

Q&A

Your Questions, Our Answers

Display My TV

Q Our educational institution wants to use 29-inch TVs as an output device instead of monitors. What computer configuration do we need for that purpose? We use a Pentium 4 2.4 GHz, an Intel GVSr original motherboard, 128 MB DDR RAM with a 40 GB hard disk, and need output to both TV and monitor.

AGS

A The hardware configuration that your institution currently uses is just perfect. However, you will need to install a display card with TV-out capability. Doing so will help you connect the computer to the TV. Since your motherboard does not have an AGP slot, you need to find a PCI display card with a TV-out connector. You can either use an S-Video cable, or a composite cable (if the video card supports it) to connect the TV.

Drained Batteries

Q I have a Pentium III 733 MHz, a 20 GB hard drive and 128 MB of RAM. For the past one year, my motherboard's battery has been draining swiftly. I have to correct the system clock every time I reboot. A couple of months back, the computer refused to boot as well. If I change the battery, everything starts working normally again, including the clock. Does a computer refuse to boot if the battery is completely dead? If yes, why does this happen, and is there something wrong with my motherboard?

Tejendra Nanabhai Pathare

A It is unusual for a battery to drain so quickly. Also, your computer should boot, regardless of whether the battery is dead or not. Your motherboard seems to have a problem, and you will need to contact your hardware vendor to solve this.

Missing Floppy Drive

Q I run Windows 2000 Professional. Recently, my floppy drive stopped showing up in My Computer. All the other drives display correctly. Under Floppy disk controllers, in the Computer Management console, it says that the drive is working properly. What is the problem?

Amit

A The BIOS doesn't seem to detect your floppy drive. Check the CMOS settings and see if the floppy drive is visible. Ensure that the CMOS is set to 'Halt on all errors' and also check that the BIOS 'Report the floppy drive to the OS' setting is enabled.

Another reason could be drive letter conflicts caused by software such as RAMdisk. TweakUI from PowerToys, which is available from the Microsoft Web site, can also cause drive letters to be hidden in Windows Explorer and My Computer. If you have it installed, go to Start > Settings > Control Panel and double-click on TweakUI. In the My Computer tab, select the checkboxes of the drives that are shown as hidden. Click Close, and restart your computer.

Sharing The Link

Q I am an IIT Bombay student. We access the Internet via a LAN from our rooms. The problem is, my room has only one LAN socket, but we have two computers in the same room, and want to connect both. How can we allow both to connect to the network using the single LAN socket? What hardware and software do we need? Also, this needs to be a solution for both Linux and Windows.

Vamsi Krishna

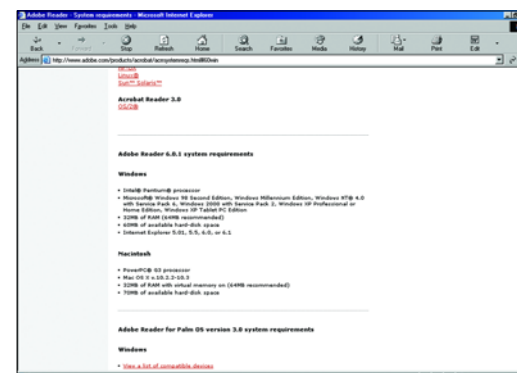
A The simplest solution is to buy a four-port hub, and connect that to your LAN socket. You can then connect up to four computers to that one LAN socket. A four-port hub costs around Rs 800.

Adobe Incompatibility

Q The Digit CD with archived content asks for Adobe Reader 6. I tried installing it from your CD, but I get an error saying the OS is not compatible. I run Windows 98 First Edition. Why is this so?

Dr Girish

A Adobe Reader 6, and above, are not compatible with Windows 98 First Edition. All you can do is either upgrade to Windows 98 SE or install Adobe Acrobat Reader 5. This



Adobe Reader 6 requires Windows 98SE and later OSes to work



The TV-Radio button is highlighted once you connect the TV to the graphics card



sos@jasubhai.com

E-mail us your computing problems, and we may answer them here! Since we get more mails per day than we can handle, it may take some time for your query to be answered. Rest assured, we are listening!

previous version lets you view PDF files, but you will not be able to use advanced features, such as the search capability.

Undelete My Data

Q How can I retrieve files that have been deleted from the Recycle Bin, and how can I find the current date using DOS commands?

Kripal Singh

A Irrespective of the Windows flavour you use, files deleted from the Recycle Bin are irrecoverable. This is because Windows does not bundle a utility to do so. MS-DOS had an 'undelete' command up to version 6.22, and the command line tools in Windows 98SE, but this was discontinued in Windows XP. You will need to use a third-party tool, such as R-Studio, Ontrack EasyRecovery or Get Data Back, which will let you recover data

from your hard drive even if you format it accidentally.

To view the date in DOS, just type 'date' and press [Enter].

Need For Speed!

I have a Pentium III 600 MHz, 128 MB RAM and an Intel 82815 graphics controller, running Windows 98SE. I wanted to play *Halo*, but the game gave me an error that says, "Hardware acceleration may be disabled, run dxdiag." Also, when I try to run *Need for Speed: Underground*, I get an error that says, "This program has caused an illegal operation and will be shut down." What do I do?

Arshad



A You will face such problems when you try to run newer games. This is because your onboard graphics controller cannot support the game that you intend playing. The minimum system requirements for *Halo* are at least a Pentium III 733 MHz processor, 128 MB RAM and a 32 MB video card that supports Hardware Transformation and Lighting. So you need at least an nVidia GeForce2 or an ATi Radeon 9200SE. You will need to upgrade to be able to play most new generation games.

Mole In Internet Explorer

Q I run Windows XP Home Edition, and my e-mail client and Internet Explorer display an unknown Web page as default. Though I set IE's start page as 'blank', the unknown page still shows up. I even reinstalled IE, but to no avail. It is annoying me no end.

Swarup Mondal

A Looks like you have spyware on your computer. The best solution is to install anti-spyware tools such as SpyBot or Ad-Aware, and scan your entire system with them. These software check and prompt you to remove all spyware applications present on your hard drive. This should solve your problem, and also prevent future applications from installing.



20 Questions?

Q I have an Intel Celeron 1.7 GHz CPU, 128 MB RAM and an Intel 845G motherboard, running Windows XP Home.

I have a few questions:

Are refilled cartridges hazardous for printers? What do I use to clean the rollers? What paper should I use to avoid paper jams? Can you give me some buying tips on how to choose the right CD-R? I have a GTA 4 anti-CD check crack, how do I use it? How can I run PlayStation CDs on my computer? What software do I use to get DVDs to run on my machine?

Ishan Raut Desai

A Now that's a lot of questions! Let's take them one at a time: Yes, refilled cartridges sometimes leak, which may damage your printer, and also give poorer quality printouts.

You can use alcohol to clean the rollers of the printer. This is a generic solution. You may want to consult your printer's user manual to check the exact type of liquid that you can use to clean the rollers.

Regarding the type of paper, choose any good quality printing paper as long as it is not translucent or too thick. Bond paper is the best type of printing paper but may be expensive in the long run. The paper thickness is not an issue as bond paper is the normal recommended paper type for all printers.

Original game CDs are copy-protected, and thus cannot be replicated using software such as Nero Burning ROM. Copying game CDs is illegal! If this problems occurs even when burning a new compilation, or copying CDs that aren't copy-protected, your CD-Writer might be faulty. Send it to the manufacturer's service centre for repairs.

Using no-CD check cracks is illegal. We suggest you buy your own CD.

You can run PS1 and PS2 game CDs on your computer using emulators such as Bleem!. Make sure you own the original PlayStation CDs, or you will be heading into illegal territory here again.

DVDs only play on a DVD ROM drive. Since, you have not mentioned what drive you have, we will suppose it's a DVD ROM drive, and that you are asking about DVD movies. Install software such as Power DVD or Win DVD to watch DVD movies on your computer. Data DVDs can be accessed using Windows Explorer.

How to...

Share one computer among multiple users

Solutions that share a PC between multiple users help SOHOs utilise their PCs to maximise productivity as well as cut IT-infrastructure costs. Call centres, hospitals, educational centres, etc also find it useful. You may employ it to share your home PC with your children.

We used one such solution-+ONE PC-that uses the time-slicing technique to share a PC. Its pack contains a PCI display card, a connector box, a software CD, a 15 feet long SVGA cable and a USB extension cable.

+ONE PC provides a computer with three extra I/O connections-keyboard, mouse and monitor-that use the resources of the host PC. Users can do light tasks such as surfing, playing small games and such. The host can instantly see changes made to its disk by the workstation.

Up to five users can share one PC using this solution. Their speed depends upon the configuration of the host PC.

System requirements

The host PC should have approximately 128 MB of RAM per user. This means that you need to have at least 256MB of RAM installed if you want to share the PC among two users. The OS should be either Windows 2000 or XP. The host PC



+ONE PC set up for two users

requires at least a Pentium III 500 MHz processor. Enhancing the system configuration of the host PC improves the performance of the workstations.

Installation

Shut down and switch off the host PC. Open the cabinet and install the bundled PCI display card. Connect one end of the SVGA extension cable to this card, and the second monitor to the other. Connect the second set of PS/2 keyboard and mouse to the bundled junction box. The box, in turn connects to the USB port of the host PC.

Next, power on the PC and press [Del] to enter the BIOS. Select the 'Integrated Peripherals' or 'BIOS features Setup'

menu, locate the 'Init Display First' or 'VGA- Boot-From' option., set it to 'AGP' or 'AGP/onboard', press [F10] to save your changes, and then restart the computer. The PC detects the new display card as ATI 128 Rage series and installs it automatically. Disable Power Management since +ONE PC doesn't support it. To do so, right-click on the desktop, select Properties, switch to the Screen Saver tab and click the 'Power...' button. Set all the fields in the selected power scheme settings to 'Never'.

Next, run the Setup file from the bundled software CD according to the type of processor that you have installed - with or without Hyper-threading - and install the necessary software. Select password protection and network administrative control options as and when they appear during the setup. Click OK to restart the PC when setup is finished. That's it, you're through!

Configuration

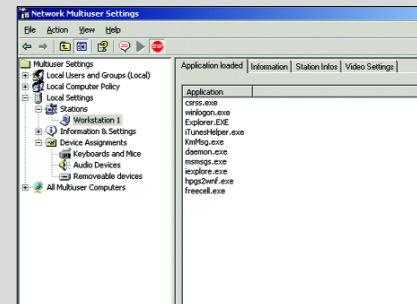
If the first boot brings up the logon screen on the workstation monitor too, then the workstation is configured properly. Initially, you may face some keyboard problems-both keyboards may work for the workstation only. However, the solution to this is simple: double-click the +ONE PC icon in the system tray and set the first keyboard for the Host PC. You will also see the Network Multiuser Settings window there. In its left panel, navigate to **Multiuser Settings > Local Settings > Device Assignments > Keyboard and Mice**. You will see two mice and keyboards configured in the right panel of the window; double-click 'Keyboard #01'.

In the properties window, go to the 'Keyboard Recognition via LED-Blinking' tab, and click on the 'Start LED-Blinking' button. This sets the lock LEDs blinking to help you identify the keyboard connected to Keyboard #01. You can also press a few keys to see the progress bar going up on the data received from the keyboard connected to the host PC. If the keyboard indeed is the right one, flip back to the General tab, select 'Station to Main Console,' and click OK. Now, you can use both the host and workstation PCs at the same time.

You can also use the Network Multiuser Settings window to monitor processes or applications. Go to **Multiuser Settings > Local Settings > Stations > Station 2**. Four tabs-Application loaded, Information, Station Infos and Video Settings-appear in the right panel. The first tab shows you

real-time information of all the running processes on the workstation. The Information tab displays general information about the workstation. The Station Infos tab lets you know the station name, which is changeable. It also shows up some configurations for the workstation, which you can define. The Video Settings tab helps you change the resolution and refresh rate of the workstation.

However, the system disappoints in the security department. The workstation user can delete or uninstall any software without as much as a warning being issued to the host. He can also shut down the host PC.



The Network Multiuser Settings lets you monitor processes and applications

In Sum

+ONE PC, along with the other solutions mentioned alongside, help you harness the spare power of a single PC to run multiple workstations. These are very cost-effective, especially in the scenarios we have mentioned. We've reviewed only +ONE PC here, but the others too do their job quite well. They are bound to bring about a tremendous reduction in your infrastructure bills.

Price Rs 6000 plus taxes (For 2 user set up)

Contact Adline Systems

Phone 011-25720911

E-mail adline@del6.vsnl.net.in

Website www.adlinesystems.com

Similar Solutions

Jetway N2view TwinMagic
Motherboard
Contact: Anirox Technologies
(Phone: 022-28655282)

IOGear ShareView
Contact: J.S. Equipments (Phone:
022-23810713)

SD Versus DDR

Q I have a Celeron 1.7 GHz processor, a VIA motherboard and 128 MB SD RAM. I want to upgrade my RAM and have four slots on my motherboard—two DDR and two SD slots. Will I be able to use DDR and SD memory simultaneously, and just add 128 MB DDR RAM to my computer?

Gagan Cheema

A Unfortunately, you cannot. You can choose to run your system either on DDR or SD RAM, but the two will not run simultaneously. We suggest you sell the SD RAM to your vendor, and buy 256 MB of DDR memory. As of now, SD RAM costs more than DDR RAM, because the former has been discontinued.

The Death Of A CD-ROM

Q I have a Celeron 266 MHz processor with a 20 GB hard drive and 64 MB RAM. I bought a Samsung 52X CD-ROM about two years ago. Last month it suddenly started acting up and refused to detect re-writable CDs. After many tries, it detected the CD-RW as an audio CD, and now treats all CD-RWs as audio CDs. What's wrong?

Rakshit Desai

A Your CD-ROM drive is on its last legs. You can try a lens cleaner to make sure this isn't caused by a dirty lens. If the lens cleaner doesn't solve the problem, you will have to buy a new drive.

Beat The Heat

Q I have a Pentium III 1.0 GHz, a Mercury 815e motherboard, an 80 GB hard drive and 150 MB of SD RAM. The problem is that my heat sink gets really hot, and as a result, the PC hangs or restarts. The CPU fan is working fine, but the BIOS setting doesn't show its RPM. I have another case fan, and the BIOS reports its speed. Is there a problem with my motherboard?

Abhay

A In order to find the culprit, you need to make sure that the CPU fan is working correctly. Open your cabinet and make sure the fan rotates easily. Make sure the heat sink and fan blades are free from dust.

You can use a paint brush to clean both. If necessary, remove the fan and heat sink, clean them thoroughly, and apply thermal paste again and fix them back on to the CPU.

To make sure that it's a heating problem, you can try running the CPU with the same heat sink and fan on another motherboard.

Another factor, due to which the BIOS may not be reporting the RPM speed of the CPU fan correctly, could be that the CPU fan cable is not connected to the proper connector on the motherboard. You may want to check that.

If all is in order and you still have an issue,

you will have to opt for an external CPU fan kit which will lighten your wallet by Rs 600.

We Have A Spy In Our Midst

Q Whenever I log onto the Internet, my computer gets infected with viruses. I use AVG as my anti-virus, but it seems to be of no use. I run Windows XP with Service Pack 1. My virus definitions are always up-to-date. While scanning my computer with spybot, it says, "There is a security hole in your computer which allows unauthorised material to pass on to your computer without your knowledge." What do I do?

Akash

A Your problem stems from a Trojan or spyware that has been installed. What you can do is run SpyBot and make it remove the spyware. Download and install the latest Windows and anti-virus updates. This will ensure that your computer stays safe all the time. Also turn on the inbuilt Windows Firewall. Turn to Page 56 for more instructions on securing your Windows XP PC in 30 minutes.



Carbon Copies

Q I brought my friend's hard drive over to copy some data to my system. After I was done, that hard disk developed problems. My friend says some system files are missing. I formatted the hard drive, and now want to copy all the software that is on my drive to his. I do not have any software CDs though. Is there a way to copy everything, as it is on my drive, to his drive—including the OS?

Shaik Basha



Norton Ghost creates an exact copy of your hard drive

A It's possible, but it won't work because your friend will have a different hardware configuration. If by some miracle, you both have exactly, and we mean EXACTLY the same configuration, you can use utilities such as Norton Ghost or DriveImage to make an image file (exact copy) of your hard drive on to your friends. ■