

**PC Help Desk in a Book**

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International Standard Book Number: 0789727560

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When reviewing corrections, always check the print number of your book. Corrections are made to printed books with each subsequent printing. To determine the print number of your book, view the copyright page. The print number is the right-most number on the line below the "First Printing" line. For example, the following indicates that this is the 1<sup>st</sup> printing of this title and it was printed in May 2003.

*First Printing: May 2003*

06 05 04 03      4 3 2 1

## Second Printing Corrections

Pg	Error	Correction
88	<p>Second paragraph, second and third sentences:</p> <p>Unfortunately, front-mounted cable connections are still quite rare. Most devices...</p>	<p>Unfortunately, front-mounted cable connections are <b>not yet universal</b>. Many devices...</p>
90	<p>First paragraph under figure, second sentence:</p> <p>The ATX design, and its more compact sibling Micro-ATX, is found ...</p>	<p>The ATX design, and its more compact <b>siblings</b> Micro-ATX <b>and Flex-ATX</b>, is found ...</p>
98	<p>First full paragraph, first sentence:</p> <p>Most recent systems have no more than one ISA slot, and many no longer have ISA slots at all.</p>	<p><b>Desktop systems built in the last few years</b> no longer have ISA slots.</p>
111	<p>Note under figure, second sentence:</p> <p>While PCI and AGP cards and onboard PCI devices such as USB ports can share IRQs, serial and parallel ports are ISA devices that can't share IRQs.</p>	<p>While PCI and AGP cards and onboard PCI devices such as USB ports can share IRQs, serial, <b>parallel, and PS/2 mouse</b> ports are ISA devices that can't share IRQs.</p>
112	<p>Note at bottom of page, last sentence:</p> <p>In such a case, disabling series and parallel ports that you don't ...</p>	<p>In such a case, disabling ports you don't ...</p>

116	<p>On the Web note at bottom of page:</p>	<p>Should be replaced with:</p> <p>For additional beep codes, see the following resources:</p> <p>AMI BIOS [md]  <a href="http://www.ami.com/support/doc/AMIBIOS-codes.pdf">http://www.ami.com/support/doc/AMIBIOS-codes.pdf</a></p> <p>Phoenix BIOS and AWARD BIOS [md]  <a href="http://www.phoenix.com/en/customer+services/white+papers-specs/phoenixbios+and+awardbios+documents/">http://www.phoenix.com/en/customer+services/white+papers-specs/phoenixbios+and+awardbios+documents/</a></p> <p>(.PDF files require the free Adobe Reader program available from Adobe at <a href="http://www.adobe.com">http://www.adobe.com</a>; ZIP files must be uncompressed before use.)</p> <p>IBM and other BIOS [md]  <a href="http://bioscentral.com">http://bioscentral.com</a></p>
117	<p>On the Web note, last entry:</p> <p>Static Specialists:  <a href="http://www.staticspecialists.com">http://www.staticspecialists.com</a></p>	<p>Static Specialists:  <a href="http://www.staticspecialists.com/personalgrounding.htm">http://www.staticspecialists.com/personalgrounding.htm</a></p>
127	<p>Note at top of page, last two sentences:</p> <p>If you use Windows 2000 or XP, you can't create, nor do you need, this disk. Your Windows CD-ROM can be used to boot any necessary troubleshooting utilities.</p>	<p><b>You can create a Windows 2000 emergency disk with the Windows 2000 backup program, but it's a non-bootable disk used to help repair the registry. With both Windows 2000 and Windows XP, you can use the Windows CD-ROM to repair a damaged installation.</b></p>

136	<p>On the Web note, both URLs:</p> <p><a href="http://www.aumha.org/a/shutdown.htm">http://www.aumha.org/a/shutdown.htm</a></p> <p><a href="http://www.aumha.org/a/shtdwnxp.htm">http://www.aumha.org/a/shtdwnxp.htm</a></p>	<p><a href="http://www.aumha.org/win4/a/shutdown.htm">http://www.aumha.org/win4/a/shutdown.htm</a></p> <p><a href="http://www.aumha.org/win5/a/shtdwnxp.htm">http://www.aumha.org/win5/a/shtdwnxp.htm</a></p>
142	<p>On the Web Note at bottom of page, first URL:</p> <p><a href="http://www.microsoft.com/windowsxp/pro/using/howto/gettingstarted/guide/troubleshoot.asp">http://www.microsoft.com/windowsxp/pro/using/howto/gettingstarted/guide/troubleshoot.asp</a></p>	<p><a href="http://www.microsoft.com/windowsxp/using/setup/getstarted/troubleshoot.mspx">http://www.microsoft.com/windowsxp/using/setup/getstarted/troubleshoot.mspx</a></p>
144	<p>Cautions and Warnings at bottom of page, first sentence:</p> <p>While AMD processors such as the Athlon and Duron are favored by many because of their low cost and high performance, they have a weakness: they ...</p>	<p>While AMD processors such as the Athlon, <b>Athlon XP</b>, and Duron are favored by many because of their low cost and high performance, <b>older versions of these processors</b> have a weakness: they ...</p>
147	<p>Bottom of page, first bullet, last sentence:</p> <p>Get DirectX from <a href="http://www.microsoft.com/windows/directx/default.asp">http://www.microsoft.com/windows/directx/default.asp</a>.</p>	<p>Get DirectX from <a href="http://www.microsoft.com/windows/directx/default.aspx">http://www.microsoft.com/windows/directx/default.aspx</a>.</p>
148	<p>Table 1.4, IEEE-1394 entry, Notes:</p> <p>Some devices support Windows 98SE only; some vendors don't support Windows 2000/XP.</p>	<p>Some devices support original versions of Windows 98.</p>
149	<p>Table 1.4, USB 2.0 entry, Notes:</p> <p>Some devices support Windows 98SE only.</p>	<p><b>You might need to update Windows XP to SP1 to use some USB 2.0 (Hi-Speed USB) devices or cards.</b></p>

149	Paragraph immediately after Table 1.4:	Should be replaced with:  Be sure to check with the vendor for the latest hardware drivers before you upgrade to a newer version of Windows to make sure your hardware is supported properly.
151	On the Web note, first paragraph, second sentence:  Other causes for Windows Update's failing to work are covered in the Microsoft Knowledge Base Article Q193385.	Other causes for Windows Update's failing to work are covered in the Microsoft Knowledge Base Article <b>193385</b> .
156	Table 2.1, Web browsing entry, Where to Get Updates:  Windows Update (IE) <a href="http://home.netscape.com/computing/download/index.html">http://home.netscape.com/computing/download/index.html</a> (Netscape)	Windows Update (IE) <b><a href="http://channels.netscape.com/ns/browsers/download.jsp">http://channels.netscape.com/ns/browsers/download.jsp</a></b> (Netscape)
156	Table 2.1, Reading Adobe Acrobat (.PDF) files entry, Software Needed:  Adobe Acrobat Reader 4.x or above	<b>Adobe Reader (latest version available for you operating system)</b>
156	Table 2.1, Reading Adobe Acrobat (.PDF) files entry, Where to Get Updates:  <a href="http://www.adobe.com/products/acrobat">http://www.adobe.com/products/acrobat</a>	<a href="http://www.adobe.com/products/acrobat/readermain.html">http://www.adobe.com/products/acrobat/readermain.html</a>
156	Table 2.1, Email entry, Where to Get Updates:  Windows Update (IE); <a href="http://home.netscape.com/computing/download/index.html">http://home.netscape.com/computing/download/index.html</a> (Netscape)	Windows Update (IE); <b><a href="http://channels.netscape.com/ns/browsers/download.jsp">http://channels.netscape.com/ns/browsers/download.jsp</a></b> (Netscape)
160	Second paragraph:	The latest version of Netscape, Netscape <b>7.1</b> , features 128-bit encryption. Get it

	The latest version of Netscape, Netscape 7, features 128-bit encryption. Get it from <a href="http://home.netscape.com/computing/download/index.html">http://home.netscape.com/computing/download/index.html</a> .	from <a href="http://channels.netscape.com/ns/browsers/download.jsp">http://channels.netscape.com/ns/browsers/download.jsp</a> .
161	Third paragraph, last sentence:  Get it from <a href="http://www.webattack.com/get/adaware.shtml">http://www.webattack.com/get/adaware.shtml</a> .	Get it from <a href="http://www.lavasoftusa.com/software/adaware/">http://www.lavasoftusa.com/software/adaware/</a> . For additional protection, I also recommend Spybot Search & Destroy, available from <a href="http://www.safer-networking.org/">http://www.safer-networking.org/</a> .
161	Fast Track to Success note at bottom of page:	Should be replaced with:  Starting with Windows XP SP1a, Microsoft no longer includes its Java VM software with Windows. If you encounter a web site that uses Java and your web browser doesn't include Java, download and install Sun Microsystem's Java software from <a href="http://www.java.com/en/index.jsp">http://www.java.com/en/index.jsp</a> .
162	On the Web note:	Should be replaced with:  Two of the most useful listings of website and browser errors include  <a href="http://www.webopedia.com/quick_ref/error.asp">http://www.webopedia.com/quick_ref/error.asp</a>  and  <a href="http://www.learnthenet.com/english/html/96error.htm">http://www.learnthenet.com/english/html/96error.htm</a> .

163	First bullet at top of page, last sentence:	Should be replaced with:  The most popular non-MS/Netscape browsers to try include Opera ( <a href="http://www.opera.com">www.opera.com</a> ), available free in an add-supported version or for \$39 (no ads) and Mozilla, an open-source offshoot of Netscape ( <a href="http://www.mozilla.org">www.mozilla.org</a> ).
192	Partitioning, Formatting note, second paragraph, third sentence:  Rewriteable optical media that will be used for drag-and-drop file copying with programs such as Roxio DirectCD must also be formatted before it can be used.	Rewriteable optical media that will be used for drag-and-drop file copying with programs such as Roxio DirectCD, <b>Drag &amp; Drop, or Nero InCD</b> must also be formatted before it can be used.
195	Footnote after Table 3.1:	Should be replaced with:  *Compare Figure 3.3 (40-wire cable) and Figure 3.4 (80-wire cable) on p. 199.
202	On the Web note, second bullet:  IBM--For IBM drives, see <a href="http://www.ibm.com">http://www.ibm.com</a>	IBM-- See the Hitachi Global Storage Technology Web site <a href="http://www.hitachigst.com">http://www.hitachigst.com</a>
207	Third paragraph after first bulleted list, add this to the end of the paragraph:	If USB 2.0 support is not enabled in the system BIOS on certain systems, onboard USB ports will function as USB 1.1 ports only.
219	Cautions and Warnings note, first paragraph:  If you want to boot from a drive you add to your system as well as from your normal drive, you will need to install a boot manager program such as Boot Magic (provided as part of PowerQuest's Partition Magic) or V-com's...	If you want to boot from a drive you add to your system as well as from your normal drive, you will need to install a boot manager program such as Boot Magic (provided as part of <b>Symantec's [formerly PowerQuest's]</b> Partition Magic) or V-com's...

219	Cautions and Warnings note, second paragraph, URL:  http://www.powerquest.com	http://www. <b>symantec</b> .com
223	On the Web note, first sentence, article number:  (#Q313348)	(#313348)
223	On the Web note, last sentence:  Set your browser to http://support.microsoft.com and enter Q313348 in the search box.	Set your browser to http://support.microsoft.com. <b>Click Knowledge Base Article ID Number Search</b> and enter <b>313348</b> in the search box.
226	Fast Track to Success note, third paragraph:  Set your browser to http://support.microsoft.com and enter Q187632 in the search box.	Set your browser to http://support.microsoft.com. <b>Click Knowledge Base Article ID Number Search</b> and enter <b>187632</b> in the search box.
229	Last bullet on page, last sentence:  Use the search engine at www.microsoft.com for article number Q263044, which ...	Use the search engine at <b>http://support.microsoft.com</b> for article number <b>263044</b> , which ...
231	BIOS Upgrade note, first paragraph, last line:  the Maxtor ATA/133 PCI Adapter Card from http://www.maxtor.com.	the Maxtor <b>Ultra</b> ATA/133 PCI Adapter Card from http://www.maxtor.com.

234	<p>On the Web note, second sentence:</p> <p>Go to <a href="http://search.microsoft.com">http://search.microsoft.com</a> and search for the following articles:</p>	<p>Go to <a href="http://support.microsoft.com">http://support.microsoft.com</a> and search for the following articles:</p>
234	<p>On the Web note, article numbers in each bullet:</p> <p>Q305595</p> <p>Q119467</p>	<p><b>305595</b></p> <p><b>119467</b></p>
235	<p>Fast Track to Success note, first sentence:</p> <p>If you want more powerful diagnostics tools (including anti-virus) that you can run from a bootable disk than what the Windows emergency boot disk provides, consider picking up Norton System Works 2003 for your...</p>	<p>If you want more powerful diagnostics tools (including anti-virus) that you can run from a bootable <b>CD</b> than what the Windows emergency boot disk provides, consider picking up Norton System Works <b>2004</b> for your...</p>
242	<p>On the Web note, first paragraph, second sentence:</p> <p>Go to the Roxio Web site (<a href="http://roxio.com">http://roxio.com</a>), click on Downloads, and look for the UDF Volume Reader (works with Windows 95 through XP).</p>	<p>Go to the Roxio Web site (<a href="http://roxio.com">http://roxio.com</a>), click on <b>Software Updates</b>, and look for the UDF Volume Reader (works with Windows 95 through XP).</p>
242	<p>On the Web note, second paragraph, second sentence:</p> <p>Go to <a href="http://www.nero.com">http://www.nero.com</a>, click InCD, and then click Downloads.</p>	<p>Go to <a href="http://www.nero.com/us/631925878740327.html">http://www.nero.com/us/631925878740327.html</a>.</p>

243	<p>Replace Who Made Your Media note at bottom of the page:</p>	<p>With this:</p> <p style="text-align: center;"><i>More about Drives and Media</i></p> <p>You can download Nic Wilson's DVDINFOPRO program (free adware or \$20 registered version) from <a href="http://www.dvdinfopro.com">http://www.dvdinfopro.com</a>. This program provides details about DVD and CD media and drives in your system as well as useful utilities.</p>
248	<p>On the Web note, last sentence:</p> <p>Check the latest reviews at <i>PC World</i> (<a href="http://www.pcworld.com">http://www.pcworld.com</a>) and <i>PC Magazine</i> (<a href="http://www.pcmag.com">http://www.pcmag.com</a>) to find a new writeable CD drive.</p>	<p>Check the latest reviews at <i>PC World</i> (<a href="http://www.pcworld.com">http://www.pcworld.com</a>) and <i>PC Magazine</i> (<a href="http://www.pcmag.com">http://www.pcmag.com</a>) to find a new writeable CD <b>or DVD</b> drive.</p>
257	<p>Third to last paragraph on page:</p> <p>Some photo printers also feature light (photo) cyan and light magenta cartridges for a total of six colors.</p>	<p>Some photo printers also feature light (photo) cyan, light magenta, <b>and black</b> cartridges for a total of <b>up to seven cartridges</b>.</p>
262	<p>Cautions and Warnings, first sentence:</p> <p>The resolutions suggested here might seem too low for printers which boast of resolutions such as 2,880x720 dpi or 2,400x1,200 dpi, ...</p>	<p>The resolutions suggested here might seem too low for printers which boast of resolutions such as <b>5760x720</b> dpi or <b>4800x1200</b> dpi, ...</p>

282	On the Web note, last sentence:  Learn more about it at <a href="http://us2.portrait.com/products/lv.htm">http://us2.portrait.com/products/lv.htm</a>	Learn more about it at <a href="http://personalcomputing.portrait.com/us/products/lv_overview.html">http://personalcomputing.portrait.com/us/products/lv_overview.html</a>
294	On the Web note, URL:  <a href="http://www.sissoftware.demon.co.uk/sandra/">http://www.sissoftware.demon.co.uk/sandra/</a>	<a href="http://www.sissoftware.net">http://www.sissoftware.net</a>
318	On the Web note, URL:  <a href="http://www.microsoft.com/windows/directx/default.asp">http://www.microsoft.com/windows/directx/default.asp</a>	<a href="http://www.microsoft.com/windows/directx/default.aspx">http://www.microsoft.com/windows/directx/default.aspx</a>
322	Bottom of the page, first bullet, second sentence:  Click Tools, Options, Copy Music, and clear the Protect Content (Windows XP) or Use Enable Personal Rights Management (other Windows versions) check box.	Click Tools, Options, Copy Music, and clear the Protect Content, <b>Copy Protect Music</b> , or Use Enable Personal Rights Management check box.
333	On the Web note, last URL:  <a href="http://www-1.ibm.com/support/all_download_drivers.html">http://www-1.ibm.com/support/all_download_drivers.html</a>	<a href="http://www-1.ibm.com/support/us/all_download_drivers.html">http://www-1.ibm.com/support/us/all_download_drivers.html</a>
371	Cautions and Warnings, last paragraph, last sentence:	Replace with:  Despite the similarities in name, IEEE 802.11a isn't compatible with 802.11b and 802.11g unless you use dual-frequency network hardware. 802.11b and 802.11g hardware run at different speeds but can connect to each other.
377	On the Web note, first sentence:  See the Microsoft Knowledge Base article	See the Microsoft Knowledge Base article <b>#301041</b> to learn how to install NetBEUI <b>on Windowx XP</b> if you need it.

	#Q301041 to learn how to install NetBEUI if you need it.	<b>Windowx XP</b> if you need it.
381	<p>Cautions and Warnings, last paragraph:</p> <p>Check out Globesoft's Multinetwork Manager, a low-cost solution for managing multiple network configurations on your computer. Learn more about it and download a trial version at <a href="http://www.globesoft.com/mnm_home.html">http://www.globesoft.com/mnm_home.html</a>.</p>	<p><b>With Windows XP, you can configure two different TCP/IP configurations with the Alternate Configuration tab in the TCP/IP properties sheet. With other versions of Windows,</b> check out Globesoft's Multinetwork Manager, a low-cost solution for managing multiple network configurations on your computer. Learn more about it and download a trial version at <a href="http://www.globesoft.com/mnm7_home.asp">http://www.globesoft.com/mnm7_home.asp</a>.</p>
412	<p>Second to last paragraph of note at top of page, last two lines:</p> <p>boards, pick up a copy of <i>Upgrading and Repairing PCs, 14th Edition</i>, by Scott Mueller (Que, 2002).</p>	<p>boards, pick up a copy of <i>Upgrading and Repairing PCs, 15th Anniversary Edition</i>, by Scott Mueller (Que, 2003).</p>
414	Cautions and Warnings:	<p>Replace with:</p> <p>Don't reuse an old heatsink unless you can verify it is designed to handle your new processor. Generally, as processor speeds climb, processor cores get hotter, and an older heatsink might not cool a newer processor adequately. If you reuse an old heatsink, be sure to remove any thermal grease or thermal pad residue and reapply new thermal transfer material before installing the heatsink on the processor.</p>
415	<p>On the Web note, last paragraph, first sentence:</p> <p>Note that Intel-made motherboards ...</p>	Note that <b>most</b> Intel-made motherboards ...

422	On the Web note, last sentence:  Find it at <a href="http://www.zalman.co.kr/english/product/nb32j.htm">http://www.zalman.co.kr/english/product/nb32j.htm</a>	Find it at <a href="http://www.zalman.co.kr">http://www.zalman.co.kr</a> . <b>Click on Northbridge chipsets, select a model, then click How to Install.</b>
425	First bullet, fourth sentence:  Athlon and all AMD Duron processors...	Athlon <b>XP</b> and all AMD Duron processors...
429	On the Web note, third paragraph (just after the first URL) and continuing to the end of page:	Replace with:  Intel's "Pentium 4 Processors Thermal Management" page provides detailed information for both the original 423-pin Pentium 4 and current 478-pin Pentium 4 and Celeron processors, including heatsink installation tips. Get it at <a href="http://support.intel.com/support/processors/pentium4/sb/CS-007999.htm">http://support.intel.com/support/processors/pentium4/sb/CS-007999.htm</a> .
431	On the Web note, last paragraph:  You can order CPU shims for both AMD and Intel Socket 370 processors (older Celeron and most Pentium IIIs) from HighSpeed PC, LLC, at <a href="http://highspeedpc.com">http://highspeedpc.com</a> .	You can order CPU shims for both AMD <b>Socket A (Athlon, Athlon XP, and Duron) processors</b> from HighSpeed PC, LLC, at <a href="http://highspeedpc.com">http://highspeedpc.com</a> .
444	On the Web note, last sentence:  Enter "Power Supplies" (with quotes) as the search text.	Enter " <b>power supply</b> " (with quotes) as the search text.
450	On the Web note, third bullet:  Invensys (Best Power)-- <a href="http://www.powerware.com">http://www.powerware.com</a>	<b>Powerware</b> -- <a href="http://www.powerware.com">http://www.powerware.com</a>
472	Fast Track to Success note, first sentence, article number:	310490

	<p>article number:</p> <p>Q310490</p>	
478	<p>On the Web note, Microsoft URL:</p> <p><a href="http://www.microsoft.com/hardware/mouse/download.asp">http://www.microsoft.com/hardware/mouse/download.asp</a></p>	<p><a href="http://www.microsoft.com/hardware/mouseandkeyboard/download.mspx">http://www.microsoft.com/hardware/mouseandkeyboard/ download.mspx</a></p>
478	<p>On the Web note, IBM URL:</p> <p><a href="http://www.pc.ibm.com/support/us">http://www.pc.ibm.com/support/us</a></p>	<p><a href="http://www.ibm.com/support/us">http://www.ibm.com/support/us</a></p>
486	<p>On the Web note, article numbers:</p> <p>Q310123</p> <p>Q125174</p>	<p>310123</p> <p>125174</p>
498	<p>On the Web note, URL:</p> <p><a href="http://www.microsoft.com/windows/directx/default.asp">http://www.microsoft.com/windows/directx/default.asp</a></p>	<p><a href="http://www.microsoft.com/windows/directx/default.aspx">http://www.microsoft.com/windows/directx/default.aspx</a></p>

501	Cautions and Warnings, first sentence, article number:  Q315000	315000
515	Second paragraph, Cnet's Web site:  http://download.com.com	http://download.com