NEC PowerMate[®] 8100 Series Release Notes

The PowerMate 8100 Series Release Notes provide up-to-date information on installing the applications that come with your computer. These notes also provide additional valuable information about your computer that was not included in the printed user's guide or online NEC Help Center.

Please read these notes in their entirety.

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General Notes

The following notes describe general system behaviors and recommended operating procedures not documented in other PowerMate 8100 Series documentation.

Installing Applications and Online Documentation

The system comes with the operating system preloaded. Microsoft[®] Internet Explorer[®] 4.01 also comes preinstalled on systems with the Window[®] 98 operating system. All other applications and the online documentation are installed from the NEC Select Install CD. Microsoft Internet Explorer also comes on the NEC Select Install CD for systems with the Windows 95 or Windows NT® operating system.

Follow the guidelines in this section when installing applications, the NEC Help Center online documentation, and the Healthy Environment online brochure.

Choosing the Correct Installation Method

Most applications and the online documentation are installed from the NEC Select Install CD using the Selective Application Restore program. However, the NEC SNMP Agent and NEC WebTelligent[™] are both installed using a Setup.exe program launched from a subdirectory on the NEC Select Install CD.

Installing Applications in the Correct Order

For systems with the Windows 95 or Windows NT operating system, Microsoft Internet Explorer 4.01 must be installed first and alone in a separate Select Install session. For all operating systems, LANDesk[®] Client Manager must also be installed in a separate Select Install session, and before certain other applications. The NEC SNMP Agent and LANDesk Client Manager should not both be installed on the same computer. Use these guidelines when installing applications and online documentation.

- For systems with the Windows 95 or Windows NT operating system, install Microsoft Internet Explorer first and alone, before installing any other application from the NEC Select Install CD.
 - Internet Explorer 4.01 already comes preinstalled on systems with the Windows 98 operating system.
- Install LANDesk Client Manager alone and *before* installing NEC Security, Chevenne Backup utility, NEC Configuration Change Notification, the NEC Auto Backup utility, or NEC WebTelligent.

Mote: LANDesk Client Manager should be installed before any of the applications or utilities that function in conjunction with it. Install NEC Security, Cheyenne Backup utility, the NEC Configuration Change Notification, NEC Auto Backup utility, and the NEC WebTelligent software after installing LANDesk Client Manager. (The NEC Auto Backup utility is not available on SCSI-based systems.)

■ Do not install both the NEC SNMP Agent and LANDesk Client Manager on the same computer. The two applications are incompatible, and neither can be removed using the uninstall utility. To remove them, a full restore must be performed after which all applications must be reinstalled.

CAUTION

Do not install both the NEC SNMP Agent and LANDesk Client Manager on the same computer.

- The NEC SNMP Agent and the NEC WebTelligent software are each installed using a Setup.exe program launched from a subdirectory on the NEC Select Install CD. These applications can be installed without regard to the order in which other applications are installed.
- Applications other than LANDesk Client Manager, Internet Explorer, the NEC SNMP Agent, or the NEC WebTelligent software can be installed during the same Select Install session or, if installed in different sessions, in any order once Internet Explorer and LANDesk Client Manager are installed. (The NEC Auto Backup utility is not available on SCSI-based systems.)

Internet Explorer comes preinstalled on systems with the Windows 98 operating system.

■ Install the NEC Help Center *after* installing Microsoft Internet Explorer 4.01 on the system. The Help Center cannot run without Microsoft Internet Explorer 4.01 and it cannot be installed from the NEC Select Install CD unless Internet Explorer 4.01 has already been installed.

Note: Install the NEC Help Center after installing Microsoft Internet Explorer (IE) 4.01 on the system. The Help Center cannot run without IE 4.01 and it cannot be installed unless IE 4.01 has already been installed.

Systems with the Windows 98 operating system come with Microsoft Internet Explorer 4.01 already installed.

See "Selective Application Restore Program" in this document for using the NEC Select Install CD to install applications.

Uninstalling the NEC SNMP Agent or LANDesk Client Manager

LANDesk Client Manager and the NEC SNMP Agent are not fully compatible when both are installed on the same computer.

Note: Do not install both LANDesk Client Manager and the NEC SNMP Agent on the same computer.

If both applications have been installed, LANDesk Client Manger does not function correctly, and cannot display ASIC-related tabs for temperature, fan, voltage, and chassis intrusion status. In addition, each time the computer is restarted a Service Control Manger window displays an error message and prompts the user to press **Enter**.



If LANDesk Client Manager and the NEC SNMP Agent have both been installed, it is not possible to remove either application using the uninstall utility. A full operating system restore must be performed using the NEC Select Install CD.

If LANDesk Client Manager and the NEC SNMP Agent have both been installed, it is not possible to remove either application using the uninstall utility. If you attempt to remove one of the applications, a full operating system restore will have to be performed using the NEC Select Install CD. After the full restore, all appropriate applications should be reinstalled from the CD using the Selective Application Restore program or a setup.exe program. Do not reinstall both LANDesk Client Manager and the NEC SNMP Agent.

Uninstalling the LANDesk Client Manager

When unistalling the LANDesk Client Manager on a system which has not had the SNMP agent installed, the process must not be interrupted or powered down. A message box will be displayed during the uninstall process which states that the process will take 10 minutes or longer to completely remove LANDesk. If this procedure is interrupted or a power down is done it is not possible to remove LANDesk application using the uninstall utility.

NEC Management Tools are dependent on LANDesk being installed. If LANDesk is removed the NEC Management Tools should also be removed to prevent error messages being reported.

A full operating system restore will have to be performed using the NEC Select Install CD. After the full restore, all appropriate applications should be reinstalled from the CD using the Selective Application Restore program or a setup.exe program.

Correcting Video Corruption

Video corruption can occur in some PowerMate 8100 Series systems. See the following sections for guidelines on correcting the display in systems running the Windows 95 and Windows NT operating systems.

Correcting Video Corruption in a Windows 95 System

In a system running the Windows 95 operating system, an icon dragged across the desktop can corrupt the desktop colors in its wake.

To correct the desktop color display, take one of the following actions.

- Close the Internet Explorer Channel Bar by clicking in its close box.
- Disable the Internet Explorer Channel Bar from the Display Properties window:
 - Right click anywhere on the desktop and click **Properties**.
 - Click the **Web** tab in the Display Properties window.
 - Uncheck the box next to Internet Explorer Channel Bar. Click **OK**.
- Change the background wallpaper *from* any of the following: NEC3D, Metal Links, Forrest, Stitches, or Clouds.
 - Right click anywhere on the desktop and click **Properties**.
 - Click the **Background** tab in the Display Properties window.
 - Highlight a different wallpaper pattern. Click **OK**.

Correcting Video Corruption in a Windows NT System

In a system running the Windows NT operating system, the desktop color palette may shift after the Display Properties window has been opened.

To correct the desktop color palette, change the background wallpaper from NEC3D or Winnt256 to None, Wallpapr, or Winnt.

- 1. Right click anywhere on the desktop and click **Properties** in the popup menu.
- **2.** Click the **Background** tab in the Display Properties window.
- **3.** Highlight a different wallpaper pattern. Click **OK**.

Setting Boot Order in BIOS

To use the CD-ROM drive as a boot device, the BIOS must list it as the first device. Otherwise, the CD-ROM drive should be second in the boot order.

The system does not boot from a Zip® drive if it is listed as the first boot device.

Configuring the System for the NEC SNMP Agent

TCP/IP must be enabled before the NEC SNMP Agent can be used. See "Changing Network Settings" in this document for instructions on enabling TCP/IP. (The NEC SNMP Agent is installed from the NEC Select Install CD. See "NEC SNMP Agent Installation" in this document for installation instructions.)

Configuring the System for NEC WebTelligent

TCP/IP must be enabled before NEC WebTelligent[™] can be used. See "Changing Network Settings" in this document for instructions on enabling TCP/IP. (NEC WebTelligent is installed from the NEC Select Install CD. See "NEC WebTelligent Installation" in this document for installation instructions.)

Configuring the System for Microsoft Internet Explorer

TCP/IP must be enabled before Microsoft Internet Explorer 4.01 can be used. See "Changing Network Settings" in this document for instructions on enabling TCP/IP. (Internet Explorer is installed from the NEC Select Install CD. See "Selective Application Restore Program" in this document to install Internet Explorer.)

Note: Internet Explorer 4.01 comes preinstalled on systems with the Windows 98 operating system.

Changing Network Settings

All systems are configured with the NetBEUI and NWLink protocols enabled. However, before you connect a system to your network you might need to:

- enable a different network protocol
- disable unneeded protocols for enhanced system performance
- add or change network, domain, and gateway information.

The following procedure describes how to disable the NetBEUI and NWLink protocols, enable TCP/IP, and provide network, domain, and gateway information. (If a different protocol is enabled, the menu choices may differ from those described in the procedure.)

1. From the Windows desktop, click **Start** on the taskbar, point to **Settings**, and click **Control Panel**.

- **2.** Double click the **Network** icon in the Control Panel window.
- **3.** Click the **Protocols** tab. In the Protocols display, the following protocols are loaded:

NetBEUI Protocol **NWLink IPXSPX-Compatible Transport NWLink NetBIOS**

- 4. Highlight NWLink IPXSPX-Compatible Transport and click Remove. A warning window appears asking for confirmation to continue.
- **5.** Click **Yes**. The NWLink IPXSPX-Compatible Transport and NWLink NetBIOS lines disappear from the Protocols display.
- **6.** Repeat steps 4 and 5 to remove the **NetBEUI** Protocol.
- **7.** Click **Add**. The Select Network Protocol window appears.
- **8.** Highlight **TCP/IP Protocol** and click **OK**. The TCP/IP Setup window appears. If there is a DHCP server on the network, click **Yes**; otherwise click No.
- **9.** Change the path in the window to **C:\\\1386**. Click **Continue**. The Network window appears. If Yes was clicked in step 8, skip to step 16. If No was clicked in step 8, the Windows Setup window appears.
- **10.** Click **Close**. The Microsoft TCP/IP Properties Box appears.
- 11. Fill in the IP Address, the Subnet Mask, and the Default Gateway in the "Specify an IP address" area.
- **12.** Click the **DNS** tab and enter the host and domain name in the DNS display.
- **13.** Click the **Identification** tab and change the Computer Name if appropriate.
- **14.** Click the **WINS** tab and enter the WINS address if appropriate.
- **15.** Click the **Routing** tab and enable IP forwarding if appropriate.
- **16.** Click **OK**. When prompted to restart the system, click **Yes**.

Installing Chevenne Backup

After installing the Cheyenne[®] Backup utility on the system and rebooting the system, an "Unable to connect to Group" error message is displayed. This message indicates that a backup tape unit is not installed. Installing a tape unit or reconfiguring the Cheyenne Backup utility removes this message.

Identifying the Pentium III Processor

NEC computer systems with the Intel[®] Pentium[®] III processor come equipped with the most advanced Intel Pentium processor available.

Because the new Pentium III processor was introduced after the release of Microsoft® Windows® 98, Windows 95, and Windows NT® operating systems, these operating systems are not able to correctly identify the processor. These operating systems might identify the Pentium III processor as a Pentium II or Pentium Pro processor.

Note: Intel LANDesk Client Manager software also does not recognize the new Pentium III processor and identifies it as a Pentium II processor.

Windows identifies the processor on the General tab of the Windows System Properties sheet. You can get to System Properties in either of the following ways:

- Right click the My Computer icon on the Windows desktop and select **Properties** from the drop-down menu.
- Select **Settings** from the Windows Start menu, click **Control Panel**, double click the System icon.

Processor identification in Microsoft Windows and in Intel LANDesk Client Manager does not effect in any way the performance of your Pentium III processor. At bootup, the system BIOS detects the Pentium III processor.

You can obtain a patch to fix the Windows processor identification once Microsoft releases the patch. Check for the patch on the Microsoft website (www.microsoft.com) or NEC CSD website (www.nec-computers.com).

Installing PartitionMagic

To install PartitionMagic, run the PartitionMagic setup files. You can find setup and documentation files in the following **C:\Necutil\Pmagic** folders:

- Btmagic
- Diskette
- Setup
- Userinfo.

If the PartitionMagic setup program asks you for a serial number, enter the following number:

PM400ENOEMCD-673785

See the documentation in the Userinfo folder for information about using PartitionMagic, BootMagic, and the recovery diskette program. Reading the Userinfo files requires the Adobe[®] Acrobat reader. In the **C:\Necutil\Acrobat** folder, find and run **Ar32e301.exe** to load the reader.

Selective Application Restore Program

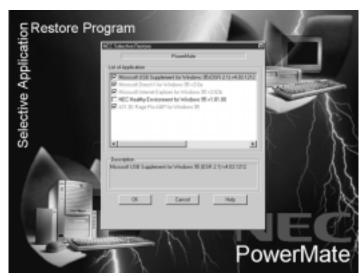
Use the following procedure to install most applications and the NEC Help Center with the Selective Application Restore program. This procedure applies to all applications except the NEC SNMP Agent and the NEC WebTelligent software.

- **1.** After logging on the first time, reboot the system.
- **2.** Insert the NEC Select Install CD as follows.
 - For systems running the Windows NT operating system:
 After the system reboots and you have chosen the Windows NT
 Workstation Version 4.00 operating system, but before Windows NT
 actually completes its boot and displays the NT logon screen, insert the
 NEC Select Install CD.

Note: Install the optional software located on the NEC Select Install CD after your first logon to Windows NT.

■ For systems running the Windows 95 or Windows 98 operating system: After the system reboots, insert the NEC Select Install CD.

The CD autorun feature generates the NEC Selective Application Restore Program screen.



NEC Selective Application Restore window

3. Use the information in "Installing Applications and Online Documentation" at the beginning of this document to determine which applications or online documents to install during the session.

Double click one or more entry in the list of applications and online documents. A check mark should appear to the left of each entry that is double clicked. To deselect an entry, double click it again so that the check mark disappears.

- **4.** Click **OK**. The application files reload sequentially, and a progress bar appears for each application selected.
- **5.** When the installation completes, choose **Restart**. Remove the CD from the CD-ROM drive. Click **OK** at the Reminder to remove the CD.
- **6.** Repeat steps 2 through 5 for each option or set of options to be installed.

NEC WebTelligent Installation

Install the NEC WebTelligent software and the NEC Auto Discovery Agent software on a Windows 98, Windows 95, or Windows NT web server as follows.

Note: This section replaces the section "NEC WebTelligent Installation" in the printed PowerMate 8100 Series User's Guide.

- 1. Close all open applications before installing WebTelligent and Auto Discovery Agent.
- **2.** Install web server software on a machine with a host name such as **PowerMate-A**. Set up the web server as follows.
 - Install your web server software Microsoft Personal Web Server or other software.
 - On the Windows desktop, click **Start**, point to **Settings**, and click **Control Panel.**
 - At the Control Panel, double click **Personal Web Server**.
 - In Personal Web Server, click the **Administration** tab.
 - In Administration, click **Administration** to start your web browser. If the web browser does not start, click the **Startup** tab, click **Start**, click the **Administration** tab. and click **Administration** to start the browser.
- **3.** Install the NEC WebTelligent software using the NEC Select Install CD. Insert the NEC Select Install CD into the CD-ROM drive. Click **Cancel** in the screen.
- **4.** Click **Start** on the taskbar, point to and click **Run**, and type E:\NECUtil\WebTelig\Admin\setup.exe where E: represents the CD-ROM drive.

- **5.** Click **OK**. Follow the prompts to install the software.
 - Follow the WWW Administration link, click the Directories tab, and edit the home page.
 - Modify the directory entry to C:\Program
 Files\PBNEC\WebTelligent\html and click OK.
 - Scroll to the bottom of the page and set the default document to login.html.
 - Click OK.
- **6.** Install the NEC Auto Discovery Agent software on a managed client. Before installing the NEC Auto Discovery Agent software on a client, check to see if it is already installed. Look for the following directory:

C:\Program files\PBNEC\WebTelligent Discovery Agent

If it is not there, install the software from the NEC Select Install CD following the procedure in "The Selective Application Restore Program."

7. Open and configure WebTelligent as follows.

Note: LDCM 3.32027 must be installed on every client.

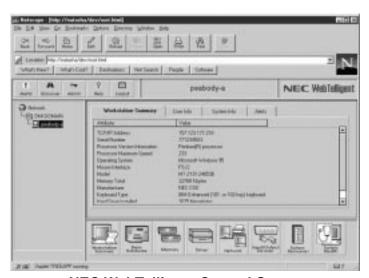
- At a managed desktop computer, start a web browser.
- Set the URL to the web server's machine name (for example: http://PowerMate-A).
- At the Login screen (see the following screen), enter the username and password as follows.
 - At the username field, type **Admin**
 - At the password field, type **Admin**

Note that Admin must use a capital A and that the password can be changed after the first login.



WebTelligent Login Screen

- Click **Login**. The WebTelligent screen displays (see the following figure).
- Click **Discover** on the WebTelligent screen to collect a list of machines to manage.
- Double click the Network icon on the WebTelligent screen and click on the domain name to locate the desktop being managed.
- Click on the desktop to be managed.
- A Workstation screen opens to display a summary of the workstation attributes.
- When finished, click **File** and click **Close** to go back to the Windows screen.



NEC WebTelligent Control Screen

NEC SNMP Agent Installation

Install the NEC SNMP Agent software on a system with the Windows 98, Windows 95, or Windows NT operating system as follows.

Note: Do not install both the NEC SNMP Agent and LANDesk Client Manager on a computer that is running the Windows NT operating system.

- **1.** Close all open applications before installing the NEC SNMP Agent.
- **2.** Insert the NEC Select Install CD into the CD-ROM drive. Click **Cancel** in the screen.
- **3.** Click **Start** on the taskbar, point to and click **Run**, and type **E:\NECUtil\NEC_SNMP\setup.exe** where **E:** is the CD-ROM drive.
- **4.** Click **OK**. Follow the prompts to install the software.

SCSI Drive Limitations

The following procedures and operating limitations apply to systems whose only hard drive is a SCSI device.

Booting from a CD

In systems with only a SCSI hard drive, it is not possible to boot from an IDE CD-ROM drive.

Using the NEC Select Install CD with a SCSI Drive

If a situation arises in which a full operating system restore must be performed using the NEC Select Install CD, first boot the system from the bootable diskette. (This might be necessary, for example, if the system does not boot from the hard drive.) The bootable diskette comes with all systems that have a SCSI hard drive. After the system boots, proceed with the NEC Select Install procedure.

PIIX4 Limitations

The following operating limitations apply to PIIX4 (PCI ISA IDE Xcelerator).

Reconfiguring Ultra DMA Support

The PCI IDE interface on the PowerMate 8100 Series system supports the latest ATA ULTRA DMA/33 interface. In order to do so, the PIIX4 component that was recently released from Intel Corporation was incorporated in the system. However, standard versions of Windows[®] 95 were released prior to the release of PIIX4; these versions do not recognize the PIIX4 as capable of supporting ULTRA DMA/33.

Several information files (.INF files) need to be added to standard versions of Windows 95 so the operating system can incorporate PIIX4 features. NEC CSD already includes these .INF files in the preinstalled software that comes with your system. NEC CSD recommends that customers use the version of Windows 95 that is included with their system.

Note: NEC CSD recommends that customers use the version of Windows 95 that is included with their system because this version is already configured for Ultra DMA/33.

When users install their own version of Windows 95, ULTRA DMA/33 does not function without the addition of these files. These .INF files can be added to a new install of Windows 95 by using the NEC Select Install CD. This results in full ULTRA DMA/33 support.

Determining IDE Device Compatibility

The new PIIX4 component contains a small change in the IDE interface. This change to lower voltage levels on one signal has no effect on most of the IDE hard drives on the market. A small number of older drives fail to function with this new setting. If you have a concern about an older drive that you would like to use with your PowerMate 8100 Series system, NEC CSD Technical Support Services can help you determine if there will be a problem.

Recommended Resolutions for NEC VistaScan USB Monitors

The following table lists the supported resolutions for NEC PowerMate Series systems with 15-inch and 17-inch NEC VistaScan™ USB monitors.



Setting resolutions other than the rates listed in the following table generates a "black" monitor screen.

Resolutions for 15- and 17-Inch NEC VistaScan USB Monitors

Mode	Resolution	Horizontal Frequency (KHz)	Vertical Frequency (Hz)
1	720 x 400	31.47	70
2	640 x 480	31.47	60
3	800 x 600	35.16	56
4	1024 x 768	35.52	87
5	640 x 480	37.50	75
6	800 x 600	37.88	60
7	640 x 480	43.3	85
8	800 x 600	46.88	75
9	1024 x 768	48.36	60
10	800 x 600	53.67	85
11	1024 x 768	60.02	75
12	1280 x 1024	63.98	60
13	1024 x 768	68.68	85

LS120 Super Floppy Eject Button

Waiting on MFG details.

Windows 95 Issues

The following notes describe conditions and procedures specific to systems running the Microsoft® Windows® 95 operating system.

Controlling CD Audio

CD audio volume is not controlled by the Windows 95 taskbar Volume Control.

To control CD audio volume, access your CD player program. Move the volume slider bars up or down to increase or decrease CD audio volume.

Using Cheyenne Backup

The following notes describe conditions and procedures specific to systems running the Cheyenne Backup. See also "Installing Cheyenne Backup" earlier in this document.

Backing Up Large Drives

When Cheyenne Backup is set to automatically back up a drive to a network drive, and the system drive being backed up is greater than 2.1 GB, multiple instances of the Copy program may be launched, according to how many drive letters are assigned to the hard drive. The first instances end with an indication that no data was transferred. The last instance completes the backup successfully.

Using Chevenne Backup with LANDesk Client Manager

Cheyenne Backup may occasionally report that a backup was incomplete. Cheyenne Backup does not back up files that are open, so it may report this condition if the backup was run while files are open, or because LANDesk[®] Client Manager itself is running.

When this happens, buttons are displayed in the report window providing options for backing up files or utilities that are open. See your documentation on Cheyenne Backup for more information on these options.

Clicking the Product Catalog Button

When a computer running the Windows 95 operating system is first booted, a Welcome screen appears. If the **Product Catalog** button is clicked, the user is prompted to insert the Windows 95 CD. Click Cancel to clear the message.

Restoring Diamond Viper V550 Video with NEC Select Install CD

When restoring a system with the Diamond Viper V550 video card installed the video driver installation will ask to reboot the system while running the restore process. The correct response is to this message "You must restart your computer before the change can take effect, Please press the next button to restart your computer", is to cancel the restart in the video install dialog box. If you chose to select restart (next button) the restore process will error. A dialog box will appear indicating "this program is not responding, it may be busy etc." Chose "End Task" button and the system will restart.

Windows 98 Issues

The following material describes information specific to systems running the Microsoft[®] Windows 98[®] operating system.

Ejecting the NEC Select Install CD from a DVD-ROM Drive

If your system has a Hitachi DVD-ROM drive (4X GD-2500) and you manually load applications or drivers from the NEC Select Install CD, a dialog box appears with the message "Reminder: Please remove CD-ROM."

Pressing the eject button on the DVD-ROM drive displays another dialog box with the message: "Eject request to Drive in Use: An Eject request was received for a drive that is in use, continue with eject operation?"

Click **OK** to eject the CD from the DVD-ROM drive. The first dialog box is displayed. Click **OK** to complete the software loading operation.

Finding No Network Neighborhood Icon on the Desktop

The Windows 98 desktop does not display a Network Neighborhood icon when you boot the system into Windows 98. The 3Com® 3C905B-TX drivers are preinstalled on the system and no protocols are loaded. This configuration does not display the Network Neighborhood icon on the desktop. See "Changing Network Settings" in this document to configure your system.

Finding the 3Com Diagnostic Program

The 3Com Windows user diagnostic program is not available on the Windows Start/Programs menu. If you need to run the 3Com Diagnostics program, use the MS-DOS-based programs on the Driver CD that comes with your system.

Restoring Diamond Viper V550 Video with NEC Select Install CD

When restoring a system with the Diamond Viper V550 video card installed the video driver installation will ask to reboot the system while running the restore process. The correct response is to this message "You must restart your computer before the change can take effect, Please press the next button to restart your computer", is to cancel the restart in the video install dialog box. If you chose to select restart (next button) the restore process will error. A dialog box will appear indicating "this program is not responding, it may be busy etc." Chose "End Task" button and the system will restart.

Windows NT Issues

The following material describes information specific to systems running the Microsoft[®] Windows NT[®] operating system.

Restoring Network Card Drivers

If you are running a system with the Windows NT operating system, use the following procedure to install either the Intel[®] Pro 100 or 3Com[®] 3C905B-TX drivers from the NEC Driver CD.

- **1.** Locate the entire directory for the network card you are installing in your system. Copy the entire directory to a local temporary directory.
- 2. In the Windows NT Control Panel, select **network** and click **adapters**.
- **3.** Select **ADD** and click the **HaveDisk** button. A dialog box is displayed.
- **4.** In the Path windows, type the name of the temporary directory for the network card files you copied. Click **OK**. Windows NT installs the driver files for the network card.

