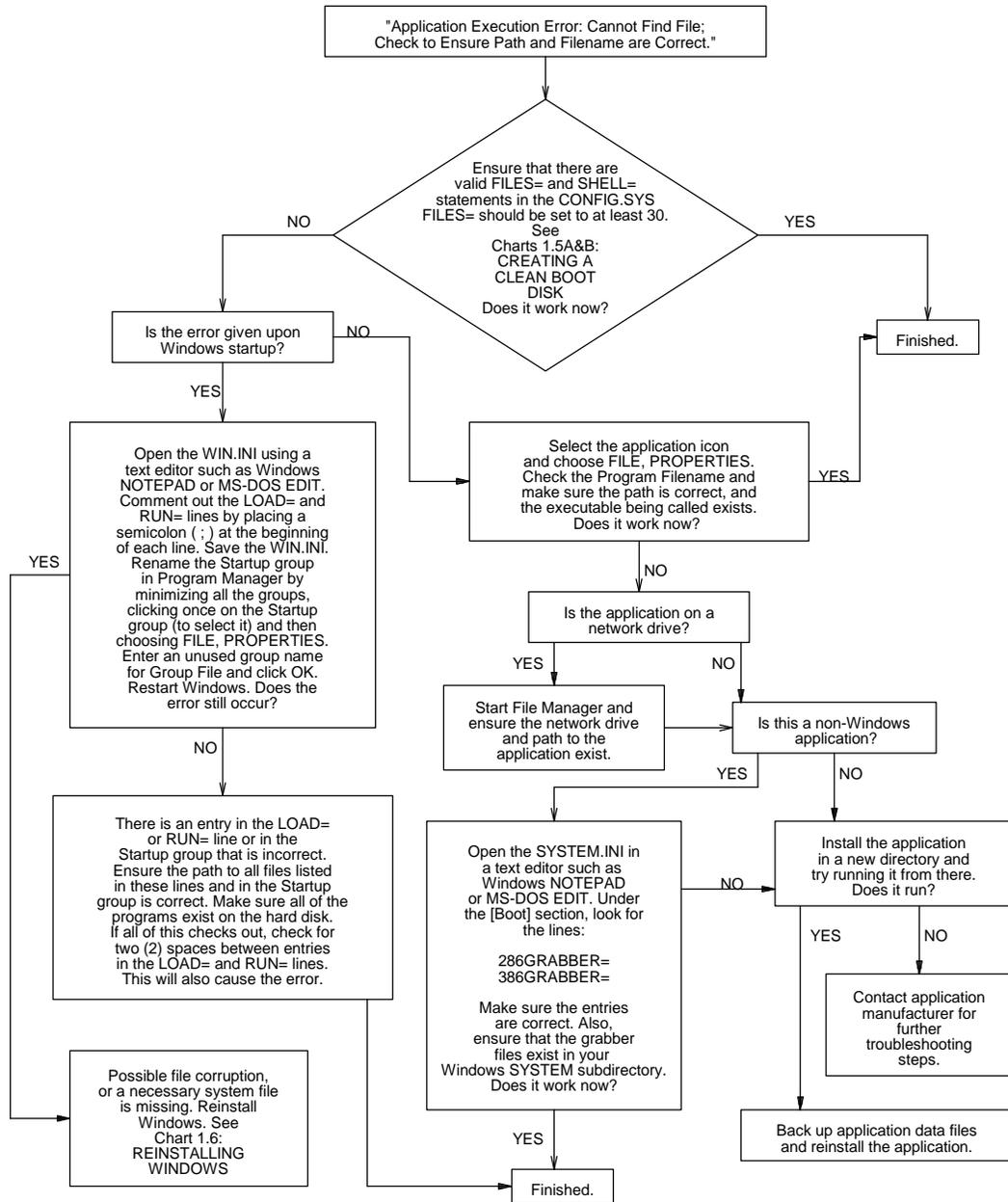


Chart 5.4 Application Execution Error

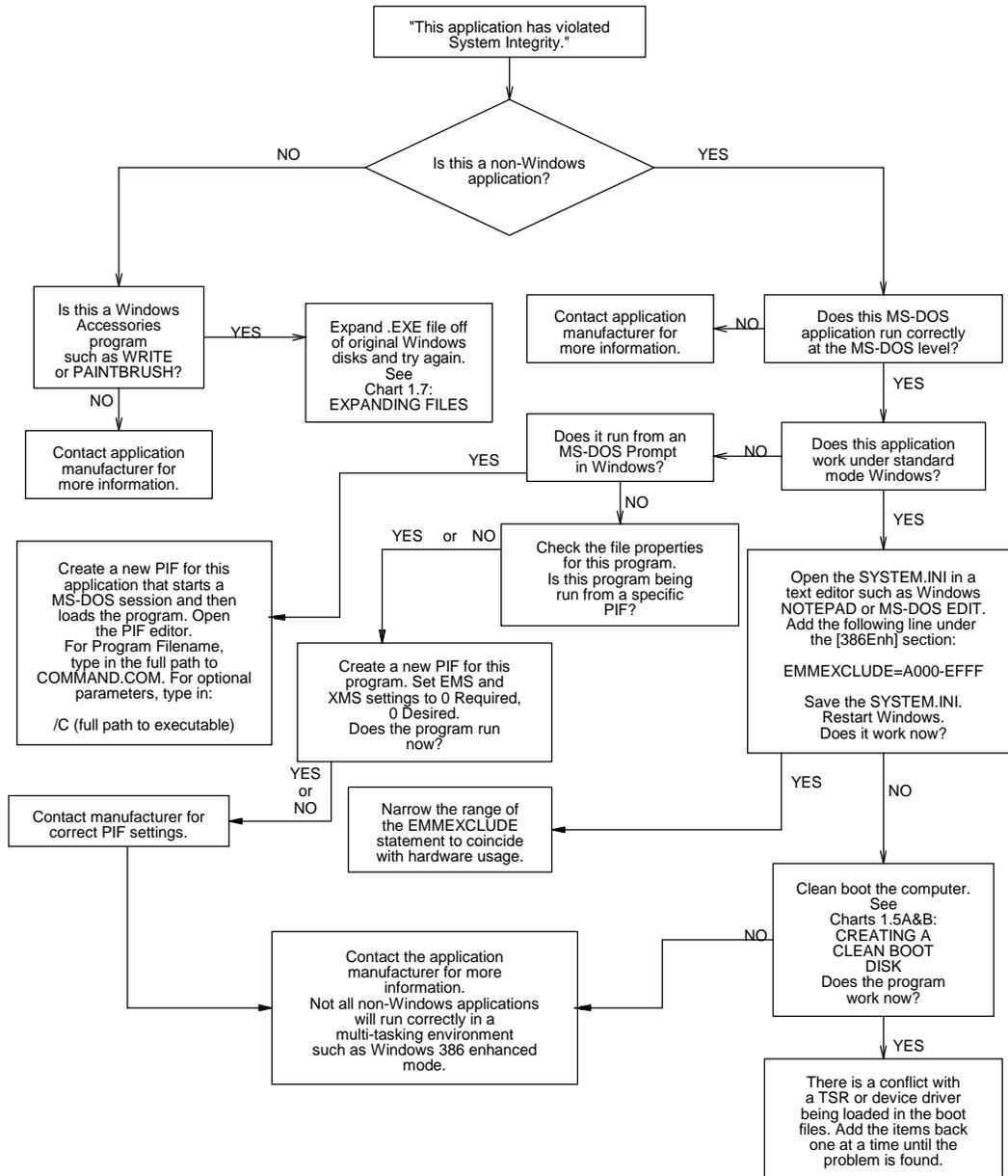


Windows Resource Kit Reference

page

“Tips for Running Non-Windows Applications” in Chapter 7294
 “Troubleshooting for Non-Windows Applications” in Chapter 13.....423

Chart 5.5 System Integrity Violation in 386 Enhanced Mode

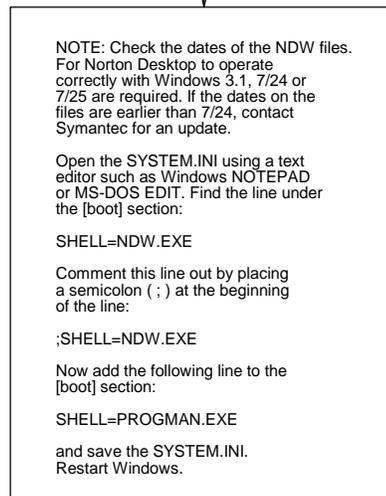


Windows Resource Kit Reference

page

“Tips for Running Non-Windows Applications” in Chapter 7294
 “Troubleshooting for Non-Windows Applications” in Chapter 13.....423

Chart 5.6 Disabling Norton Desktop for Windows

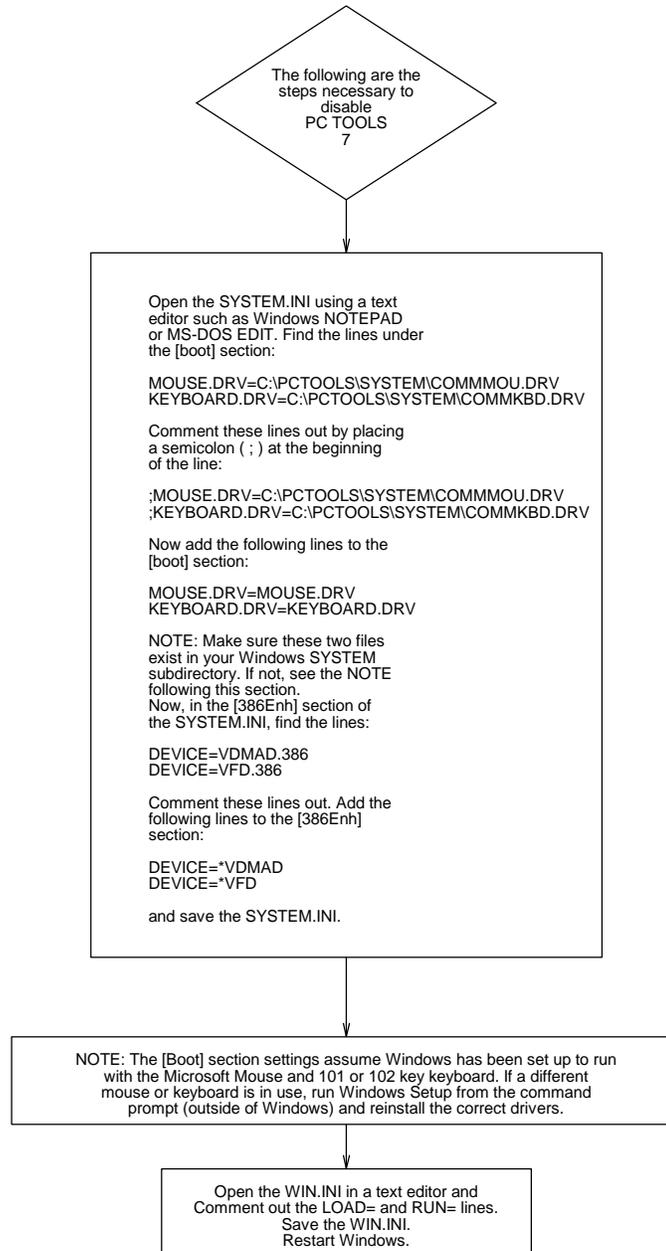


Windows Resource Kit Reference

page

“Troubleshooting TSRs During Setup” in Chapter 13.....	400
“Troubleshooting TSR Compatibility Problems” in Chapter 13	404

Chart 5.7 Disabling PC-Tools Version 7



Windows Resource Kit Reference

page

“Troubleshooting TSRs During Setup” in Chapter 13.....	400
“Troubleshooting TSR Compatibility Problems” in Chapter 13.....	404

Chart 5.8 Out-of-Memory Errors in Windows

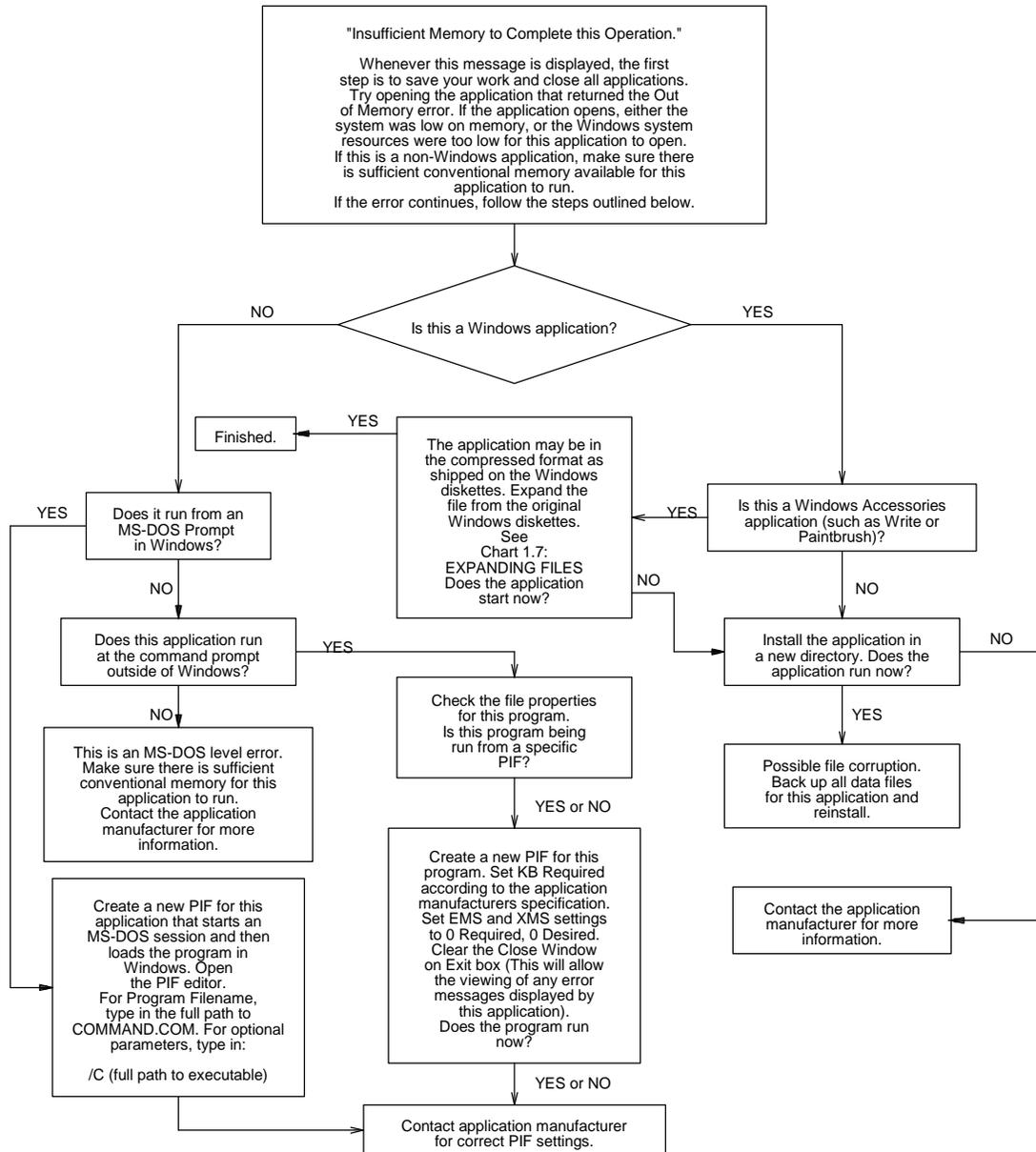


Chart 5.9 Cannot Run Windows in Standard Mode

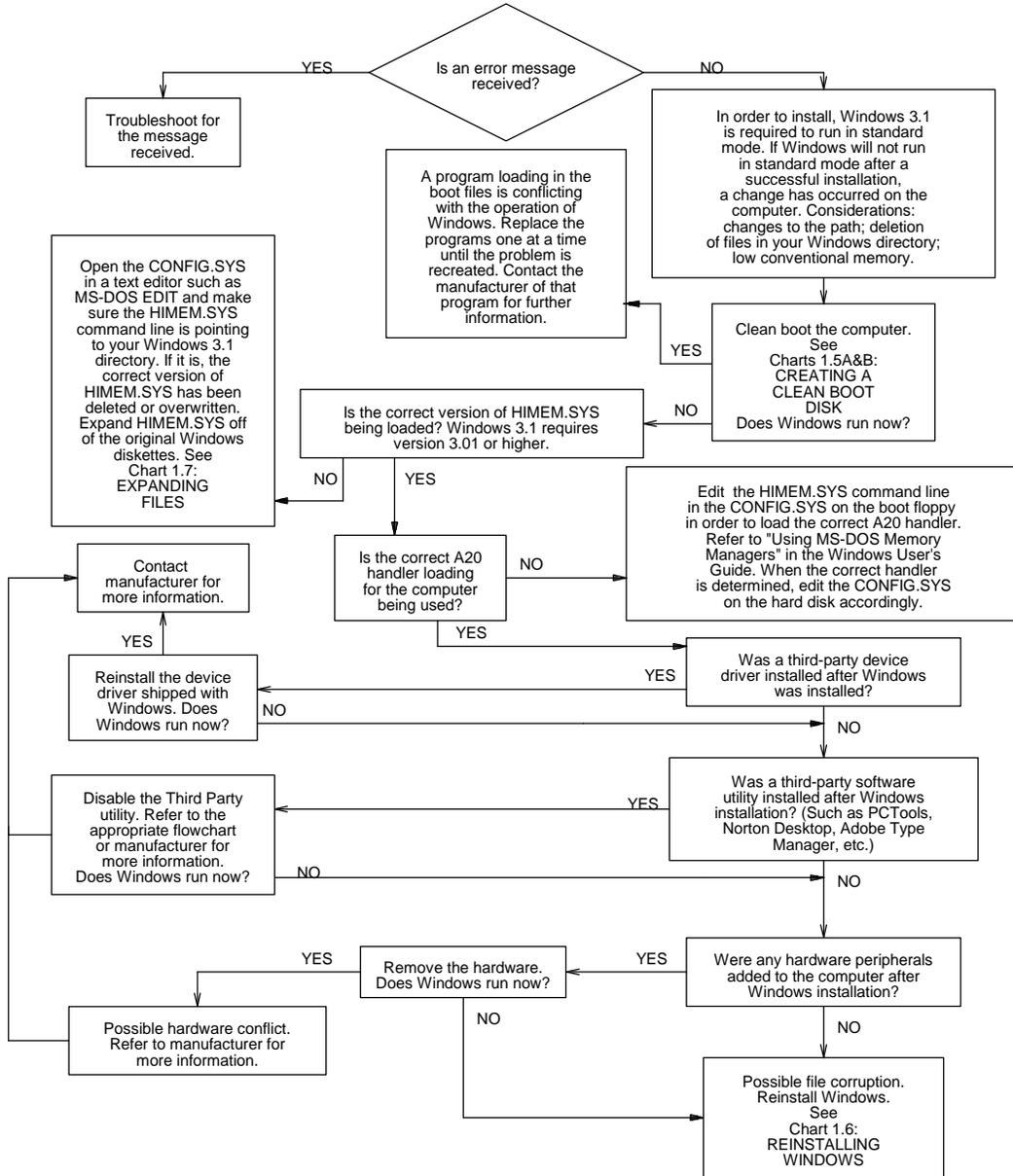


Chart 5.10 Problems with Object Linking and Embedding

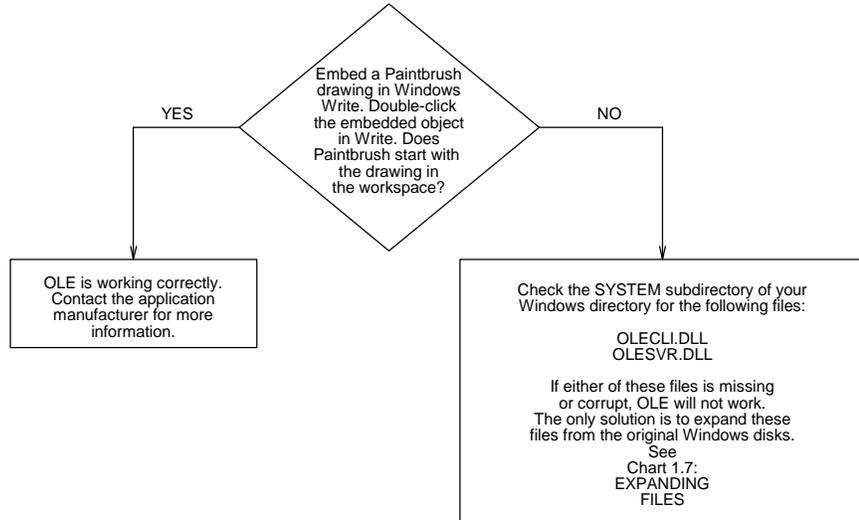


Chart 6.1 **Multimedia Drivers**

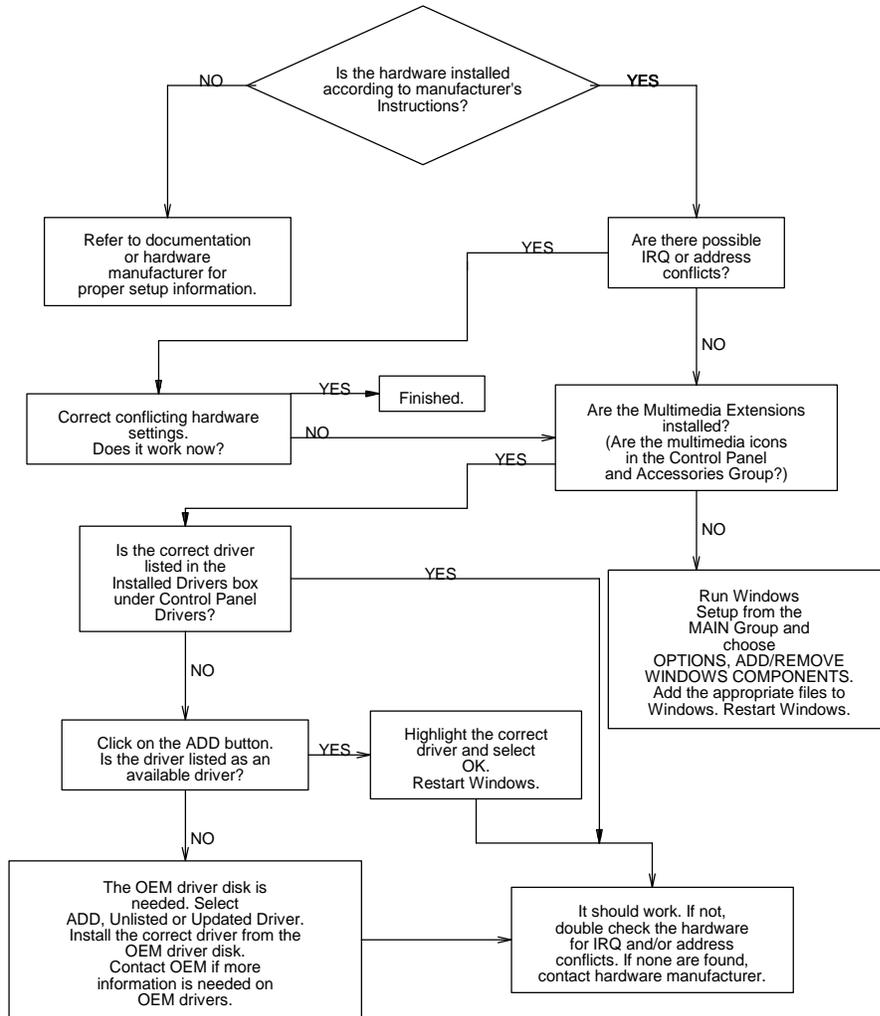


Chart 6.2 Media Player

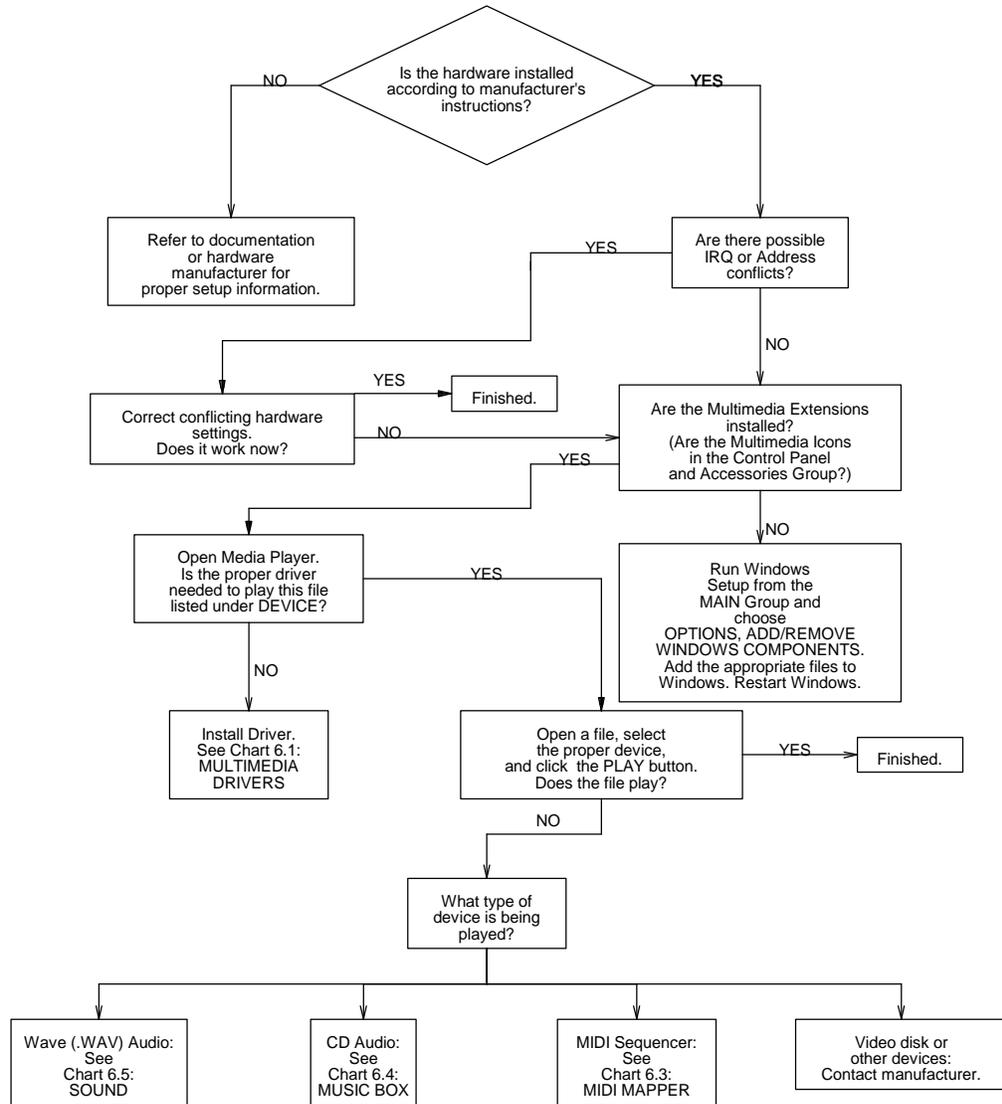


Chart 6.3 MIDI Mapper

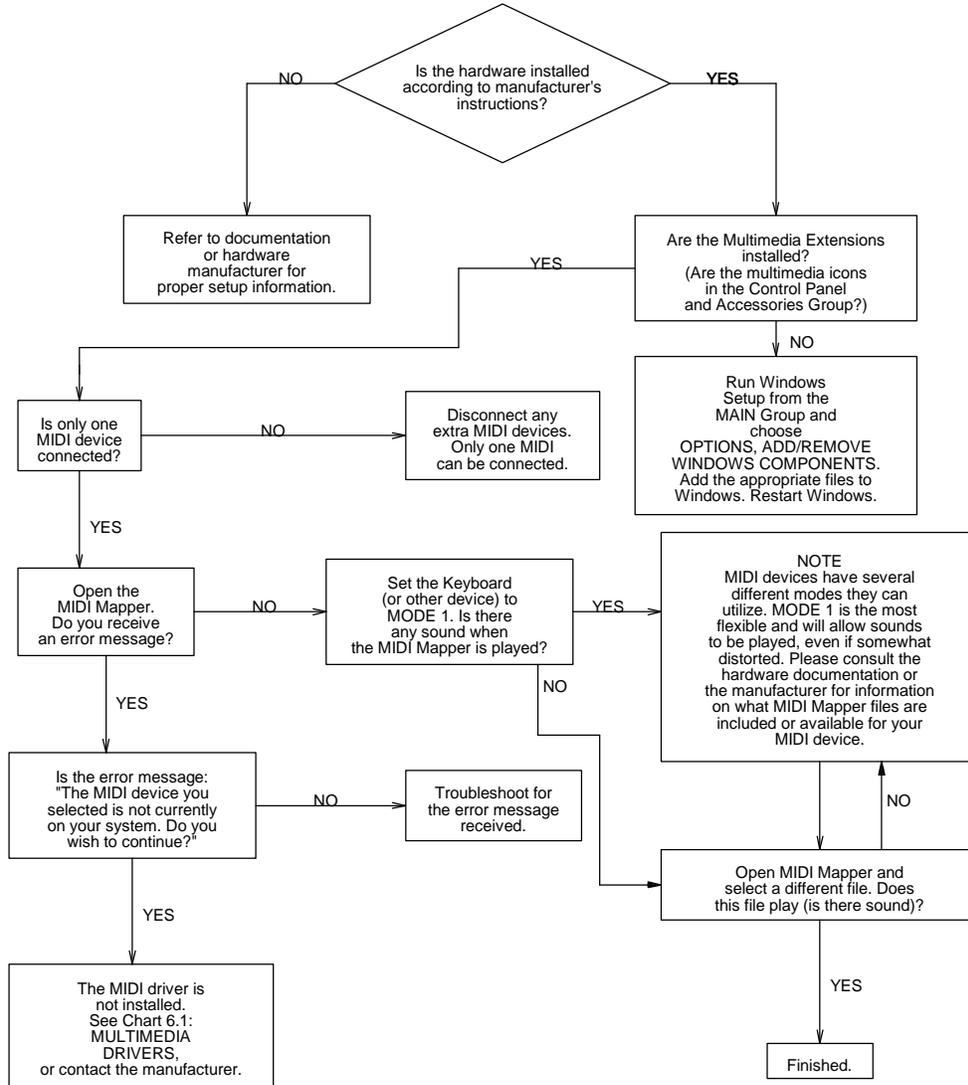


Chart 6.4 Music Box

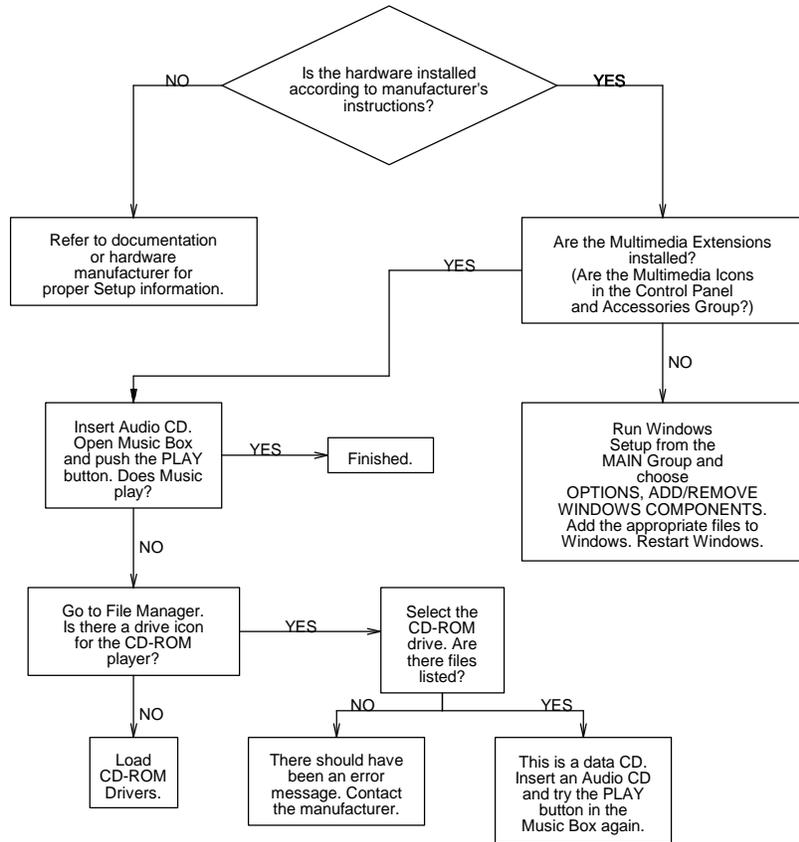


Chart 6.5 Sound

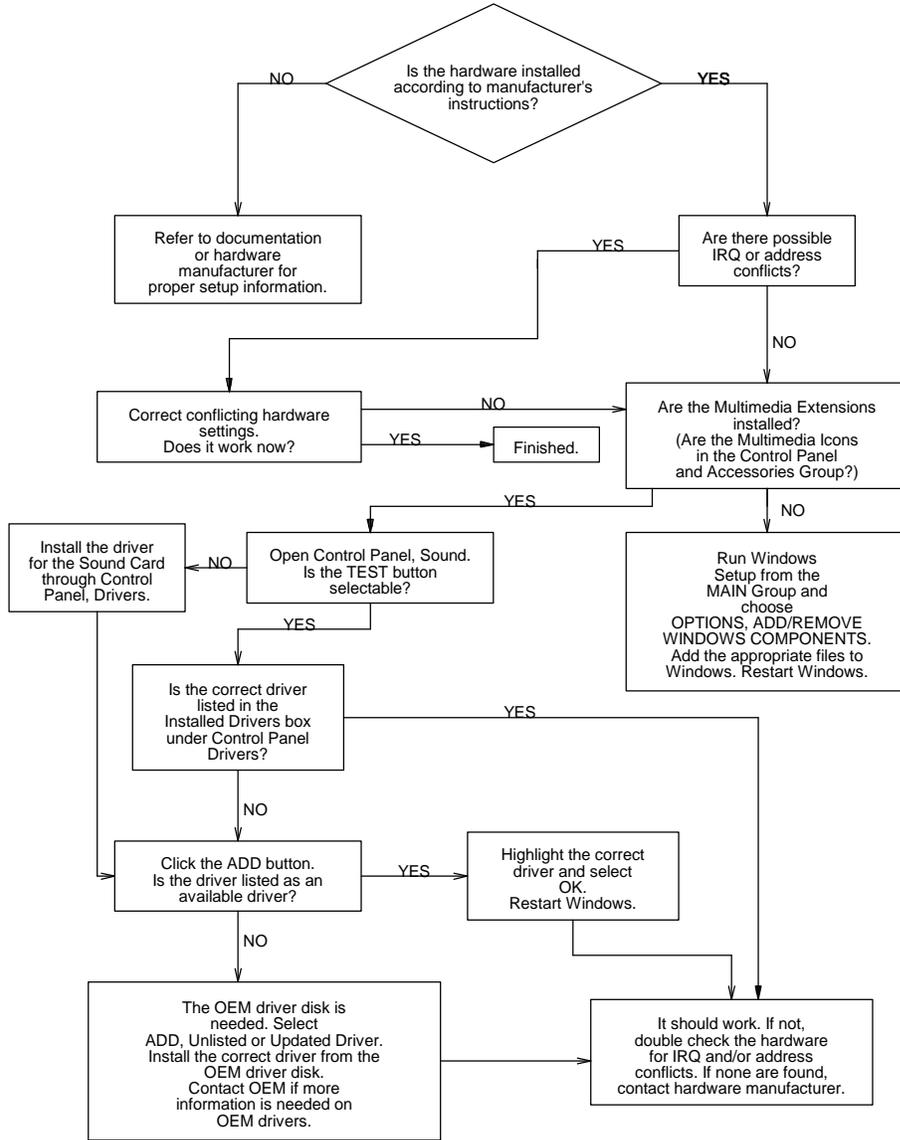
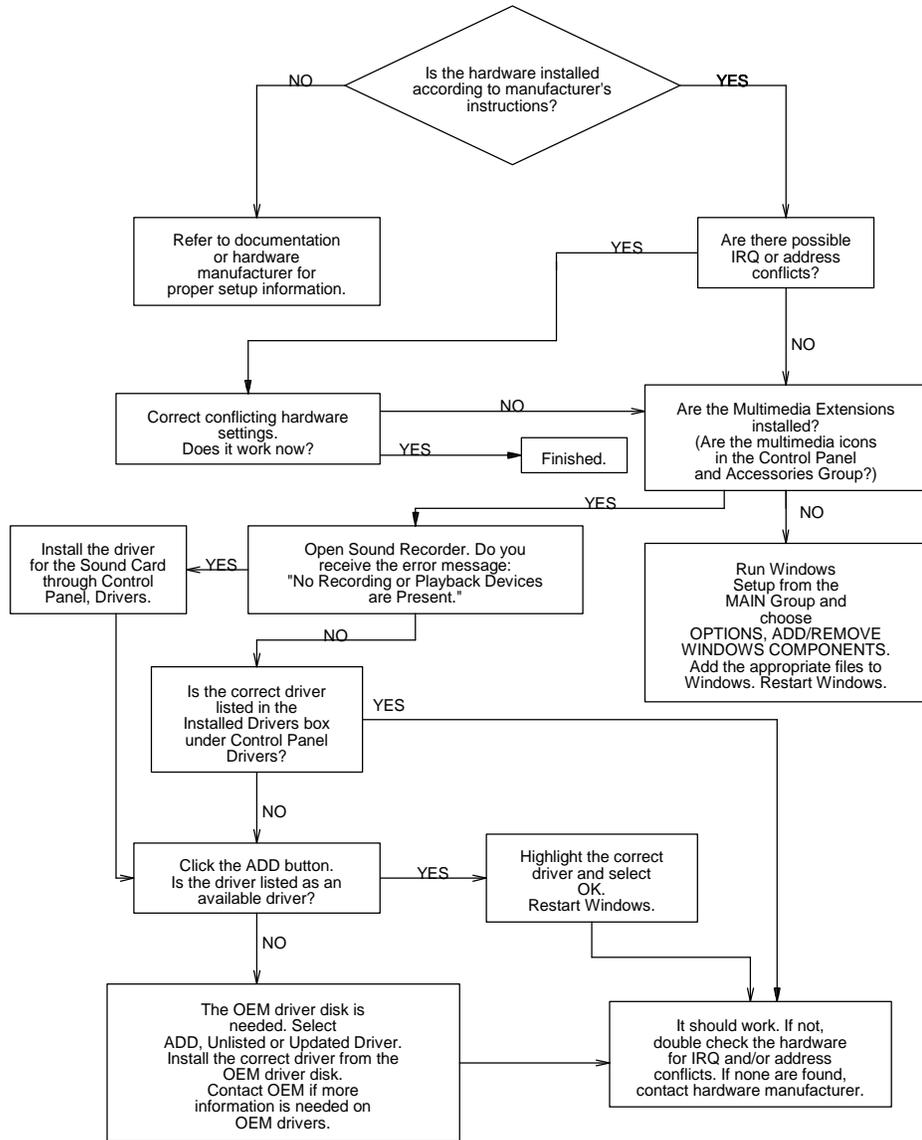


Chart 6.6 Sound Recorder



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

Print References:

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

Online References:

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

Support Services and Training:

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

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

