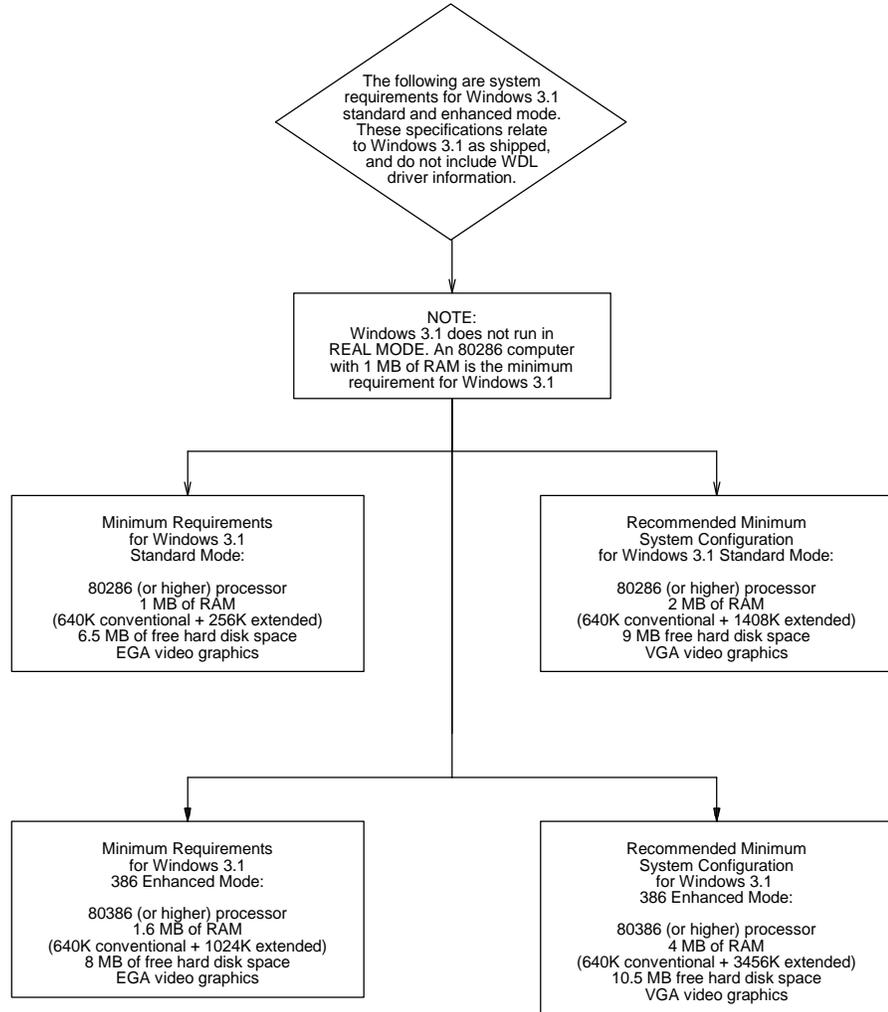
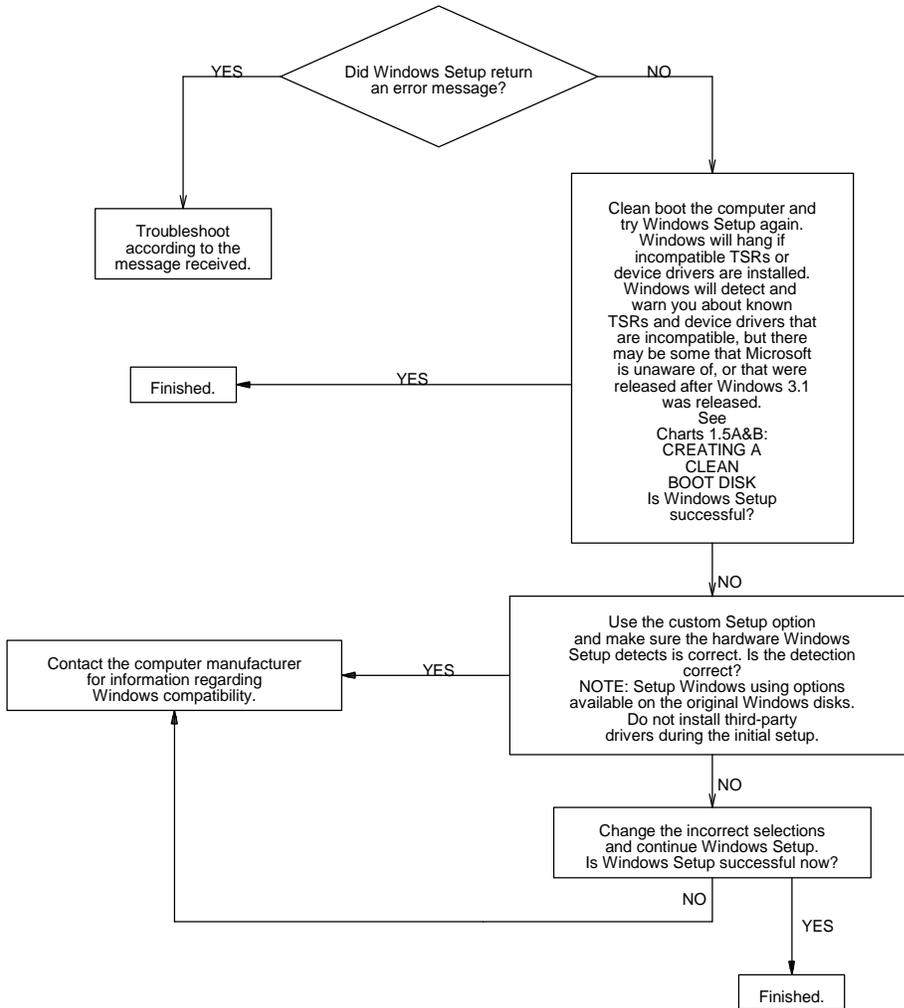


**Chart 1.1 System Requirements for Windows**



**Chart 1.2 Windows Hangs During Setup**

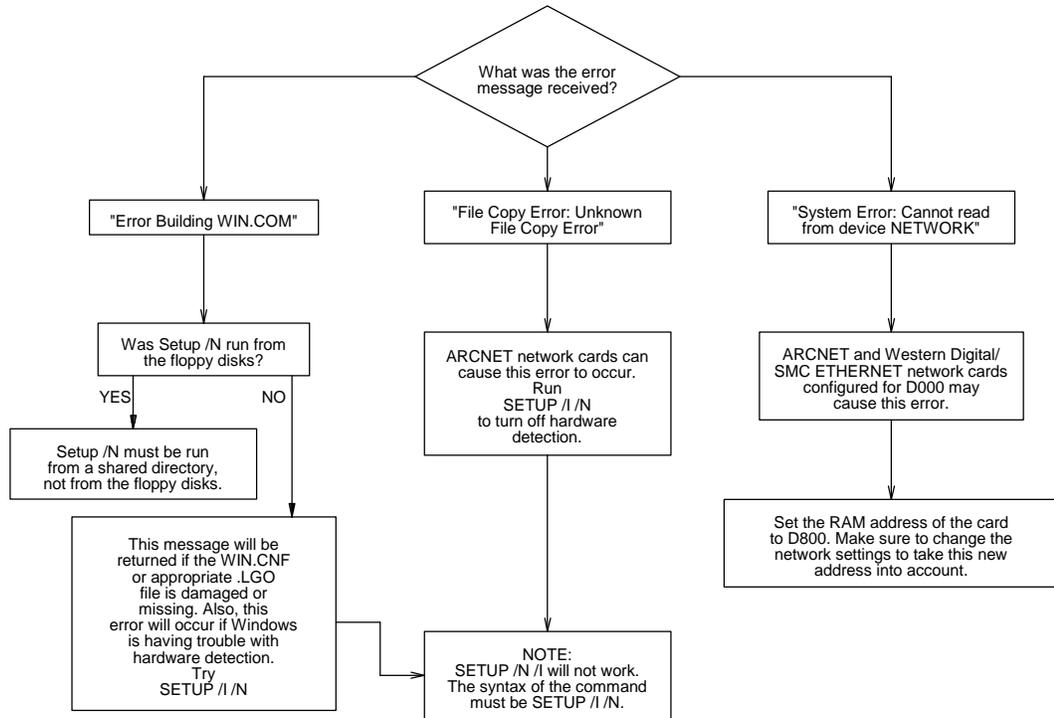


**Windows Resource Kit Reference**

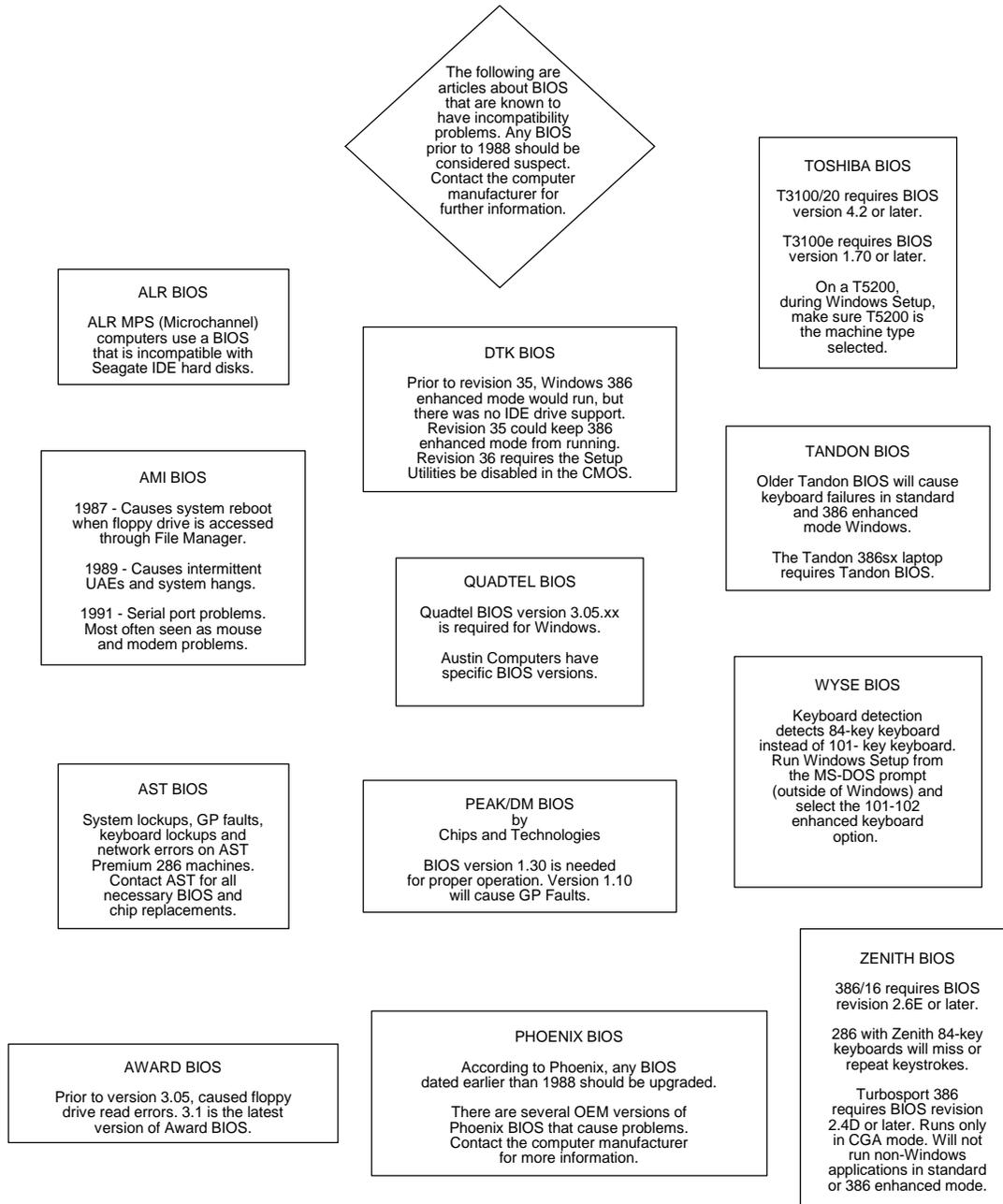
**page**

“Windows Setup: A Technical Discussion” in Chapter 1 .....62  
 “Troubleshooting Setup” in Chapter 13.....399

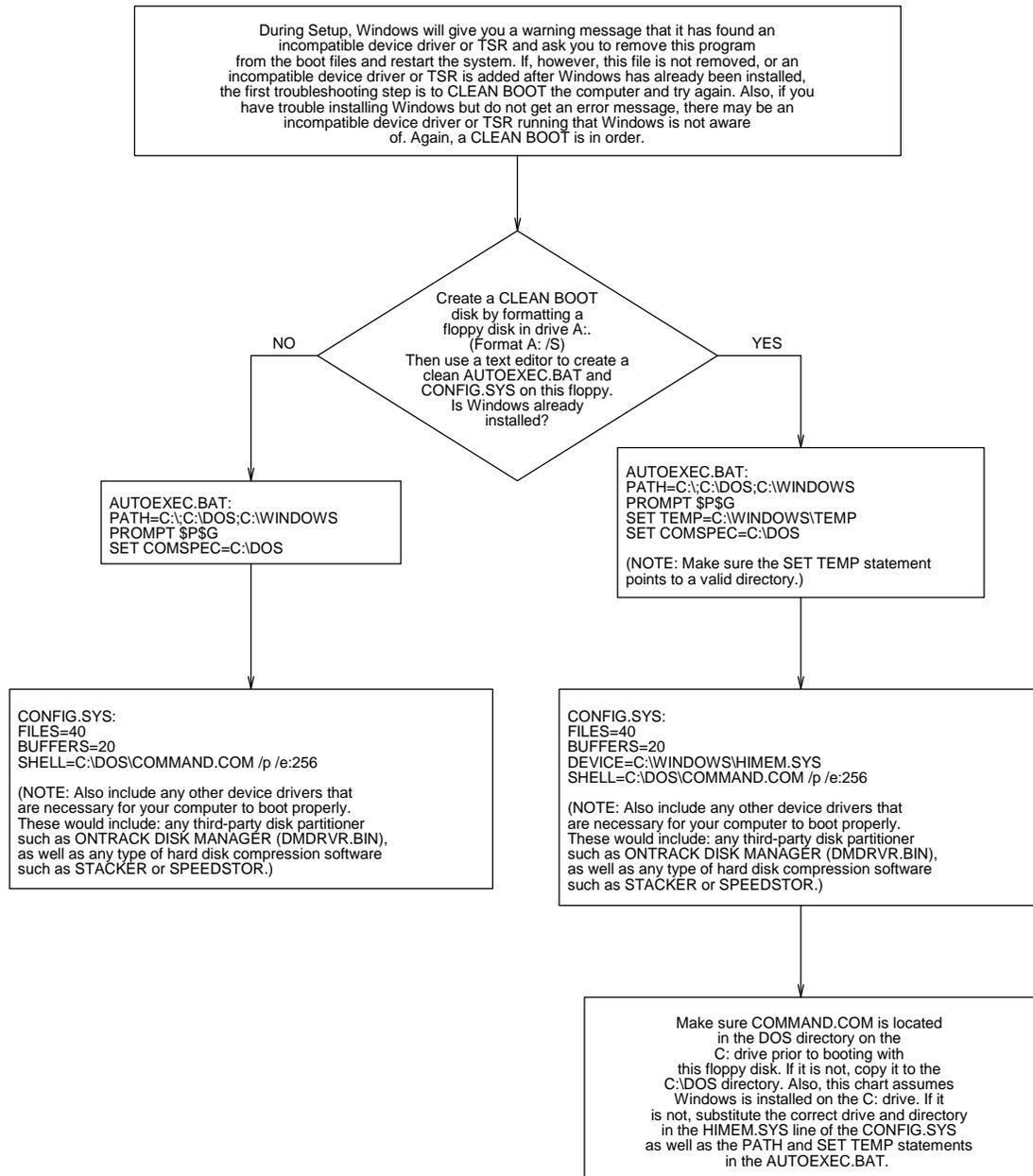
**Chart 1.3 Setup /n Fails**



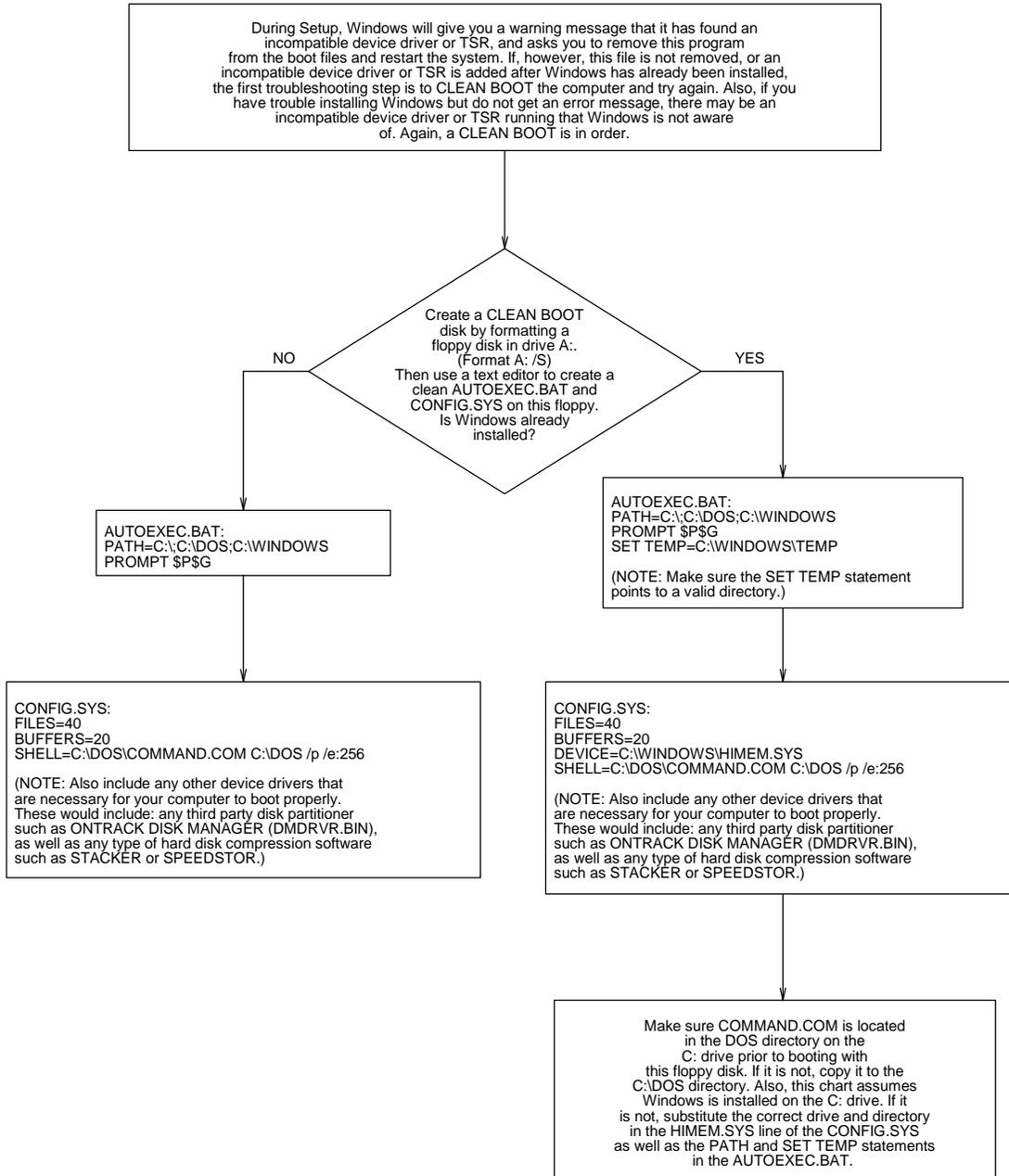
## Chart 1.4 Known Problems with Computer BIOS



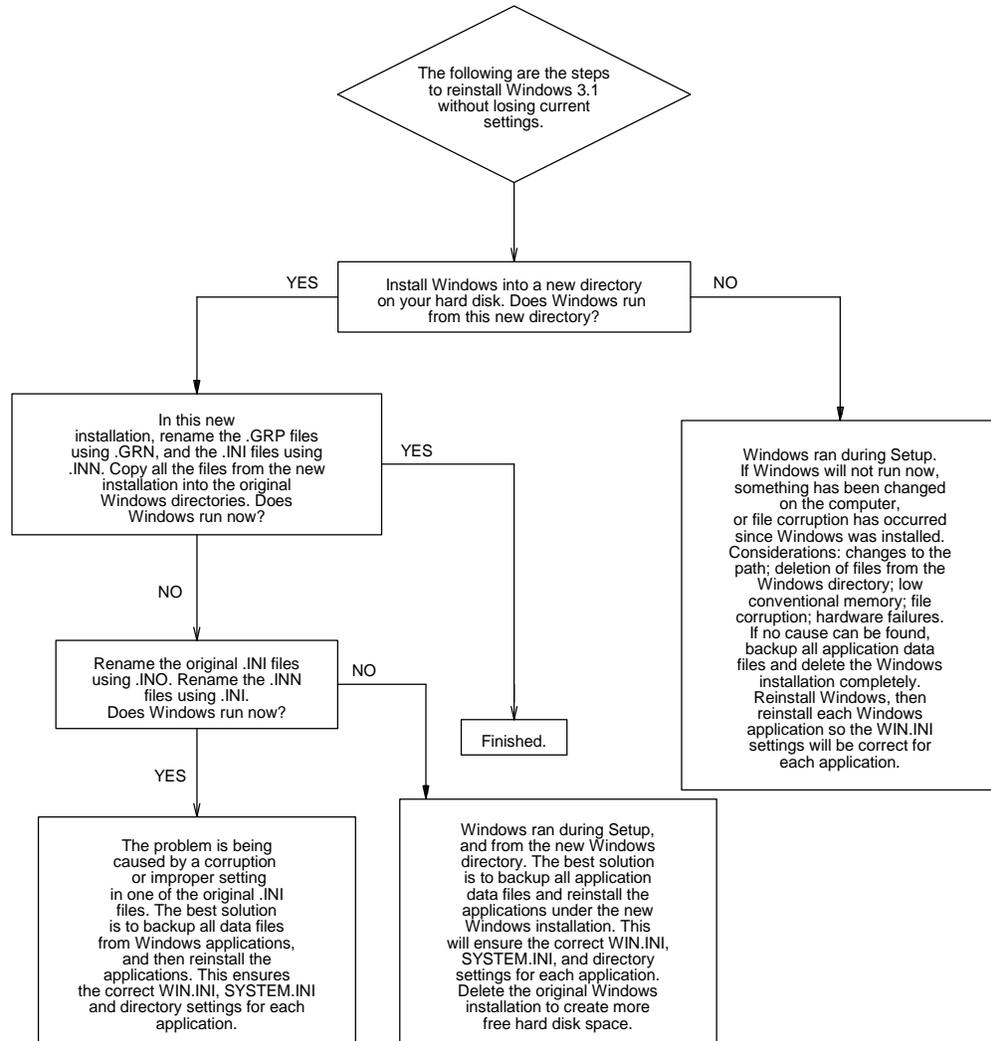
**Chart 1.5A**      **Creating 'Clean Boot' Floppy for MS-DOS 4 or Earlier**



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



## Chart 1.6 Reinstalling Windows Without Losing Settings



### Other References

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

## Chart 1.7 Expanding Files from the Windows Disks

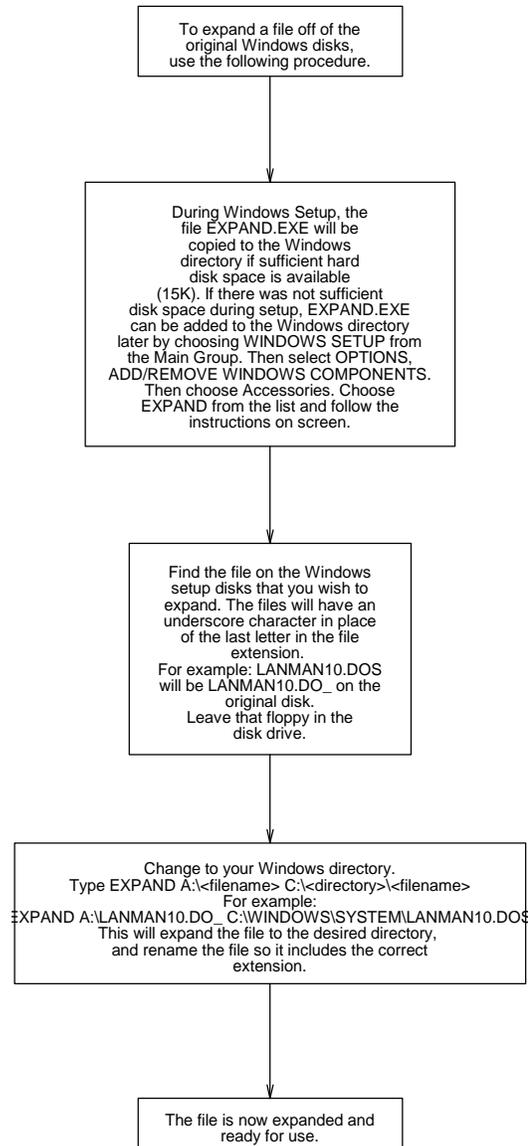
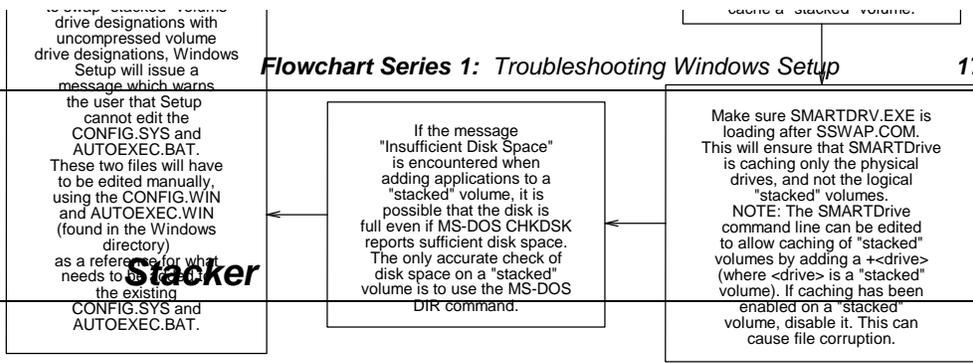
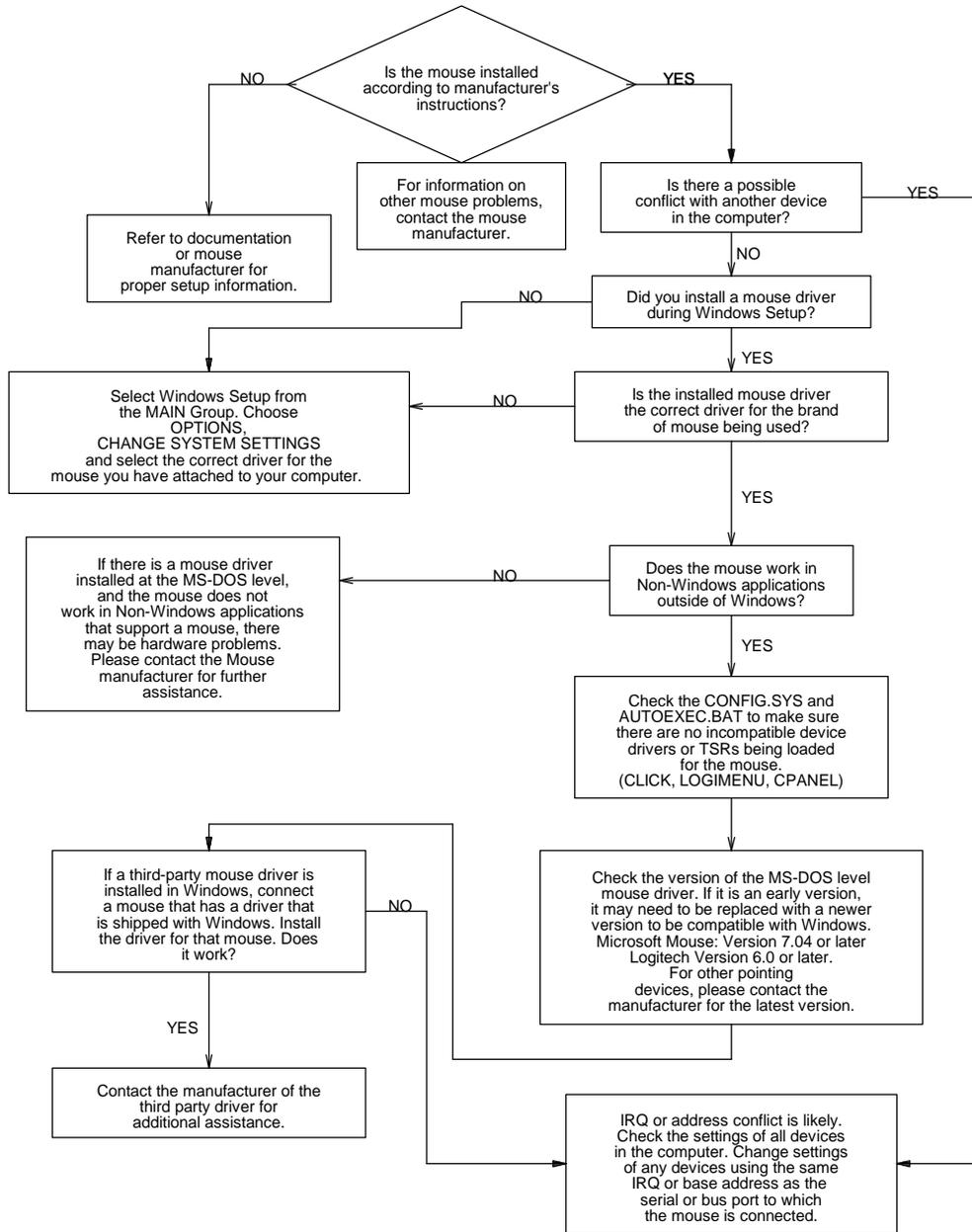


Chart 1.8

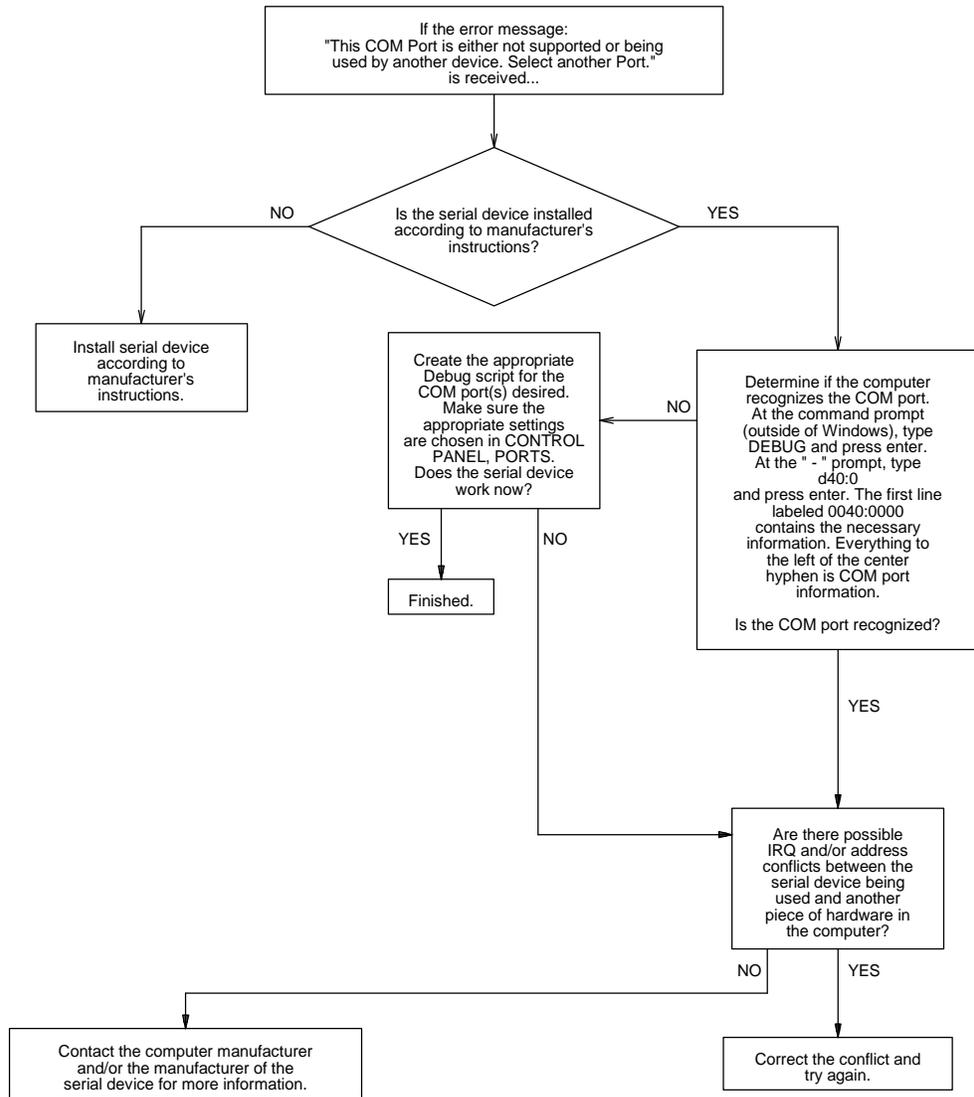


Stacker

**Chart 2.1 Mouse Doesn't Work in Windows**



**Chart 2.2 Serial Port Problems (Communications and Terminal)**

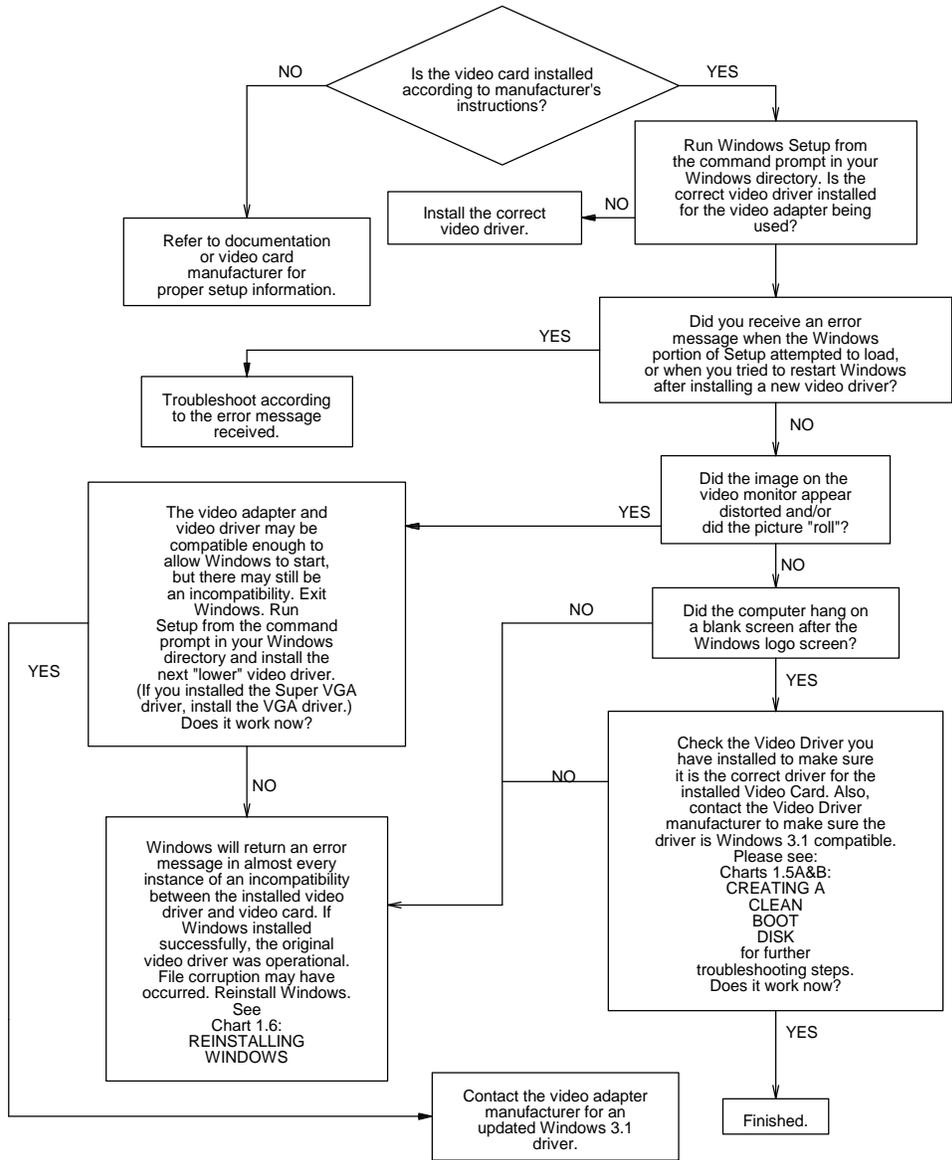


**Windows Resource Kit Reference**

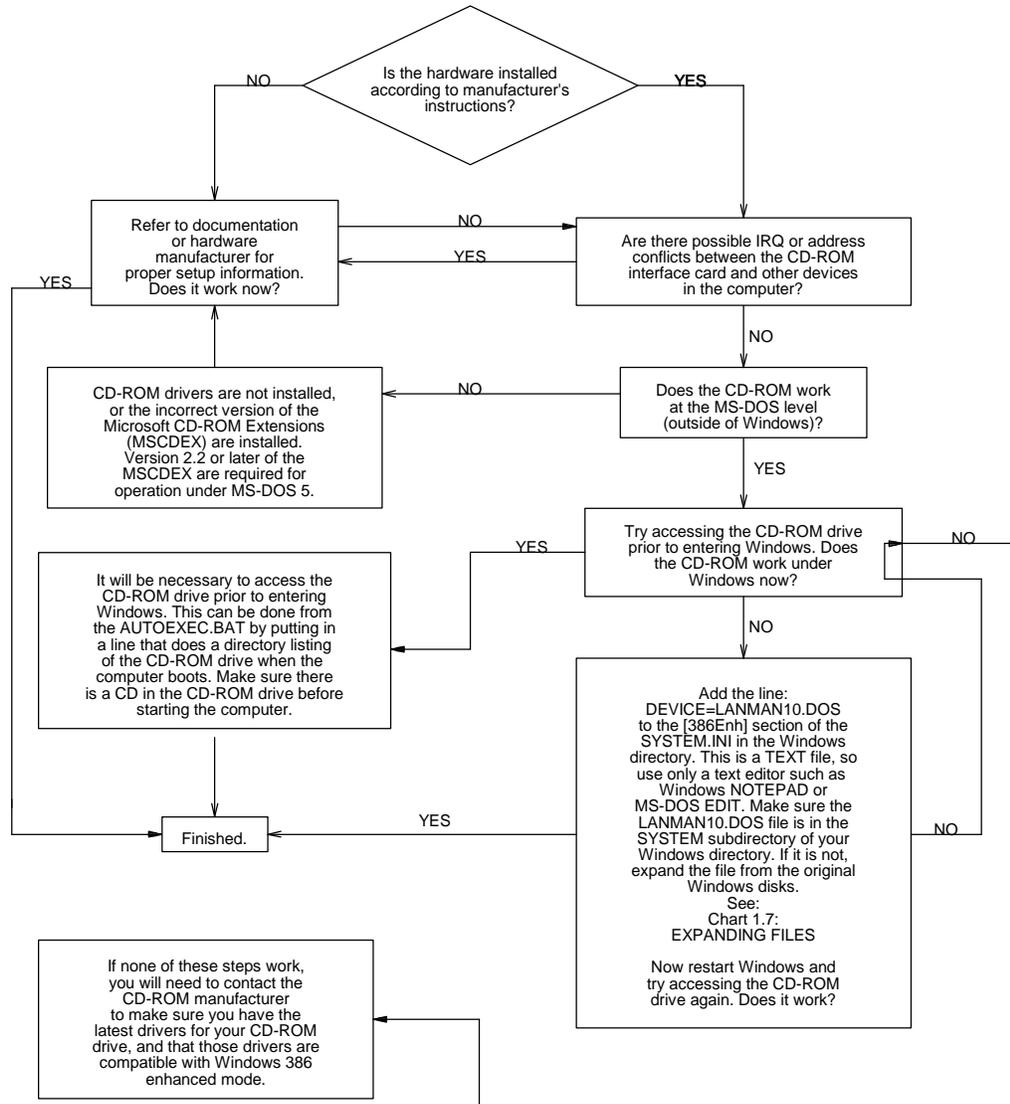
**page**

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

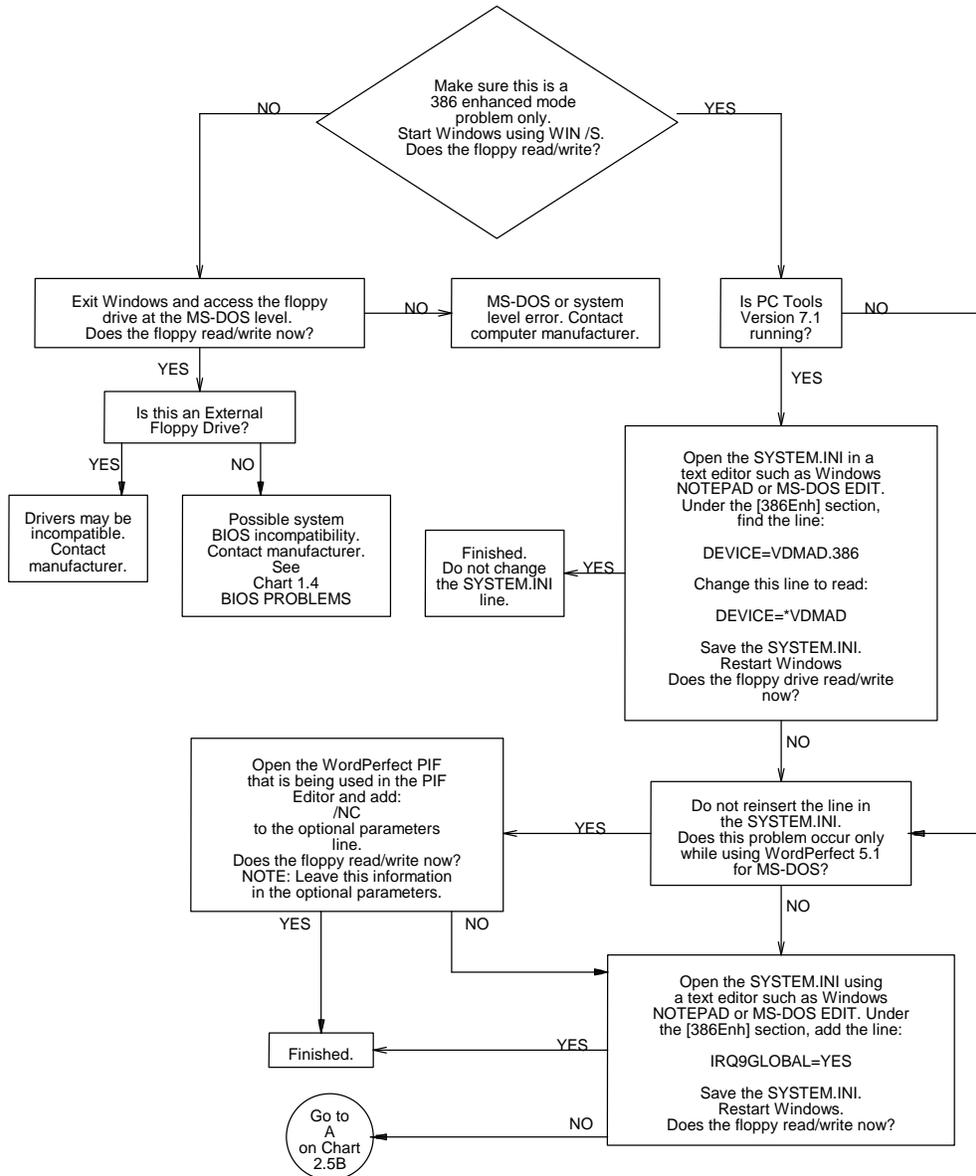
### Chart 2.3 Display Adapter Problems (Distorted Video)



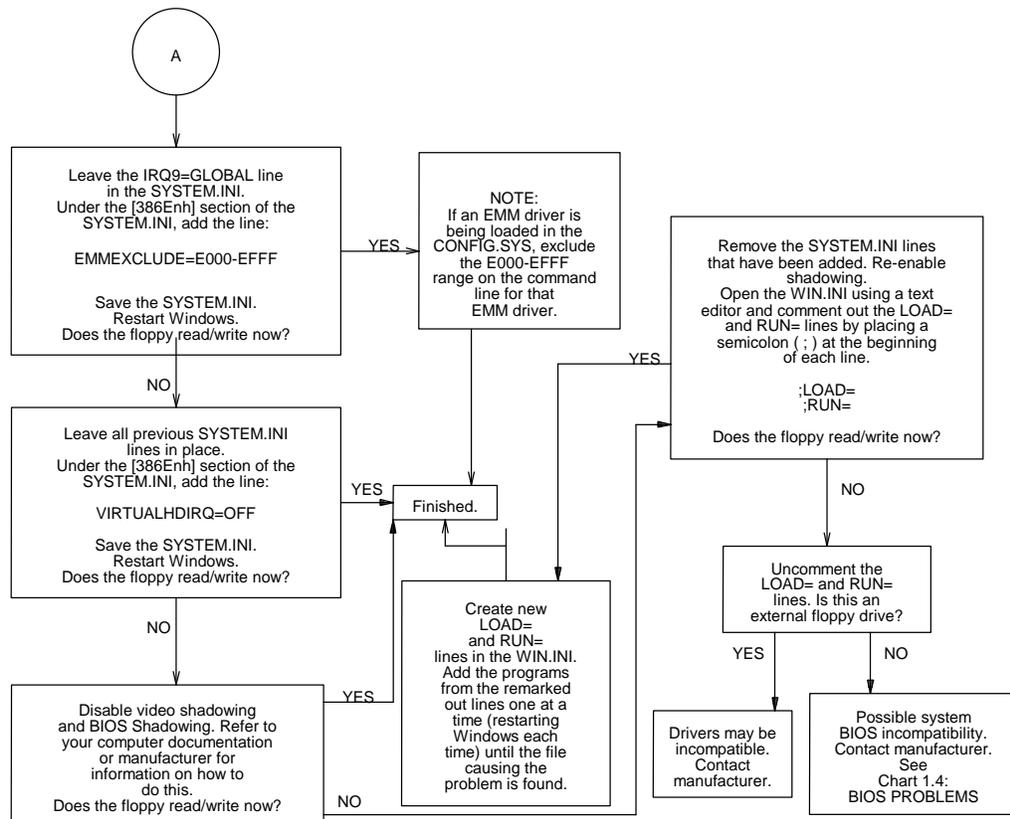
**Chart 2.4 Cannot Access CD-ROM in 386 Enhanced Mode**



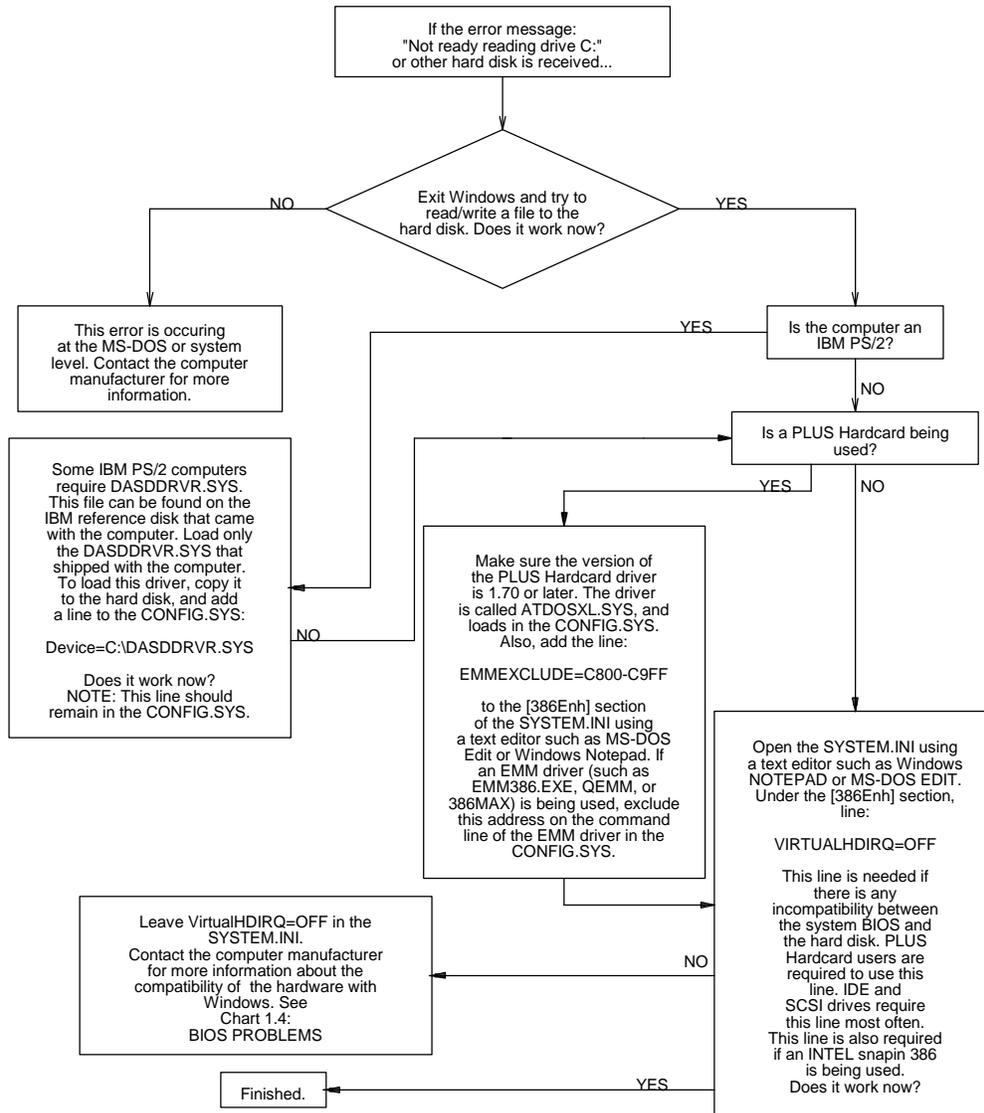
## Chart 2.5A Cannot Access Floppy Drives in 386 Enhanced Mode



## Chart 2.5 B Cannot Access Floppy Drives in 386 Enhanced Mode



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

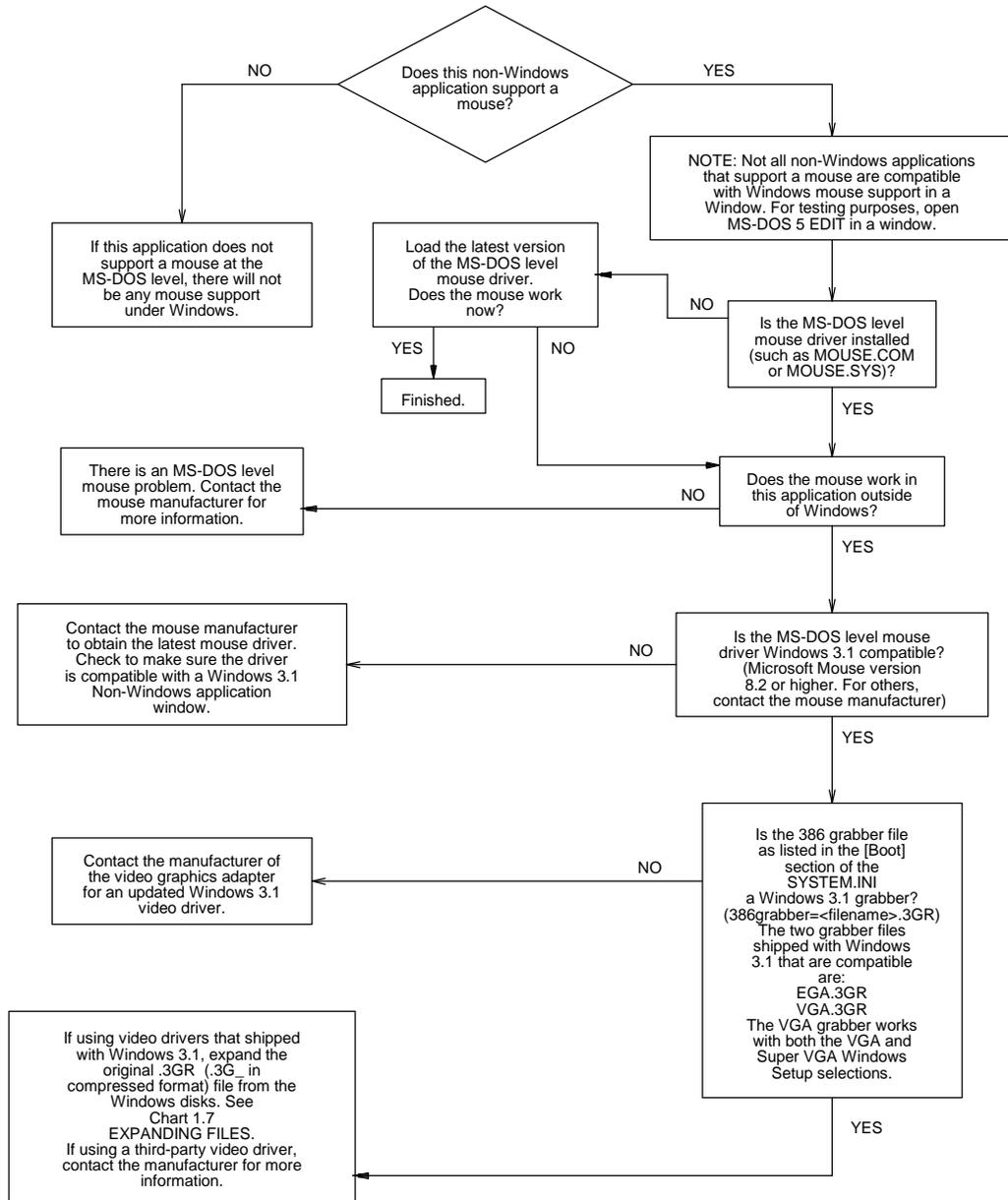


**Chart 2.7 Common IRQ Usage for PC-AT and 80386 Computers**

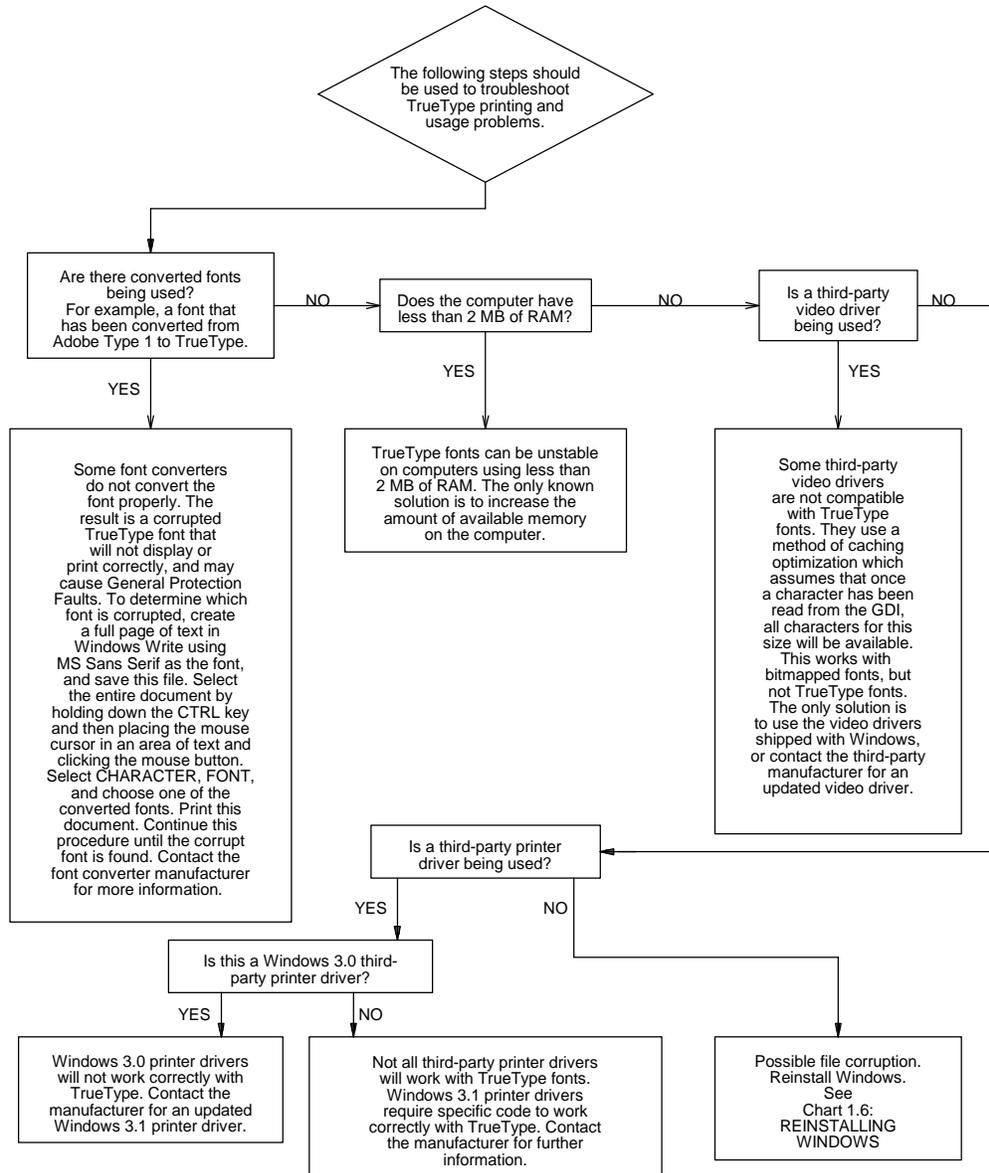
The following charts are a listing of common IRQ usage on PC AT/386 computers.

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

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



**Chart 3.1 TrueType Fonts**

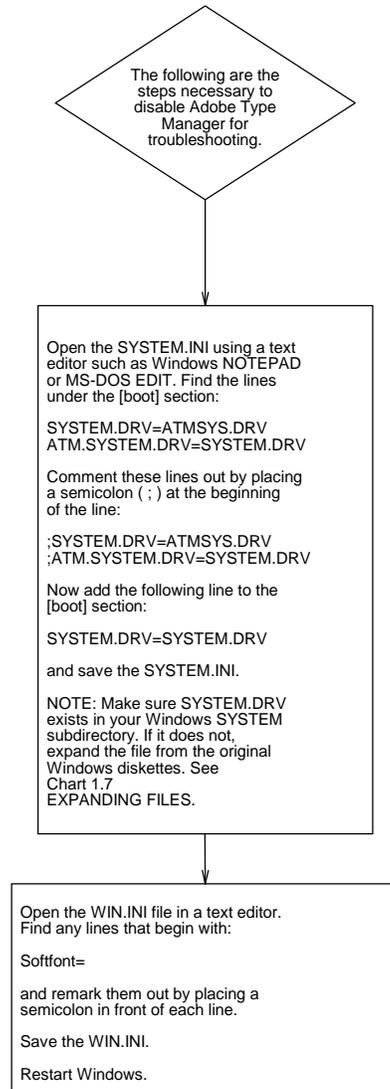


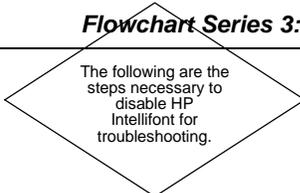
**Windows Resource Kit Reference**

**page**

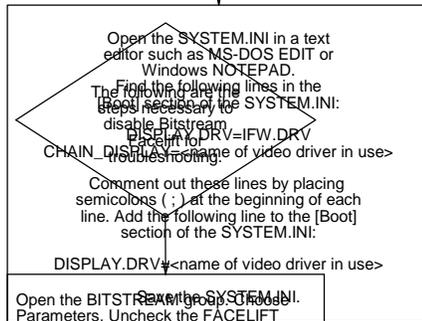
“TrueType and Windows 3.1” in Chapter 9 ..... 318  
 “Troubleshooting Fonts” in Chapter 13 ..... 425

## Chart 3.2 Disabling Adobe Type Manager

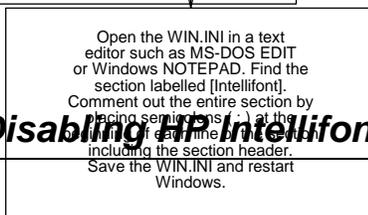




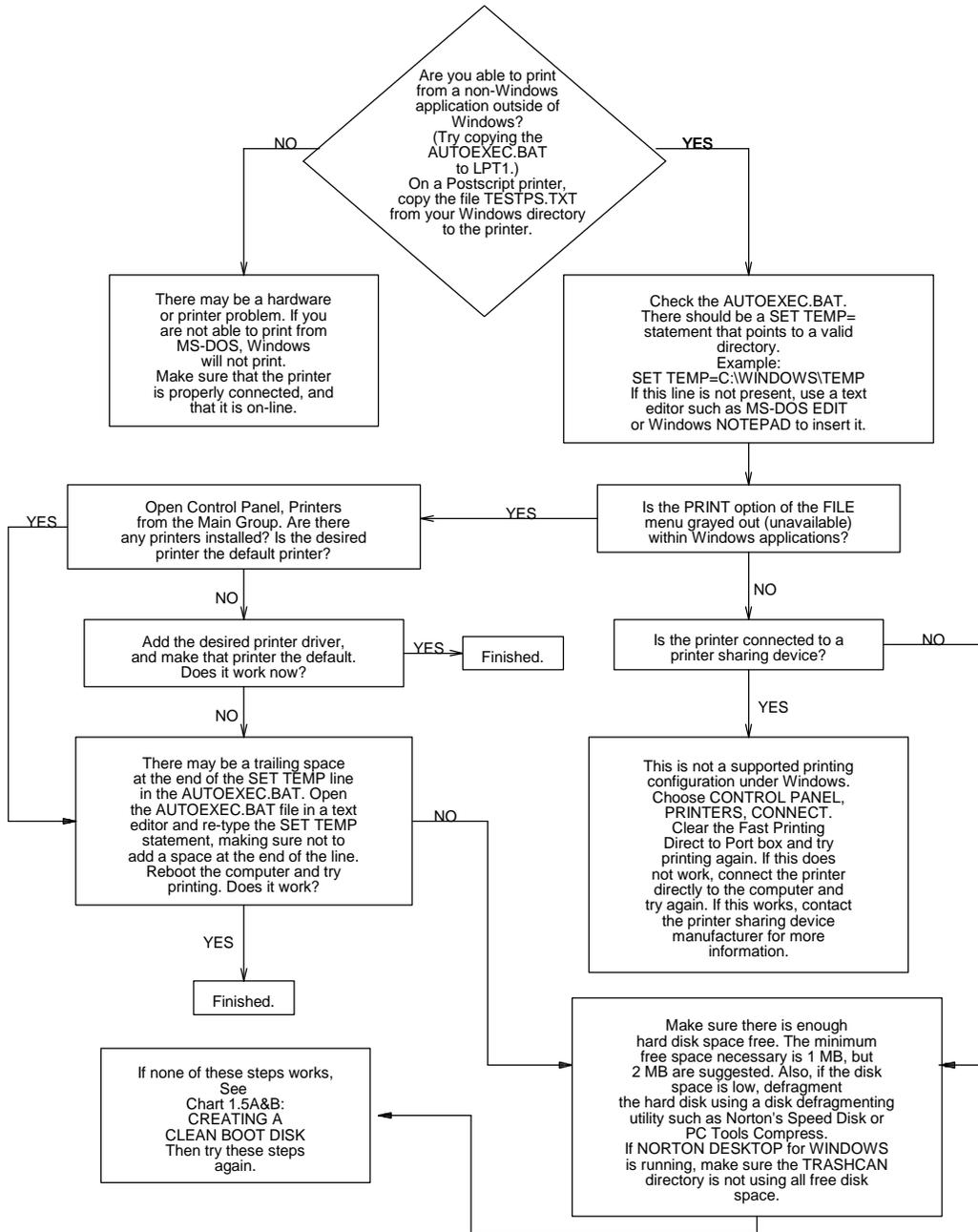
**Chart 3.3 Disabling Bitstream FaceLift**



**Chart 3.4 Disabling HP Intellifont**



**Chart 4.1 Cannot Print on Stand-Alone PC**



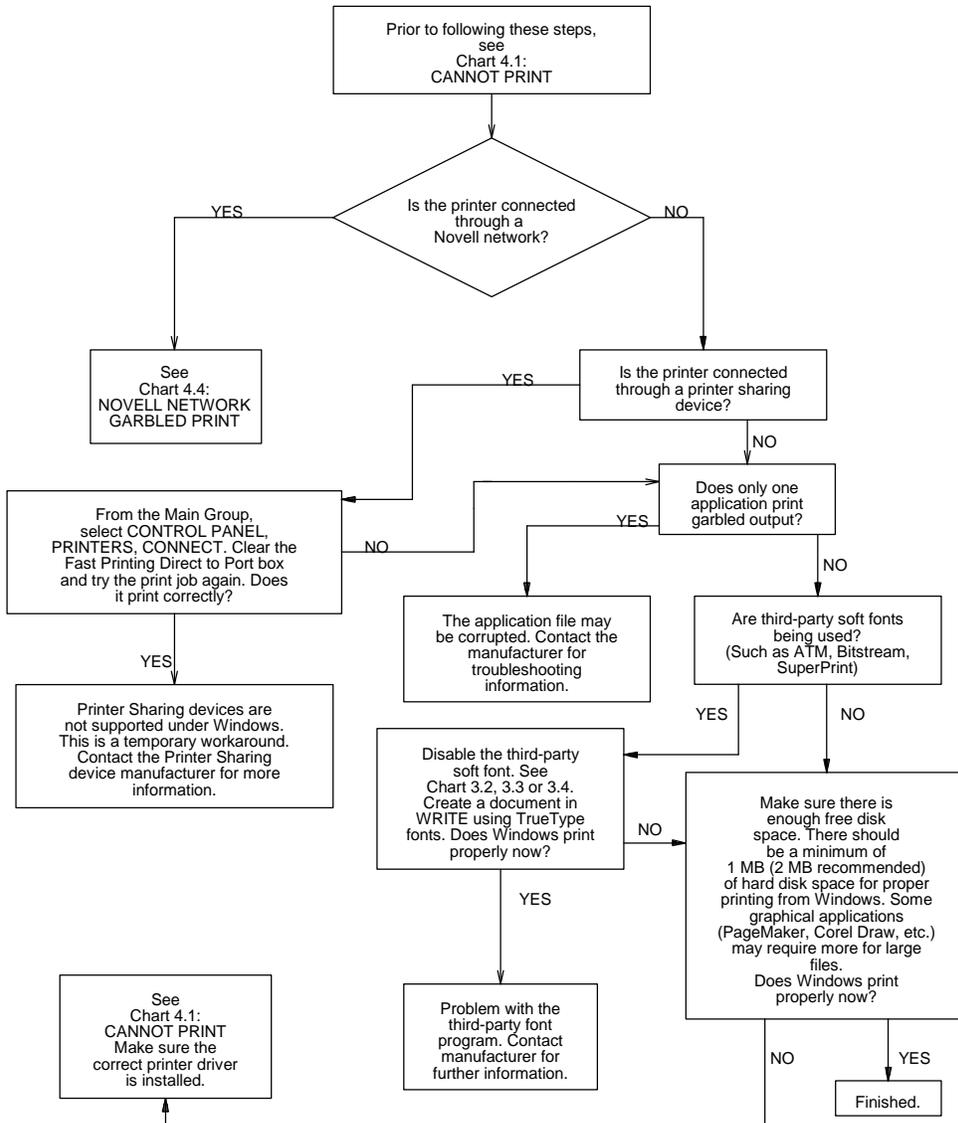
**Windows Resource Kit Reference**

**page**

“Determining Print Method” in Chapter 10 .....349  
 “Troubleshooting Printing” in Chapter 13 .....426



**Chart 4.3 Garbled Output**

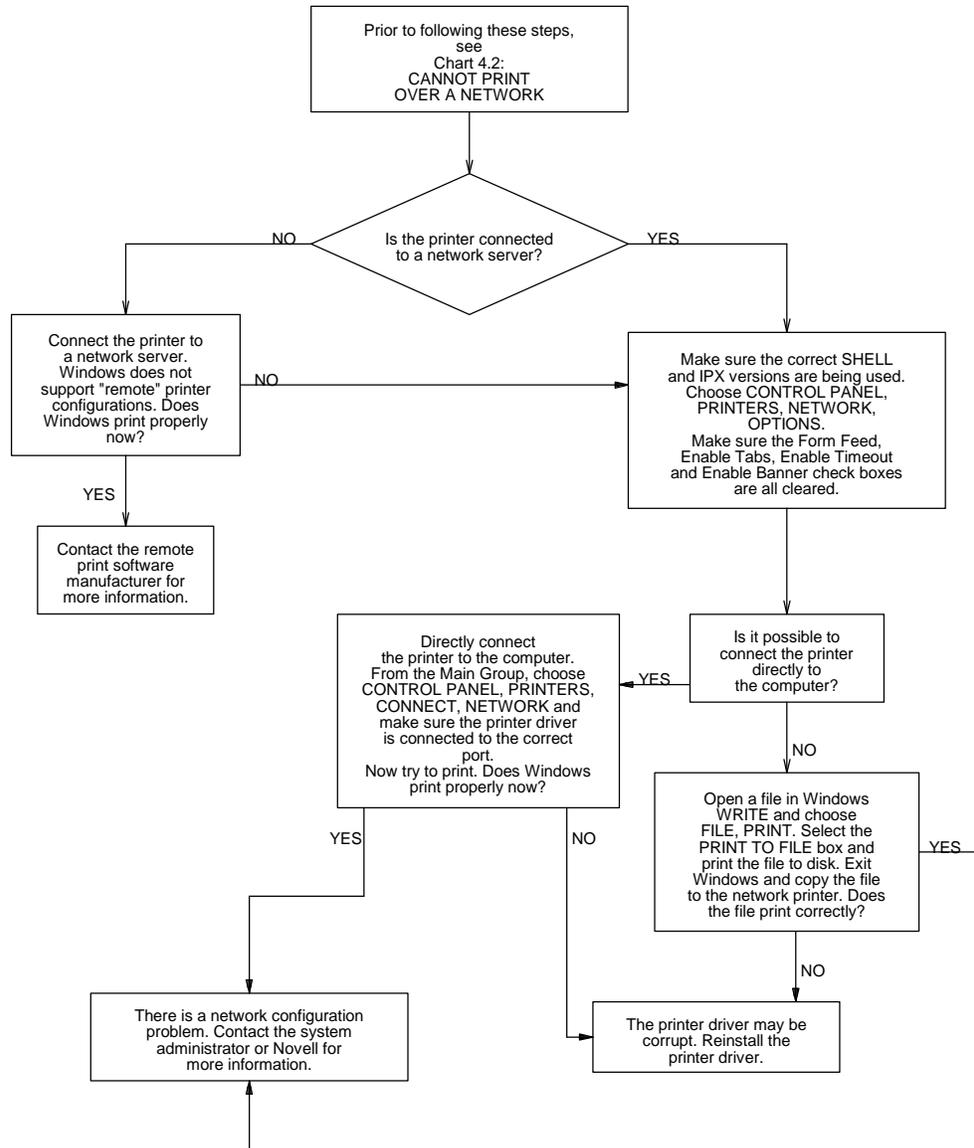


**Windows Resource Kit Reference**

**page**

“Printer Ports” in Chapter 10.....342  
 “Troubleshooting Printing” in Chapter 13 .....426

**Chart 4.4 Garbled Output on Novell Network**

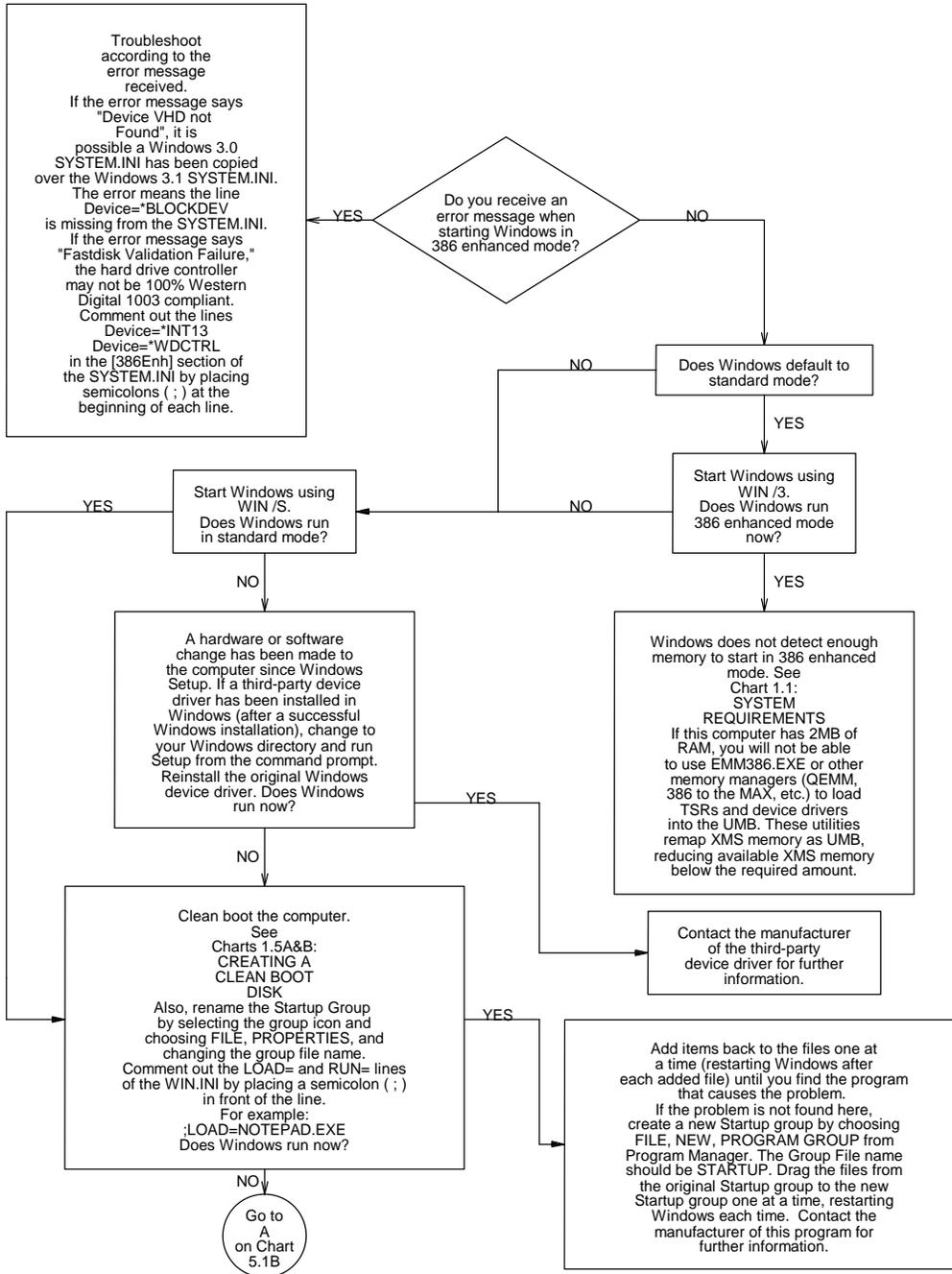


**Windows Resource Kit Reference**

**page**

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

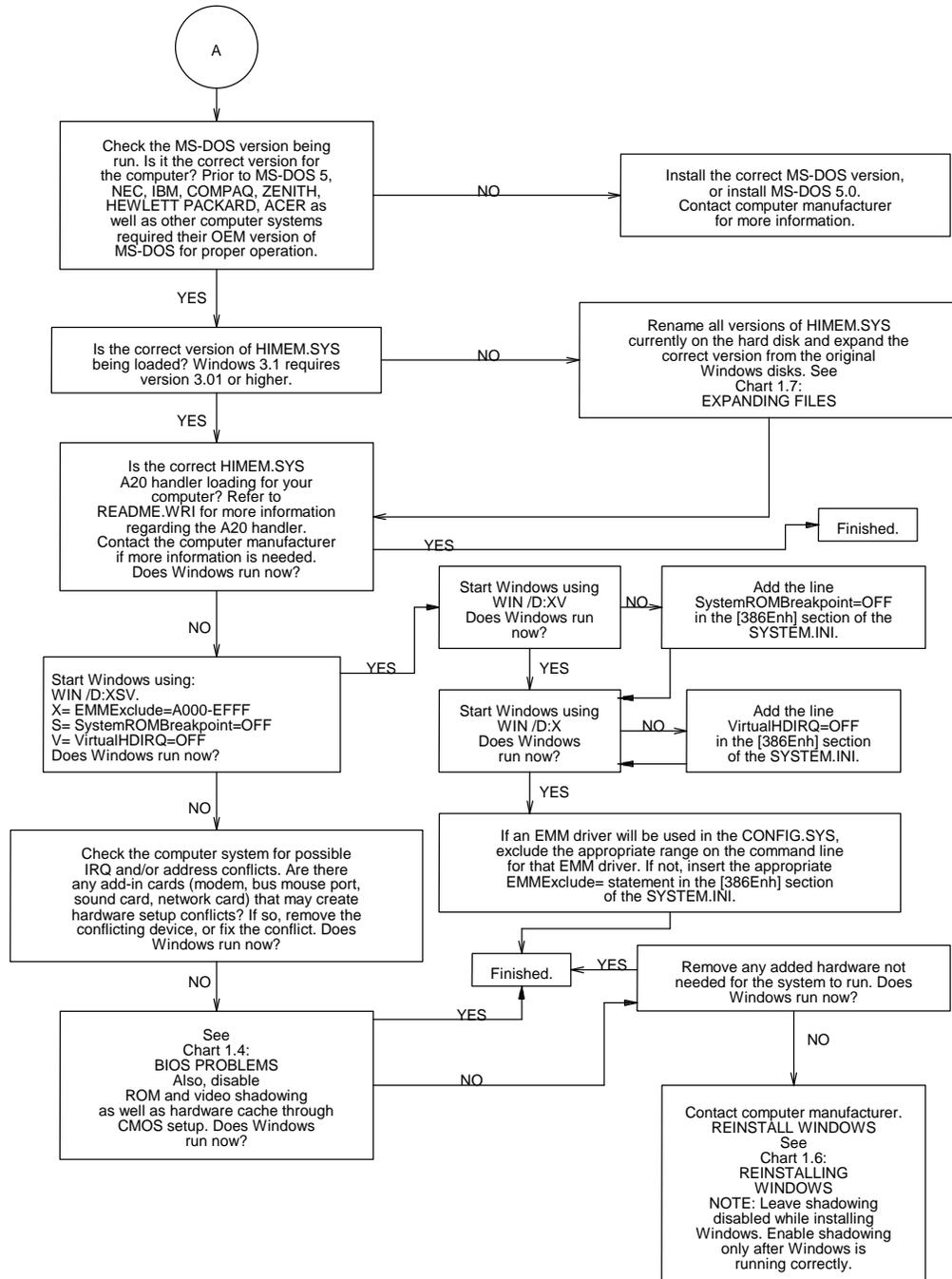
**Chart 5.1A Cannot Run 386 Enhanced Mode**



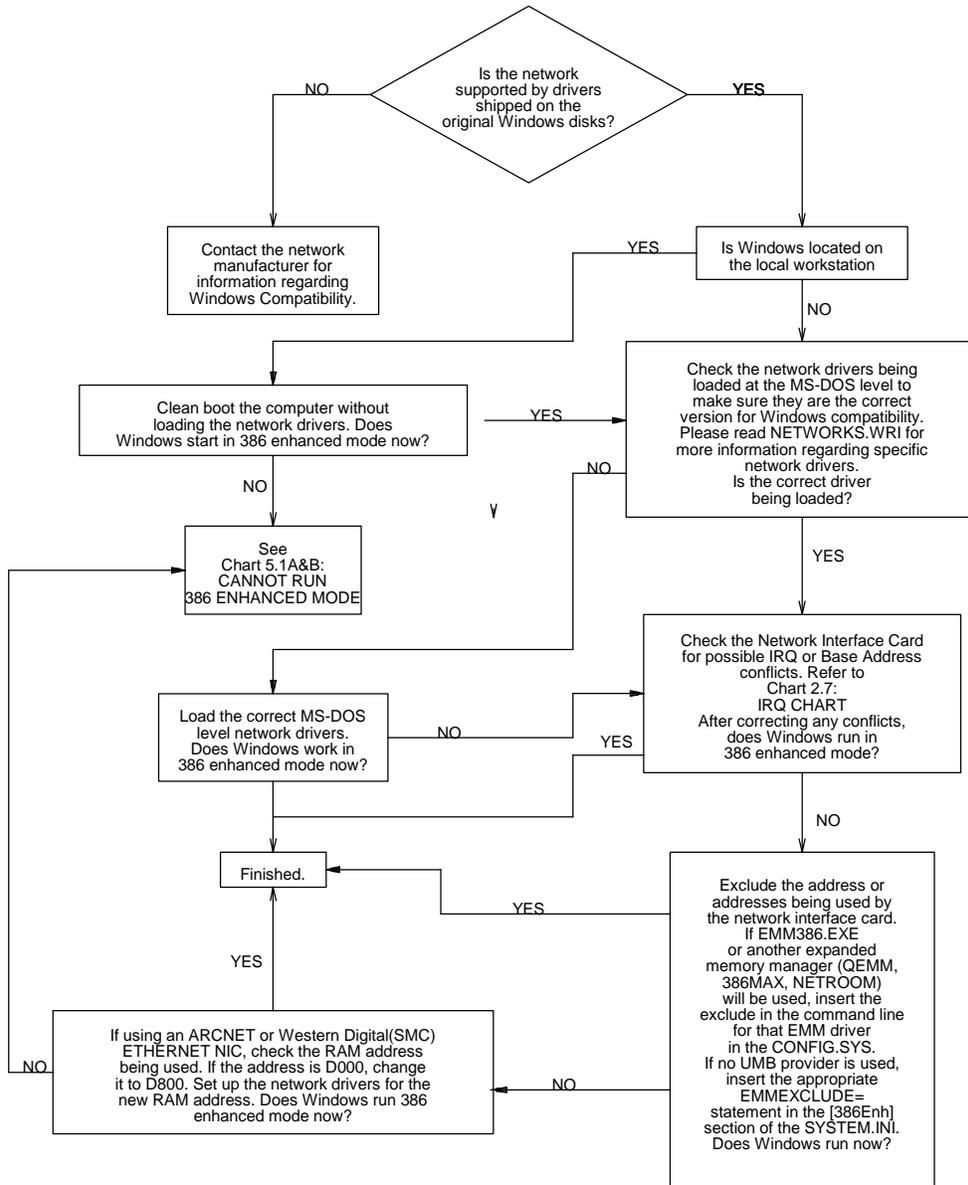
**Windows Resource Kit Reference**

**page**

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

**Chart 5.1B Cannot Run 386 Enhanced Mode**

**Chart 5.2 Cannot Run 386 Enhanced Mode on Network Workstation**

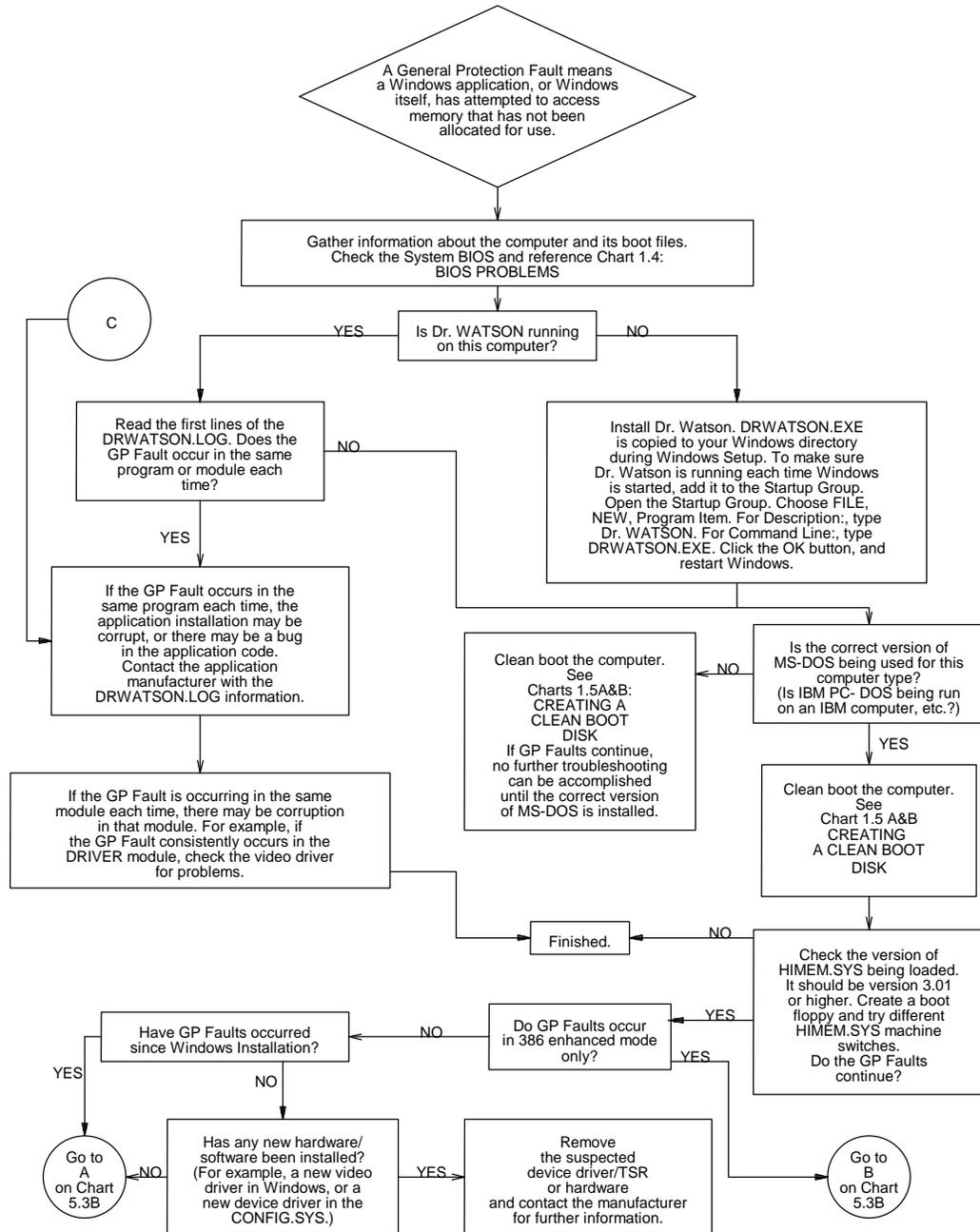


**Windows Resource Kit Reference**

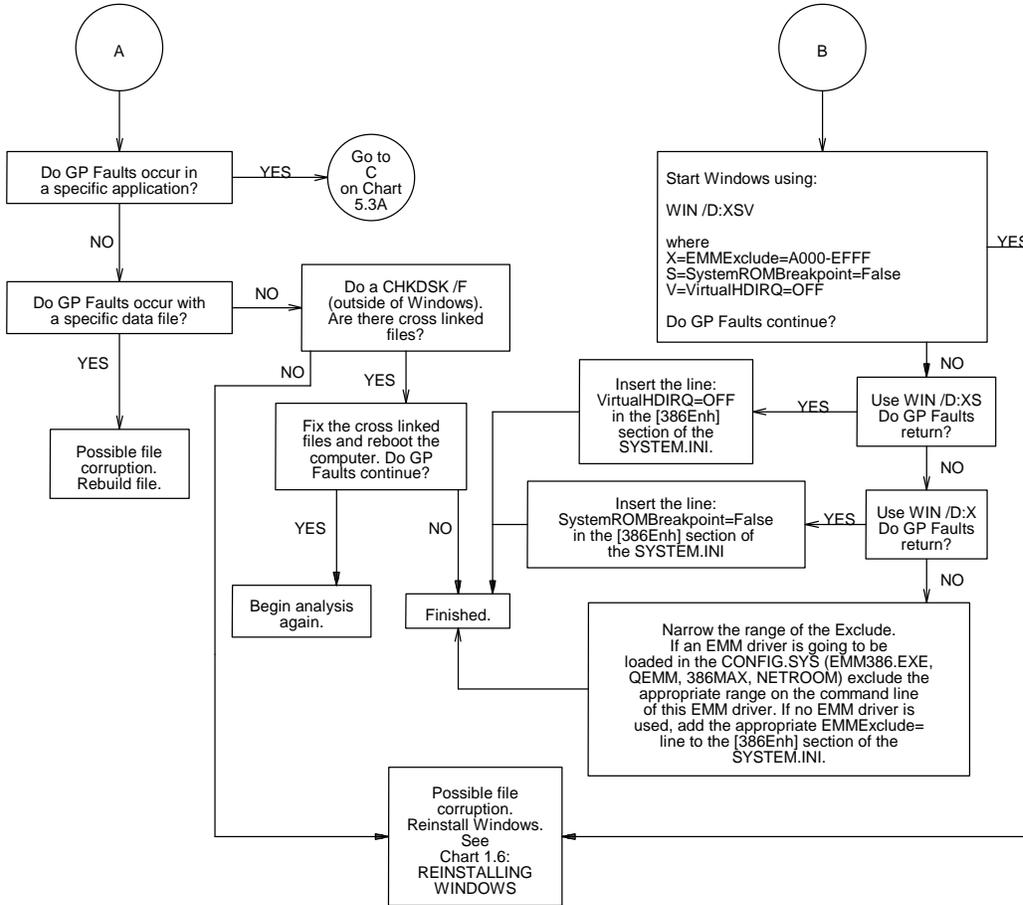
**page**

“Memory, Windows, and the Network” in Chapter 12 .....370  
 “Troubleshooting Networks” in Chapter 13 .....430

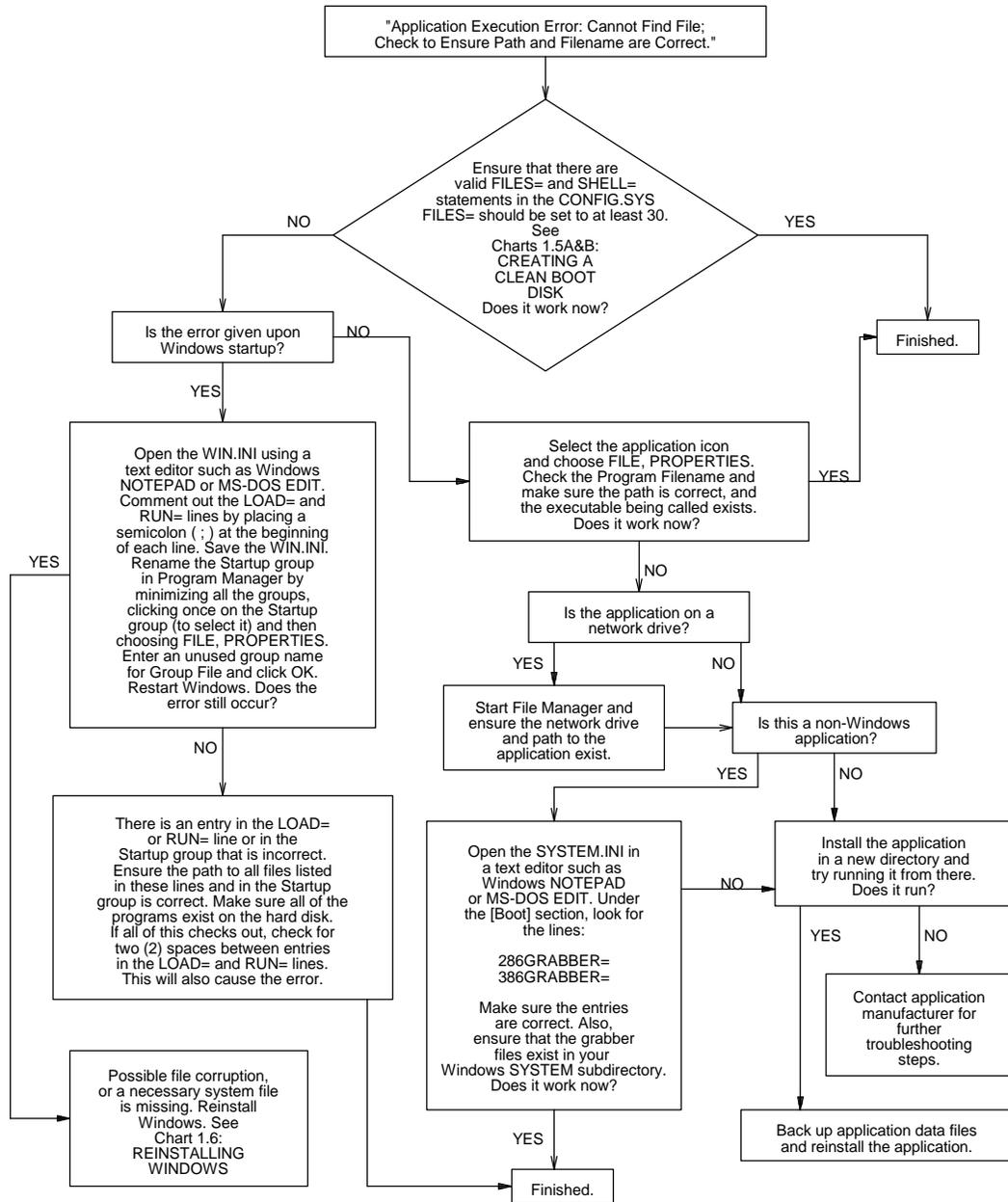
**Chart 5.3A General Protection Faults**



**Chart 5.3B General Protection Faults**



## Chart 5.4 Application Execution Error

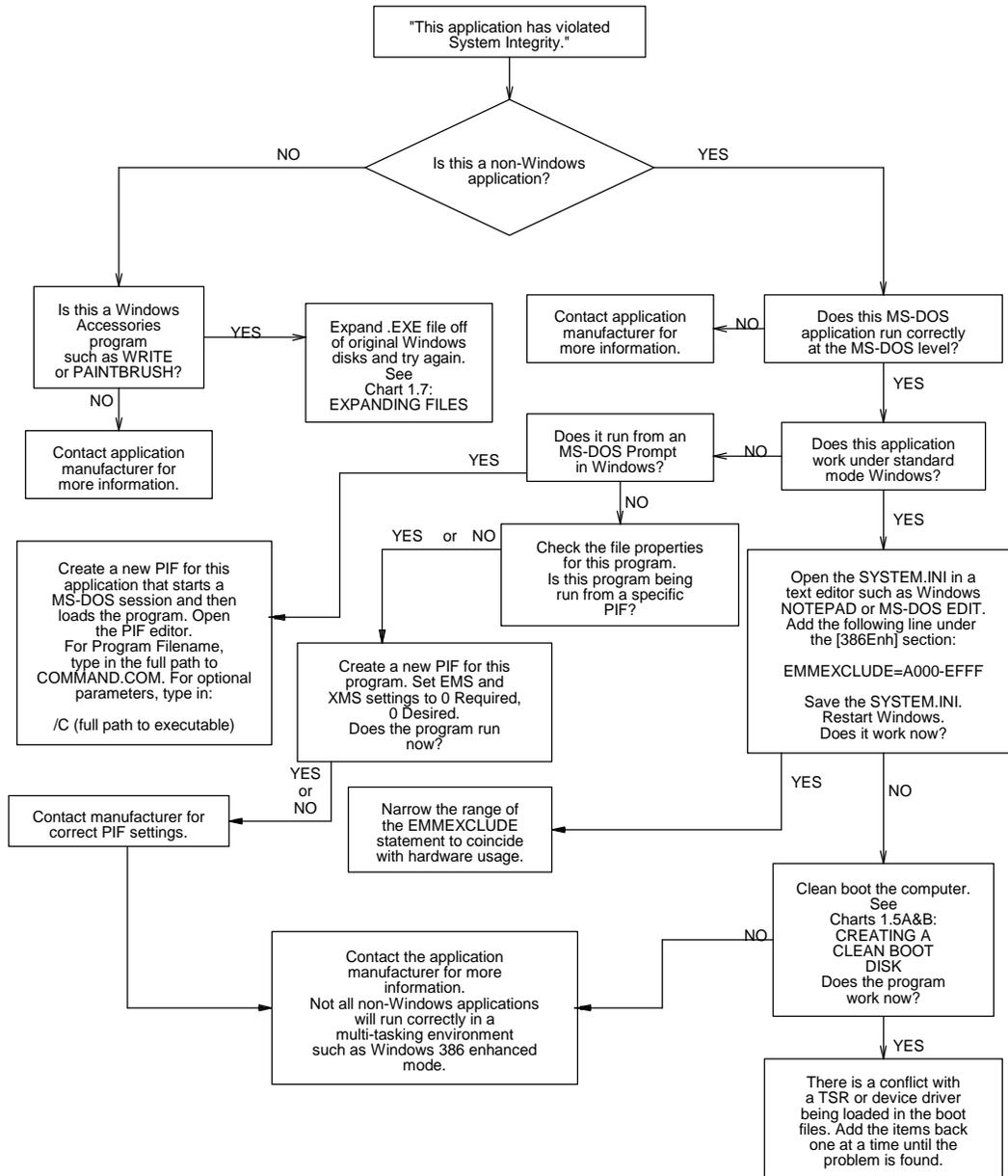


**Windows Resource Kit Reference**

**page**

“Tips for Running Non-Windows Applications” in Chapter 7 .....294  
 “Troubleshooting for Non-Windows Applications” in Chapter 13.....423

**Chart 5.5 System Integrity Violation in 386 Enhanced Mode**

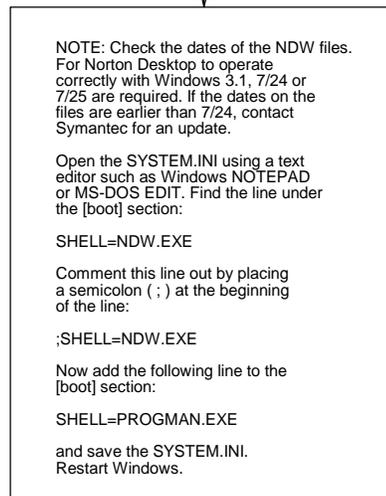


**Windows Resource Kit Reference**

**page**

“Tips for Running Non-Windows Applications” in Chapter 7 .....294  
 “Troubleshooting for Non-Windows Applications” in Chapter 13.....423

## Chart 5.6 Disabling Norton Desktop for Windows

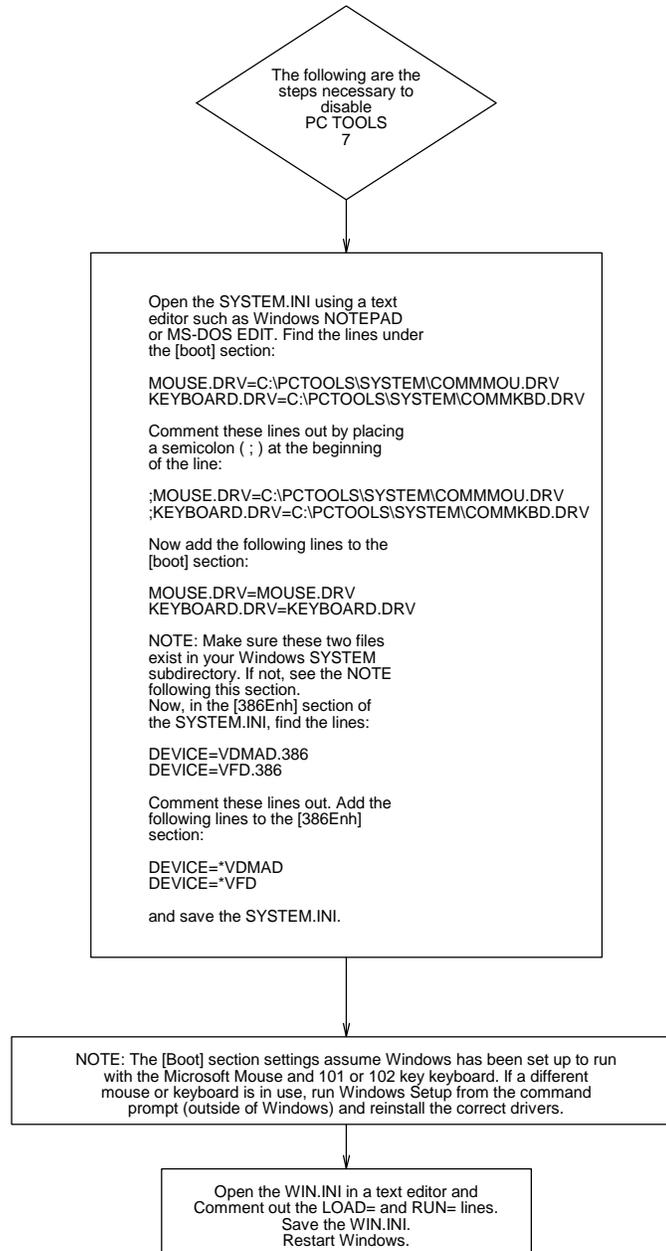


### Windows Resource Kit Reference

page

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

## Chart 5.7 Disabling PC-Tools Version 7

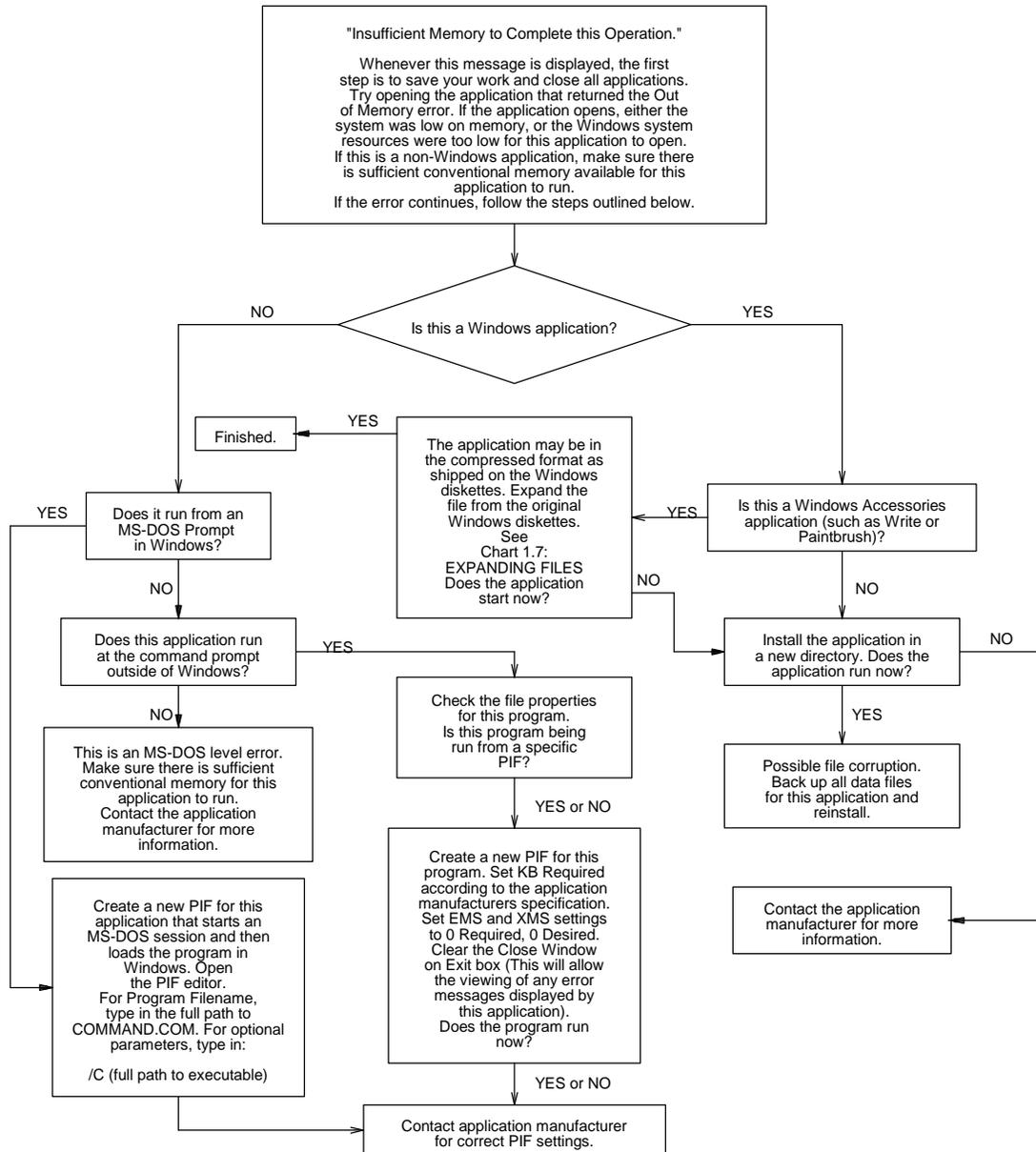


### Windows Resource Kit Reference

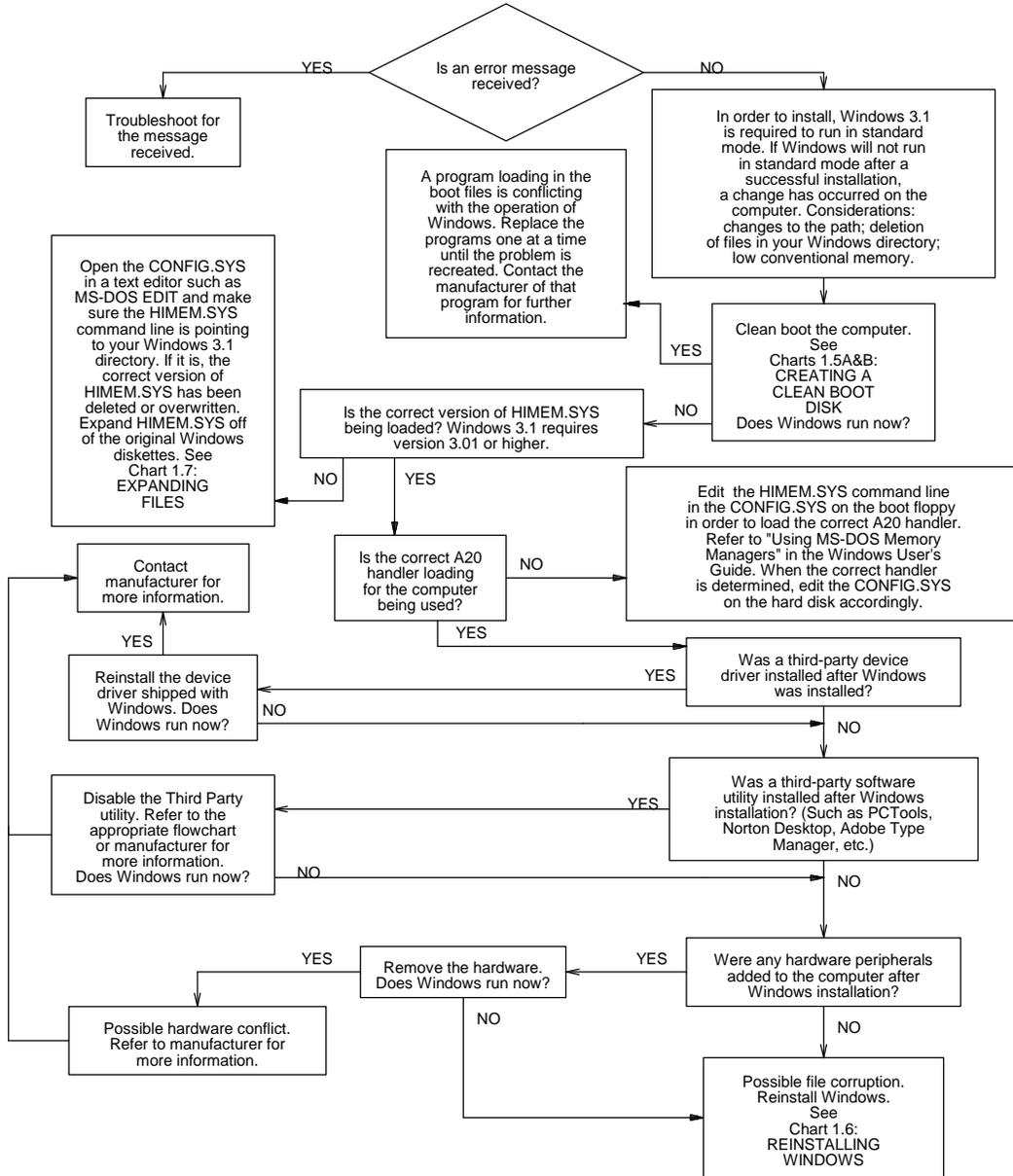
page

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

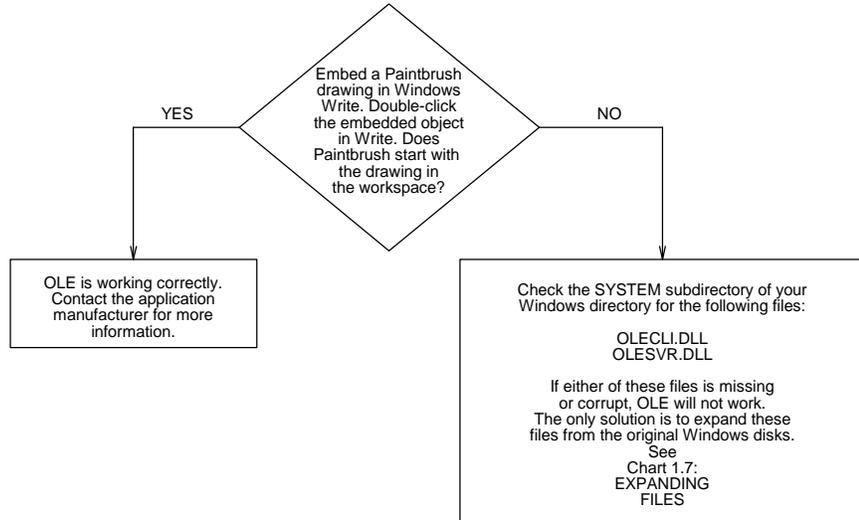
## Chart 5.8 Out-of-Memory Errors in Windows



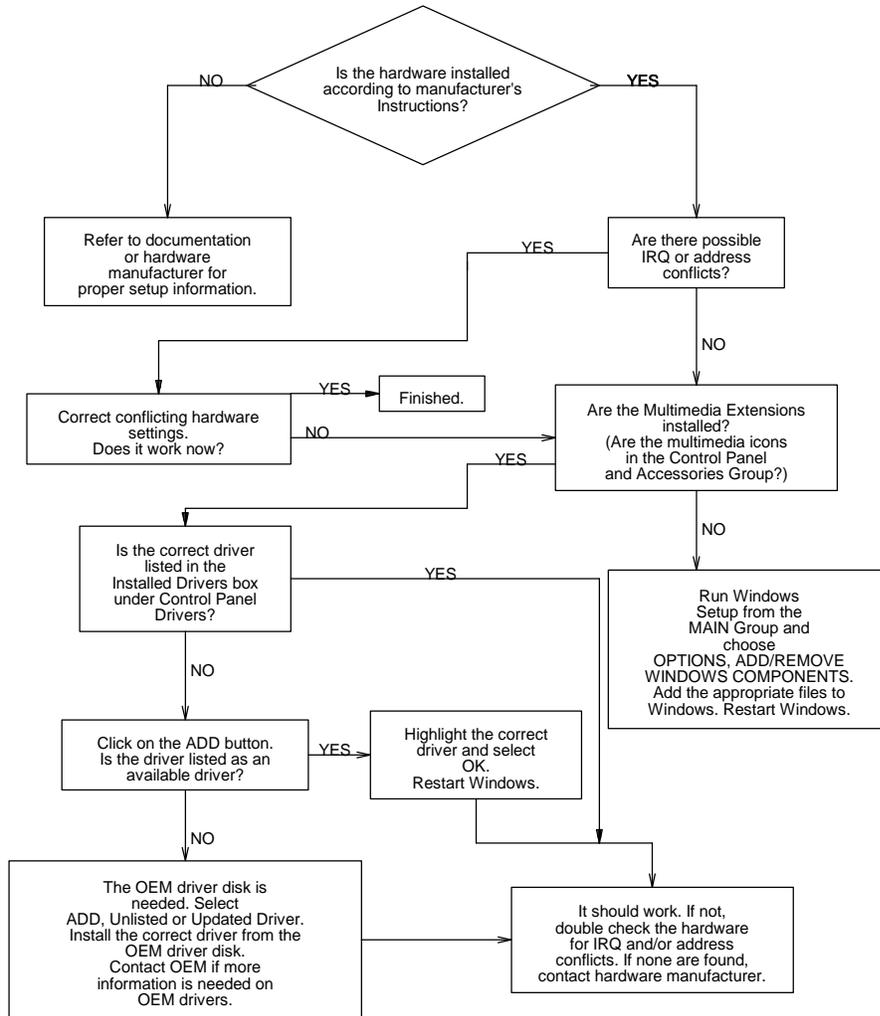
### Chart 5.9 Cannot Run Windows in Standard Mode



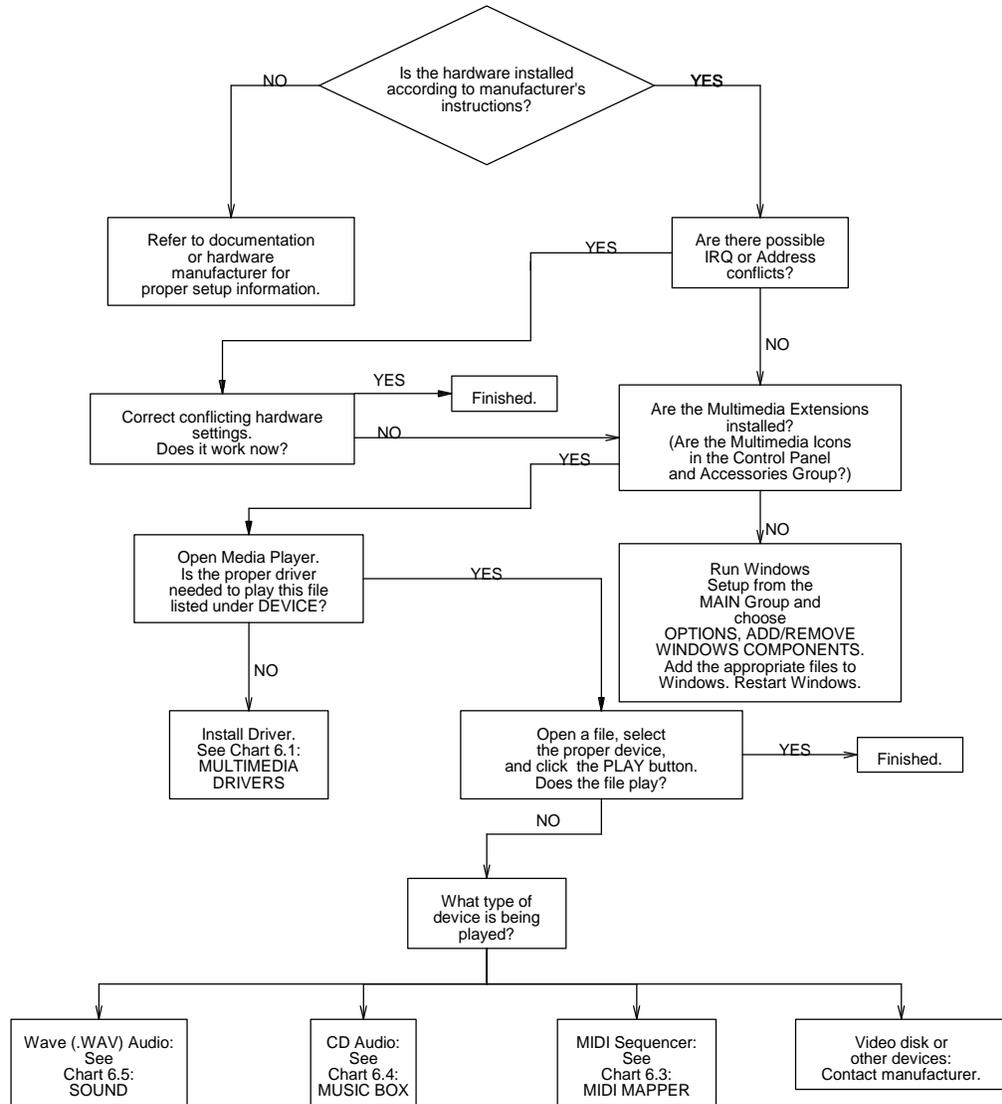
**Chart 5.10**      **Problems with Object Linking and Embedding**



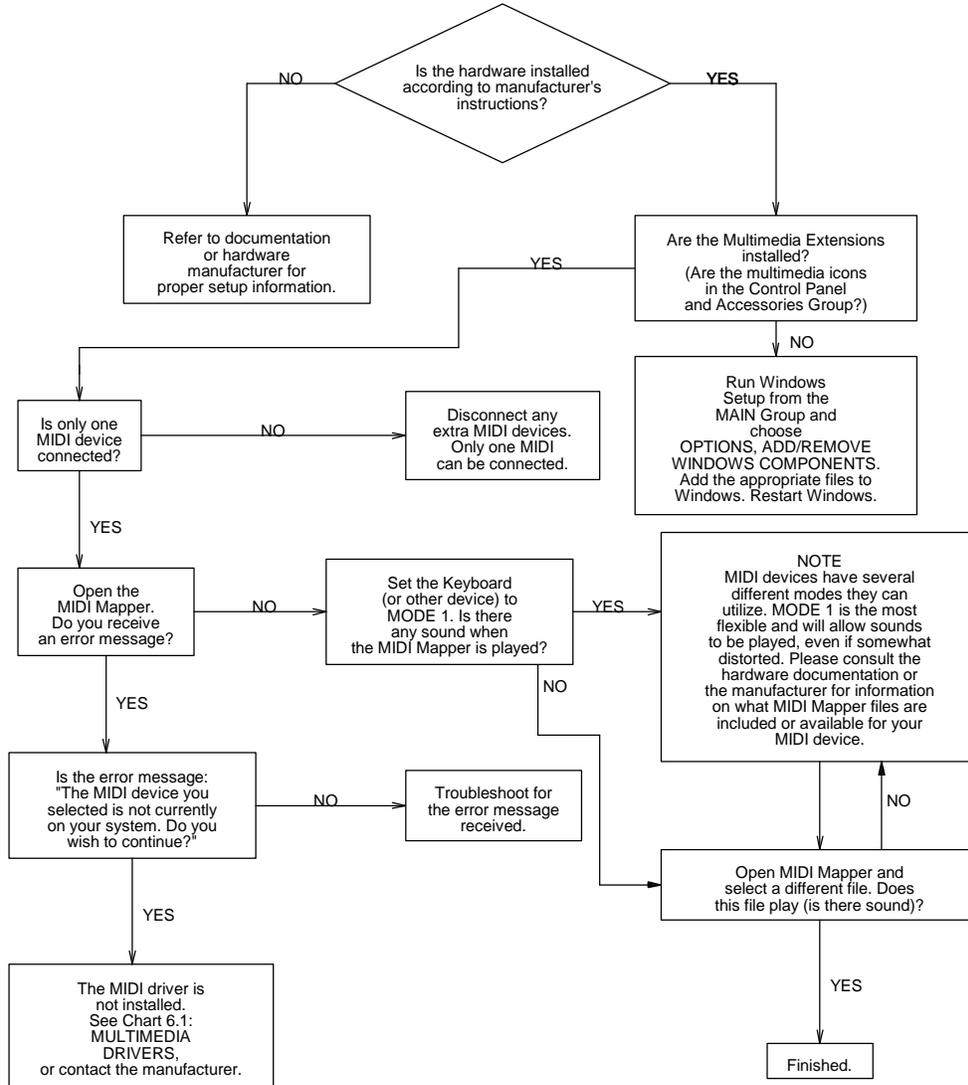
**Chart 6.1 Multimedia Drivers**



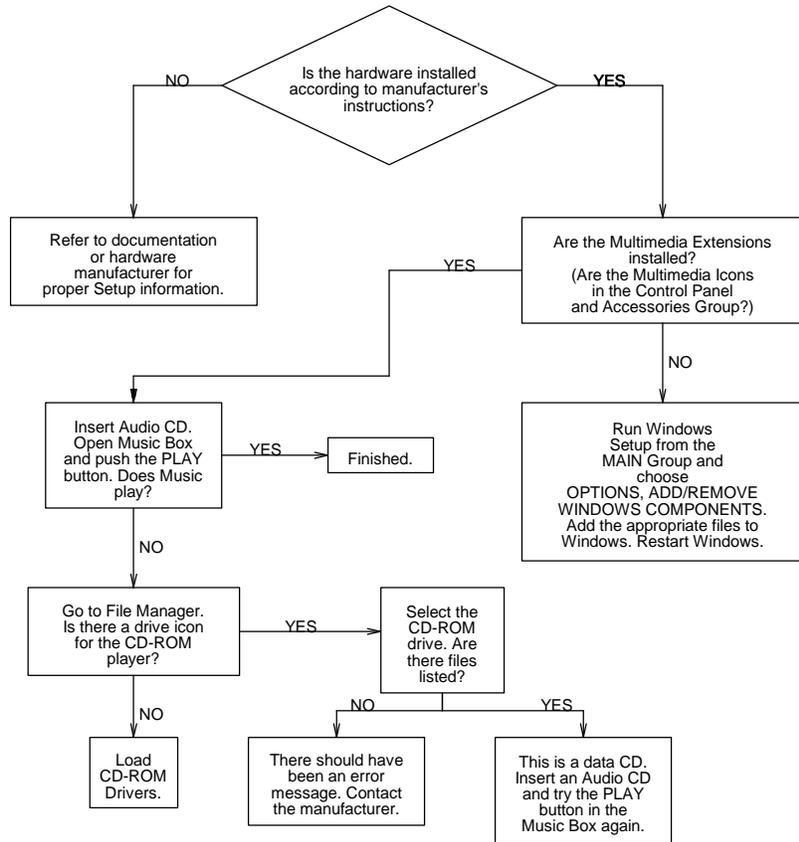
**Chart 6.2 Media Player**



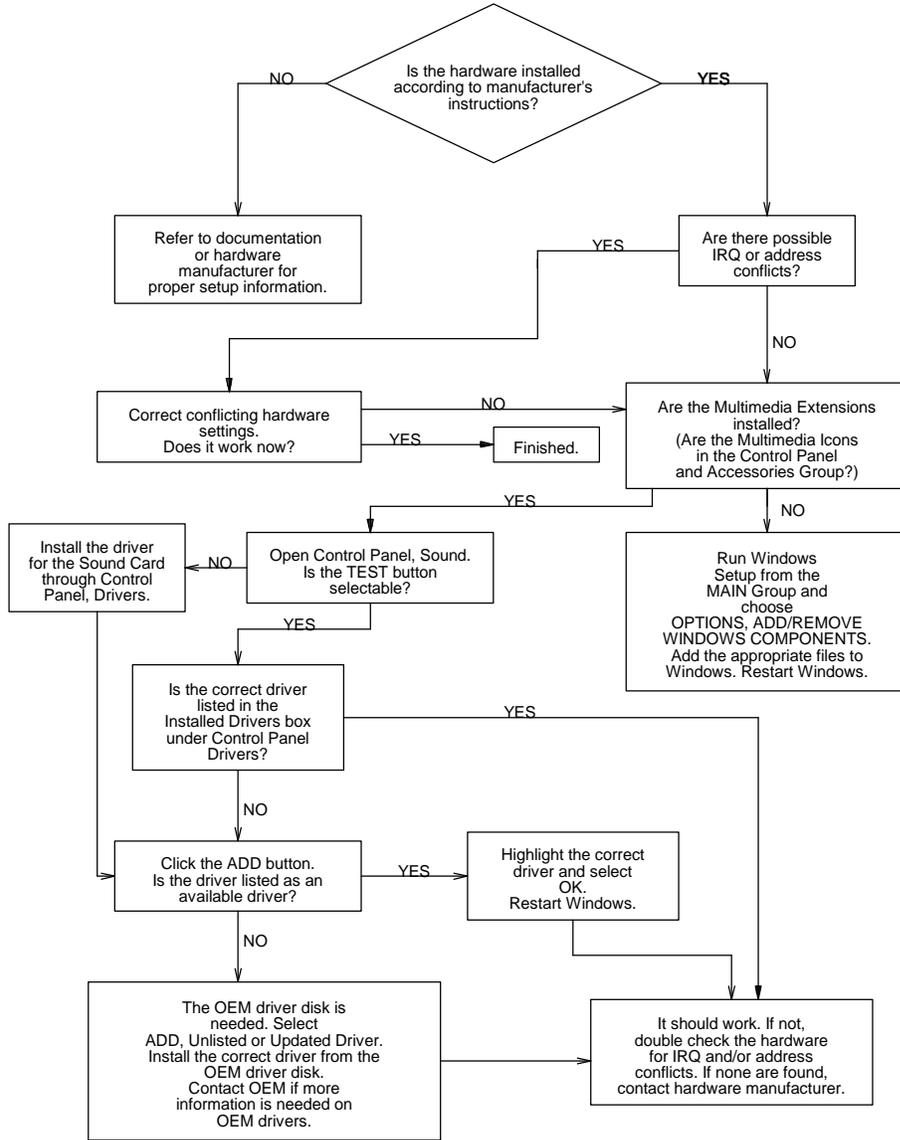
**Chart 6.3 MIDI Mapper**



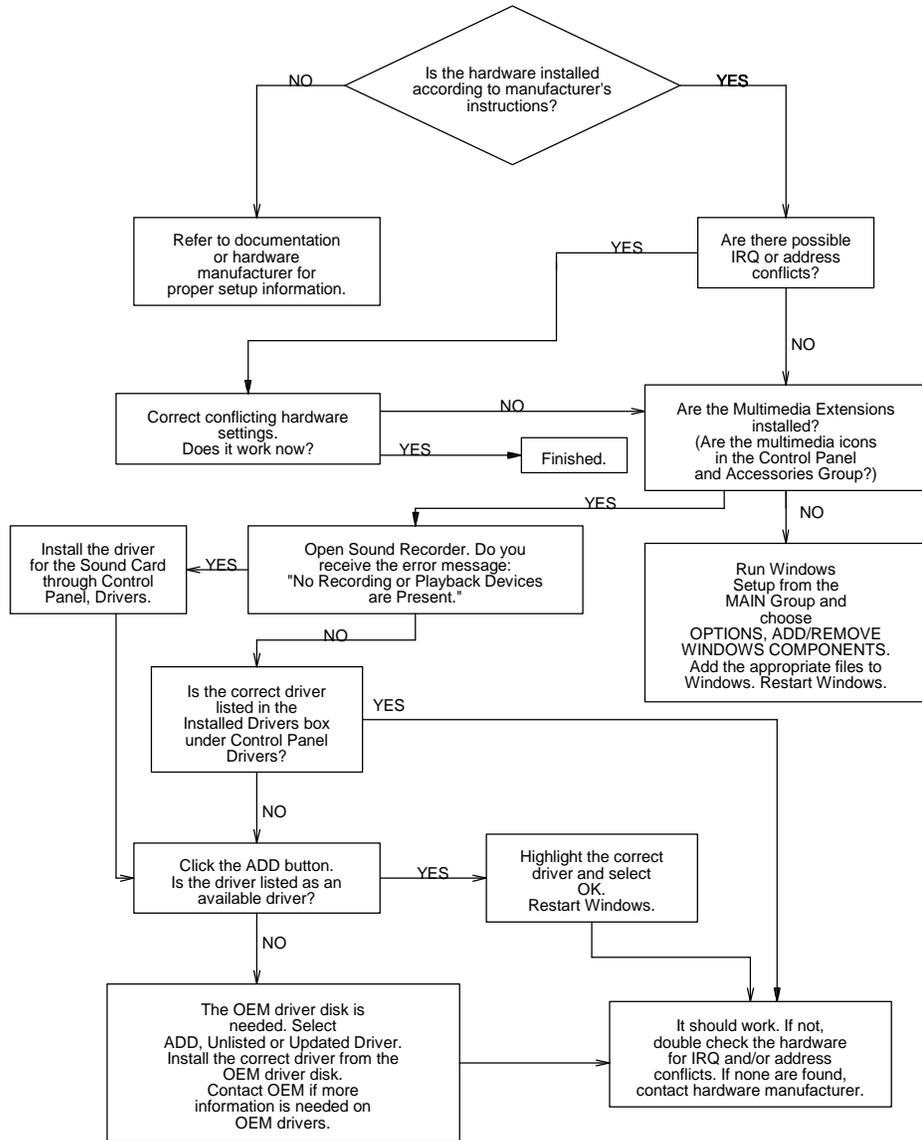
**Chart 6.4 Music Box**



**Chart 6.5 Sound**



**Chart 6.6 Sound Recorder**



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

---

**Print References:**

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

**Online References:**

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

**Support Services and Training:**

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

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



