



From josephk Tue Apr 14 08:07:05 1992
To: jonl
Subject: FW: URGENT- question feedback
Date: Tue Apr 14 08:06:34 pdt 1992
Status: RC

>From josephk Mon Apr 13 20:14:17 1992
To: bradsi pattys steveb
Cc: davidcol debbieh gregpe josephk kathyf kkeester richt sharonh terrybo
Subject: URGENT- question feedback

Date: Mon Apr 13 20:14:20 pdt 1992

Steve, Patty, Brad,

Here are the top 5 Q&A PSS would like addressed and a strawman ranking. We will include as many as we have space for, but will likely not have space for all 5. We need your comments on content and ranking by 9am for the agency to roll into the ad.

thanks

1.
Q.

Why is the Windows Support line so busy? What else can I do to get some of my questions answered?

A.

The good news about a product like Windows 3.1 is everyone wants to take advantage of the news features as soon as possible. The bad news is trying to meet demand of the spike of calls of 10 million users all at once is next to impossible. We've been preparing for months and have doubled our call handling ability and trained over 500 support

technicians for Windows 3.1, and will continue to increase our support capacity. But in spite of this you may experience some delays and busy signals in reaching us. Patience for a few weeks will help us all as we catch up with demand for direct telephone support. Remember, the Windows Users Guide and on-line Help are the fastest way to get answers to common questions.

There are also alternative support options that many people use to find answers their questions. Compuserve lets you exchange information with other users and Microsoft support engineers. If you a have a Compuserve account type XXXX. If you would like to open an account call 800-848-8199 rep. 230 for additional information. Microsoft Fast Tips for Windows provides automated answers to common questions on Win 3.1 plus access to a library of technical notes available via fax or by US mail.

Available 24 hours a day, 7 days a week. Call 206-635-7245 from a touch tone phone.

MS 0156772
CONFIDENTIAL

Q:
I use Norton Desktop for Windows 1.0 and I've had problems running it since I upgraded to Windows 3.1. What should I do? Also, where can I find information about application compatibility with Windows 3.1?

A:
If you have difficulty getting Desktop to run, you might need to make the following changes to the [386Enh] section of your SYSTEM.INI file:
Add the line device=*vdmad and remove the line device=vdmadx.386.

Windows 3.1 has been widely tested for compatibility with existing applications, but there are still some instances where you may run into a problem. For more information about applications, you can look at the documentation included in the on-line Help for Windows 3.1. To do this, press F1 to start Help, then Choose File/Open, and open APPS.HLP from the directory you installed Windows 3.1 in. This Help file lists applications that may require an update for Windows 3.1.

3

Q:
I bought the Windows 3.1 upgrade, and both the disk packaging and the Setup program encourage me to fill out the registration card, but I can't find it? How do I register?

A:
If you ordered the Windows 3.1 upgrade from Microsoft, the upgrade package will not include a reg card because you are automatically registered when we send you the package, so no need to register again. If you buy the upgrade through a reseller, it will have a registration card in it.

4.

Q:
I started to install Windows 3.1, but my machine hangs on disk 2. If I try to install again, the same thing happens. What can I do?

A:
During the installation procedure, the Windows setup program starts as an MS-DOS application, then starts Windows to finish the setup procedure. For most configurations this occurs on disk 2 (3.5" HD) or disk 3 (5.25" HD). Occasionally the setup program is unable to start Windows at this point and so cannot complete installation. The most common reasons for this are incompatible devices in the AUTOEXEC.BAT or CONFIG.SYS or a stated hardware configuration that does not match your actual hardware.

To remove any potential device problems, first back up your AUTOEXEC.BAT and CONFIG.SYS, then delete your AUTOEXEC.BAT and create a new CONFIG.SYS that only contains any drivers you may need for accessing your hard disk, such as compression utilities or third party disk managers. Then try reinstalling Windows. A dialog should appear that says: "Setup has detected a failed Microsoft Windows 3.1 installation in the C:\WINDOWS directory. To have Setup try to recover this Microsoft Windows 3.1 installation now, press ENTER". Press ENTER to recover and complete Setup.

If this also fails, reboot the machine and run Setup by typing A:\SETUP /I (where A: is the drive that contains the Windows 3.1 diskette). You will default to Custom Setup and can now insure that the

MS 0156773
CONFIDENTIAL

specified hardware matches your configuration. If Setup still fails after trying the above steps, call Microsoft Product Support.

5.

Q: I'm running DR DOS and Windows 3.0. When I tried to install Windows 3.1 received the following error message: Standard Mode: Fault in MS-DOS Extender.

A:

[Answer will be based on official standard response from PSS:
- DR DOS not tested or supported,
- call DR for more info
- and then instructions for getting back to Win 3.0.]

MS 0156774
CONFIDENTIAL