

IBM Personal Computer

About Your Software

Windows 2000 Professional

Windows NT Workstation 4.0

Windows 98

Windows 95

Applications and Support Software



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Applications and Support Software



Note

Before using this information and the product it supports, be sure to read the information in Appendix A, "Viewing the license agreement" on page 33 and Appendix B, "Notices and trademarks" on page 35.

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About this book

This book contains general information about the software provided with your computer.

This book is organized as follows:

- Chapter 1, “Overview of your software” on page 1, introduces you to the software provided with your computer.
- Chapter 2, “Getting started” on page 7, contains information to help you get started using your computer and to understand some of the software features.
- Chapter 3, “Installing software from the Software Selections CD” on page 13, contains information about installing or reinstalling software provided on the *Software Selections CD*.
- Chapter 4, “Diagnostic and support software” on page 15, contains information about the troubleshooting and support software that comes with your computer.
- Chapter 5, “Recovering your operating system and preinstalled software” on page 21, contains information about recovering your preinstalled operating system, applications, and device drivers.
- Appendix A, “Viewing the license agreement” on page 33, contains instructions for viewing the *IBM International License Agreement for Non-Warranted Programs*.
- Appendix B, “Notices and trademarks” on page 35, contains notices and trademark information.

Chapter 1. Overview of your software

Your IBM® computer comes with one of the following preinstalled Microsoft® Windows®¹ operating systems:

- Windows NT® Workstation 4.0
- Windows 98 Second Edition (SE)
- Windows 2000 Professional

In addition, a variety of software is included, such as application programs, diagnostic tools, and device drivers. Some of the software is *preinstalled* and some is on the CDs included with your computer.

Note: Microsoft Windows 95 is not preinstalled on any of the models this book supports. However, Windows 95 can be installed on some computers using the IBM *Product Recovery CDs* for Windows 98. This option is not available for all computers. (See “Recovering or installing Windows 95” on page 23 for more information.)

Important

The software, other than the Microsoft operating system, is licensed under the terms of the *IBM International License Agreement for Non-Warranted Programs*. Use of your computer signifies acceptance of this license agreement. See Appendix A, “Viewing the license agreement” on page 33 of this booklet for information about viewing the license agreement.

Preinstalled software

In addition to the Microsoft operating system, your preinstalled software includes the following:

- **Access IBM**, which is a central location from which you can register your computer, create diagnostic diskettes, install software provided by IBM, set the date and time, set up your printer, view online books, read the license agreement and online warranty, and obtain information about IBM products and technical support.
- **ConfigSafe**, which is a comprehensive configuration tracking and recovery tool. It provides features that you can use to restore your system if your desktop becomes damaged, unusable, or unstartable.

¹ The Microsoft Certificate of Authenticity is your assurance that the Windows software on your computer is legally licensed from Microsoft Corporation.

- **Microsoft Office 2000 Small Business Edition**, which is preinstalled in some models. If you need to reinstall this program, you must use the Microsoft Office 2000 CDs that come with your computer. Microsoft Office 2000 is not available on the *Software Selections CD*.
- **Device drivers** for factory-installed features. The device drivers are also available at <http://www.ibm.com/pc/support/> on the World Wide Web. Enter your machine type/model number into the **Quick Path** field to find the downloadable files specific to your computer. For additional information about installing device drivers, see the appropriate section for your operating system in Chapter 5, “Recovering your operating system and preinstalled software” on page 21.
- **Windows NT Workstation Service Pack**, which is a Windows NT Workstation update made available to Windows NT Workstation users by Microsoft. If your computer has Microsoft Windows NT Workstation preinstalled, IBM has installed Service Pack 5 on your hard disk as a convenience to you.

Important

To install device drivers without affecting the Service Pack installation, you must install the device drivers from the I386 directory on drive C. If you install device drivers from any directory or device other than the I386 directory on drive C, you will have to reinstall the Service Pack after you install the device drivers.

To reinstall the Service Pack, double-click the **Service Pack 5** icon on the desktop. Then click **Reinstall Service Pack**.

Additional information about your preinstalled software is in Chapter 2, “Getting started” on page 7.

Software on the Software Selections CD

In addition to your IBM-preinstalled programs and device drivers, more software is provided on one or more *Software Selections CDs*. You can decide which software to install, based on your needs.

Following is a list of software provided on *Software Selections CDs*. The *Software Selections CDs* that come with your computer might not include all the software listed here. Some software may not be available in all languages or in all countries. Some software may differ from the retail versions and may not include all documentation or functions. For information about installing software from *Software Selections CDs*, see

Chapter 3, “Installing software from the Software Selections CD” on page 13.

CoSession Remote 32 An IBM technician or network administrator can use this communication tool to diagnose and fix computer problems from a remote location. The connection can be made through a modem or over a local area network (LAN).

IBM Internet Connection You can use IBM Internet Connection to dial into the Internet. You can use this software with the Netscape Navigator browser, which is available on your *Software Selections CD*, or with Microsoft Internet Explorer.

IBM Update Connector You can use IBM Update Connector to download software programs, software updates, data, and data updates from an IBM server directly from the Internet. Update Connector automatically determines whether your computer needs available updates and, if so, it downloads and installs them at your option.

Netscape Communicator You can use Netscape Communicator to navigate your company intranet or the World Wide Web. Netscape Communicator provides a full suite of Internet functions, including e-mail, threaded discussion groups (newsgroups), and support for the latest features on the World Wide Web.

Norton AntiVirus for IBM You can use Norton AntiVirus for IBM to detect and remove viruses from your computer. For a further description and installation instructions, see “Norton AntiVirus for IBM” on page 15.

PC-Doctor for Windows You can use these diagnostic tools with your Windows operating system. In addition to isolating hardware problems, these tools also provide information about your computer operating environment and some software components. Support documentation is built into the Help system.

Tivoli® Management Agent A network administrator can use this program to gather information about your computer and monitor its operation.

Some models come with an additional *Software Selections CD* that includes:

ADSL provisioning software

Asymmetric digital subscriber line (ADSL) enables high-speed data on a standard local telephone line. This software, along with an ADSL modem on each end of the line, allows voice and data to run concurrently over the same telephone line. Some users of the Windows NT Workstation operating system might need to install a different ADSL device driver if your Service Provider uses PPP over ATM (RFC 2364). To install these device drivers, please refer to the pop-up README text when you install the ADSL monitor software from the Software Select CD.

i.Share

You can use i.Share Server to share a single Internet connection on a server across as many as 10 client computers running i.Share Client.

RingCentral Fax

You can use RingCentral Fax to send and receive faxes.

Easy CD Creator

You can use Easy CD Creator to create a permanent audio or data CD that is readable in virtually all CD-recordable and CD-ROM drives.

Documentation on the Software Selections CD

Documentation for your computer is included on the *Software Selections CD* in portable document format (PDF) files. You will find the following documents and depending on the model, there might be others. To install and view the documentation, see “Viewing documentation” on page 11.

- The user guide for your computer
- *Understanding Your Personal Computer*
- *About Your Software* (this book)

Other software CDs

Some models come with additional CDs that include software that you can install if you choose.

Iomega Tools

You can use this CD to install support software for an Iomega Zip drive. This CD includes several Iomega tools and device drivers.

Lotus® SmartSuite®

Lotus SmartSuite, a package of award-winning productivity applications, contains powerful applications and everything you need to access the Internet. Your computer comes with either a Lotus SmartSuite CD or a proof of entitlement to receive one free CD-ROM version of Lotus SmartSuite. To install your SmartSuite package, insert the Lotus SmartSuite CD into your CD-ROM drive, or contact your network administrator for assistance.

Microsoft Office 2000

Microsoft Office 2000 is preinstalled on some models. This CD is used to reinstall Microsoft Office 2000 if necessary.

Product Recovery CDs

No backup diskettes for your preinstalled software are provided with your computer. However, most of your IBM-preinstalled programs and device drivers for factory-installed features and devices are on either one or two *Product Recovery CDs* that come with your computer. For information about using the *Product Recovery CDs*, refer to the appropriate section for your operating system:

- “Recovering Windows 98” on page 21
- “Recovering or installing Windows 95” on page 23
- “Recovering Windows 98 or Windows 95 device drivers” on page 24
- “Recovering Windows NT Workstation” on page 25
- “Recovering Windows NT Workstation device drivers” on page 27
- “Recovering Windows 2000 Professional” on page 28
- “Recovering Windows 2000 Professional device drivers” on page 29

Chapter 2. Getting started

This chapter contains information to help you get started using your computer. It explains:

- What you need before, and what happens after, you start your computer for the first time
- How to:
 - Access information and perform tasks from the Access IBM program
 - Register your computer
 - View documentation
 - Safely shut down your computer

Starting your computer for the first time

You must complete the setup procedure before you can access the operating system for the first time.

Important: After you have started your computer for the first time, you must complete the setup procedure before you turn off your computer; otherwise, unexpected results might occur.

What you need before you start

Before you start the setup procedure, you need the following:

- The operating-system manual provided with your computer
- The Microsoft Certificate of Authenticity attached to the cover of your computer
- Network information (if applicable) from your network administrator
- The printer model and port used by the printer, if a printer is attached directly to your computer

Running the setup program

If the setup program has not already been run, it will appear automatically when you start your computer for the first time. The program will prompt you to make choices or type information that is required. If you need more detailed information than is provided in the following notes, see your Microsoft operating-system manual.

Information for all operating systems

- The setup program that opens when you start the computer is slightly different from the one described in your operating-system manual. Some choices that are described in your operating-system manual do not appear because they are preset.
- During the setup procedure, you must indicate that you accept the license agreement.
- In some instances, the Microsoft product ID will already be entered into the registration fields. If the Product ID number is not already entered, you must type the Product ID number from your Certificate of Authenticity. The Certificate of Authenticity is attached to the cover of your computer.

Note: If you did not receive an operating-system manual with your computer, see the *IBM Quick Reference*, "Getting help, service, and additional information" chapter for information about ordering a manual.

- After the setup procedure is completed and the computer is restarted, the Windows desktop appears.
Note: Windows NT Workstation requires that you press Ctrl+Alt+Delete to display the logon window.
- At your earliest opportunity, create an IBM *Enhanced Diagnostics* diskette. This self-starting diskette can be used to isolate problems with your computer. For information about creating a diagnostic diskette, see "Creating an IBM Enhanced Diagnostics diskette" on page 19.

Information for Windows 98 SE users

This information applies to some computers that come with the Windows 98 SE operating system. If a modem is installed on your computer, your computer will be connected to IBM and to Microsoft through the Internet when the setup program runs. If you choose, you can automatically transmit your registration at that time. See "Registering your IBM computer" on page 10 for more information.

Information for Windows NT Workstation users

- Your computer hard disk comes with either one or two 2 GB partitions (depending on model) that have already been formatted. One partition, referred to as drive C, contains Windows NT Workstation and the other preinstalled software. The remaining hard-disk space has been left unformatted and cannot be used until you format and partition it as you wish.

To partition your hard disk:

1. In the Access IBM menu, click **Start up**. See “Using Access IBM” on page 9 for more information about using Access IBM.
 2. In the Start up menu, click **Partition your hard disk**.
 3. Disk Administrator starts. If you need more information about partitioning your hard disk, click **Help** on the Disk Administrator window.
 4. After creating your hard disk partitions, close the Disk Administrator program.
- At your earliest opportunity, create a *Windows NT Workstation Emergency Repair Disk* by following the instructions in your operating-system manual. It is important that you make this diskette, which can be used for recovery purposes. If you add features to your computer, make a new emergency repair disk to ensure that the diskette reflects your current system configuration. Additional information about creating and using the diskette is in your operating-system manual.

Using Access IBM

After the setup program is completed and the Windows desktop opens, you will see the Access IBM menu. Access IBM provides a central location where you can:

- Register your IBM computer.
- Start the *Software Selections CD* to install additional software, such as that listed in “Software on the Software Selections CD” on page 2.
- Create a self-starting, diagnostic diskette.
- View the *IBM International License Agreement for Non-Warranted Programs*.
- Perform some system setup tasks, such as:
 - Setting the time and date
 - Setting up your network
 - Reading information about arranging your workspace
- View IBM Web pages on the World Wide Web, which contain information about IBM products and technical support. Your computer must have an Internet connection with a browser installed to use this option. If your computer does not have an Internet connection, you can link to selected Web pages on your hard disk.

To use Access IBM:

1. If Access IBM is not open on your Windows desktop, click the Windows **Start** button; then scroll to and click **Access IBM**.
2. In general, to perform tasks or obtain information using Access IBM:
 - a. Click one of the categories listed on the menu:

Start up
Customize
Get help
View license and warranty

A category-specific menu is displayed under each category when that category is selected.

- b. Under the category menu, click a topic. When applicable, follow the instructions that appear on the screen.

Registering your IBM computer

Registering your computer helps IBM provide better service to you. When your registration information is received, it is placed into a central database accessible by IBM technical-support representatives. If you need technical assistance, the support representative will already have information about your computer, saving you time on the phone. In addition, your comments about your computer are reviewed by a team dedicated to customer satisfaction and are taken into consideration in making improvements to IBM computers.

When setting up your computer, the Product Registration program can be used to register your computer with IBM. The registration program gathers your name, address, voice and fax telephone numbers, e-mail address, machine type, and machine serial number. Forward the registration information to IBM using one of these methods:

- Print the information and then mail it to IBM at the address provided by the Product Registration program.
- If your computer has a modem, transmit the information directly to IBM.

If you did not register your computer during the initial setup program, you can still do so anytime after the completion of the setup program. To register your computer:

1. In Access IBM, click **Start up**. The related menu is displayed. (See page 9 for help using Access IBM.)
2. Click **Register with IBM**, and then follow the instructions in the window.

You can also register your computer at <http://www.ibm.com/pc/register> on the World Wide Web.

Viewing documentation

Documentation about your computer hardware and software is provided as Portable Document Format (PDF) files. Adobe Acrobat Reader must be used to view these document files. If you do not have Acrobat Reader installed on your computer, it can be installed from the *Software Selections CD* or downloaded from the Adobe Web site and installed.

Note: The installer application on the *Software Selections CD* installs the English version of Acrobat Reader for Windows. Versions for other languages and operating systems can be downloaded from the Adobe Web site.

To access the documentation files:

1. In Access IBM, click **Customize** → **Install software**.
2. Insert the *Software Selections CD* into the CD-ROM drive and locate the documents you want to install.
3. Select **Install documentation**.
4. After the online books are installed, you can access them by clicking **Start** → **Programs** → **Online Books** on the Windows desktop.

The online documentation is also available in PDF files at <http://www.ibm.com/pc/ww/ibmpc/userguides.html> on the World Wide Web.

Shutting down your computer

To help prevent losing unsaved data or damage to your programs, always use the shutdown procedure before turning off your computer.

To shut down your computer:

1. Save any data you are working on.
2. Close all open applications.
3. Click the Windows **Start** button.
4. Click **Shut Down**.
5. In the dialog box, select **Shut Down**, then click **OK** to confirm the request.

Chapter 3. Installing software from the Software Selections CD

Use the information in this chapter if you want to install or reinstall software from the *Software Selections CD*. Some models include a second *Software Selections CD* with additional software.

Important

You must have Microsoft Internet Explorer 4.0 or later installed to run the *Software Selections CDs*.

Notes:

1. The *Software Selections CDs* do not contain operating systems. Before you can use the CDs, your operating system must be installed.
2. Not all software is available for all operating systems. See the *Software Selections CDs* to find out which programs are available for your operating system.

Features of the Software Selections CD

The *Software Selections CDs* contain application programs, support software, and documentation for your computer.

You can use the CDs to:

- Install software products or documentation (Online Books) directly from the CD on models equipped with a CD-ROM drive.
- Create an image of the *Software Selections CD* on your hard disk or on a local area network (LAN) disk and install the software products from that image.

The *Software Selections CDs* have an easy-to-use, graphical interface and automated installation procedures for most programs. The CDs also have help systems that describe the features of the CDs.

The programs on the *Software Selections CDs* are licensed according to the terms and conditions of the *IBM International License Agreement for Non-Warranted Programs*, which is available through Access IBM. (See Appendix A, "Viewing the license agreement" on page 33.)

Starting the Software Selections CD

To use the *Software Selections CD*, insert the CD into your CD-ROM drive. The Software Selections program starts automatically if the auto-run feature is enabled.

If the auto-run feature is disabled in your computer:

1. In Access IBM, click **Customize** → **Install Software**. The Software Selections main menu appears.
2. Select the desired option; then follow the instructions on the screen.

or

1. Click the Windows **Start** button; then click **Run**.
2. Type
`e:\swselect.exe`
where *e* is the CD-ROM drive letter.
3. Press Enter. The Software Selections menu appears.
4. Select the desired option; then follow the instructions on the screen.

After a program is installed, you can access it through the **Programs** choice on the Windows Start menu. For most programs, support documentation is included in the online help system; for some, online documentation (such as a README file) is also provided.

Using the Software Selections program

The Software Selections program is provided on your *Software Selections CD*.

To use the *Software Selections CD* to install software programs:

1. In the Software Selections menu, click to select the checkbox next to each software program you want to install.
2. After selecting the programs, click **Install**. A window opens showing the software programs that will be installed. Click **OK** to continue with the installation process, or click **Cancel** to clear your selections.
3. To complete the installation, make the applicable selections and follow the instructions on the screen.

Chapter 4. Diagnostic and support software

This section contains information about some of the diagnostic and other support software that comes with your computer.

- Norton AntiVirus for IBM
- ConfigSafe
- IBM Enhanced Diagnostics

Norton AntiVirus for IBM

The Norton AntiVirus for IBM program is a comprehensive antivirus product that detects and removes viruses from your computer. To install the Norton AntiVirus for IBM program:

1. In Access IBM, click **Customize**. (For information about opening Access IBM, see page 9.)
2. In the Customize menu, click **Install software**.
3. When prompted, insert the *Software Selections CD* into the CD-ROM drive.
4. When the Software Selections menu appears, if necessary, click to select the checkbox next to Norton AntiVirus for IBM.
5. After selecting the software, click **Install**. A window opens showing the software programs that will be installed. Click **OK** to continue with the installation process, or click **Cancel** to clear your selections.

If you want to customize or review the current settings of the program after it is installed:

1. Click the Windows **Start** button.
2. Click **Programs** → **Norton AntiVirus**.
3. In the Norton AntiVirus window, click **Options**.
4. Click the tabs at the top of the screen to review and make any desired changes to the settings. To save the changes, click **OK** in each window in which you make changes.
5. To schedule a scan or LiveUpdate for Windows 98:
 - a. Click the Windows **Start** button. Scroll to and click **Programs** → **Norton AntiVirus** → **Schedule a Scan or LiveUpdate**.
 - b. In the Scheduled Tasks window, click **Add Scheduled Task**.
 - c. Select **Norton AntiVirus** as the application to run.
 - d. Set the scan schedule.

- e. Close the Scheduled Tasks window.

Support documentation is provided online. To access this documentation:

1. Click the Windows **Start** button.
2. Click **Programs** → **Norton AntiVirus** → **Product Support**.
3. Click **Reference Guide** or **User's Guide**.

Note: You might need to install Adobe Acrobat Reader before you can view the documentation. See your *Software Selections CD* for more information about installing Acrobat Reader.

ConfigSafe

The ConfigSafe program is a comprehensive configuration tracking and recovery tool that is preinstalled on your computer. It provides features that make it easier for you (or support personnel) to restore your computer if your desktop becomes damaged, unusable, or unstartable.

Highlights of the ConfigSafe program include:

- Menu-driven, graphical interface.
- Snapshot feature that automatically captures and saves your system configuration information on a regular schedule. The information includes system files, hardware configuration, file versions, network connections, and registry information. The first snapshot is taken the first time you start the computer.
- Configuration restoration feature that you can use to restore, in just seconds, your system to a previous (or the factory-installed) configuration.
- UNDO feature that you can use to undo the last restored changes and return to the previous configuration.
- Automatic tracking of changes made (with or without your knowledge) to your basic system configuration.
- Report feature that you can use to generate (and then view or print) instant reports about system configuration changes. The reports can provide key information, such as a list of changes that occurred within the last week or since the factory-installed configuration.

These reports can be helpful to you in troubleshooting your system, or they can be viewed by or faxed to support personnel for help in resolving problems.

- Ability to work in conjunction with other programs, such as CoSession Remote 32, for remote assistance.

- Automatic performance of time-consuming tasks, such as backing up configuration information and gathering data.
- A simple way (point and click) to capture current system settings before you make hardware or software changes. This provides a quick recovery method if problems occur when the changes are made.
- Customizable features to meet specific needs.

ConfigSafe can be a valuable troubleshooting tool, especially if problems develop after you install a new application or adapter. Before you make any changes to your system configuration, use ConfigSafe to take a snapshot of your current, working configuration. Then you can easily return to that configuration if your computer becomes disabled by changes in the configuration files.

If you are unable to solve a problem yourself and you need assistance from an IBM technical-support representative, use ConfigSafe to generate a report about recent changes in your configuration before you call the IBM PC HelpCenter®. The IBM technical-support representative will be able to use the information in this report to help you solve the problem.

If for any reason you need to reinstall this program, follow these steps:

1. In Access IBM, click **Customize**. (For information about opening Access IBM, see page 9.)
2. In the Customize menu, click **Install software**.
3. When prompted, insert the *Software Selections CD* into the CD-ROM drive.
4. When the Software Selections menu appears, click to select the checkbox next to ConfigSafe.
5. After selecting the software, click **Install**. A window opens showing the software programs that will be installed. Click **OK** to continue with the installation process, or click **Cancel** to clear your selections.

To access the program after it is installed:

1. Click the **Start** button.
2. Click **Programs** → **ConfigSafe** → **ConfigSafe**.

Support documentation is included in the online help system. To access online Help:

1. Click the Windows **Start** button.
2. Click **Programs** → **ConfigSafe**.

IBM Enhanced Diagnostics

The IBM Enhanced Diagnostics program runs independently of the operating system. You can use this program to test the hardware (and some software) components of your computer. This method of testing is generally used when other methods are not available or have not been successful in isolating a problem suspected to be hardware related.

You can run the IBM Enhanced Diagnostics program using the *Product Recovery CD* that comes with your computer, or you can create an IBM *Enhanced Diagnostics* diskette from the *Product Recovery CD* and run the diagnostics using the diskette.

If you choose to run the diagnostics from the *Product Recovery CD*, you might need to change the primary startup sequence so that the first startup device is the CD-ROM drive. When finished running diagnostics, you must restore the primary startup sequence. See “Changing the primary startup sequence” on page 30 for information.

If you do not have a CD-ROM drive, you can build an IBM *Enhanced Diagnostics* diskette from any system that has a CD-ROM drive installed. You can also download the latest version of the diagnostic code from <http://www.ibm.com/pc/support> on the World Wide Web. See “Creating an IBM Enhanced Diagnostics diskette” on page 19 for more information about building an IBM *Enhanced Diagnostics* diskette.

Running IBM Enhanced Diagnostics from the Product Recovery CD

Use the following steps to run diagnostics from the *Product Recovery CD*.

1. Insert the *Product Recovery CD* into the CD-ROM drive.
2. Restart your computer. If your computer does not start from the CD, you need to change your startup sequence (for further information, see “Changing the primary startup sequence” on page 30), and then start again at step 2.
3. Wait for the main menu to appear.
4. From the main menu, select **System utilities**.
5. From the System utilities menu, select **Run diagnostics**. The IBM Enhanced Diagnostics program starts.
6. When you finish running the diagnostics, remove the CD from the CD-ROM drive and turn off the computer.
7. If you changed the First Startup Device in the Primary Startup Sequence, restore it to the original setting. See again the instructions

under “Changing the primary startup sequence” on page 30 for more information.

Creating an IBM Enhanced Diagnostics diskette

To create an IBM *Enhanced Diagnostics* diskette from the *Product Recovery CD*:

1. If the Access IBM program is not already open, click the Windows **Start** button; then click **Access IBM**.
2. In Access IBM, click **Start up**.
3. In the displayed menu, click **Create a diagnostic diskette** and follow the instructions on the screen.

The file is self-extracting and will be copied to the diskette. When the copying is complete, you have a startable IBM *Enhanced Diagnostics* program diskette.

You can also download the latest diagnostic code from <http://www.ibm.com/pc/support> on the World Wide Web. Enter your machine type/model number into the **Quick Path** field to find the downloadable files specific to your computer.

Running the IBM Enhanced Diagnostics diskette

Use the following instructions to run the IBM Enhanced Diagnostics from the diskette:

1. Shut down the operating system and turn off the computer.
2. Insert the IBM *Enhanced Diagnostics* diskette into the diskette drive.
3. Turn on your computer.
4. Follow the instructions that appear on the screen. For help, press F1.

Chapter 5. Recovering your operating system and preinstalled software

If you experience a hard-disk failure or damage to your operating system, device drivers, or support software, use the instructions in this section to recover these files by using the *Product Recovery CDs* provided with your computer.

To recover or install	Go to
Windows 98	"Recovering Windows 98"
Windows 95	"Recovering or installing Windows 95" on page 23
Windows 98 or Windows 95 device drivers	"Recovering Windows 98 or Windows 95 device drivers" on page 24
Windows NT Workstation	"Recovering Windows NT Workstation" on page 25
Windows NT Workstation device drivers	"Recovering Windows NT Workstation device drivers" on page 27
Windows 2000 Professional	"Recovering Windows 2000 Professional" on page 28
Windows 2000 Professional device drivers	"Recovering Windows 2000 Professional device drivers" on page 29

Recovering Windows 98

With some models, two *Product Recovery CDs* are included. *Product Recovery CD 1* is used to recover Windows 98. *Product Recovery CD 2* is used with *Product Recovery CD 1* to recover or install Windows 95. Installing Windows 95 on your computer replaces the preinstalled Windows 98 operating system. For more information, see "Recovering or installing Windows 95" on page 23.

Important:

1. The recovery process deletes all information stored on the primary partition (drive C). If possible, back up your data files before starting this process.
2. Some computers come with Microsoft Office preinstalled. If you need to recover your Microsoft Office files, you must use the *Microsoft Office 2000* CDs that come with your computer. These files are not available on the *Product Recovery CDs*.

Important

Your computer was shipped from the factory with a FAT32 primary partition. The *Product Recovery CDs* for Windows 98 and Windows 95 will work correctly only if your primary partition is FAT16 or FAT32. If your primary partition is not FAT16 or FAT32, you will see a message about an invalid partition that needs to be repartitioned with the FDISK command.

You can run the FDISK command from *Product Recovery CD 1*. With the CD in the CD-ROM drive, type FDISK at the command prompt. Delete the primary partition, leave the CD in the CD-ROM drive, and restart the computer. *Product Recovery CD 1* partitions your hard disk correctly.

Use the following steps to recover or install the Windows 98 operating system. To install or recover device drivers only, go to “Recovering Windows 98 or Windows 95 device drivers” on page 24.

1. Make backup copies of your data files. Any files on drive C that are not backed up will be lost.
2. Insert *Product Recovery CD 1* into your CD-ROM drive.
3. Restart your computer. If your computer does not start from the CD, you need to change your startup sequence (for further information, see “Changing the primary startup sequence” on page 30), and then start again at step 2.
4. Select **Restore or install Windows 98** from the main menu.
5. A window opens with the following options:
 - **Full recovery:** Reformat your hard disk and recover or install Windows 98, preinstalled software, and device drivers.
 - **Partial recovery:** Reformat your hard disk and recover or install Windows 98 and all device drivers.

Note: If you select **Partial recovery**, not all preinstalled software applications will be recovered. Some applications must be

installed from the *Software Selections CD*. For more information on installing software, see Chapter 3, “Installing software from the Software Selections CD” on page 13.

- **System utilities:** View the System utilities menu, which you can use to run diagnostics, create an IBM *Enhanced Diagnostics* diskette, or display detailed information about your system.

Select the option you need and follow the instructions on the screen.

Note: Your computer might restart during the recovery process, possibly more than once. When the recovery is complete, your computer will display a message stating that the recovery is complete.

6. When the Windows 98 recovery or installation is complete, remove *Product Recovery CD 1* and restart your computer.
7. If you changed your startup sequence, make sure you change it back immediately.

Note: After Windows 98 is installed, the startup program runs the first time the operating system starts up. For information about startup, see “Starting your computer for the first time” on page 7.

Recovering or installing Windows 95

Note: Windows 95 is provided on *Product Recovery CD 2* that comes with some models. However, to install Windows 95, you must start with the Windows 98 *Product Recovery CD 1*.

Use the following steps to recover or install the Windows 95 operating system. To install or recover device drivers only, go to “Recovering Windows 98 or Windows 95 device drivers” on page 24.

1. Make backup copies of your data files. Any files on drive C that are not backed up will be lost.
2. Insert *Product Recovery CD 1* into your CD-ROM drive.
3. Restart your computer. If your computer does not start from the CD, you need to change your startup sequence (for further information, see “Changing the primary startup sequence” on page 30), and then start again at step 2.
4. Select **Restore or install Windows 95** from the main menu.
5. Follow the instructions on the screen and when prompted, remove *Product Recovery CD 1* and insert *Product Recovery CD 2* into your CD-ROM drive.
6. A window opens with the following options:

- **Full recovery:** Reformat your hard disk and recover or install Windows 95, preinstalled software, and device drivers.
- **Partial recovery:** Reformat your hard disk and recover or install Windows 95 and all device drivers.

Note: If you select **Partial recovery**, not all preinstalled software applications will be recovered. Some applications must be installed from the *Software Selections CD*. For more information on installing software, see Chapter 3, “Installing software from the Software Selections CD” on page 13.

Select the option you need and follow the instructions on the screen.

Note: Your computer might restart during the recovery process, possibly more than once. When the recovery is complete, your computer will display a message stating that the recovery is complete.

7. When the Windows 95 recovery or installation is complete, remove *Product Recovery CD 2* and restart your computer.
8. If you changed your startup sequence, make sure you change it back immediately. See “Changing the primary startup sequence” on page 30 for more information.

Note: After Windows 95 is installed, the startup program runs the first time the operating system starts up. For information about startup, see “Starting your computer for the first time” on page 7.

Recovering Windows 98 or Windows 95 device drivers

Use the following steps if you are recovering or installing Windows 98 or Windows 95 device drivers.

Notes:

1. Instructions for installing device drivers are also located on *Product Recovery CD 1* at `e:\DRIVERS\README.TXT`, where *e* is the CD-ROM drive letter. The device drivers are also available at <http://www.ibm.com/pc/support/> on the World Wide Web. Enter your machine type/model number into the **Quick Path** field to find the downloadable files specific to your computer. For more information, see the “Getting Help, Service, and Information” chapter in the *IBM Quick Reference*.
2. Before you can recover or install device drivers, your operating system must be installed on your computer.

3. Before you start the recovery or installation procedure, have available the documentation for the device you want to install on your computer.

To recover or install device drivers, do the following:

1. Start your computer and operating system, if you have not already done so.
2. Insert *Product Recovery CD 1* into your CD-ROM drive.
3. Display the directory structure of the CD by starting Windows Explorer and clicking the icon for the CD-ROM drive. (You can also display the directory structure of the CD by using the MS-DOS Command Prompt window.)
4. Click to open the DRIVERS directory.
5. Click to open the directory of the device driver that you want to install. Device drivers are organized by device type, operating system, and language preference.
6. In the directory of the device driver, double-click the README file to view it.
7. Follow the device driver installation instructions in the README file.
8. When the installation is finished, remove *Product Recovery CD 1* from your CD-ROM drive.

Recovering Windows NT Workstation

Use the following steps to install or recover the Windows NT Workstation operating system.

Important:

1. The recovery process deletes all information stored on the primary partition (drive C). If possible, back up your data before starting this process.
2. Some computers come with Microsoft Office 2000 preinstalled. If you need to reinstall your Microsoft Office files, you must use the *Microsoft Office 2000* CDs that come with your computer. These files are not available on the *Product Recovery CD*.
3. The *Product Recovery CD* contains a startable CD image that copies files from the CD to the hard disk. Although the CD initially runs Windows 98 DOS, it installs Windows NT Workstation 4.0.

Important

Your computer was shipped from the factory with a FAT16 primary partition. The *Product Recovery CD* for Windows NT Workstation will work correctly only if your primary partition is FAT16.

If your primary partition is not FAT16, you will see a message about an invalid partition that needs to be repartitioned with the FDISK command. You can run the FDISK command from the *Product Recovery CD*. With the *Product Recovery CD* in the CD-ROM drive, type FDISK at the command prompt. Delete the primary partition, leave the CD in the CD-ROM drive, and restart the computer. The *Product Recovery CD* partitions your hard disk correctly.

Use the following steps to recover or install the Windows NT Workstation operating system. To recover or install device drivers only, go to “Recovering Windows NT Workstation device drivers” on page 27.

1. Make backup copies of configuration files and any files you have created. Any files on drive C that are not backed up will be lost.
2. Insert the *Product Recovery CD* into your CD-ROM drive.
3. Restart your computer. If your computer does not start from the CD, you need to change your startup sequence (see “Changing the primary startup sequence” on page 30), then start again at step 2.
4. A window opens with the following options:

- **Full recovery:** Reformat your hard disk and restore all files.
- **Partial recovery:** Reformat your hard disk and restore Windows NT Workstation and all device drivers.
Note: If you select **Partial recovery**, not all preinstalled software applications will be recovered. Some applications must be installed from the *Software Selections CD*. For more information on installing software, see Chapter 3, “Installing software from the Software Selections CD” on page 13.
- **Repair:** Run the Windows NT Workstation emergency repair utility program.
- **System utilities:** View the System utilities menu, which you can use to run diagnostics, create an IBM *Enhanced Diagnostics* diskette, or display detailed information about your system.

Select the option you need and follow the instructions on the screen.

Note: Your computer might restart during the recovery process, possibly more than once. When the recovery is complete, your

computer will display a message stating that the recovery is complete.

5. When the recovery is complete, remove the *Product Recovery CD* and restart your computer.
6. If you changed your startup sequence, make sure you change it back immediately. See “Changing the primary startup sequence” on page 30 for more information.

Note: After Windows NT Workstation is installed, the startup program runs the first time the operating system starts up. For information about startup, see “Starting your computer for the first time” on page 7.

Recovering Windows NT Workstation device drivers

Use the following steps to install or recover Windows NT Workstation device drivers.

Notes:

1. Instructions for installing device drivers are also located on the *Product Recovery CD* at *e:\DRIVERS\README.TXT* where *e* is the CD-ROM drive letter. The latest device drivers are available at <http://www.ibm.com/pc/support/> on the World Wide Web. Enter your machine type/model number into the **Quick Path** field to find the downloadable files specific to your computer. For more information, see the “Getting Help, Service, and Information” chapter in the *IBM Quick Reference*.
2. Before you can recover or install device drivers, your operating system must be installed.
3. Before you start the recovery or installation procedure, make sure you have the documentation for the device you want to install.

To recover or install device drivers, do the following:

1. Start your computer and operating system, if you have not already done so.
2. Insert the *Product Recovery CD* into your CD-ROM drive.
3. Display the directory structure of the CD by starting Windows Explorer and clicking the icon for the CD-ROM drive. (You can also display the directory structure of the CD by using the MS-DOS Command Prompt window.)
4. Click to open the DRIVERS directory.

5. Click to open the directory of the device driver that you want to install. Device drivers are organized by device type, operating system, and language preference.
6. In the directory of the device driver, double-click the README file to view it.
7. Follow the device-driver installation instructions in the README file.
8. When the installation is finished, remove the *Product Recovery CD* from your CD-ROM drive.

Recovering Windows 2000 Professional

Some models come with two *Product Recovery CDs*, called *Product Recovery CD 1* and *Product Recovery CD 2*. Use these CDs and the following steps to install or recover the Windows 2000 Professional operating system.

Important:

1. The recovery process deletes all information stored on the primary partition (drive C). If possible, back up your data before starting this process.
2. Some computers come with Microsoft Office 2000 preinstalled. If you need to reinstall your Microsoft Office files, you must use the *Microsoft Office 2000* CDs that come with your computer. These files are not available on the *Product Recovery CDs*.

Use the following steps to recover or install the Windows 2000 Professional operating system. To recover or install device drivers only, go to “Recovering Windows 2000 Professional device drivers” on page 29.

1. Make backup copies of configuration files and any files you have created. Any files on drive C that are not backed up will be lost.
2. Insert the *Product Recovery CD 1* into your CD-ROM drive.
3. Restart your computer. If your computer does not start from the CD, you need to change your startup sequence (see “Changing the primary startup sequence” on page 30), then start again at step 2.
4. A window opens with the following options:
 - **Full recovery:** Reformat your hard disk and restore all files.
 - **Partial recovery:** Reformat your hard disk and restore Windows 2000 Professional and all device drivers.

Note: If you select **Partial recovery**, not all preinstalled software applications will be recovered. Some applications must be installed from the *Software Selections CD*. For more information on installing software, see Chapter 3,

“Installing software from the Software Selections CD” on page 13.

- **Repair:** Run the Windows 2000 Professional emergency repair utility program.
- **System utilities:** View the System utilities menu, which you can use to run diagnostics, create an IBM *Enhanced Diagnostics* diskette, or display detailed information about your system.

Select the option you need and follow the instructions on the screen.

Note: Your computer might restart during the recovery process, possibly more than once. When the recovery is complete, your computer will display a message stating that the recovery is complete.

5. If necessary, insert the *Product Recovery CD 2* into the CD-ROM drive when prompted.
6. When the recovery is complete, remove the *Product Recovery CD* and restart your computer.
7. If you changed your startup sequence, make sure you change it back immediately. See “Changing the primary startup sequence” on page 30 for more information.

Note: After Windows 2000 Professional is installed, the startup program runs the first time the operating system starts up. For information about startup, see “Starting your computer for the first time” on page 7.

Recovering Windows 2000 Professional device drivers

Use the following steps to install or recover Windows 2000 Professional device drivers.

Notes:

1. Instructions for installing device drivers are also located on the *Product Recovery CD 2* at `e:\DRIVERS\README.TXT` where *e* is the CD-ROM drive letter. The latest device drivers are available at <http://www.ibm.com/pc/support/> on the World Wide Web. Enter your machine type/model number into the **Quick Path** field to find the downloadable files specific to your computer. For more information, see the “Getting Help, Service, and Information” chapter in the *IBM Quick Reference*.
2. Before you can recover or install device drivers, your operating system must be installed.

3. Before you start the recovery or installation procedure, make sure you have the documentation for the device you want to install.

To recover or install device drivers, do the following:

1. Start your computer and operating system, if you have not already done so.
2. Insert the *Product Recovery CD 2* into your CD-ROM drive.
3. Display the directory structure of the CD by starting Windows Explorer and clicking the icon for the CD-ROM drive. (You can also display the directory structure of the CD by using the MS-DOS Command Prompt window.)
4. Click to open the DRIVERS directory.
5. Click to open the directory of the device driver that you want to install. Device drivers are organized by device type, operating system, and language preference.
6. In the directory of the device driver, double-click the README file to view it.
7. Follow the device-driver installation instructions in the README file.
8. When the installation is finished, remove the *Product Recovery CD 2* from your CD-ROM drive.

Changing the primary startup sequence

If your computer does not start from the CD on the first try, you need to change your startup sequence in the Configuration/Setup Utility program. Follow these steps to change the startup sequence:

1. Restart your computer.
2. When the Configuration/Setup Utility program prompt appears, press F1. (The Configuration/Setup Utility program prompt appears on the screen for only a few seconds. You must press F1 quickly.)
3. When the Configuration/Setup Utility menu appears, select **Start Options**.
4. Select **Startup Sequence** from the Start Options menu.
5. Locate the Primary Startup Sequence and note the device currently selected as the First Startup Device. You must restore this setting when you finish running the IBM Enhanced Diagnostics or Product Recovery program.
6. Change your First Startup Device in the Primary Startup Sequence to the CD-ROM drive.

7. Press Esc until you return to the Configuration/Setup Utility menu.
8. Before you exit from the program, select **Save Settings** from the Configuration/Setup Utility menu and press Enter.
9. To exit from the Configuration/Setup Utility program, press Esc and follow the instructions on the screen.

Note: Remember to restore your original startup sequence when you have finished using the *Product Recovery CD*.

Installing other operating systems

Each time you install (or recover) an operating system, you might need additional software or device drivers. Device drivers are available on the *Product Recovery CD*. If you experience problems with device drivers installed from the *Product Recovery CDs*, you can obtain updated device drivers at <http://www.ibm.com/pc/support/> on the World Wide Web. Enter your machine type/model number into the **Quick Path** field to find the available device drivers specific to your computer.

Before installing any operating system, be sure to obtain the latest updates. Contact the operating system manufacturer or, if applicable, check the manufacturer's World Wide Web site to obtain the updates.

To install an operating system, follow the instructions in the documentation provided with the operating system and any updates. Then follow the instructions in Chapter 3, "Installing software from the Software Selections CD" on page 13 to install the support software.

Additional information about operating systems might be available at <http://www.ibm.com/pc/ww/ibmpc/userguides.html> on the World Wide Web.

Note: Not all software is available for all operating systems. See the *Software Selections CD* to find out which programs are available for your operating system.

Appendix A. Viewing the license agreement

The *IBM International License Agreement for Non-Warranted Programs* is viewable through Access IBM in your preinstalled software. Use of your computer signifies acceptance of this agreement. To view the license agreement, do the following:

1. If Access IBM is not open on your Windows desktop, click the Windows **Start** button; then scroll to and click **Access IBM**.
2. In Access IBM, click **View license and warranty** → **View the license**.

If your preinstalled software is no longer installed in your computer, you can view the license agreement on the *Software Selections CD* by clicking **Read the license agreement** in the Software Selections program. For more information about the *Software Selections CD* see Chapter 3, “Installing software from the Software Selections CD” on page 13.

Appendix B. Notices and trademarks

This appendix includes notices and trademark information.

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