



Wm 3.1q

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Microsoft Memo

To: JOSEPH KRAWCZAK  
From: TERRY BOURNE  
Date: April 27, 1992  
RE: Ask Patty Question Suggestions  
cc: Patty Stonesifer

Corp Com did a great job taking the questions and answers you and I drafted into something readable last time. I think there is enough info below for them to accomplish the same again. I've provide 6 questions from the list of 20 (\\pssmax\public\user\terrybo\win31\top20.doc & top10qa.doc) that are high call generators for PSS. My preference is that we alternate between SETUP and Printing/TrueType issues in the first few months.

Give me a call if you have any questions.

-TB

1. Novell on the local install does not recognize the files located in the SYSTEM directory.

- NWPOPUP
- System.drv
- \*.cip (Control Panel files)

Solution: Add the correct path and directory, plus insert  
`TimerCriticalSection=10000`

2. Printer drivers do not update correctly. About 90% of all TT calls or ThirdParty printing problems will be solved by deleting the printer driver and reinstalling. *(printer driver only).*

3. Why is ATM being deactivated during setup.

If the user boots without any TSR's installed ATM is deactivated in the system.ini. A good example of this happening would be a user who boots with no config.sys and no autoexec.bat and then installs. When setup tries to start the windows portion the ATM icon appears in the lower left hand corner of the screen. Now, I think that for some reason setup can't handle the atmsys.drv (reasons not entirely known) so it removes the atm lines and replaces the system.drv=. A symptom of this happening during setup is in the ATM control panel the user will see Version: Inactive with the Radiobutton ON being depressed. (Doesn't make sense does it?)

SOLUTION: The one you have been telling everyone all along is the best. I prefer the reinstall of ATM because if for any reason the printers have changed ATM will now be active for the upgraded printers also.

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ASKPATY1.DOC

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## Microsoft Memo

### 4. Deskjet problems:

Here is some information about the Deskjet problems that we are seeing under Windows 3.1

Drivers supplied by HP do not support TrueType, but the new Windows 3.1 drivers do not support the HP Scalable fonts. This is why the new drivers don't replace the HP supplied drivers during Win3.1 install.

If using the HP DJ 500c then there are no Win3.1 drivers for this printer that support color and the old driver doesn't support Truetype. Either one will work with Win3.1.

We have also seen some other strange printing problems that we are currently trying to run down. Usually removing the driver, deleting the DRV file and reinstalling the HP Supplied driver has taken care of these.

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### 5. No upgrade over DR.DOS 6.0 error in MS-DOS extender...

Digital Reseach has released a software update that they say will make DR DOS 6.0 compatible with Windows 3.1. This patch can be obtained by calling Novel Desktop Systems tech support or by downloading it off of CompuServe or the DR BB.

1) To Restore to Windows 3.0 until you can obtain the software update.

- \* 1. Go into the WINDOWS directory and delete the WINVER.EXE file
  - \* 2. Re-install Windows 3.00 into the same directory. Everything will be back to normal.
- I am double/triple/quadruple checking this issue with a couple of techs.*

2) Contact Novell Desktop Systems Support for more information on how to make DR DOS compatible with Windows 3.1 @ (get the phone #'s from Inforworld/PC Week clips)

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### 6. Setting up a permanent swapfile on a Stacked drive.

Solution: We do not support this. This is supported if a network hangs, or receive the following error messages when starting Windows 3.1 in Enhanced mode: invalid VxD Dynamic Link Call to Device # 0021, Service 8006

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# Windows 3.1 Top 20 Issues

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A compiled list of problems and resolutions from Winknow and Prism.....4/22/92 by BrianLi

1. Cannot read from drive i.....  
Solution: Remove GRAPHICS.COM from the Autoexec.bat file
2. Novell on the local install does not recognize the files located in the SYSTEM directory.  
  
- NWPOPOP  
- System.driv  
- \*.clp (Control Panel files)  
  
Solution: Add the correct path and directory, plus insert  
*TimerCriticalSection=10000*
3. Printer drivers do not update correctly. About 90% of all TT calls or ThirdParty printing problems will be solved by deleting the printer driver and reinstalling.
4. Setup or one of it's components are compressed  
Solution: Copy and expand the *VER.DLL* and *LZEXPAND.DLL* over again.
5. Epson\Okidata\Canon printers print an extra 1/2 inch margin or shift over 1/2 inch.  
Solution: None or use the 3.0 driver.
6. Linotronic Printer driver is rotating EPS graphics when printing in landscape mode. There is also a problem with the "User Defined incorrect when printing in landscape mode from an application that supports imported files, try adding the following setting to the [ModelName,Port] section of the WIN.INI file (where ModelName is the name of your PostScript printer model):  
  
*LandScapeOrient=270* (Printers.WRI Section 4.7)
7. F1 help MFTtype.DLL incompatible with 3.1.This is a help file from MoreFonts...GP Fault in USER.EXE.  
Solution: Remove the Printer Driver, and or copy Win3.1 DLL's over again, or install into a clean directory. More fonts and TT will not work together.
8. When going to a MS-DOS prompt from Windows you may receive an error message, " Incorrect system version, please install the 386 enhanced section and run setup again.  
Solution:  
  
In the SYSTEM.INI file, there are three lines that specify what kind of video driver you will be using in the enhanced mode of Windows. These are the "386Grabber" and "display.driv" in the [boot] section and the "display" entry in the [386Enh] section. The error message above usually occurs when one of these entries is not consistent with the others -- usually due to using a Windows version 3.0 video driver with Windows version 3.1.

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In many cases, this problem can be resolved by manually installing the version 3.0 driver files that are included on the Windows 3.1 Setup disks. If your display driver works in Windows 3.0 using the standard VGA virtual display device file (specified by "display=vddvga" in the [386Enh] section of the SYSTEM.INI file), then do the following:

- a. Copy and expand the file VDDVGA30.386 from the Windows 3.1 Setup Disk 1 (5.25-inch or 3.5-inch disks) into your Windows 3.1 SYSTEM subdirectory.

To expand the VDDVGA30.386 file, use the Expand utility in the WINDOWS directory. If you are unsure of the syntax for using Expand, type "expand /?" (without quotation marks) at the command prompt.

- b. Change the line "display=..." in the [386Enh] section of SYSTEM.INI to read:

```
display=VDDVGA30.386
```

If your display driver works in Windows 3.0 using the standard VGA grabber file (specified by "386Grabber=VGA.GR3" in the [boot] section of the SYSTEM.INI file), then do the following:

- a. Copy and expand the file VGA30.3GR from the Windows 3.1 Setup disks (Disk 3 on 5.25-inch and Disk 2 on 3.5-inch disks) into your Windows 3.1 SYSTEM subdirectory.

To expand the VGA30.3GR file, use the Expand utility in the WINDOWS directory. If you are unsure of the syntax for using Expand, type "expand /?" (without quotation marks) at the command prompt.

- b. Change the line "386Grabber=" in the [boot] section of the SYSTEM.INI file to read:

```
386Grabber=VGA30.3GR
```

#### 9. Call to *undefined dynalink*:

Solution: The explanation I got for this during the beta was that an application or driver that calls toolhelp.dll or shell.dll needs to be updated to deal correctly with a change in those files. Basically they changed the specific location of some routines in those libraries and the older apps/drivers are now looking in the wrong place for what they are trying to do, hence the error, "call to undefined dynalink". It can't find what it is looking for. What we need to watch is what apps/drivers are triggering this error, also you may want to delete the printer driver completely out of the system and reinstall it for the disk.

#### 10. Why is ATM being deactivated during setup.

If the user boots without any TSR's installed ATM is deactivated in the system.ini. A good example of this happening would be a user who boots with no config.sys and no autoexec.bat and then installs. When setup tries to start the windows portion the ATM icon appears in the lower left hand corner of the screen. Now, I think that

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for some reason setup can't handle the atmsys.drv (reasons not entirely known) so it removes the atm lines and replaces the system.drv=. A symptom of this happening during setup is in the ATM control panel the user will see Version: Inactive with the Radiobutton ON being depressed. (Doesn't make sense does it?)

**SOLUTION:** The one you have been telling everyone all along is the best. I prefer the reinstall of ATM because if for any reason the printers have changed ATM will now be active for the upgraded printers also.

#### 11.Deskjet problems:

Here is some information about the Deskjet problems that we are seeing under Windows 3.1

Drivers supplied by HP do not support TrueType, but the new Windows 3.1 drivers do not support the HP Scalable fonts. This is why the new drivers don't replace the HP supplied drivers during Win3.1 install.

If using the HP DJ 500c then there are no Win3.1 drivers for this printer that support color and the old driver doesn't support Truetype. Either one will work with Win3.1.

We have also seen some other strange printing problems that we are currently trying to run down. Usually removing the driver, deleting the DRV file and reinstalling the HP Supplied driver has taken care of these.

#### 12.Winword point size problem: 24pt only shows in Word 1.1 under Windows 3.1 Solution: upgrade to 1.1a or 2.0 Word for Windows

13.If Smartdrv is setup to do double buffering in the Config.sys, it is going to be slower then without double buffering. To make double buffering Smartdrv faster try adding the "/L" switch to the smartdrv line in the AUTOEXEC.BAT file. This will force Smardrv to load its buffer into conventional memory.

```
CONFIG.SYS
DEVICE=C:\WINDOWS\SMARTDRV.EXE /DOUBLE_BUFFER
```

```
AUTOEXEC.BAT
C:\WINDOWS\SMARTDRV.EXE /L
```

#### Why this works:

Disk transfers are going through the Smartdrv buffer which is in a UMB. Whenever a transfer occurs where physical <> linear and a Bus Mastering controller is part of the configuration the double buffering device driver will kick in. Now the data has to be moved from the disk to the address in conventional memory then to the address in upper memory. The additional code necessary to do this makes for a big performance hit. So we gain speed with this but we use more conventional memory. A workaround for this is to load Smartdrv high using DOS 5.0's EMM386 and LH. This will load the buffer into conventional memory, ie /L, and then the transfers will not have to be "buffered". LH Smartdrv causes one of those transfers to take place, ie one small hit just when loading Smartdrv.

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14. Ports Advanced button grayed out:

If the Windows 3.1 comm.drv is not installed correctly, the button for advanced section of Ports will be grayed out. The correct entry in the SYSTEM.INI is:

```
[Boot]
comm.drv=comm.drv
```

If this entry is not correct, change it and then expand the Windows 3.1 comm.drv off the Windows disks to the system directory.

If you upgrade 3.1 over 3.0 and 3.0 was setup to use a 3rd party comm driver, Windows 3.1 will not update the comm.drv.

15. No upgrade over DR.DOS 6.0 error in MS-DOS extender...

Digital Research has released a patch that they say will make DR DOS 6.0 compatible with Windows 3.1. This patch can be obtained by calling RD tech support or by downloading it off of Compressive or the RD BB.

Keep in mind that PC does not support running MS Windows on top of the RD DOS operating system.

16. No drag and drop from Excel or Winword. Reg.Dat not working.

Solution: Mostly user error. There are some articles explaining this procedure. Q82144

17. Panasonic printers will not print color:

Solution: By design we will not update this.

18. Current Adlib sound board will not play sounds.

Solution: Adlib is for midi and not for WAV. This is hardware.

19. Setting up a permanent swapfile on a Stacked drive.

Solution: We do not support this. This is supported if a network hangs, or receive the following error messages when starting Windows 3.1 in Enhanced mode:

invalid VxD Dynamic Link Call to Device # 0021, Service 8006

20. The following error message is usually caused by a failed upgrade attempt from Windows 3.0 to Microsoft Windows operating system version 3.1, or by a combination of Windows 3.0 and 3.1 files in the same directory.

*Inadequate DPMI server*

This error message will be displayed when KRNL386.EXE and WIN386.EXE are mismatched (one from Windows 3.0 and the other from Windows 3.1). This can happen if KRNL386.EXE is expanded the \WINDOWS\SYSTEM directory during installation, but WIN386.EXE is not.

In addition, an incorrect memory configuration can also cause a Inadequate DPMI Server error. An example of an incorrect memory configuration would be a machine that does not have the correct value specified for the RAM installed.

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