



IBM Corporation

IBM Access Support

Training Manual

for PCD

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Table of Contents

Section 1 - Before We Begin	1 - 1
Course Overview	1 - 1
Introduction	1 - 1
Objectives	1 - 1
What is IBM Access Support?	1 - 1
What are the benefits of using IBM Access Support?	1 - 2
What Machine Types / Operating Systems are supported?	1 - 2
Summary	1 - 4
Course Agenda	1 - 4
Section 2 - IBM Access Support Installation	2 - 1
Introduction	2 - 1
Objectives	2 - 1
Installing IBM Access Support	2 - 1
Summary	2 - 8
Section 3 - IBM Access Support Navigation	3 - 1
Introduction	3 - 1
Objectives	3 - 1
Getting to IBM Access Support	3 - 1
Summary	3 - 3
Section 4 - Using IBM Access Support	4 - 1
Introduction	4 - 1
Objectives	4 - 1
Using IBM Access Support	4 - 1
A. Use Protect and Restore	4 - 3
B. Use Automated Solutions	4 - 7
C. View System Details	4 - 11
D. Start Help Applications	4 - 14
E. Get Software Updates	4 - 15
F. Link to IBM Support on the Web	4 - 15
G. Update Access Support	4 - 17
Summary	4 - 19
Section 5 - Automated Solutions Currently Available	5 - 1
Introduction	5 - 1
Objective	5 - 1
Automated Solutions	5 - 1
Sample Flow Chart of Support Action	5 - 3
Summary	5 - 4
Section 6 - Course Summary	6 - 1
Appendix A - Expanded Detailed System Information	App. A - 1
Introduction	App. A - 1
Objectives	App. A - 1
Expanded Detailed System Information for a T21 ThinkPad	App. A - 1
Expanded Detailed System Information for a 8668 Server	App. A - 10
Appendix B - Access Support Training Manual Figures	App. B - 1

Section 1 - Before We Begin

Course Overview

Introduction

This course offers a basic understanding of Access Support from a service and support perspective.

The course will concentrate on how to use the application. It does not address how to program the application.

The “disconnected” client Access Support has been enhanced to now include a “connected” client. This newer version allows access to the web for more feature / function. You will not be prompted that updates are available if you are currently running the disconnected client. Go to the web site to download the connected client. After downloading the connected client, you will be prompted that an update is available.

NetScape and Internet Explorer display the screens differently. For this document, we are using IE. All machine type / operating system combinations display different information. For this document we are using Windows 2000 on a T21 ThinkPad.

Objectives

At the end of this course, you should:

- have a good understanding of how Access Support works, and how you will use it in your day-to-day assignments.
- be able to provide level 1 up-and-running telephone support by answering questions about the use, startup and reinstallation of the application.
- be able to provide solutions to common problems the customer may have when using IBM Access Support.

What is IBM Access Support?

Access Support is an html-based application portal that provides tools, support, and services in a common interface to help diagnose and resolve common user problems. It provides information and functions that include proactive resolution, a display of key system configuration, automated self-service, as well as links to system update tools and icons to support applications.

It is an extension to the Access ThinkPad and Access IBM applications and can be easily launched from either application or from the start menu. Access Support is available via download from the eSupport web site. The first time customers launch “connected” Access Support from the Start menu, an interface is launched, via the web to initiate the download process.

Access Support provides a unique solution for customers who need fast, accurate, and easily understandable answers to questions about their computing environment.

It is recommended that Call Center personnel load the application on the PD (problem determination) machines.

What are the benefits of using IBM Access Support?

Access Support serves as a self help tool that provides customers with the knowledge they need to solve common problems on their own.

It promotes user productivity and significantly reduces time in solving computer problems.

It can be used as a stand-alone application, or in conjunction with many other tools that can provide additional help and support.

Whenever hardware or software changes are made to a system that utilizes Access Support, the new information will be folded into the support infrastructure and information will be provided that relates to the new configuration. This dynamic content will allow IBM to deliver updated solutions to customers, as new information is discovered from problems identified in call centers and from problems being reported on the Web

The application and configuration protection feature allows the customer to restore the system to a previously known working condition. This is valuable when the configuration has been erroneously changed, or if an application becomes unstable.

What Machine Types / Operating Systems are supported?

ThinkPad (English systems only)

Supported family	Supported machine types	Supported operating systems
T20	2647 and 2648	Windows 98SE and 2000 Professional
T21	2647 and 2648	Windows 98SE and 2000 Professional
T22	2647 and 2648	Windows 98SE and 2000 Professional
T23	2647	Windows 98SE, 2000 Professional, and XP Professional
A30	2652	Windows 98SE, 2000 Professional, and XP Professional
A30p	2653	Windows 98SE, 2000 Professional, and XP Professional
R30	2656, 2657, and 2676	Windows 98SE, 2000 Professional, and XP Home
R31	2656	Windows 2000 Professional, XP Professional, and XP Home
X22	2660 and 2662	Windows 98SE, 2000 Professional, and XP Professional
X23	2660 and 2662	Windows 98SE, 2000 Professional, and XP Professional

NetVista (English systems only)

Supported family	Supported machine types	Supported operating systems
A21	6336, 6337, 6339, 6341, 6342, 6346, 6347, and 6348	Windows 98SE, Me, 2000 Professional, XP Professional, and XP Home
A21i	2254, 2256, and 2257	Windows 98SE, Me, 2000, XP Professional, and XP Home
A22p	6823 and 6825	Windows 98SE, 2000 Professional, XP Professional, and XP Home
A22p	2292, 6343, 6349, and 6350	Windows 98SE, 2000 Professional, and XP Home
A40	6058, 6568, 6578, 6648, 6830, 6831, and 6840	Windows 98SE, Me, 2000 Professional
A40i	2251, 2271	Windows 98SE, Me, and 2000 Professional
A40p	6059, 6569, 6579, 6599, 6647, 6649, 6650, and 6841	Windows 98SE, Me, and 2000 Professional
M41	2273, 6043 6790, 6791, 6792, 6793, 6794, and 6795	Windows 98SE, 2000 Professional, XP Professional, and XP Home
X41	2283, 6274, and 6596	Windows 2000, XP Professional, and XP Home

IBM server xSeries

Supported family	Supported machine types	Supported operating systems
xSeries 230	8658	Windows 2000 Server and Advanced Server
xSeries 232	8668	Windows 2000 Server and Advanced Server
xSeries 240 and Netfinity 5600	8664	Windows 2000 Server and Advanced Server
xSeries 250 and Netfinity 7600	8665	Windows 2000 Server and Advanced Server
xSeries 300	8672	Windows 2000 Server and Advanced Server
xSeries 330	8675, 8674, and 8654	Windows 2000 Server and Advanced Server
xSeries 340 and Netfinity 4500R	8656	Windows 2000 Server and Advanced Server
xSeries 342	8669	Windows 2000 Server and Advanced Server
xSeries 350 and Netfinity 6000R	8682	Windows 2000 Server and Advanced Server
xSeries 360	8686	Windows 2000 Server and Advanced Server
xSeries 370 and Netfinity 8500R	8681	Windows 2000 Server and Advanced Server

Intellistation (English systems only)

Supported family	Supported machine types	Supported operating systems
E Pro	6204 and 6214	Windows 2000 Professional

Supported Machine Type / Operating System Matrix (Figure 1 - 1)

Summary

In summary, when you complete this course, you should have a basic understanding of what Access Support is, what the benefits of Access Support are and be able to provide level 1 support to customers as they use it. In addition, you should be able to provide solutions to common problems the customer may have when using IBM Access Support.

Course Agenda

Activity	Time
1 - Before We Begin	5 mins
2 - Installing IBM Access Support	15 mins
3 - Navigation	5 mins
4 - Using IBM Access Support	30 mins
5 - Currently available Automated Solutions	10 mins
6 - Course Summary	5 mins
Question & Answer Period	5 mins

Course Agenda (Figure 1 - 2)

75 minutes

Section 2 - IBM Access Support Installation

Introduction

Either the entire application or a stub of it is delivered with every new machine. When customers first click on the Access Support icon either by going to **Start → Programs → Brand* → Access Support** or navigating to the web site itself, they will be prompted to download the full Access Support product regardless of initial contact location. The brand selection will determine the look and feel of the application. It will also determine what local content will be delivered to the client.

(***Brand** - the appropriate machine type will be displayed on the menu list.)

We will discuss the full product install in this section. The first time the customer navigates to Access Support, they will be prompted to download the full Access Support product. Each time they access the product, Access Support checks to see if a later version is available. If a newer version is detected, the customer will be prompted to **upgrade** to that latest release. The upgrade process is discussed in Section 4 - G.

The supported browser is Internet Explorer Release 5 and above.

Objectives

- In this section, you will learn how the customer will install IBM Access Support.

Installing IBM Access Support

Step 1: Go to the URL <http://www.pc.ibm.com/qtechinfo/MIGR-39417.html>. This URL will take you to the connected version of Access Support, where you can download and install Access Support, if you have a supported machine type and operating system combination. (See Figure 2 - 1b)



IBM Access Support Install Page (Figure 2 - 1a)

Supported Machine Type / Operating System Matrix

ThinkPad (English systems only)

Supported family	Supported machine types	Supported operating systems
T20	2647 and 2648	Windows 98SE and 2000 Professional
T21	2647 and 2648	Windows 98SE and 2000 Professional
T22	2647 and 2648	Windows 98SE and 2000 Professional
T23	2647	Windows 98SE, 2000 Professional, and XP Professional
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NetVista (English systems only)

Supported family	Supported machine types	Supported operating systems
A21	6336, 6337, 6339, 6341, 6342, 6346, 6347, and 6348	Windows 98SE, Me, 2000 Professional, XP Professional, and XP Home
A21i	2254, 2256, and 2257	Windows 98SE, Me, 2000, XP Professional, and XP Home
A22p	6823 and 6825	Windows 98SE, 2000 Professional, XP Professional, and XP Home
A22p	2292, 6343, 6349, and 6350	Windows 98SE, 2000 Professional, and XP Home
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IBM @server xSeries

Supported family	Supported machine types	Supported operating systems
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xSeries 350 and Netfinity 6000R	8682	Windows 2000 Server and Advanced Server
xSeries 360	8686	Windows 2000 Server and Advanced Server
xSeries 370 and Netfinity 8500R	8681	Windows 2000 Server and Advanced Server

Intellistation (English systems only)

Supported family	Supported machine types	Supported operating systems
E Pro	6204 and 6214	Windows 2000 Professional

Supported Machine Type / Operating System Matrix (Figure 2 - 1b)

Step 2: Select the appropriate computer from the list (Notebook, Desktop, Server, or Workstation) and click **Continue**.



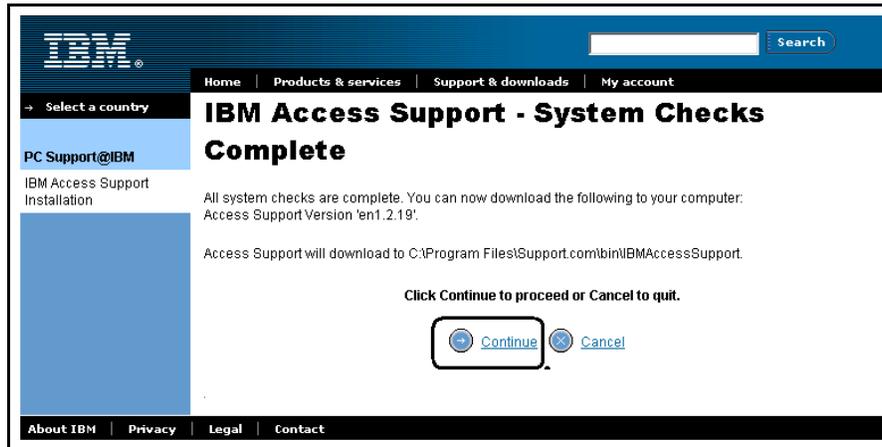
IBM Access Support Installation and Update (Figure 2 - 2)

Note: Go to the URL to see the latest **Supported Machine Type / Operating System Matrix**.

Be very careful when selecting the brand above. All Automated Solutions are based on the information provided here. If Access Support determines that the information provided when installing the product was not correct, the application will not function.

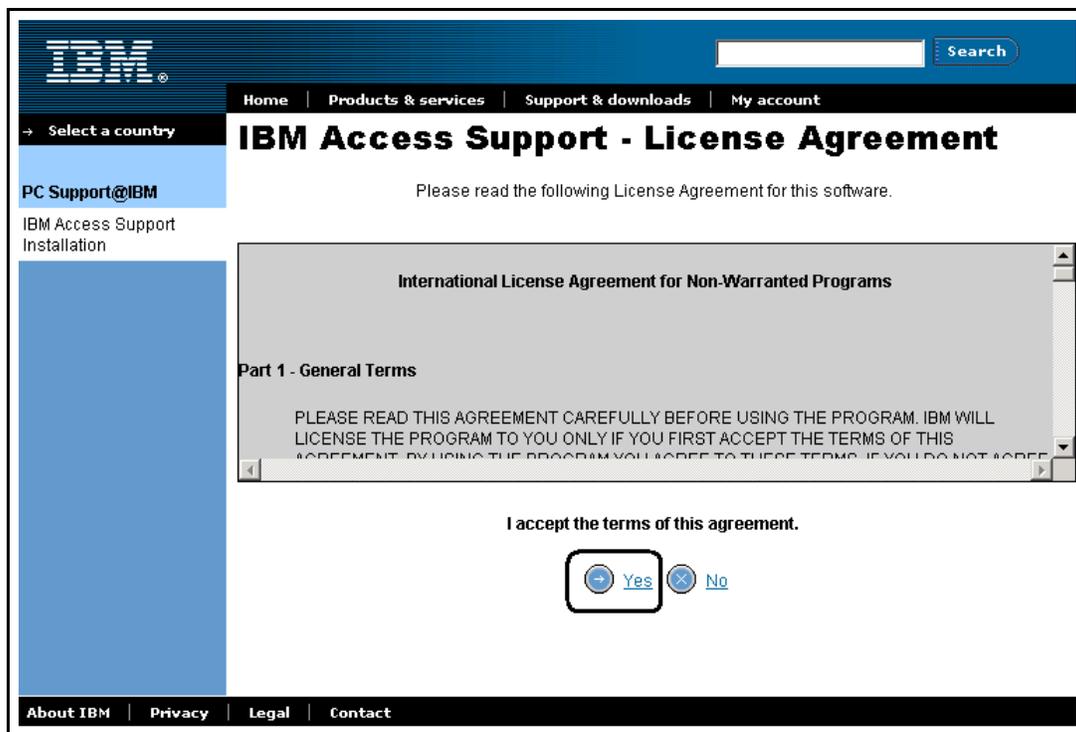
The install process checks to make sure the customer has a supported machine type / operating system and browser before it will install the application. It also verifies that the same version of the application is not already installed on the client.

When this check is complete, the following page is displayed.



System Checks Complete Figure (Figure 2 -3)

Step 3: Click **Continue**. The **International License Agreement** page is displayed.



International License Agreement Figure (Figure 2 -4)

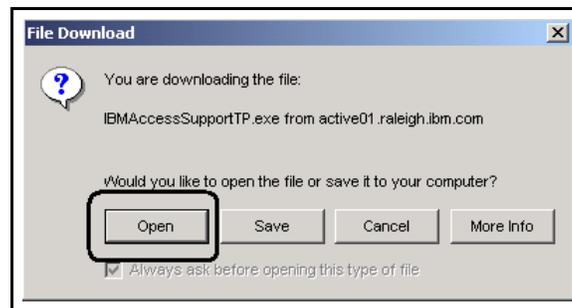
Step 4: Click **Yes** to accept the conditions.

The **Install Software** page is displayed.



Install Software Figure (Figure 2 -5)

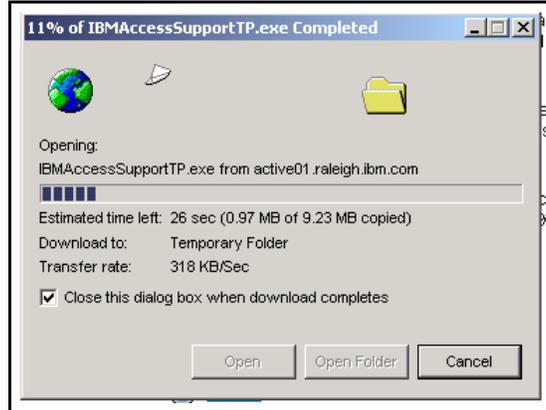
Step 5: Review the download requirements. Click **Install** to install IBM Access Support.



File Download Figure (Figure 2 - 6)

Step 6: Click **Open** to install the application and run it.

Progress of the install will be mapped.



Install / update in progress (Figure 2 - 7)

When the process completes, the **Install Shield Wizard** page is displayed.



Install Shield Wizard Figure (Figure 2 - 8)

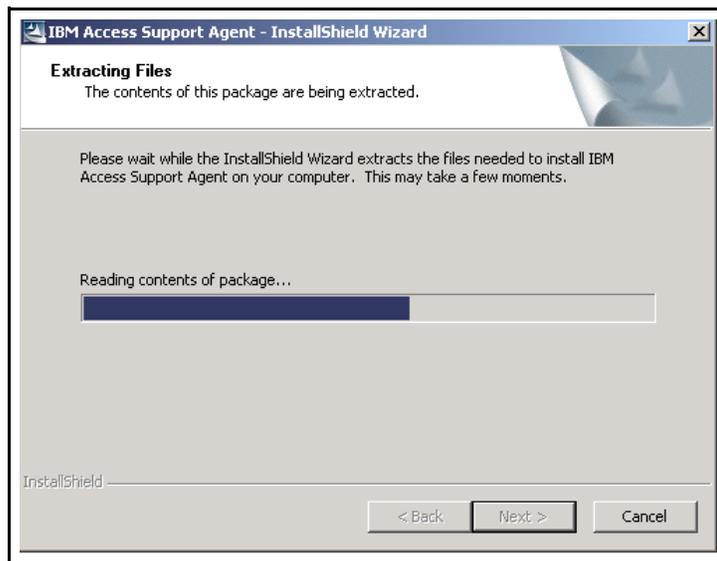
Step 7: Click Next.

The **International License Agreement for Non-Warranted Programs** is displayed.



Install Shield Wizard License Agreement Figure (Figure 2 - 9)

Step 8: Select **I accept the terms of the license agreement** and click **Next**. The progress is mapped.



Install Shield Wizard Progress Figure (Figure 2 - 10)

When the install is complete (progress bar will be 100%), click **Start** → **Programs** → **Access Support** to open Access Support.

Summary

In this section, you learned how the customer will install Access Support.

Section 3 - IBM Access Support Navigation

Introduction

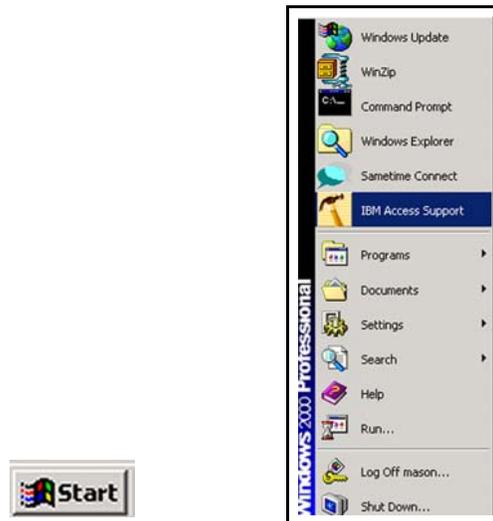
When navigating in IBM Access Support, you will notice that you can easily get around by using familiar GUI techniques

Objectives

In this section you will learn how to get to IBM Access Support.

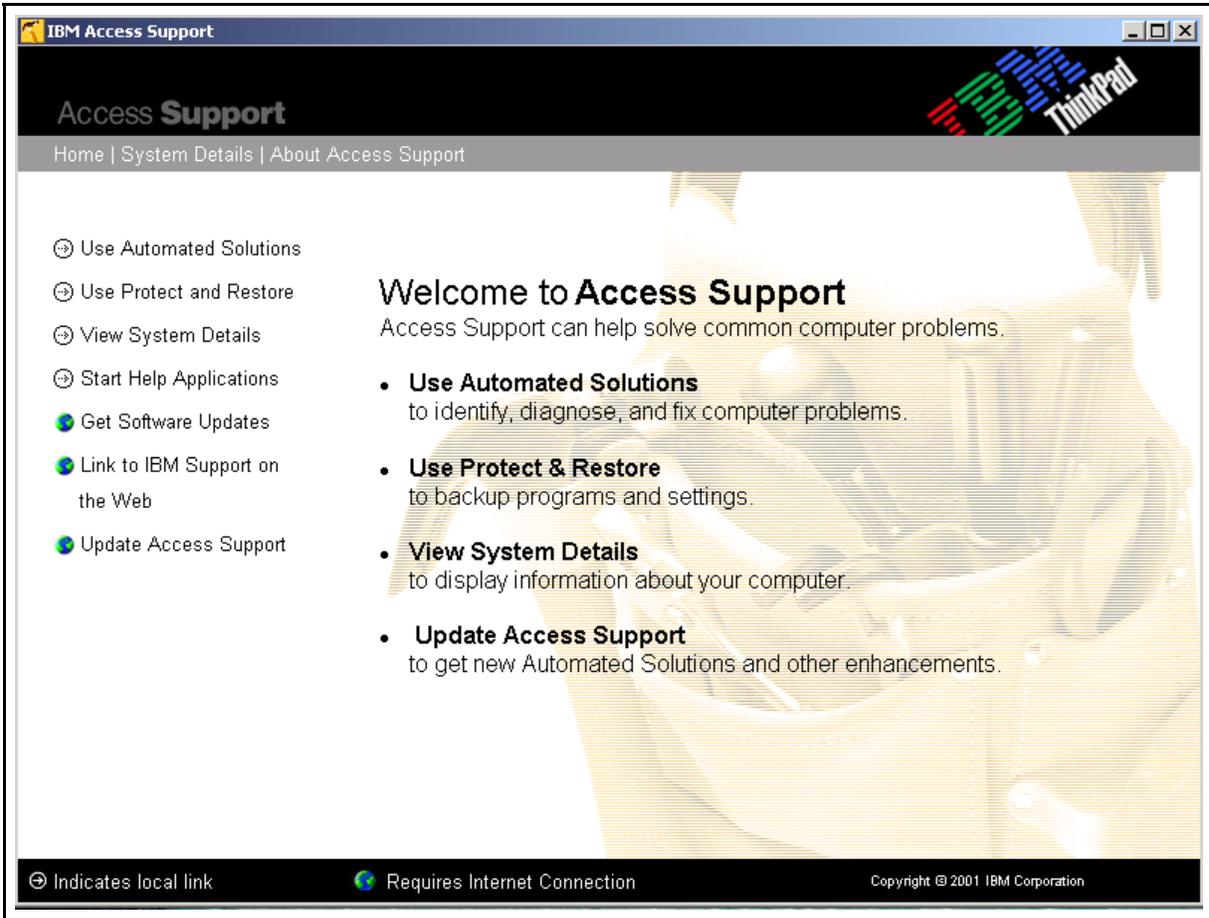
Getting to IBM Access Support

IBM Access Support can be started by clicking **Start** and selecting the **Hammer icon**.



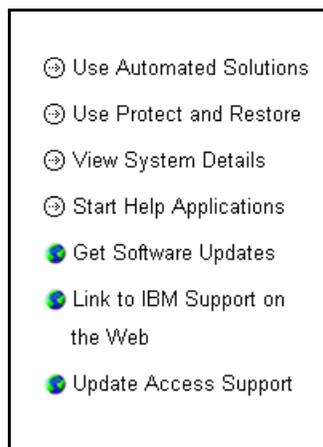
Start Button and Start Menu (Figure 3 - 1)

The IBM Access Support Home Page is displayed.



Access Support Home Page (Figure 3 - 2)

The IBM Access Support home page provides a clear, easy-to-understand menu of available options. Selections that require Internet access are specified with a globe icon.



Access Support Home Page Menu Options (Figure 3 - 3)

• **Use Automated Solutions** -- Automated Solutions enable you to identify your problem from a list of common situations. Click a button and watch as Access Support guides you through the steps to

diagnose and fix your problem.

- **Use Protect & Restore** -- If system problems result from a virus, an unsuccessful software image update, or other damaging event, the user will be able to restore the system to a previous “known good” state without affecting operational components.

- **View System Details** -- This feature displays information about your computer. You'll get a quick snapshot of the basics (machine type, model, serial number...) plus an extensive breakdown arranged in an easy-to-navigate tree structure that includes BIOS information, SCSI/IDE Devices, Device Drivers, and much more.

- **Start Help Applications** -- Start Help Applications takes you to a list of additional help and support software.

- **Get Software Updates** -- When you're connected to the Internet, you can update the Access Support application as new enhancements are added. Check this link frequently to get your free update and the latest Automated Solutions as they become available.

- **Link to IBM Support on the Web** -- When you're connected to the Internet, you can link to the page on the PC Support@IBM Web Site that describes your machine. Here you will find downloadable files (such as device drivers), online publications, hints and tips, parts information, and more.

Note: The customer will be given the opportunity to *not* send information. The customer's configuration will be sent to the Access Support Internet server and the customer will be presented with a display of content that is relevant to their system.



Access Support Home Page Selection Bar (Figure 3 - 4)

Note that System Details is listed as a separate item on the selection bar at the top of the screen as well as on the menu itself, due to its importance in solving system problems.

- **Home** -- This returns you to the IBM Access Support Home page when you have selected an option.

- **System Details** -- This feature displays information about your computer. You'll get a quick snapshot of the basics (machine type, model, serial number...) plus an extensive breakdown arranged in an easy-to-navigate tree structure that include BIOS information, SCSI/IDE Devices, Device Drivers, and much more.

- **About Access Support** -- This shows you a more detailed description of the features available as well as copywrite information.

Summary

In this section you learned how to get to IBM Access Support.

Section 4 - Using IBM Access Support

Introduction

This section will discuss in more detail how to use each feature of IBM Access Support.

NOTE:

The scenarios used in this document are based on features currently available. They may change, thereby changing the screens that appear for each feature. The scenarios also vary depending on the brand being used. The screen prints in this section are those found using Windows 2000 on a T21 ThinkPad.

Objectives

You will learn how the customer will use each menu item of IBM Access Support.

Using IBM Access Support

- Once the software has been installed, go to **Start / IBM Access Support** or **Start / Programs / Brand* / IBM Access Support**. The Access Support icon is a hammer.

Brand* - indicates the machine being used by the customer. **ThinkPad**, for example.

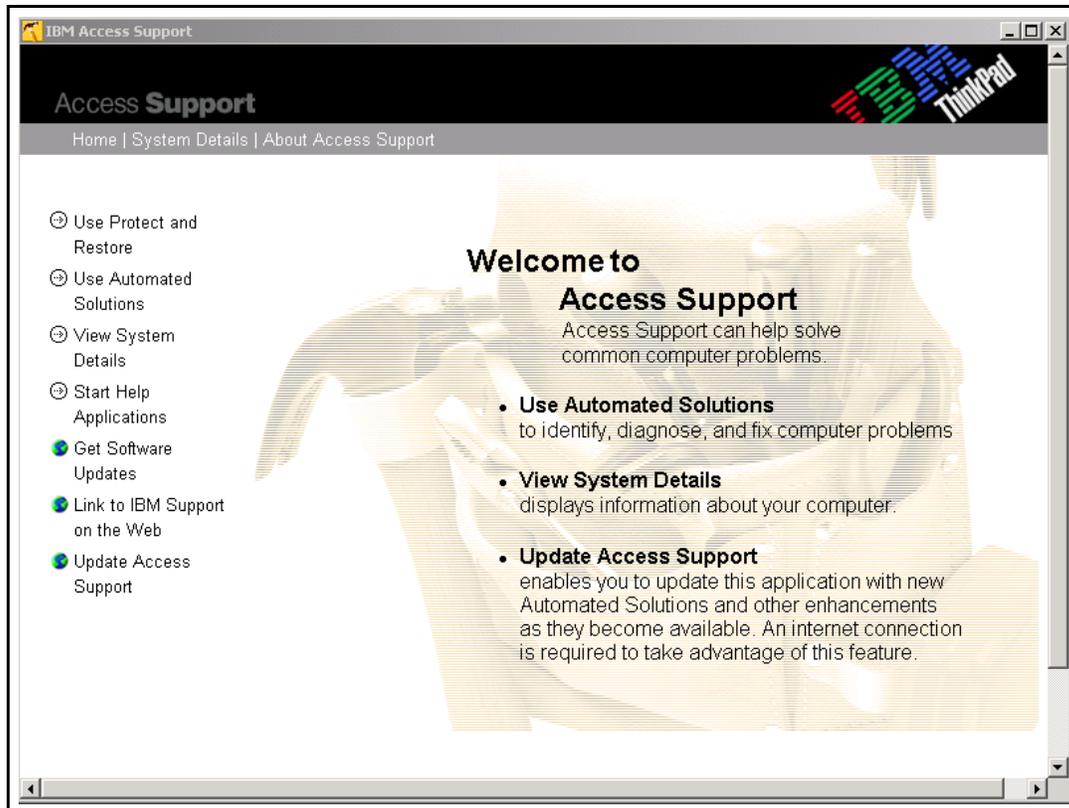
The following screen displays while the system is loading. It loads for a longer period of time when it is the first time the customer has accessed IBM Access Support.



Access Support Loading popup (Figure 4 - 1)

- After several seconds, the **IBM Access Support Home** page is displayed.

At application launch, if a connection to the web is available, the client will check the server to determine if there are updates to the application available. These updates may include new Automated Solutions or new protection screens.



Access Support Home Page (Figure 4 - 2)

A. Use Protect and Restore

Protect & Restore enables you to create backup copies of selected programs and settings at a specific point in time and store them in a retrievable format. After your protected copy has been created, you can use it to restore a corrupted program or setting to a previously unbroken state or condition. You can create backup copies manually or select to create them automatically on a daily, weekly, or monthly schedule.

NOTE: Make sure that you create the protected backup copy when you know the program or setting is working correctly. If you create a protected backup copy when a program or setting is broken, you will simply be duplicating a corrupted program that you would not want to use in a restore process.

List of Programs & Settings - The programs and settings that are available to protect are in the list on the main page, but you must create a protected copy for each of the available settings before you can use that backup copy to restore the setting.

- Select the program or setting in the list that you want to create the protected copy of.

IBM Access Support

Access Support

Home | System Details | About Access Support

Use Automated Solutions

Use Protect and Restore

View System Details

Start Help Applications

Get Software Updates

Link to IBM Support on the Web

Update Access Support

Protect & Restore

powered by SUPPORT.COM

Protect & Restore enables you to create and use protected, backup copies to repair corrupted programs or settings to a previously working state, but first you must create the initial backup copy for each item in the list below.

- Select the item in the list of programs.
- Select Create Protected Copy and follow the process (the status will display next to the item in the list).
- Select Modify Schedule to set backup copies to run automatically.
- Protected backup copies can then be used to restore corrupted programs.
- To delete backup copies, select the item in the list and then select Remove Protected Copy.

For more information, see [Learn More about Protect & Restore](#).

List of Programs	Backup Copy Created On	Actions
Network Settings		Create Protected Copy
Printer Settings		Restore Program
Internet Explorer Settings		Remove Protected Copy

Automatic backup of programs **Disabled**. To change, select [Modify Schedule](#)

⊕ Indicates local link 🌐 Requires Internet Connection Copyright © 2001 IBM Corporation

Access Support Protect and Restore Main Panel (Figure 4 - 3)

- Check the status in the list. It displays the date the last protected backup copy was created. If you create several backup copies, the most recent date will display in the list.

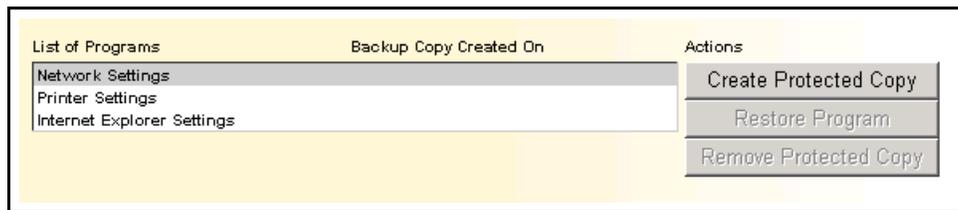
Settings include:

Network Settings save TCP/IP settings, RAS phone book settings and other RAS information, interface specific information, computer name, network mappings, work group names, Microsoft network setup, TCP/IP configuration files (e.g., hosts, Impost services), SLIP and PPP dial-up script files.

Printer Settings save all registry settings. The protected backup copy of printer settings can be used to restore all printer-specific page property settings.

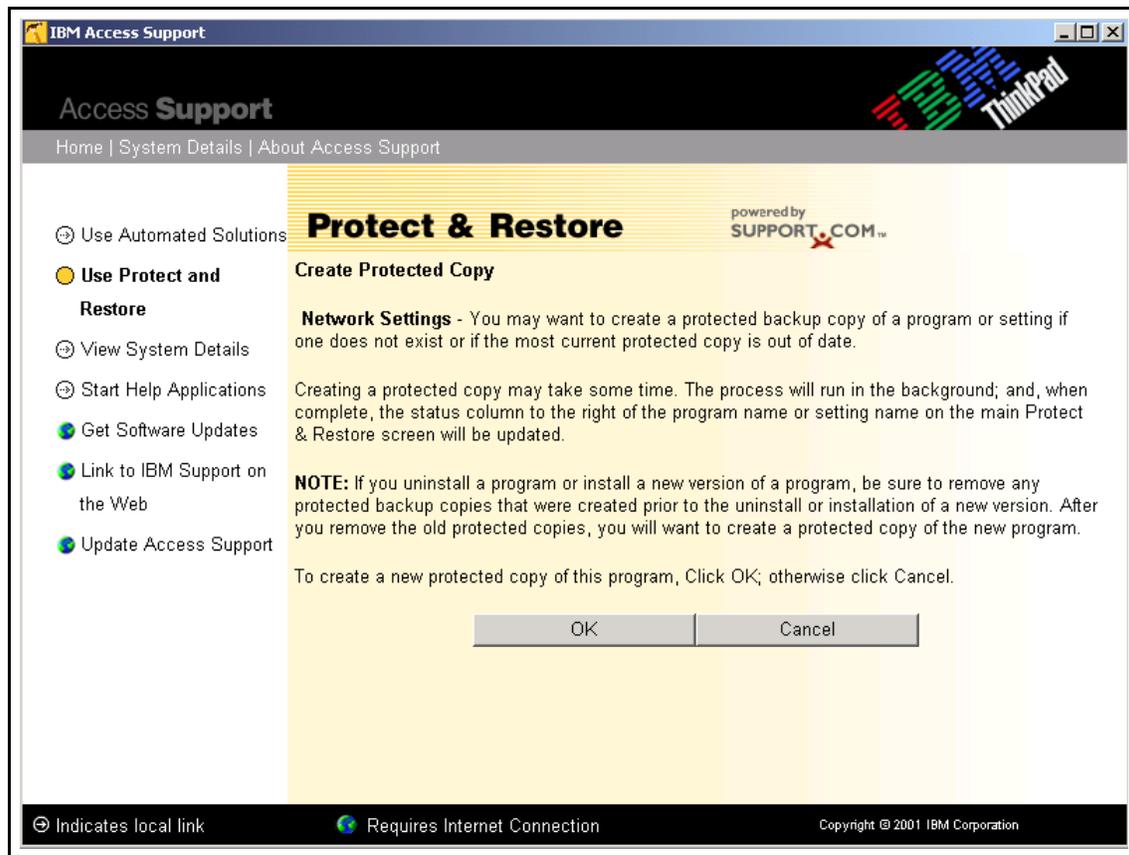
Internet Settings save favorites and all settings including connection, security, default browser, etc.

- Click **Create Protected Copy**.



Access Support Protect and Restore Create Protected Copy Panel (Figure 4 - 4)

- Click **OK** to create a new protected copy of a program or setting.



Access Support Protect and Restore Protected Copy Panel (Figure 4 - 5)

The List of Programs includes several “settings”, as well. The last protected copy date is displayed.

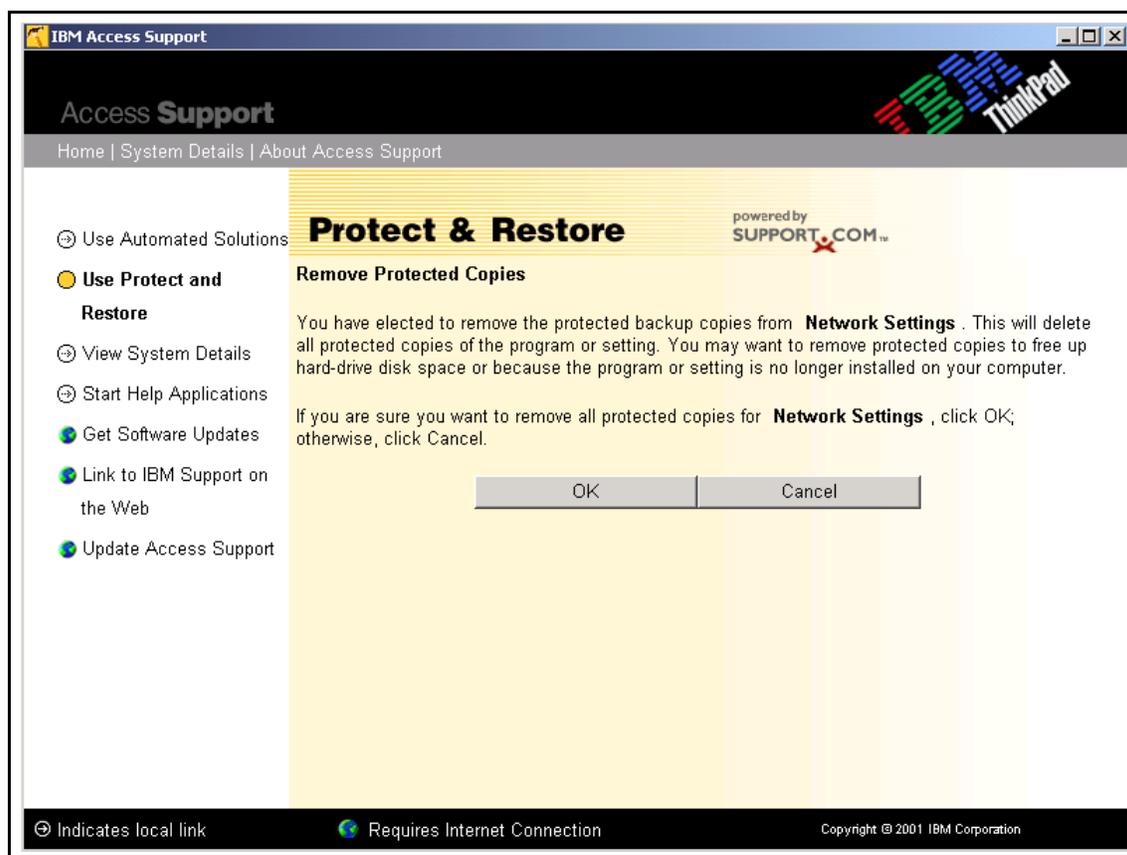
If you need to restore the previous version of a program or setting, click **Restore Program**. If any of the programs or settings that you have created protected backup copies for become corrupted, you can use a protected backup copy to restore the program or setting to a working state. The program or setting will be restored to the state it was on the date of the protected backup copy.

NOTE: If you made any changes or additions **after** the date of the protected copy, those changes will **not** be included in the backup. Remember to always create a new protected backup copy after you make changes so that the protected copy will be up-to-date.

List of Programs	Backup Copy Created On	Actions
Network Settings	2/28/2002	Create Protected Copy
Printer Settings		Restore Program
Internet Explorer Settings		Remove Protected Copy

Access Support Protect and Restore Remove Protected Copy Panel (Figure 4 - 6)

If you want to remove the backup copy of the program or setting, click **OK**. You might want to remove a backup when you no longer have the program installed on your computer, or if you need to free up hard drive disk space.



Access Support Protect and Restore Remove Protected Copy Confirmation Panel (Figure 4 - 7)

- Click **OK**.

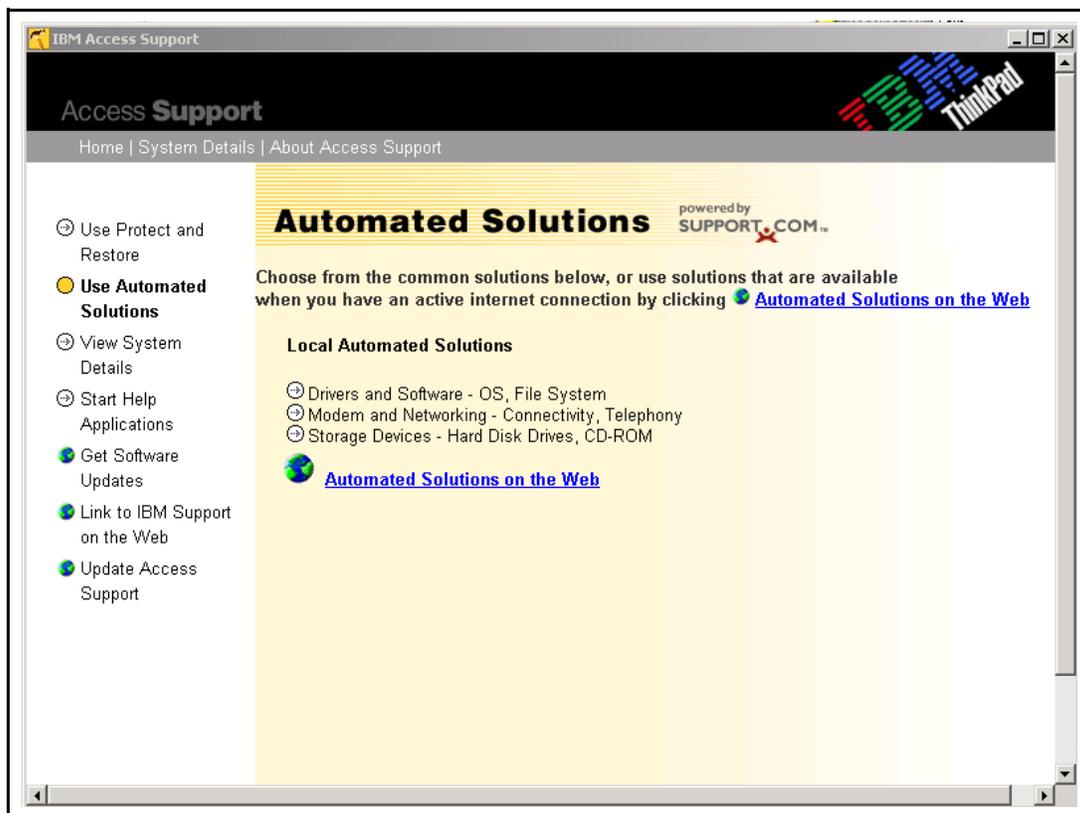
Undo Restore - Undo Restore will undo the last restoration and take you back to the state of the program or setting prior to the restore.

B. Use Automated Solutions

- Click **Use Automated Solutions**

Automated Solutions are local on the customers machine and can be run whether the customer is connected or not. They are scripted methods of automating common support tasks. Additional solutions will be developed and maintained by the help center. The local automated solutions were installed at the same time Access Support was downloaded and installed from the web. Updates to the local content will be made periodically. When an update is made available, the customer will be notified at the time the application launches. Many automated solutions are be available via a link to the web. When the customer clicks this link, a display of available solutions will be rendered based on their brand, family Machine type and operating system.

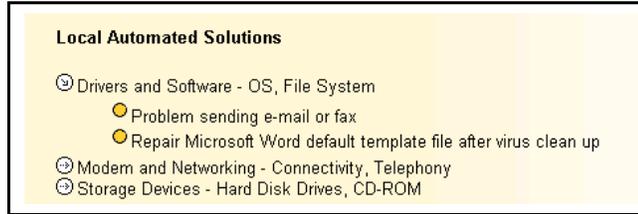
The example below demonstrates options available while using Windows 2000 on a T21 ThinkPad. Other items may be listed for other machine type / operating system combinations. Similar screens may be presented for other brands.



Automated Solutions Main Panel (Figure 4 - 8)

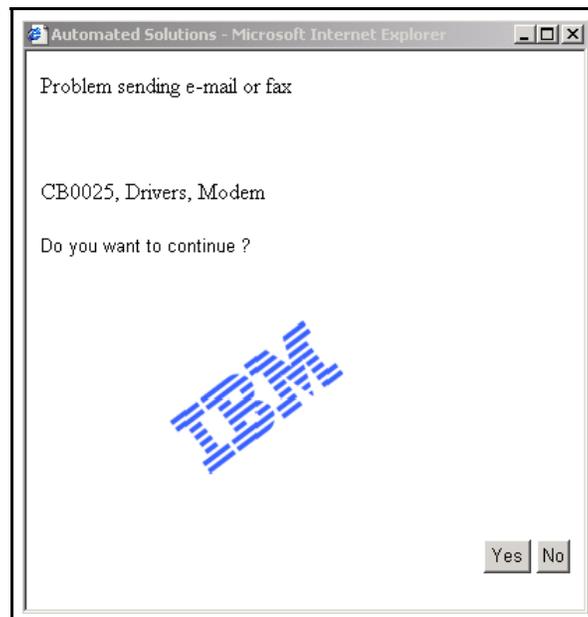
Local Automated Solutions.

- Click **Driver and Software - OS, File System**



Local Automated Solutions Panel (Figure 4 - 9)

- Click **Problem sending e-mail or fax.**



Automated Solutions e-Mail or Fax Popup (Figure 4 - 10)

- Click **Yes** to continue. The "In progress" message appears.

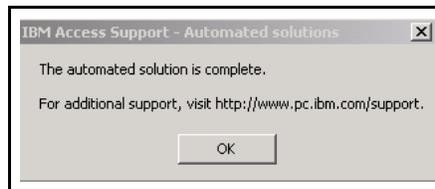


In Progress Popup (Figure 4 - 11)



Automated Solutions e-Mail or Fax Check Box (Figure 4 - 12)

- If you would like IBM Access Support to determine if software is missing, click **Yes**.
- When the analysis is complete, a pop up is displayed.



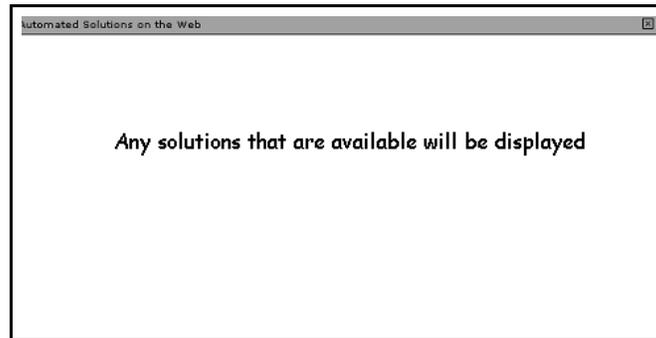
Automated Solutions Complete Popup (Figure 4 -13)

- Click **OK**. The customer will always be given the option to go to the IBM PC web site if further assistance is needed.

Web Automated Solutions

Web automated solutions reside on the web and to use them, you must have an active web connection. They are downloadable to the individual machine and are unique to the machine type and operating system. If not connected, the customer will get the message that they are off-line.

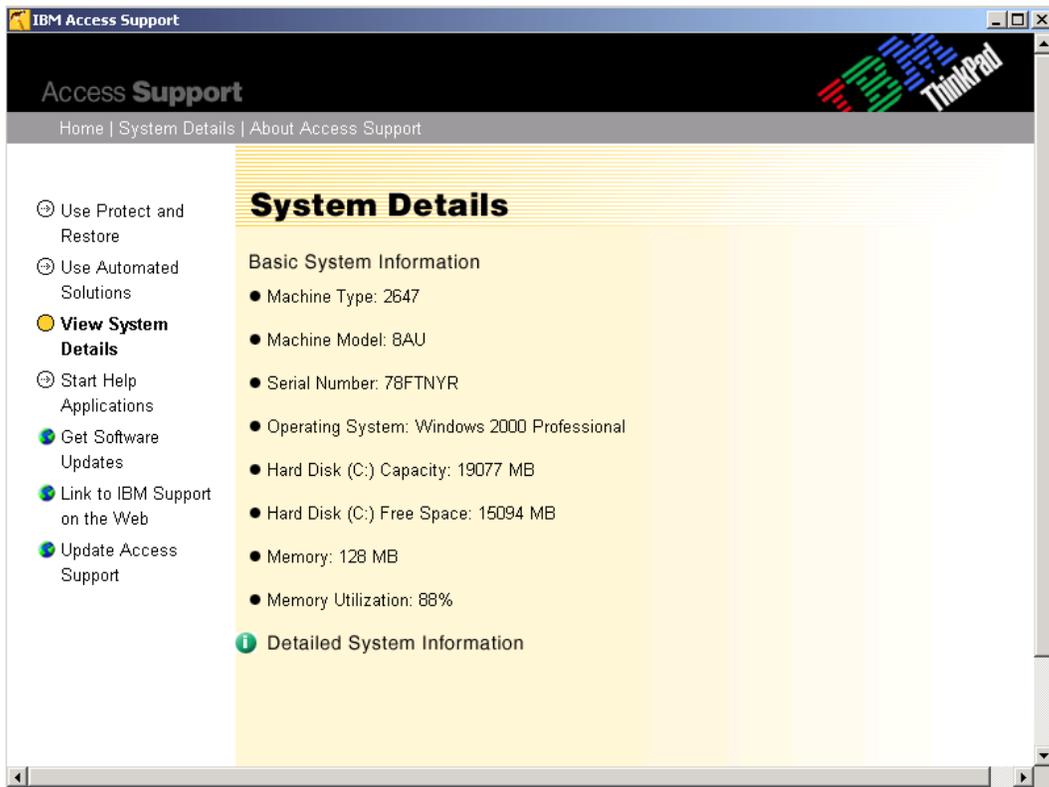
Any solutions relevant to your system are displayed in the window.



Automated Solutions on the Web Popup (Figure 4 - 14)

C. View System Details

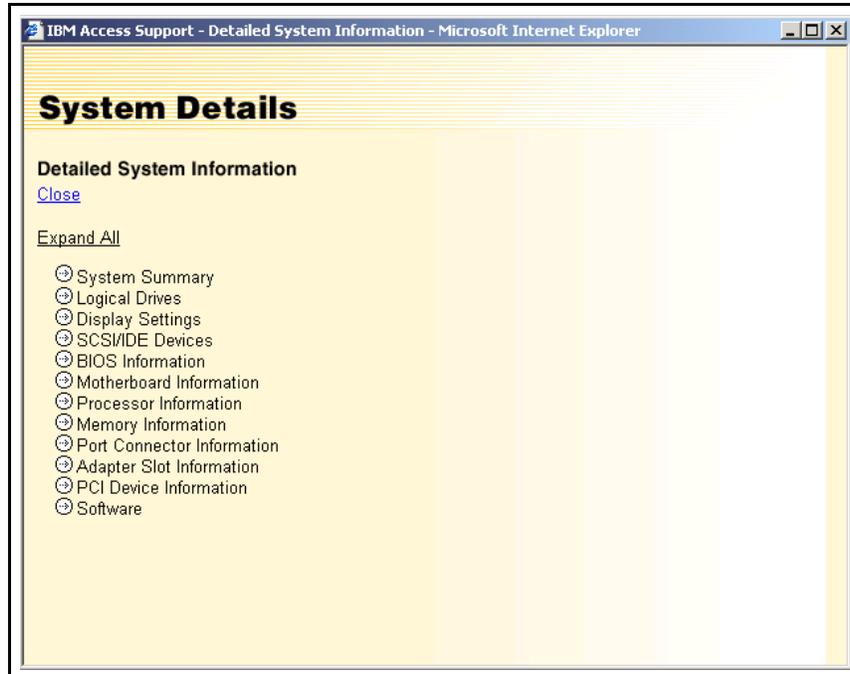
- Click **View System Details**. This is a feature performed locally, on the customer's machine. The following panel, showing details for the customer's machine is unique to the Windows 2000 / T21 ThinkPad combination. The system detailed information displayed is dependent on the machine type / operating system being used by the customer.



System Detail Main Panel (Figure 4 - 15)

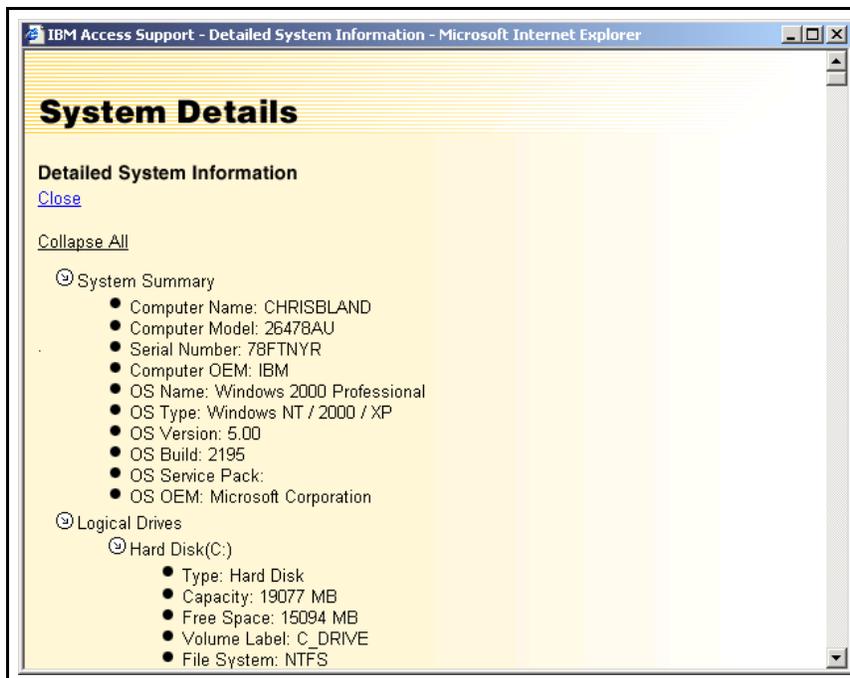
Consistent information, regardless of machine type / operating system is:

- Machine type
 - Machine Model
 - Serial Number
 - Operating System
- Click **Detailed System Information** to display each of the areas available to expand. Similar information is displayed for each machine type / operating system combination.



Detailed System Information - Collapsed (Figure 4 - 16)

- Click **Expand all** to see further detail of the system.

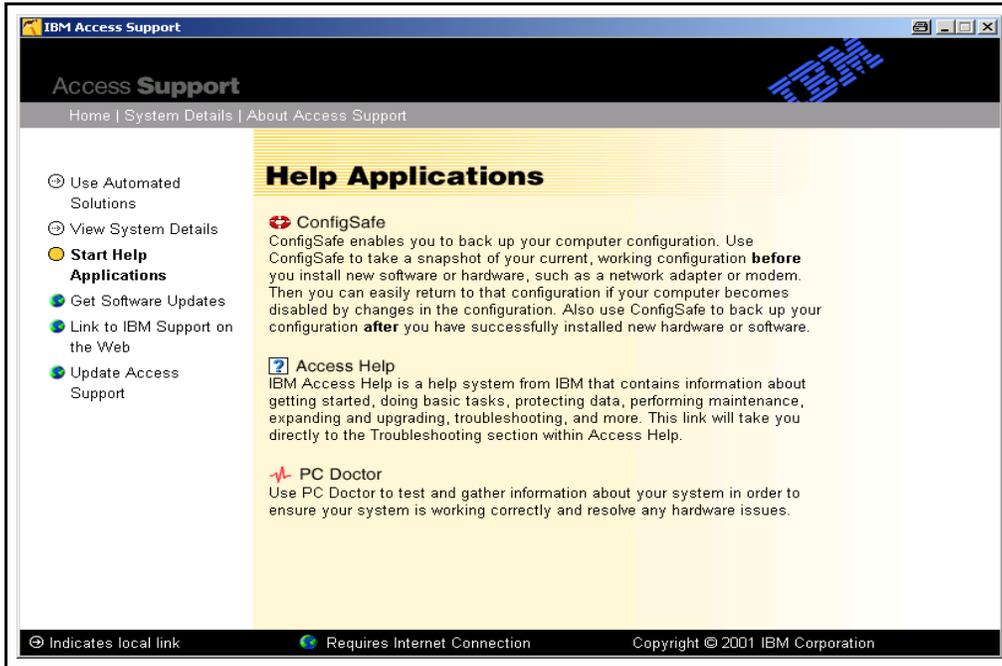


Detailed System Information - Expanded (Figure 4 - 17)

- Click **Close** to return to the **IBM Access Support Home** page or **Collapse All** to return to the previous view. (See **Appendix A - Expanded Detailed System Information** for all details that can be displayed dependent on machine type / operating system combination.)

D. Start Help Applications

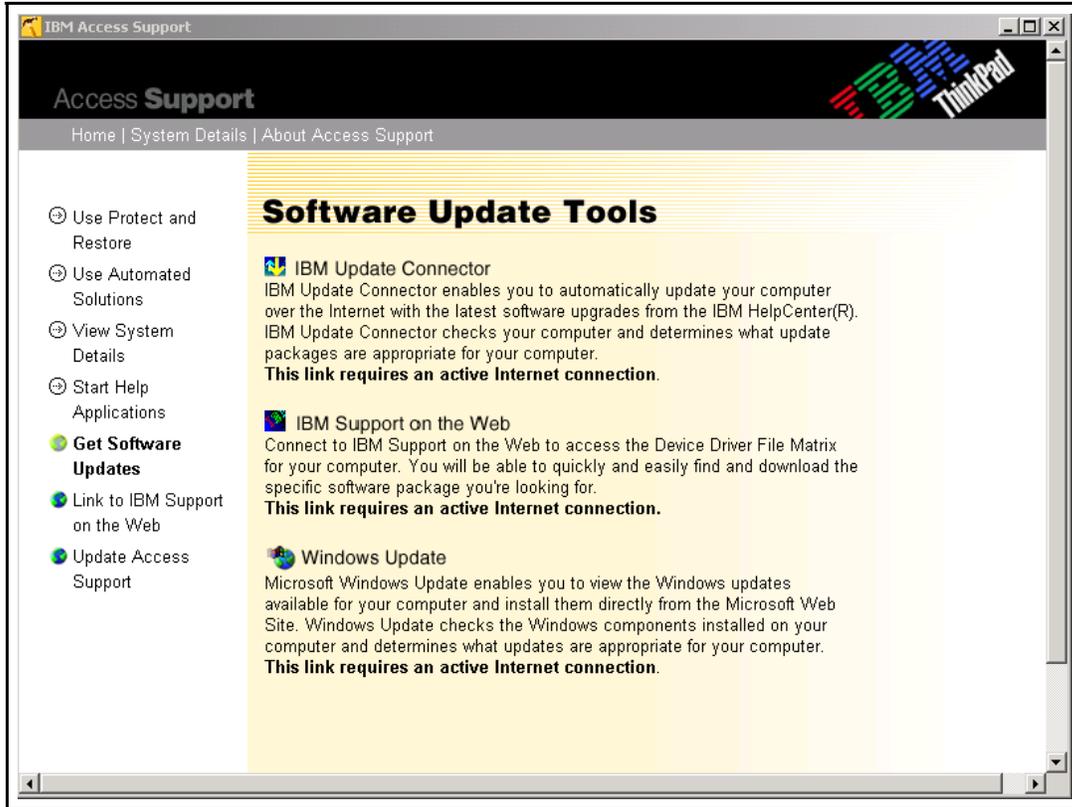
- Click **Start Help Applications**. This is a feature performed locally, on the customer's machine. The following panel, showing details for a customer's machine is unique to the Windows 2000. This screen will display links to certain pre-loaded applications. If those applications are not installed, links will not be displayed.



Help Application Main Panel (Figure 4 - 18)

E. Get Software Updates

- Click **Get Software Updates**. To perform this function, you must have an active connection to the web. This page links to commonly used web sites for the particular brand being used by the customer.



Software Update Tools Main Panel (Figure 4 - 19)

F. Link to IBM Support on the Web

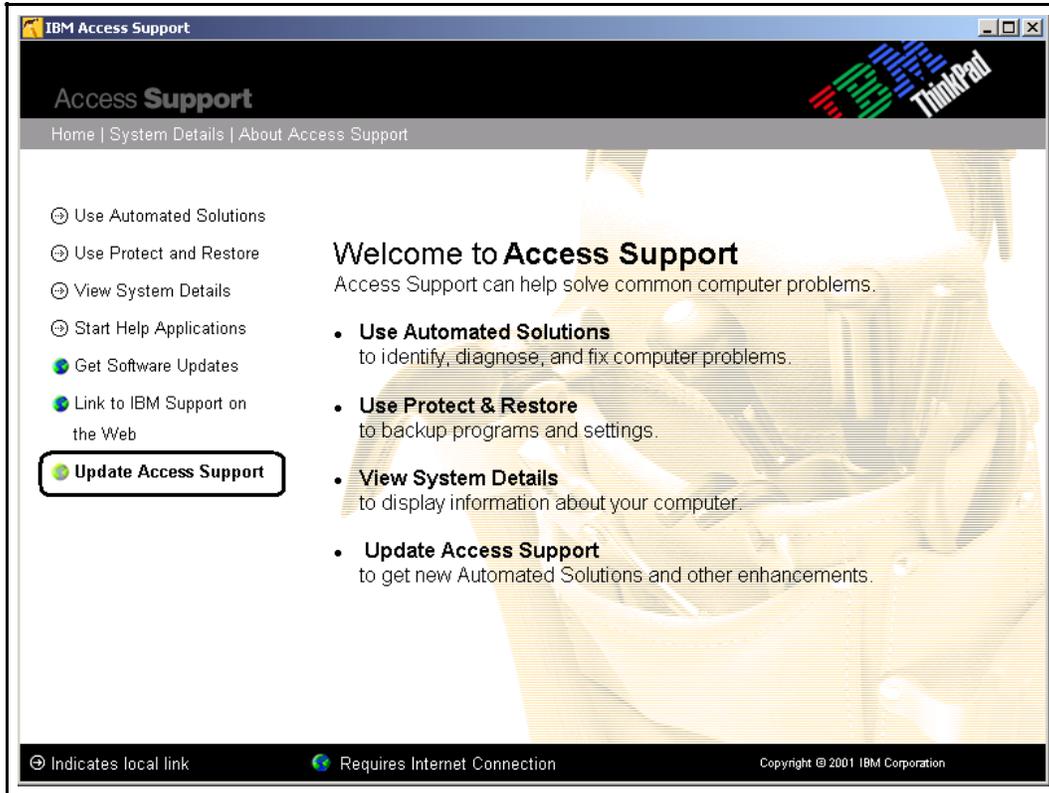
- Click **Link to IBM Support on the Web**. To perform this function, you must have an active connection to the web. Clicking this link will take the customer to the support site particular to their machine type and model. The following panel shows details for the specific IBM support site of the Windows 2000 / T21 ThinkPad combination.

The screenshot displays the IBM support website for the ThinkPad T21 2647 8AU. The page layout includes a top navigation bar with the IBM logo and a search box. Below this is a secondary navigation bar with links for Home, Products & services, Support & downloads, and My account. A left sidebar provides quick access to various support services. The main content area is dedicated to the specific product, offering search options, a detailed product description, and a list of recent news items. A right sidebar contains several categorized links for further assistance.

Link to IBM Support on the Web (Figure 4 - 20)

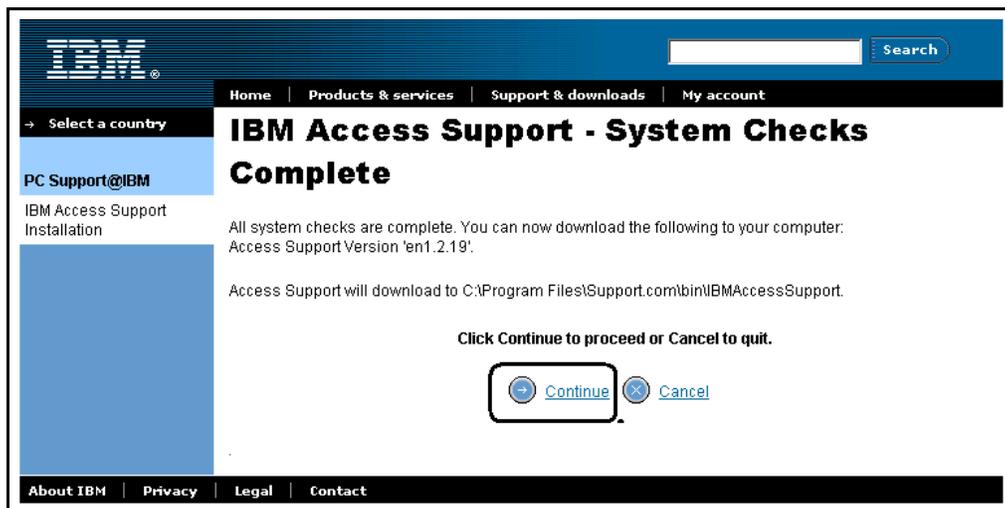
G. Update Access Support

- Click **Update Access Support**. To perform this function, you must have an active connection to the web. This link will check to see if a newer version of the application is available from the web.



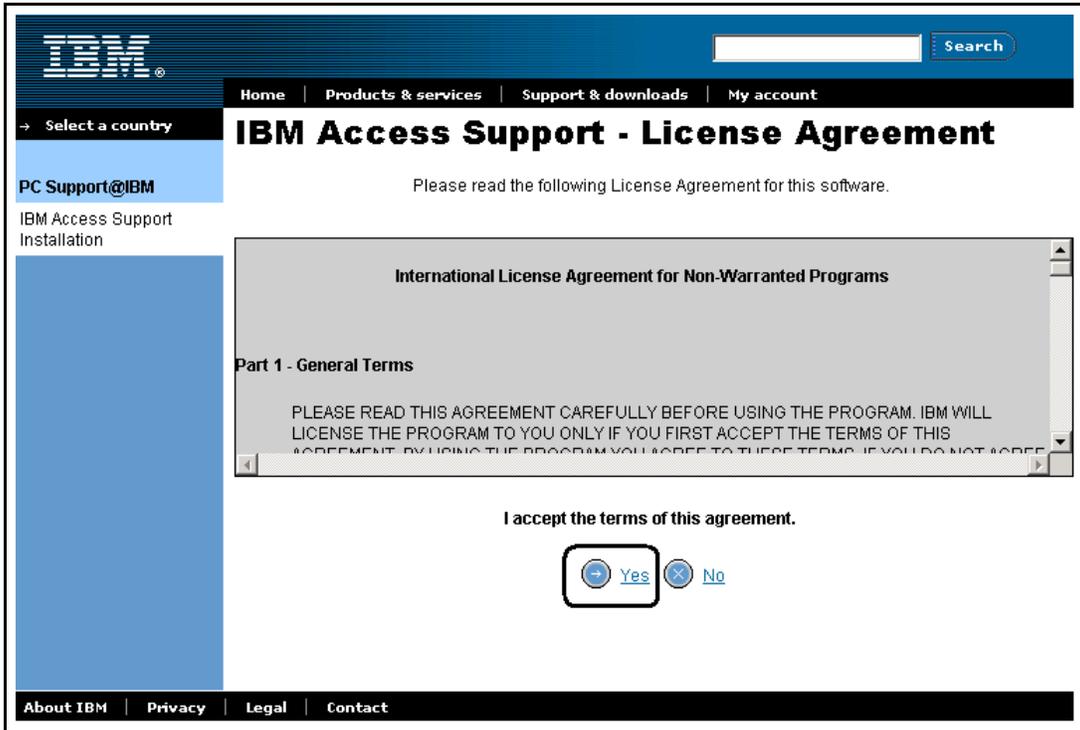
Access Support - Main Panel Figure (Figure 4 - 21)

- Click **Continue** to proceed with the upgrade. To perform this function, you must have an active connection to the web



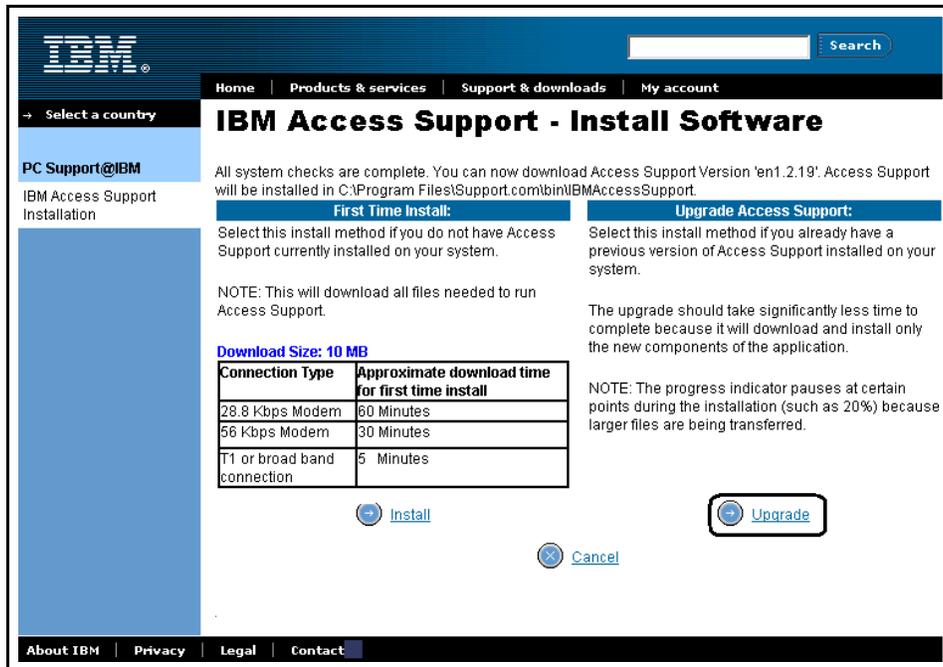
System Checks Complete Figure (Figure 4 - 22)

- Click **Continue**. The **International License Agreement** page is displayed.



International License Agreement Figure (Figure 4 - 23)

- Click **Yes** to accept the conditions. The **Install Software** page is displayed.



Upgrade Software Figure (Figure 4 - 24)

Review the download requirements. Click **Upgrade** to upgrade IBM Access Support.

Summary

You learned how the customer will use each menu item of IBM Access Support and how they differ based on machine type / operating system combinations. This includes:

- use Protect and Restore
- use Automated Solutions
- view System Detail Information
- start Help Applications
- get Software Updates
- link to IBM Support on the Web
- update Access Support

Section 5 - Automated Solutions Currently Available

Introduction

This section focuses on the currently available **Automated Solutions**. This list will change as the product becomes more commonly used. The currently available solutions are the result of reviewing the calls received during a month long period and creating the solutions for the most often requested information.

Objective

You will learn what solutions are currently available for the customer's use, what machine type / operating system combinations are supported and where to go for the latest Automated Solutions.

Automated Solutions

The latest version of local Automated Solutions can be found on the Web. This way, you will always have the most up-to-date solutions to common problems. You would access this interface often to get the latest updates and solutions provided.

The Automated Solutions available at the time of publication:

AS #	Automated Solution Description
1	Adjust power saving features to improve battery life (Battery)
3	Recordings made with the microphone are not loud enough (Multimedia)
4	Enable printer port (Printers)
7	Pressing the FN plus F12 keys does not make the system enter hibernation mode (Battery)
11	Setting the volume from the desktop (Multimedia)
19	Losing network connectivity when running on battery power (Battery)
20	Adjust settings for projector presentations (Multimedia)
24	Increase free disk space on the hard disk drive (Storage)
25	Problem sending e-mail or fax (Modem)
26	Repair Microsoft Word default template after virus clean up (Drivers)
28	Specify what the system does when the ThinkPad computer display lid is closed (Battery)
60	System locks or hangs (general system checkup)
67	Device Driver File Matrix
68	Drive Fitness Test
72	Check Network Connectivity
75	Internet Explorer protection (All)
77	Printer protection (All)
78	Network protection (All)
80	Warranty Expiration Checkpoint
111	Modem initiative
217	Capture ServeRAID controller logs (All servers)
218	Clear the ServeRAID adapter Hard, Soft, and Device logs (All servers)
238	Desktop settings protection (All)

Currently Available Automated Solutions (Figure 5 - 1)

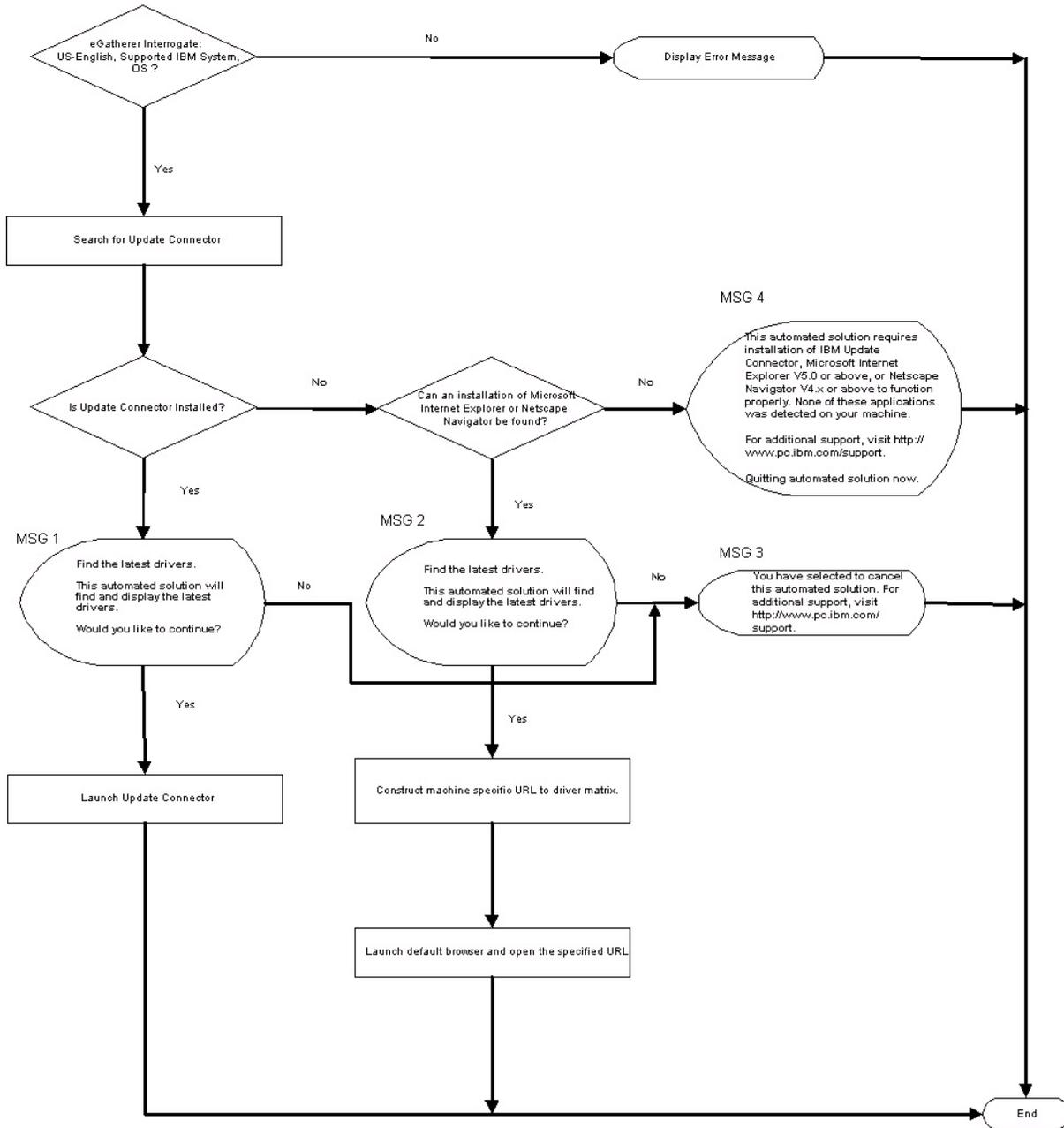
Sample Automated Solutions Matrix

Access Support Number	Description	Brand	Model / Type	Additional Information
AS0001	Adjust power saving features	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656 ,2657, 2676 / X22 - 2660, 2662	.
AS0003	Adjust microphone	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656 ,2657, 2676 / X22 - 2660, 2662	.
		NetVista	6790, 6791, 6792, 6793, 6794, 6795, 6823, 6825, 2292, 6343, 6349, 6350, 2283, 6274, 6596, 6058, 6568, 6569, 6578, 6648, 6650, 6059, 6579, 6647, 6599, 6649, 2251, 2271, 6830, 6831, 6840, 2254, 2256, 2257, 6336, 6337, 6339, 6341, 6342, 6346, 6347, 6348	.
		IntelliStation	6204, 6214	.
AS0004	Enable printer port (Printers)	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656 ,2657, 2676 / X22 - 2660, 2662	.
		NetVista	6790, 6791, 6792, 6793, 6794, 6795, 6823, 6825, 2292, 6343, 6349, 6350, 2283, 6274, 6596, 6058, 6568, 6569, 6578, 6648, 6650, 6059, 6579, 6647, 6599, 6649, 2251, 2271, 6830, 6831, 6840, 2254, 2256, 2257, 6336, 6337, 6339, 6341, 6342, 6346, 6347, 6348	.
		IntelliStation	6204, 6214	.
AS0007	Enter hibernation mode	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656 ,2657, 2676 / X22 - 2660, 2662	.
AS0011	Setting the volume	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647, A30 - 2652 / A30p - 2653 / R30 - 2656 ,2657, 2676 / X22 - 2660, 2662	.
		NetVista	6790, 6791, 6792, 6793, 6794, 6795, 6823, 6825, 2292, 6343, 6349, 6350, 2283, 6274, 6596, 6058, 6568, 6569, 6578, 6648, 6650, 6059, 6579, 6647, 6599, 6649, 2251, 2271, 6830, 6831, 6840, 2254, 2256, 2257, 6336, 6337, 6339, 6341, 6342, 6346, 6347, 6348	.
		IntelliStation	6204, 6214	.
AS0019	Losing network connectivity	.	.	.
AS0020	Adjust settings for projector	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656 ,2657, 2676 / X22 - 2660, 2662	.
AS0024	Increase free disk space	Any	Any	Overview
AS0025	Problem sending e-mail	Any	Any	Overview
AS0026	Repair Microsoft Word	Any	Any	Overview
AS0028	ThinkPad lid is closed	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656 ,2657, 2676 / X22 - 2660, 2662	.

Sample Automated Solutions Matrix (Figure 5 - 2)

Sample Flow Chart of Support Action

Support Action:	Driver Info
Symptom:	Customer needs to find latest drivers
erts #:	0067
Assigned To:	Tim Daniels
File:	driverLink.vbe



Sample Automated Solution Flow Chart (Figure 5 - 3)

Summary

You learned what solutions are currently available for the customer's use, what machine type / operating system combinations are supported and where to go for the latest Automated Solutions.

Section 6 - Course Summary

In summary, in this course you learned much about IBM Access Support. You are ready to provide level 1 support to the customer who calls in with questions about the application. You also learned:

- how to install Access Support
- how to get to Access Support
- how to use Access Support
- what machine type / operating system combinations are supported
- what Automated Solutions are currently available
- where to find a more up to the minute listing of available Automated Solutions

Appendix A - Expanded Detailed System Information

Introduction

This section fully displays the **Expanded Detailed System Information**. The first machine displayed is the T21 ThinkPad, used in all previous examples. The details are displayed in screen format. For ease in identifying each machine, they are shown using different formats. The second machine is a 8668 Server, with tape drive and service processor. The panels are displayed in list format.

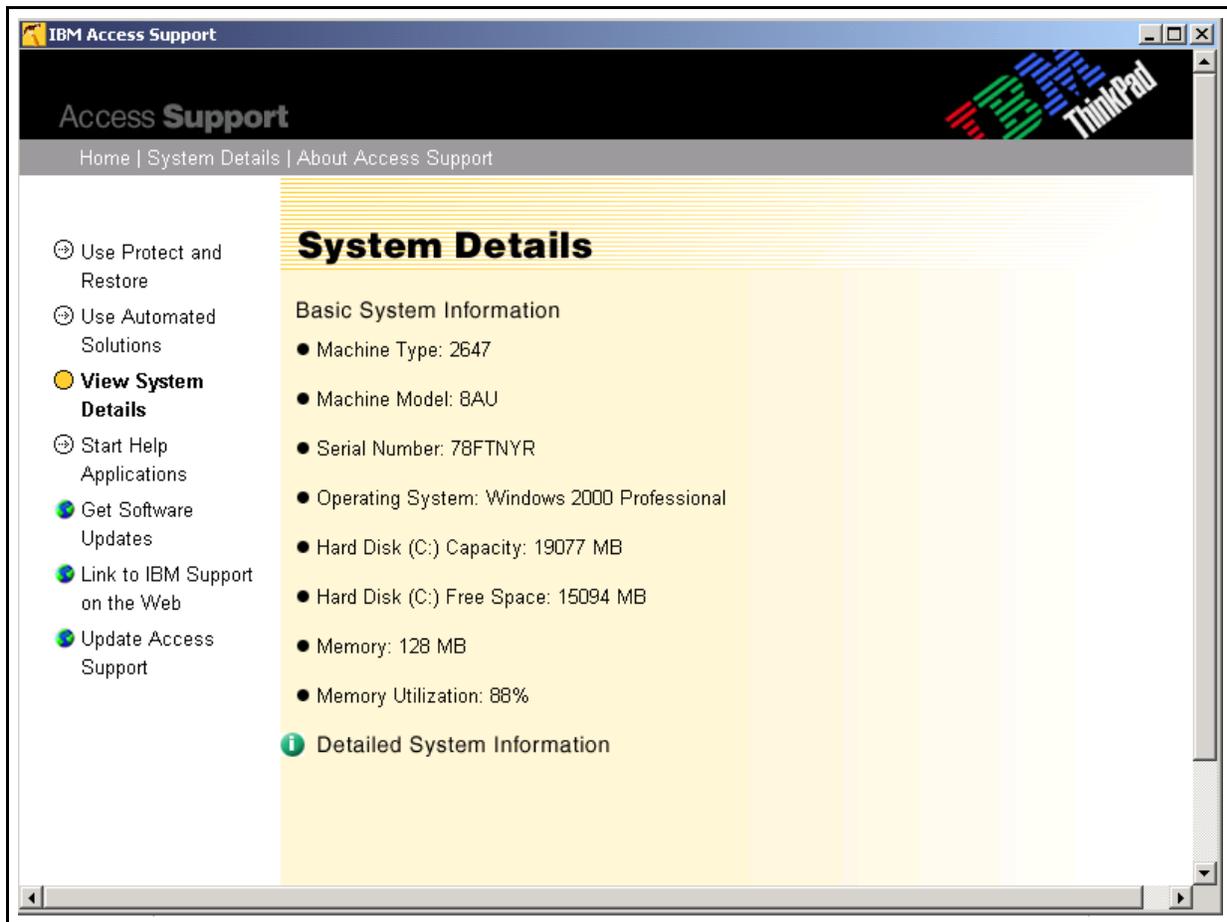
Objectives

The objective of this section is to display all of the fields available.

- Click **View System Details**.

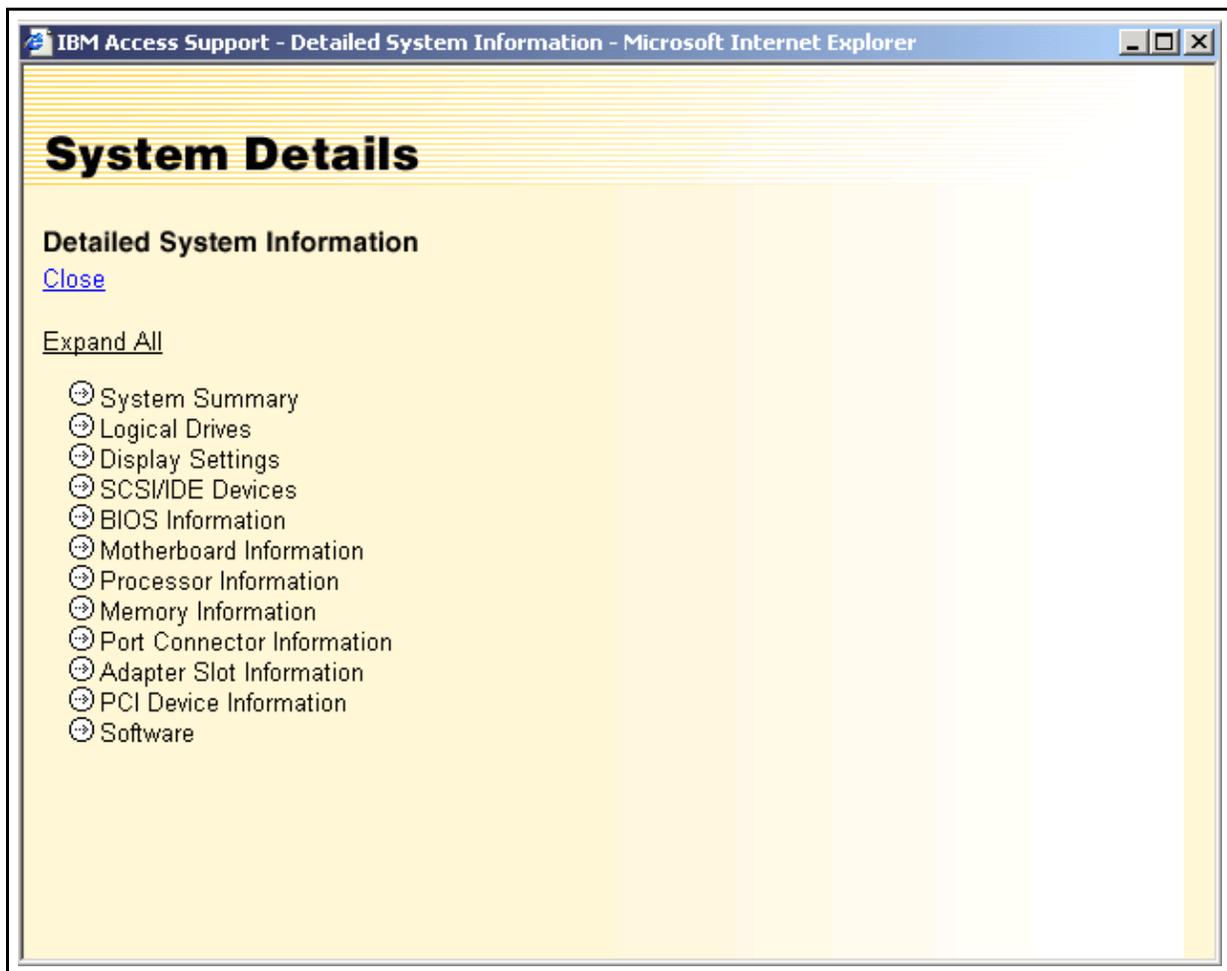
Detailed System Information for a T21 ThinkPad

The following panel, showing details for the **T21 ThinkPad** is displayed:



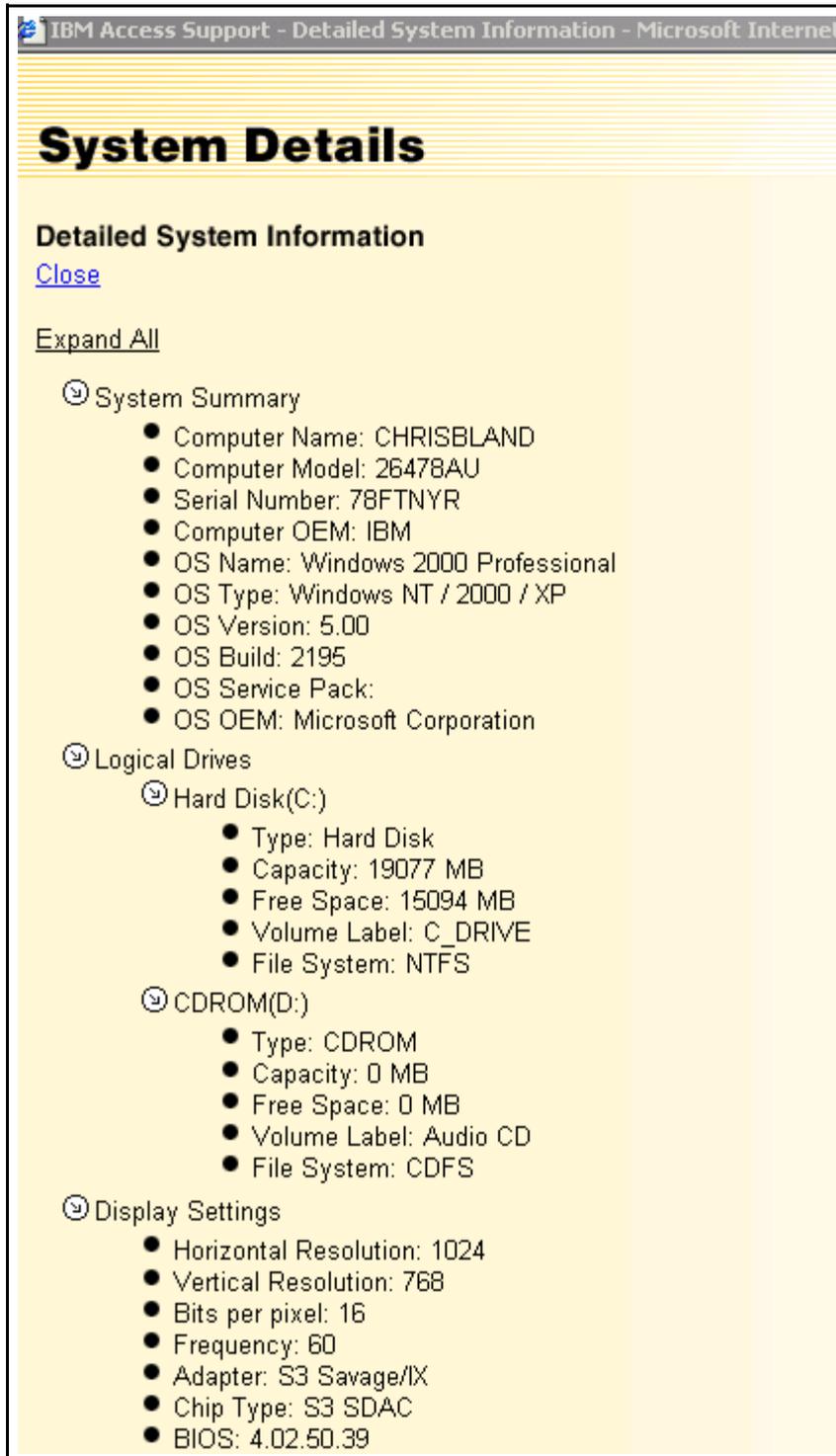
Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Click **Detailed System Information**



Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Click **Expand all** to see further detail of the system.



IBM Access Support - Detailed System Information - Microsoft Internet Explorer

System Details

Detailed System Information

[Close](#)

[Expand All](#)

- System Summary
 - Computer Name: CHRISBLAND
 - Computer Model: 26478AU
 - Serial Number: 78FTNYR
 - Computer OEM: IBM
 - OS Name: Windows 2000 Professional
 - OS Type: Windows NT / 2000 / XP
 - OS Version: 5.00
 - OS Build: 2195
 - OS Service Pack:
 - OS OEM: Microsoft Corporation
- Logical Drives
 - Hard Disk(C:)
 - Type: Hard Disk
 - Capacity: 19077 MB
 - Free Space: 15094 MB
 - Volume Label: C_DRIVE
 - File System: NTFS
 - CDROM(D:)
 - Type: CDROM
 - Capacity: 0 MB
 - Free Space: 0 MB
 - Volume Label: Audio CD
 - File System: CDFS
- Display Settings
 - Horizontal Resolution: 1024
 - Vertical Resolution: 768
 - Bits per pixel: 16
 - Frequency: 60
 - Adapter: S3 Savage/IX
 - Chip Type: S3 SDAC
 - BIOS: 4.02.50.39

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- ⊖ SCSI/IDE Devices
 - ⊖ Bus 0Port 0(DiskPeripheral)
 - Device Name: HITACHI_DK23BA-20B
 - Target Id 0
 - Logical Unit Id 0
 - ⊖ Bus 0Port 1(CdRomPeripheral)
 - Device Name: HITACHI DVD-ROM GD-S200
 - Target Id 0
 - Logical Unit Id 0
- ⊖ BIOS Information
 - Vendor: IBM
 - Version: KZET22WW (1.04a)
 - Release Date: 01/19/2001
- ⊖ Motherboard Information
 - Serial Number: J1GP21233XM
- ⊖ Processor Information
 - Manufacturer: GenuineIntel
 - Version: Pentium(R) III
 - Current Speed: 800
- ⊖ Memory Information
 - Memory Utilization: 88%
 - Total Physical Memory: 128 MB
 - Available Physical Memory: 15 MB
 - ⊖ DIMM Slot 1
 - Socket: DIMM Slot 1
 - Type: DIMM, SDRAM
 - Installed Size: 128 MB
 - Enabled Size: 128 MB
 - ⊖ DIMM Slot 2
 - Socket: DIMM Slot 2
 - Type: DIMM, SDRAM
 - Installed Size: Not Installed
 - Enabled Size: Not Installed

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- ⌵ Port Connector Information
 - ⌵ Serial Port 16550A Compatible(Serial:)
 - Port Type: Serial Port 16550A Compatible
 - Internal Designator:Not Available
 - External Designator:Serial
 - ⌵ Other(Infrared:)
 - Port Type: Other
 - Internal Designator:Not Available
 - External Designator:Infrared
 - ⌵ Parallel Port ECP/EPP(Parallel:)
 - Port Type: Parallel Port ECP/EPP
 - Internal Designator:Not Available
 - External Designator:Parallel
 - ⌵ Video Port(External Monitor:)
 - Port Type: Video Port
 - Internal Designator:Not Available
 - External Designator:External Monitor
 - ⌵ Mouse Port(PS/2 Mouse:)
 - Port Type: Mouse Port
 - Internal Designator:Not Available
 - External Designator:PS/2 Mouse
 - ⌵ Audio Port(Line-In Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Line-In Jack
 - ⌵ Audio Port(Microphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Microphone Jack
 - ⌵ Audio Port(Headphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Headphone Jack

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- ⌵ Video Port(External Monitor:)
 - Port Type: Video Port
 - Internal Designator:Not Available
 - External Designator:External Monitor
- ⌵ Mouse Port(PS/2 Mouse:)
 - Port Type: Mouse Port
 - Internal Designator:Not Available
 - External Designator:PS/2 Mouse
- ⌵ Audio Port(Line-In Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Line-In Jack
- ⌵ Audio Port(Microphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Microphone Jack
- ⌵ Audio Port(Headphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Headphone Jack
- ⌵ Video Port(S-Video-Out:)
 - Port Type: Video Port
 - Internal Designator:Not Available
 - External Designator:S-Video-Out
- ⌵ Modem Port(Modem:)
 - Port Type: Modem Port
 - Internal Designator:Not Available
 - External Designator:Modem
- ⌶ Network Port(Ethernet:)
- ⌶ USB(USB 1:)
- ⌶ USB(UltraPort(TM):)

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- ⊖ Adapter Slot Information
 - ⊖ CardBus Slot 1
 - Type: PC Card
 - In Use: Avail
 - ⊖ CardBus Slot 2
 - Type: PC Card
 - In Use: Avail
 - ⊖ Mini-PCI Slot 1
 - Type: PCI
 - In Use: Avail
- ⊖ PCI Device Information
 - ⊖ PCI-to-HOST
 - Bus: 0
 - Device: 0
 - Function: 0
 - Vendor: 0x8086
 - Device ID: 0x7190
 - Class: Bridge
 - ⊖ PCI-to-PCI
 - Bus: 0
 - Device: 1
 - Function: 0
 - Vendor: 0x8086
 - Device ID: 0x7191
 - Class: Bridge
 - ⊖ PCI-to-Cardbus
 - Bus: 0
 - Device: 2
 - Function: 0
 - Vendor: 0x104C
 - Device ID: 0xAC1B
 - Class: Bridge

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

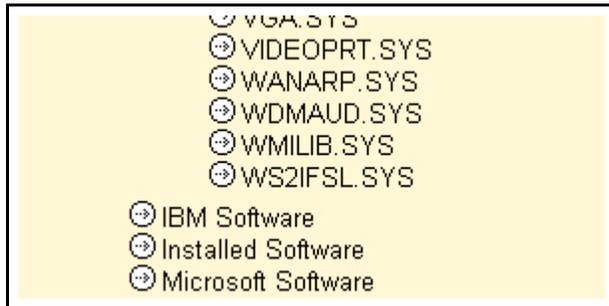
Class: Bridge

- ⊖ Ethernet
 - Bus: 0
 - Device: 3
 - Function: 0
 - Vendor: 0x8086
 - Device ID: 0x1229
 - Class: Network
- ⊖ Serial
 - Bus: 0
 - Device: 3
 - Function: 1
 - Vendor: 0x115D
 - Device ID: 0x000C
 - Class: Communication
- ⊖ Audio
 - Bus: 0
 - Device: 5
 - Function: 0
 - Vendor: 0x1013
 - Device ID: 0x6003
 - Class: Multimedia
- ⊖ PCI-to-Other
 - Bus: 0
 - Device: 7
 - Function: 0
 - Vendor: 0x8086
 - Device ID: 0x7110
 - Class: Bridge
- ⊖ IDE
- ⊖ USB
 - Bus: 0
 - Device: 7
 - Function: 2
 - Vendor: 0x8086
 - Device ID: 0x7112
 - Class: Serial

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- ⊖ PCI-to-Other
 - Bus: 0
 - Device: 7
 - Function: 3
 - Vendor: 0x8086
 - Device ID: 0x7113
 - Class: Bridge
- ⊖ VGA
 - Bus: 1
 - Device: 0
 - Function: 0
 - Vendor: 0x5333
 - Device ID: 0x8C12
 - Class: Display
- ⊖ Software
 - ⊖ Device Drivers
 - ⊕ ACPI.SYS
 - ⊕ ACPIEC.SYS
 - ⊕ AFD.SYS
 - ⊕ AGP440.SYS
 - ⊕ AIC78U2.SYS
 - ⊕ AIC78XX.SYS
 - ⊕ ANYDLC.SYS
 - ⊕ ANYSOS.SYS
 - ⊕ ANYSOSDD.SYS
 - ⊕ APPN.SYS
 - ⊕ APPNAPI.SYS
 - ⊕ APPNBASE.SYS
 - ⊕ ASYNCMAC.SYS
 - ⊕ ATAPI.SYS
 - ⊕ ATCMD.DDF
 - ⊕ ATMARPC.SYS
 - ⊕ ATMLANE.SYS
 - ⊕ ATMUNI.SYS
 - ⊕ AUDSTUB.SYS
 - ⊕ BATT.C.SYS
 - ⊕ BEEP.SYS
 - ⊕ CDAUDIO.SYS
 - ⊕ CDFS.SYS
 - ⊕ CDROM.SYS
 - ⊕ CINEMST2.SYS

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server



Expanded Detailed System Information for a 8668 Server

System Summary

- Computer Name: IBM-I538Q1LFIF0
- Computer Model: 86681RX
- Serial Number: 23C0346
- Computer OEM: IBM
- OS Name: Windows 2000 Server
- OS Type: Windows NT / 2000 / XP
- OS Version: 5.00
- OS Build: 2195
- OS Service Pack:
- OS OEM: Microsoft Corporation

Logical Drives

- Hard Disk(C:)
 - Type: Hard Disk
 - Capacity: 8667 MB
 - Free Space: 7171 MB
 - Volume Label:
 - File System: NTFS
- CDROM(D:)
 - Type: CDROM
 - Capacity: Unknown
 - Free Space: Unknown
 - Volume Label: Unknown
 - File System: Unknown

Service Processor

- Firmware build: QAET08A
- Firmware revision: 16
- System build: QAE121AUS

Display Settings

- Horizontal Resolution: 1024
- Vertical Resolution: 768

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Bits per pixel: 32
- Frequency: 60
- Adapter: S3 Savage4
- Chip Type: S3 SDAC
- BIOS: 02.1D.34

SCSI/IDE Devices

- Bus 0 Port 0 (CdRomPeripheral)
 - Device Name: LG CD-ROM CRD-8484B
 - Target Id 0
 - Logical Unit Id 0
- Bus 0 Port 2 (DiskPeripheral)
 - Device Name: IBM-PSG ST39236LC !#3281
 - Target Id 0
 - Logical Unit Id 0
- Bus 0 Port 2 (OtherPeripheral)
 - Device Name: IBM St V1S2 0
 - Target Id 8
 - Logical Unit Id 0
- Bus 0 Port 3 (TapePeripheral)
 - Device Name: Quantum DLT4000 D996
 - Target Id 5
 - Logical Unit Id 0

BIOS Information

- Vendor: IBM
- Version: -[QAE121AUS-1.03]-
- Release Date: 01/10/2002

Systemboard Information

- Serial Number: (none)

Processor Information

- Manufacturer: GenuineIntel
- Version: Pentium III
- Current Speed: 1000

Processor Information

- Manufacturer: (none)
- Version: (none)
- Current Speed: 1266

Memory Information

- Memory Utilization: 29%
- Total Physical Memory: 256 MB
- Available Physical Memory: 179 MB

Port Connector Information

- USB (USB 1)
 - Port Type: USB
 - Internal Designator:(none)
 - External Designator:USB 1

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- USB (USB 2)
 - Port Type: USB
 - Internal Designator:(none)
 - External Designator:USB 2
- Other ((none))
 - Port Type: Other
 - Internal Designator:IDE
 - External Designator:(none)
- Mouse Port (Mouse)
 - Port Type: Mouse Port
 - Internal Designator:(none)
 - External Designator:Mouse
- Video Port (Video)
 - Port Type: Video Port
 - Internal Designator:(none)
 - External Designator:Video
- Keyboard Port (Keyboard)
 - Port Type: Keyboard Port
 - Internal Designator:(none)
 - External Designator:Keyboard
- Serial Port 16550A Compatible (Serial-A)
 - Port Type: Serial Port 16550A Compatible
 - Internal Designator:(none)
 - External Designator:Serial-A
- Serial Port 16550A Compatible (Serial-B)
 - Port Type: Serial Port 16550A Compatible
 - Internal Designator:(none)
 - External Designator:Serial-B
- Other ((none))
 - Port Type: Other
 - Internal Designator:Diskette
 - External Designator:(none)
- SCSI Wide ((none))
 - Port Type: SCSI Wide
 - Internal Designator:External SCSI (channel A)
 - External Designator:(none)
- SCSI Wide ((none))
 - Port Type: SCSI Wide
 - Internal Designator:Internal SCSI (channel B)
 - External Designator:(none)
- Network Port (10/100 Ethernet)
 - Port Type: Network Port
 - Internal Designator:(none)
 - External Designator:10/100 Ethernet

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

Adapter Slot Information

- PCI Slot 1
 - Type: PCI
 - In Use: In Use
- PCI Slot 2
 - Type: PCI
 - In Use: Avail
- PCI Slot 3
 - Type: PCI
 - In Use: In Use
- PCI Slot 4
 - Type: PCI
 - In Use: Avail
- PCI Slot 5
 - Type: PCI
 - In Use: Avail

PCI Device Information

- PCI-to-HOST
 - Bus: 0
 - Device: 0
 - Function: 0
 - Vendor: 0x1166
 - Device ID: 0x0008
 - Class: Bridge
- PCI-to-HOST
 - Bus: 0
 - Device: 0
 - Function: 1
 - Vendor: 0x1166
 - Device ID: 0x0008
 - Class: Bridge
- PCI-to-HOST
 - Bus: 0
 - Device: 0
 - Function: 2
 - Vendor: 0x1166
 - Device ID: 0x0006
 - Class: Bridge
- PCI-to-HOST
 - Bus: 0
 - Device: 0
 - Function: 3
 - Vendor: 0x1166
 - Device ID: 0x0006

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Class: Bridge
- PCI-to-Other
 - Bus: 0
 - Device: 1
 - Function: 0
 - Vendor: 0x1014
 - Device ID: 0x010F
 - Class: Bridge
- VGA
 - Bus: 0
 - Device: 6
 - Function: 0
 - Vendor: 0x5333
 - Device ID: 0x8A22
 - Class: Display
- PCI-to-ISA
 - Bus: 0
 - Device: 15
 - Function: 0
 - Vendor: 0x1166
 - Device ID: 0x0200
 - Class: Bridge
- IDE
 - Bus: 0
 - Device: 15
 - Function: 1
 - Vendor: 0x1166
 - Device ID: 0x0211
 - Class: Storage
- USB
 - Bus: 0
 - Device: 15
 - Function: 2
 - Vendor: 0x1166
 - Device ID: 0x0220
 - Class: Serial
- Token Ring
 - Bus: 1
 - Device: 3
 - Function: 0
 - Vendor: 0x1014
 - Device ID: 0x003E
 - Class: Network
- Ethernet

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Bus: 1
- Device: 7
- Function: 0
- Vendor: 0x8086
- Device ID: 0x1229
- Class: Network
- SCSI
 - Bus: 2
 - Device: 9
 - Function: 0
 - Vendor: 0x9005
 - Device ID: 0x00CF
 - Class: Storage
- SCSI
 - Bus: 2
 - Device: 9
 - Function: 1
 - Vendor: 0x9005
 - Device ID: 0x00CF
 - Class: Storage

Software

- Device Drivers
 - ACPI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2179.1
 - File Size: 162896 bytes
 - ACPIEC.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 11536 bytes
 - ADPU160M.SYS
 - Vendor: Adaptec, Inc.
 - Date Created: 08/08/2000 18:15:00
 - Version: d4.10 (4.10.4000)
 - File Size: 88000 bytes
 - AFD.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2164.1
 - File Size: 105104 bytes
 - ASYNCMAC.SYS
 - Vendor: Microsoft Corporation

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Date Created: 12/07/1999 08:00:00
- Version: 5.00.2138.1
- File Size: 16752 bytes
- ATAPI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2194.1
 - File Size: 84976 bytes
- ATMARPC.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2166.1
 - File Size: 57904 bytes
- ATMARPS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2145.1
 - File Size: 32944 bytes
- ATMLANE.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2169.1
 - File Size: 48208 bytes
- ATMUNI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2174.1
 - File Size: 330672 bytes
- AUDSTUB.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 09/25/1999 05:35:34
 - Version: 5.00.2134.1
 - File Size: 2896 bytes
- BEEP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2158.1
 - File Size: 4080 bytes
- CDAUDIO.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 19088 bytes
- CDFS.SYS

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Vendor: Microsoft Corporation
- Date Created: 12/07/1999 08:00:00
- Version: 5.00.2135.1
- File Size: 61072 bytes
- CDROM.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 27376 bytes
- CINEMST2.SYS
 - Vendor: RAVISENT Technologies Inc.
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.0.00.0093
 - File Size: 272496 bytes
- CLASS2.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 12880 bytes
- CLASSPNP.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 33648 bytes
- DFS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2191.1
 - File Size: 73936 bytes
- DISK.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 27440 bytes
- DISKDUMP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 14160 bytes
- DISKPERF.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2138.1
 - File Size: 7440 bytes

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- DLC.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 56016 bytes
- DLTTAPE.SYS
 - Vendor: Unknown
 - Date Created: 10/21/1999 11:34:08
 - Version: Unknown
 - File Size: 6576 bytes
- DMBOOT.SYS
 - Vendor: VERITAS Software Corp.
 - Date Created: 12/07/1999 08:00:00
 - Version: 2191.1.296.2
 - File Size: 368240 bytes
- DMIO.SYS
 - Vendor: VERITAS Software Corp.
 - Date Created: 12/07/1999 08:00:00
 - Version: 2191.1.296.2
 - File Size: 135984 bytes
- DMLOAD.SYS
 - Vendor: VERITAS Software Corp.
 - Date Created: 12/07/1999 08:00:00
 - Version: 2191.1.296.2
 - File Size: 7312 bytes
- DXAPI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2180.1
 - File Size: 10064 bytes
- EFS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2147.1
 - File Size: 27344 bytes
- FASTFAT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2162.1
 - File Size: 147792 bytes
- FDC.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- File Size: 26192 bytes
- FLPYDISK.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 19344 bytes
- FSVGA.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 12368 bytes
- FS_REC.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 7376 bytes
- FTDISK.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2187.1
 - File Size: 115152 bytes
- GM.DLS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 3440660 bytes
- GMREADME.TXT
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 623 bytes
- HIDCLASS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2163.1
 - File Size: 24592 bytes
- HIDPARSE.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 23024 bytes
- I2CNT.SYS
 - Vendor: International Business Machines Corp.
 - Date Created: 01/22/2002 13:50:44

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Version: 3.1
- File Size: 35668 bytes
- I8042PRT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2192.1
 - File Size: 45488 bytes
- IBMCOMW.SYS
 - Vendor: IBM Corporation
 - Date Created: 01/22/2002 13:27:50
 - Version: 4.98
 - File Size: 54540 bytes
- IBMFENT5.SYS
 - Vendor: IBM Corporation
 - Date Created: 10/26/1999 08:13:56
 - Version: 4.01.67.0000
 - File Size: 80144 bytes
- IBMSPW.SYS
 - Vendor: IBM Corporation
 - Date Created: 01/22/2002 13:27:38
 - Version: 4.98
 - File Size: 54844 bytes
- IBMTRP.SYS
 - Vendor: IBM Corporation
 - Date Created: 10/08/1999 15:40:26
 - Version: 5.22.03.0050
 - File Size: 103184 bytes
- IPFLTDRV.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2168.1
 - File Size: 34416 bytes
- IPINIP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2168.1
 - File Size: 19984 bytes
- IPNAT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2168.1
 - File Size: 60368 bytes
- IPSEC.SYS
 - Vendor: Microsoft Corporation

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Date Created: 12/07/1999 08:00:00
- Version: 5.00.2174.1
- File Size: 85456 bytes
- IRDA.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 57008 bytes
- IRSIR.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2138.1
 - File Size: 19888 bytes
- ISAPNP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2140.1
 - File Size: 46736 bytes
- KBDCLASS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2164.1
 - File Size: 24496 bytes
- KS.SYS
 - Vendor: Unknown
 - Date Created: 11/30/1999 01:18:38
 - Version: Unknown
 - File Size: 113680 bytes
- KSECDD.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2160.1
 - File Size: 68752 bytes
- LM78NT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 01/22/2002 13:50:46
 - Version: 4.00
 - File Size: 12756 bytes
- LVCAM.SYS
 - Vendor: Logitech Inc.
 - Date Created: 12/07/1999 08:00:00
 - Version: 1.00.1363
 - File Size: 88816 bytes
- LVCODEK.SYS

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Vendor: Logitech Inc.
- Date Created: 12/07/1999 08:00:00
- Version: 1.00.1363
- File Size: 79120 bytes
- LVSOUND.SYS
 - Vendor: Logitech Inc.
 - Date Created: 12/07/1999 08:00:00
 - Version: 1.00.1363
 - File Size: 17424 bytes
- MF.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 09/27/1999 19:07:28
 - Version: 5.00.2135.1
 - File Size: 57200 bytes
- MNMDD.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 4240 bytes
- MODEM.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 28720 bytes
- MOUCLASS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2139.1
 - File Size: 21776 bytes
- MOUNTMGR.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2160.1
 - File Size: 29328 bytes
- MRXSMB.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2189.1
 - File Size: 381680 bytes
- MSFS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2164.1
 - File Size: 21328 bytes

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- MSGPC.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2138.1
 - File Size: 34800 bytes
- MSKSSRV.SYS
 - Vendor: Unknown
 - Date Created: 09/25/1999 10:36:32
 - Version: Unknown
 - File Size: 6640 bytes
- MSPCLOCK.SYS
 - Vendor: Unknown
 - Date Created: 09/25/1999 10:36:32
 - Version: Unknown
 - File Size: 5008 bytes
- MSPQM.SYS
 - Vendor: Unknown
 - Date Created: 09/25/1999 10:36:32
 - Version: Unknown
 - File Size: 4816 bytes
- MUP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2174.1
 - File Size: 86608 bytes
- NBF.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 102160 bytes
- NDIS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2167.1
 - File Size: 167760 bytes
- NDISTAPI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2150.1
 - File Size: 9008 bytes
- NDISWAN.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2184.1

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- File Size: 90768 bytes
- NDPROXY.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2138.1
 - File Size: 40432 bytes
- NETBIOS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2149.1
 - File Size: 33456 bytes
- NETBT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2190.1
 - File Size: 148976 bytes
- NETDTECT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2138.1
 - File Size: 9680 bytes
- NMNT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2150.1
 - File Size: 37424 bytes
- NPFS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2147.1
 - File Size: 37040 bytes
- NTFS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2165.1
 - File Size: 535248 bytes
- NULL.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 2800 bytes
- NWLNKFLT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Version: 5.00.2134.1
- File Size: 12560 bytes
- NWLNKFWD.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2173.1
 - File Size: 35344 bytes
- NWLNKIPX.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2171.1
 - File Size: 93904 bytes
- NWLNKNB.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 64816 bytes
- NWLNKSPX.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 58480 bytes
- NWRDR.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2154.1
 - File Size: 158608 bytes
- OPENHCI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2164.1
 - File Size: 24688 bytes
- PARALLEL.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2160.1
 - File Size: 60080 bytes
- PARPORT.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 25072 bytes
- PARTMGR.SYS
 - Vendor: Unknown

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Date Created: 12/07/1999 08:00:00
- Version: Unknown
- File Size: 11408 bytes
- PARVDM.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2135.1
 - File Size: 6512 bytes
- PCI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2165.1
 - File Size: 58448 bytes
- PCIIDE.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2165.1
 - File Size: 2992 bytes
- PCIIDEX.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 21936 bytes
- PCMCIA.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2167.1
 - File Size: 107952 bytes
- PSCHED.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2159.1
 - File Size: 59600 bytes
- PTILINK.SYS
 - Vendor: Parallel Technologies, Inc.
 - Date Created: 12/07/1999 08:00:00
 - Version: 1.10
 - File Size: 17648 bytes
- RASACD.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 8016 bytes
- RASIRDA.SYS

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Vendor: Microsoft Corporation
- Date Created: 12/07/1999 08:00:00
- Version: 5.00.2134.1
- File Size: 19888 bytes
- RASL2TP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2179.1
 - File Size: 50800 bytes
- RASPPTP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2160.1
 - File Size: 47856 bytes
- RASPTI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2146.1
 - File Size: 16880 bytes
- RAWWAN.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 35024 bytes
- RCA.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2164.1
 - File Size: 21712 bytes
- RDBSS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2189.1
 - File Size: 136368 bytes
- RDPDR.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2141.1
 - File Size: 128976 bytes
- RDPWD.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2180.1
 - File Size: 87960 bytes

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- REDBOOK.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 11/05/1999 08:52:08
 - Version: 5.00.2174.1
 - File Size: 35088 bytes
- ROOTMDM.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 6032 bytes
- S3SAV4M.SYS
 - Vendor: S3 Incorporated
 - Date Created: 10/25/1999 10:35:34
 - Version: 5.01.840.0001
 - File Size: 65072 bytes
- S3SAVG4M.SYS
 - Vendor: S3 Graphics, Inc.
 - Date Created: 10/25/2001 11:00:32
 - Version: 5.12.01.8017-13.82.05
 - File Size: 121296 bytes
- SCSIIPORT.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 71984 bytes
- SERENUM.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2157.1
 - File Size: 13744 bytes
- SERIAL.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 62448 bytes
- SFLOPPY.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 10320 bytes
- SFMATALK.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2153.1

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- File Size: 147632 bytes
- SFMSRV.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2138.1
 - File Size: 152656 bytes
- SMCLIB.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 14832 bytes
- SONYDCAM.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 22032 bytes
- SRV.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2181.1
 - File Size: 242544 bytes
- STREAM.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2169.1
 - File Size: 40592 bytes
- STREAMS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 105840 bytes
- SWENUM.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 3728 bytes
- TAPE.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 10736 bytes
- TCPIP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 04/28/2000 13:42:38

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Version: 5.00.2195.1529
- File Size: 308656 bytes
- TDASYNC.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 12600 bytes
- TDI.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 16464 bytes
- TDIPX.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 19896 bytes
- TDNETB.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 17528 bytes
- TDPIPE.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 10488 bytes
- TDSPX.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 17400 bytes
- TDTCP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 18136 bytes
- TERMDD.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 35480 bytes
- TOSDVD.SYS
 - Vendor: Microsoft Corporation

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Date Created: 12/07/1999 08:00:00
- Version: 5.00.2134.1
- File Size: 52048 bytes
- TSBVCAP.SYS
 - Vendor: Toshiba Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 22000 bytes
- UDFS.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2165.1
 - File Size: 61488 bytes
- UPDATE.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2160.1
 - File Size: 84400 bytes
- USBCAMD.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2135.1
 - File Size: 23888 bytes
- USBD.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 20592 bytes
- USBHUB.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2181.1
 - File Size: 40016 bytes
- USBINTEL.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 15120 bytes
- VDMINDVD.SYS
 - Vendor: RAVISENT Technologies Inc.
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.0.00.0074
 - File Size: 59280 bytes
- VGA.SYS

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Vendor: Unknown
- Date Created: 12/07/1999 08:00:00
- Version: Unknown
- File Size: 13968 bytes
- VIDEOPRT.SYS
 - Vendor: Unknown
 - Date Created: 12/07/1999 08:00:00
 - Version: Unknown
 - File Size: 50448 bytes
- WANARP.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2168.1
 - File Size: 31344 bytes
- WMILIB.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 4240 bytes
- WS2IFSL.SYS
 - Vendor: Microsoft Corporation
 - Date Created: 12/07/1999 08:00:00
 - Version: 5.00.2134.1
 - File Size: 12016 bytes

IBM Software

- Access Support
- IBM PC System Monitor

Installed Software

- IBM Access Support
- Windows 2000 Hotfix (Pre-Sp1) [See Q253934 for more information]
- Windows 2000 Hotfix (Pre-SP1) [See Q259728 for more information]
- Windows 2000 Hotfix (Pre-SP2) [See Q280838 for more information]
- Support.com Software
- WinZip

Microsoft Software

- Active Setup
- ADs
- Advanced INF Setup
- AudioCompressionManager
- Code Store Database
- COM3
- Command Processor
- Conferencing
- Cryptography

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- DataAccess"2.50.4403.9"
- DataFactory
- DeviceManager
- Dfrg
- Direct3D
- DirectDraw
- DirectInput
- DirectMusic
- DirectPlay
- DirectX"4.07.00.0700"
- Driver Signing
- DRM
- DrWatson
- EnterpriseCertificates
- ESENT" 6.3939.0006"
- EventSystem
- Exchange
- Fax
- FrontPage3.0
- IE Setup
- IE4
- Internet Account Manager
- Internet Connection Wizard"5.00"
- Internet Domains
- Internet Explorer"5.00.2920.0000"
- Java VM
- Jet4.0
- Keyring
- Languages
- Machine Debug Manager
- MediaPlayer"6.4"
- MMC
- MMCTIsForIE
- Mobile
- MosTrace
- MSDAIPP
- MSDTC196608.3421
- MSMQ
- MSTTS
- Multimedia
- NetDDE
- NetSh
- NetShow
- Non-Driver Signing

Expanded Detailed System Information for a T21 ThinkPad or 8668 Server

- Ole
- OS/2 Subsystem for NT1.0
- Outlook Express5.0
- Ras
- Router
- Rpc
- SchedulingAgent
- ScrpTDbg
- Secure
- Shared Tools
- Shared Tools Location
- SpeechAPI
- SystemCertificates
- Tcpip
- TelnetServer1.0
- Tracing
- Transaction Server
- TShoot
- Updates
- Visual Basic6.0
- Visual Basic 4.0
- Visual Basic 5.0
- VisualStudio6.0
- WAB
- WBEM
- Windows
- Windows Messaging Subsystem
- Windows NT"5.0"
- Windows Script Host
- Windows Scripting Host

Summary

This section displayed all of the fields available in the **Expanded View of System Detail** for both a **ThinkPad** and a **Server**.

Appendix B - Access Support Training Manual Figures

Figure Name	Figure Number	Page Number
Supported Machine Type / Operating System Matrix	Figure 1 - 1	1 - 2 to 1 - 4
Course Agenda	Figure 1 - 2	1 - 4
IBM Access Support Install Page	Figure 2 - 1a	2 - 1
Supported Machine Type / Operating System Matrix	Figure 2 - 1b	2 - 2 to 2 - 3
IBM Access Support Installation and Update	Figure 2 - 2	2 - 4
System Checks Complete	Figure 2 - 3	2 - 5
International License Agreement	Figure 2 - 4	2 - 5
Install Software	Figure 2 - 5	2 - 6
File Download	Figure 2 - 6	2 - 6
Install / update in progress	Figure 2 - 7	2 - 7
Install Shield Wizard	Figure 2 - 8	2 - 7
Install Shield Wizard License Agreement	Figure 2 - 9	2 - 8
Install Shield Wizard Progress	Figure 2 - 10	2 - 8
Start Button and Start Menu	Figure 3 - 1	3 - 1
Access Support Home Page	Figure 3 - 2	3 - 2
Access Support Home Page Menu Options	Figure 3 - 3	3 - 2
Access Support Home Page Selection Bar	Figure 3 - 4	3 - 3
Access Support Loading Popup	Figure 4 - 1	4 - 1
Access Support Home Page	Figure 4 - 2	4 - 2
AS Protect and Restore Main Panel	Figure 4 - 3	4 - 3
AS Protect and Restore Create Protected Copy Panel	Figure 4 - 4	4 - 4
AS Protect and Restore Protected Copy Panel	Figure 4 - 5	4 - 4
AS Protect and Restore Remove Protected Copy Panel	Figure 4 - 6	4 - 5
AS Protect and Restore Remove Protected Copy Confirmation Panel	Figure 4 - 7	4 - 5
Automated Solutions Main Panel	Figure 4 - 8	4 - 7
Local Automated Solutions	Figure 4 - 9	4 - 8
Automated Solutions e-Mail or Fax Popup	Figure 4 - 10	4 - 8
In progress Popup	Figure 4 - 11	4 - 8
Automated Solutions e-Mail or Fax Check Box	Figure 4 - 12	4 - 9
Automated Solutions Complete Popup	Figure 4 - 13	4 - 9
Automated Solutions on the Web Popup	Figure 4 - 14	4 - 10
System Detail Main Panel	Figure 4 - 15	4 - 11
Detailed System Information - Collapsed	Figure 4 - 16	4 - 12
Detailed System Information - Expanded	Figure 4 - 17	4 - 12
Help Application Main Panel	Figure 4 - 18	4 - 14
Software Update Tools Main Panel	Figure 4 - 19	4 - 15
Link to IBM Support on the Web	Figure 4 - 20	4 - 16
Access Support - Main Panel Figure	Figure 4 - 21	4 - 17
System Checks Complete Figure	Figure 4 - 22	4 - 18
International License Agreement Figure	Figure 4 - 23	4 - 18
Upgrade Software Figure	Figure 4 - 24	4 - 19
Currently Available Automated Solutions	Figure 5 - 1	5 - 1
Sample Automated Solutions Matrix	Figure 5 - 2	5 - 2
Sample Automated Solutions Flow Chart	Figure 5 - 3	5 - 3

