

WHITE PAPER

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To enhance the experience of home computer users, Microsoft launched Windows Millennium Edition (Windows Me) in September of 2000. This operating system provides enhancements geared towards improving functionality in the areas of PC health, digital media, home networking and the online experience. The focus of Windows Me is on the home user. Windows Me is not supported on our standard commercial products.

Customers who prefer an operating system designed for the corporate environment should evaluate Microsoft Windows 2000, which provides a level of stability and security that is well suited for the demands of a corporate user. With enhanced ease of use, management, and security, the total cost of ownership (TCO) benefits of Windows 2000 outweigh those of other operating systems.

For customers who have standardized on a previously released Microsoft operating systems, Compaq will continue to offer Windows NT Workstation 4.0, Windows 95, and Windows 98SE preinstalled on select Deskpro models.

Compaq has performed testing in order to provide information for those customers who wish to install this unsupported operating system.

This white paper provides known anomalies and recommended solutions after upgrading to Microsoft Windows Me on Compaq Deskpro EP Series, Deskpro EP/SB Series, Deskpro EN Series, Deskpro EN SFF Series, Deskpro EC Series, Deskpro EX Series, Deskpro EXS Series, iPAQ, and iPAQ Legacy-Free Computers. Customer performing a clean install (not an upgrade) of Windows Me should refer to the Installing Microsoft Windows Millennium Edition white paper. This paper does not cover issues already documented in the Microsoft readme.txt files and FAQs on the Windows Millennium Edition CD or on the Microsoft Web site at <http://www.microsoft.com/Windowsme> and <http://support.microsoft.com/support/tshoot/default.asp>.

COMPAQ

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Upgrading to Microsoft Windows Millennium Edition Anomalies and Recommended solutions for Compaq Commercial Desktop Computers

North America First Edition (October 2000)

BEFORE UPGRADING

- Download Modem Drivers—Before upgrading, it is recommended that you visit the Compaq Web site support page to verify that there is Windows Millennium driver support available for your modem.
 - The Conexant HCF V.90 56K PCI modem for the Deskpro EXS Series does not have native driver support in Windows Millennium. Download the modem drivers for Windows Me prior to upgrading.
 - There are also several modems that do not have any available support for Windows Me, and you will be unable to connect to the Internet after the installation. You will need to install a new modem or remain with a supported operating system.
- Use the Current ROM—Verify that you are using the current ROM for your computer before upgrading to Windows Me. To verify the ROM name, use the F10 System Setup Information before you update the ROM. The latest ROMs are on the Compaq support page at <http://www.compaq.com/support/files>.
- Check Audio Driver Support—There is no driver support currently available for the Sound Blaster Live audio card. Periodically check the Compaq support page at <http://www.compaq.com/support/files> for any changes to the support status on this device.

SYSTEM REQUIREMENTS

Microsoft recommends the following system requirements for Windows Me

- 28.8 Kbs modem or faster with current Internet connection
- CD-ROM drive
- Sound card
- Speakers or headphones
- Microsoft mouse or compatible pointing device
- VGA or higher resolution monitor
- 150 MHz Pentium processor or better
- 32 MB of RAM or better
- Minimum 320 MB free hard disk space

Additional Windows Me features (such as DVD, WebTV, and Windows MovieMaker) may require the following rather than, or in addition to, the above system requirements.

- 56.6 Kbs modem or faster with current Internet connection (Windows Movie Maker option)
- DVD-ROM drive
- DVD decoder card or software (DVD option)
- SVGA monitor
- 300 MHz Pentium II processor or better
- 64 MB of RAM
- 2 GB free hard disk space

- Pentium compatible or equivalent TV tuner card (WebTV option)
- Good quality microphone (Windows Movie Maker option)
- Video capture device (Windows Movie Maker option)

KNOWN ANOMALIES AND RECOMMENDED SOLUTIONS

Customers may encounter several anomalies after upgrading their Compaq Deskpro computers from Microsoft Windows 95 or Windows 98 to Windows Me. Compaq has provided descriptions and recommended solutions to known anomalies.

Description: When trying to auto-detect a new driver for the video/audio/other device, Windows Me did not load the new native driver but kept the older driver instead.

Systems Affected: All systems that are upgraded to Windows Me may have this anomaly. This anomaly is due to the change in naming convention for several video and audio cards.

Solution: Install the appropriate video driver:

1. Right-click the My Compaq icon on the desktop, select Properties→Device Manager tab.
2. Select the audio or video card and click the Properties button.
3. Select Driver tab.
4. Click the Update Driver button.
5. Select the option "Specify the location of the driver (Advanced)" and click Next.
6. Select the option "Display a list of all the drivers in a specific location, so you can select the driver you want" and click Next.
7. Select the appropriate driver by date. For example, if drivers with similar names are not listed (that is, both AC97 audio and SoundMax are listed), use the driver with the most recent date. If several drivers are listed with similar names (that is, ATI Rage Pro and Rage Pro Turbo), choose the driver with the most recent date.
8. Click Next, then click Next again.
9. Click Finish.
10. Click Close, then click Close again.

It is recommended that you restart the computer.

Description: After adding a second Network Interface Card (NIC) to a system with an integrated NIC, one or both of the NICs may be displayed with a yellow spot and an exclamation point in the Device Manager window.

Systems Affected: All systems that have two similar NICs installed (one integrated on the system board and one add-in card), may experience this anomaly if one is using the native driver and the other is using a newer driver.

Solution: Install the same drivers for each NIC.

1. Locate and download the latest NIC drivers from the Compaq support page.
2. Right-click the My Computer icon on the desktop, select Properties→Device Manager tab.
3. Click the plus sign (+) next to "Network Adapters."

4. Click once on the first NIC device to highlight it, then click the Properties button.
5. Select the Driver tab, and click the Update Driver button.
6. Select the option "Specify the location of the driver (Advanced)."
7. Click Next.
8. Select the option "Display a list of all the drivers in a specific location, so you can select the driver you want."
9. Click Next.
10. Click on the Have Disk button.
11. Point the system to the location of the updated NIC drivers. Click OK.
12. Select the most current driver from the list, and click OK.
13. Click Next.
14. Click Finish.
15. Repeat steps 5 through 14 for the second installed NIC.
16. After you have updated the drivers for all installed NICs, restart the system.

Description: A standard VGA driver was installed to use with the graphic card.

Systems Affected: The Deskpro EN, Deskpro EN SFF, and the Deskpro EP systems that use a video card that does not have a native driver included in Windows Me. This includes (but is not limited to) video cards such as the Matrox G100, G200, or G400, and the Intel 815 video.

Solution: Check the Compaq support page at <http://www.compaq.com/support/files> for updated video drivers. If a Windows Me video driver is not available, you will need to continue using the standard VGA driver.

Description: The Matrox G100, G200, or G400 video card does not function after the system resumes from Standby with a standard VGA driver loaded.

Systems Affected: The Deskpro EN, Deskpro EN SFF, and the Deskpro EP systems that are using the standard VGA driver for the Matrox G100, G200, or G400 video cards.

Solution: Check the Compaq support page at <http://www.compaq.com/support/files> for updated video drivers. If a Windows Me video driver not available, you will need to continue using the standard VGA driver. For more information, refer to the Microsoft Knowledge Base article, Q263784, at <http://support.microsoft.com/support/kb/articles/q236/9/57.ASP>.

Description: The Dial-up Adapter was manually uninstalled and there is no option in Network Properties to add it back.

System Affected: All systems running Windows Me.

Solution: Use the steps below to add the Dial-up Adapter.

1. Click Start→Settings→Control Panel.
2. Double-click the Add/Remove Program icon.
3. Select the Windows Setup tab.
4. Click once on Communications to highlight it, then click the Details button.
5. Clear the check box next to Dial-up Networking, then click OK. Click OK again.
6. When prompted to restart the computer, select NO.
7. From the Control Panel, double-click the Add/Remove Programs icon.
8. Select the Windows Setup tab.
9. Click once on Communications to highlight it, then click the Details button.
10. This time, check the box next to Dial-up Networking, then click OK. Click OK again.
11. When prompted to restart the computer, select YES.

The Dial-up Networking option is now available in Networking Properties. For additional information, refer to the Microsoft Knowledge Base article, Q256251, at <http://support.microsoft.com>.

Description: The computer sound and video files play at faster speeds than normal, or after the system resumes from Hibernation, the speed of the sound that was playing before has now doubled.

System Affected: The Deskpro EN, Deskpro EN SFF, and Deskpro EX/EXS systems with AC97 audio that are using the Windows Me native AC97 audio driver or older versions of the SoundMAX audio driver.

Solution: Install the latest SoundMAX audio drivers (version 5.12.01.2508 or greater) from the Compaq support page at <http://www.compaq.com/support/files>, if supported. The SoundMAX driver for Windows Me may not be available for all system.

Description: After upgrading from Windows 95 to Windows Me, the .midi and .rmi files are no longer providing play functions.

System Affected: The Deskpro EN, Deskpro EN SFF, Deskpro EC, and Deskpro EX/EXS systems with AC97 audio that are using Windows Me with older versions of the SoundMAX audio driver.

Solution: Install the latest SoundMAX audio drivers (version 5.12.01.2508 or greater) from the Compaq support page at <http://www.compaq.com/support/files>, if supported. The SoundMAX driver for Windows Me may not be available for all systems.

Description: The volume control panel application does not change the system volume.

System Affected: The Deskpro EN, Deskpro EN SFF, and Deskpro EX/EXS systems with AC97 audio that are using the Windows Me native AC97 audio driver.

Solution: Install the latest SoundMAX audio drivers (version 5.12.01.2508 or greater) from the Compaq support page at <http://www.compaq.com/support/files>, if supported. The SoundMAX driver for Windows Me may not be available for all systems.

Description: A floppy drive is not installed in the MultiBay of the iPAQ system but Windows Explorer reports the presence of a "Removable Drive A:."

System Affected: The iPAQ Legacy-Free and iPAQ systems that have installed Windows Me across the network.

Solution: Install ROM 686j5 version 2.05 or later for iPAQ Legacy-Free, available for download from the Compaq support page at <http://www.compaq.com/support/files>.

Description: When running the Compaq Diagnostics application after upgrading to Windows Me, the error messages "CPQDIAG has caused an error in DL-NET.DLL" and "CPQDIAG has caused an error in KERNEL32.DLL" appear on the screen.

System Affected: The Deskpro EN, Deskpro EN SFF, and Deskpro EP systems that have been upgraded from a preinstalled version of Windows 95 or Windows 98, or running a Compaq Diagnostic version that is prior to version 3.0.

Solution: Install Compaq Diagnostic version 3.0 or later from the Compaq support page at <http://www.compaq.com/support/files>.

Description: When running the DMI Browser after the system resumes from Suspend (APM power management), Standby (ACPI power management), or Hibernation (APM or ACPI power management), the error message "Idmiex - This program has performed an illegal operation and will be shut down" appears on the screen.

Systems Affected: The Deskpro EN, Deskpro EN SFF, and Deskpro EP systems that have been upgraded from Windows 95 or Windows 98, or are running an older version of the Compaq Intelligent Manageability software.

Solution: Install version 4.37C or greater of the Intelligent Manageability software from the Compaq support page at <http://www.compaq.com/support/files>.

Description: Computers that are running the NetBEUI protocol on the network may not be visible. After the system resumes from Standby, the following errors may occur:

- "My Network Places" does not list all computers connected to the network.
- Access attempts from other computers on the network may result in the error message "No network provider accepted the given network path."
- The system can no longer access the network and any attempt to access the network may result in the error message "Unable to browse the network. The network is not accessible."

System Affected: All systems using the NetBEUI protocol or connecting to a system using the NetBEUI protocol. This anomaly is not NIC specific.

Solution: A permanent solution is not available. An alternative solution is to use protocols other than NetBEUI (such as TCP/IP). If changing the network protocol is not possible, use the following procedure.

1. After waking the system from Standby and experiencing the anomaly described above, right-click the My Computer icon on the desktop, then select Properties and click the Device Manager tab.
2. Click on the plus sign (+) next to "Network Adapters."

3. Click once on the NIC device to highlight it, then click the Properties button.
4. Check the box labeled "Disable in this hardware profile." Click OK.
5. Click the NIC device again to highlight it, then click the Properties button.
6. Uncheck the box labeled "Disable in this hardware profile." Click OK.
7. Click the Close button to close the Device Manager window.

You should now be able to access the network. For additional information, refer to the Microsoft Knowledge Base article, Q236957, at <http://support.microsoft.com/support/kb/articles/q236/9/57.ASP>.

Description: The iPAQ Legacy-Free does not have a PS/2 port on the system board, but the Device Manager window shows a yellow spot with an exclamation point on the PS/2 mouse port.

Systems Affected: The iPAQ Legacy-Free systems.

Solution: Install ROM 686j5 version 2.05 or later for iPAQ Legacy-Free, available for download from the Compaq support page at <http://www.compaq.com/support/files>. This anomaly does not cause loss of functionality.

Description: The system will not allow Standby mode when a SCSI device is attached.

Systems Affected: All systems that are in ACPI power management mode with one or more SCSI device.

Solution: This is as designed. Windows Me does not allow an ACPI system to go into Standby with SCSI devices attached. For additional information, refer to the Microsoft Knowledge Base article, Q263766, at <http://support.microsoft.com>.

Description: When running the Compaq Intelligent Manageability application after upgrading to Windows Me, the Alert tab is blank.

Systems Affected: The Deskpro EN, Deskpro EN SFF, and Deskpro EP systems that have been upgraded from Windows 95 or Windows 98.

Solution: Select another tab, for example the Version tab, then reselect the Alert tab. The Alert tab information will be displayed. This anomaly is corrected by installing the latest version of Compaq Intelligent Manageability, which is available from the Compaq support page at <http://www.compaq.com/support/files>.

Description: Some midi files do not correctly play. It sounds like notes are missing or only the higher notes are audible.

Systems Affected: The Deskpro EN, Deskpro EN SFF, and Deskpro EP systems that are not using the "Microsoft GS Wavetable SW Synth" synthesizer.

Solution: Set the Audio tab to the Microsoft GS Wavetable SW Synth device.

1. Click Start→Settings→Control Panel.
2. Double-click the Sounds and Multimedia icon.

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3. Select the Audio tab.
4. Under Midi Music Playback, set the Preferred device to "Microsoft GS Wavetable SW Synth."
5. Click OK.