

## **General Troubleshooting**

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Troubleshooting problems on your computer is simply a matter of narrowing down the area that may be causing you the trouble. You need to ask yourself some questions about what is happening with the computer. Writing down the answers may help you focus on the problem and can help our technical support specialists if you need to speak to them regarding your problem.

The first question that you should ask yourself is: "What is different about my computer now than before I experienced this problem?" or put another way, "What did I last do to my computer before this happened?" The most important thing to remember when narrowing down the trouble area is to remove as many variables from the problem as possible.

Some of your answers might be:

- I installed new software.
- I installed extra memory.
- I installed a new hardware device.

If you installed new software and now the computer isn't working the way it used to, call the manufacturer of the software that you installed and explain to them that your computer was working fine until you loaded their software. Most software companies have support lines that will help you with their product.

You can often discover if the software is causing the problem by booting up with either a clean system disk or using the "bypass" option of MS-DOS version 6.0 or greater. Press the F8 key when the screen message "Starting Windows 95" appears and you can bypass configuration files that might have been changed by the software program. You can answer Yes or No to loading up every device listed in your configuration as you are prompted for an answer. We suggest you only load the HIMEM.SYS file required for MS-Windows to run.

If you installed a memory card or hardware device, make sure that it is firmly connected. Many problems are solved by disconnecting the device or memory card and reconnecting it, making sure it is properly installed. If you have installed a memory card, make sure your computer is turned off and remove the card and restart the computer. If the problem no longer exists, the memory card could have been improperly installed or may be defective.

Most hardware devices are automatically detected by the computer at boot up time and assigned some of the system's resources. Some of these resources cannot be assigned to more than one device at a time and duplicate assignments may cause lockups of the system or other problems. An example is conflict between sound or network interface cards and other system hardware. If you just installed a new hardware device, check its operations manual or call the manufacturer for assistance.