

A close-up, slightly blurred photograph of a hand holding a pen and a compass, drawing on a technical drawing or blueprint. The drawing is on a light-colored surface, possibly a table, and features various lines and shapes. The hand is positioned in the center-right of the frame, with the pen tip touching the drawing. The background is out of focus, showing the structure of the drawing table.

Lesson 15, Part 3

Troubleshooting in Windows 98

Win.com Switches For Start Up

- At a command prompt, you can type **win** at any time to start windows. You can use switches to start in specific ways.
 - Win/b Logged
 - Win/f disables 32 bit file system drivers
 - Win/m starts in Safe Mode
 - Win/n Safe Mode with network support

Windows 98 System Information Utility

- Allows you to view device drivers and any conflicts.
- Not an IRQ editor. You can only look, not modify
- Available in the start menu under system tools.
- You can choose tools and use different tools to check problems.

System Information Tools

- Windows Report Tool
 - When you submit a report, the tool takes a snapshot of your computer settings and selected system and application files.
 - Can help diagnose and troubleshoot problems.
- System File Checker
 - This tool looks for corrupt or missing files
 - You can either repair them, or copy them from the Win98 CD

System Information Tools

- Version Conflict Manager
 - Detects driver conflicts on the machine.
 - Allows you to replace the conflicting driver once found.

System Information Tools

- ASD.exe
 - If windows 98 skips loading a driver or if a driver you are trying to install fails to load, it is logged in a file called C:\Windowsasd.log
 - You can choose Start\Run and type asd.exe to read it.
- Hardware Diagnostic Tool
 - Choose Start\Run and type hwinfor.exe /ui
 - Displays registry entries, device drivers, VXD files being used, and every other possible scenario on your machine

Understanding GPF (General Protection Fault)

- Commonly referred to as the “Blue Screen Of Death”
- Caused by the following
 - An application attempts to write to a memory address owned by another application
 - An application attempts to access the system hardware directly
 - An application attempts to interact with a failing hardware driver

Understanding Dr. Watson

- It is a utility that keeps a record of the system at the time of an application fault.
- If you enable Dr. Watson and trigger the problem your machine is having, Dr. Watson will record the state of the software environment at the time of failure.
- Dr. Watson can be activated from the System Information Utility when you know a particular app. is causing a problem.