IBM

About Your Software

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About Your Software

> **Note**
>
> Before using this information and the product it supports, be sure to read
> "Appendix A. Viewing the license agreement" on page 21 and "Appendix B.
> Notices and Trademarks" on page 23.

Contents

About this book

This book contains general information about the software that is provided with your computer.

This book is organized as follows:

Chapter 1. Overview of your software

Your IBM® computer comes with one of the following preinstalled Microsoft®
Windows® operating systems[1]:
- Windows 2000 Professional
- Windows Millennium Edition (Me)

In addition, a variety of software is included, such as application programs,
diagnostic tools, and device drivers. Some of the software is *preinstalled*, and
some is on the CDs that are included with your computer.

> **Important**
>
> The software, other than the Microsoft operating system, is licensed
> under the terms of the *IBM International License Agreement for
> Non-Warranted Programs*. Use of your computer signifies acceptance of
> this license agreement. See "Appendix A. Viewing the license agreement"
> on page 21 for directions on viewing the license agreement.

Preinstalled software

In addition to the Microsoft operating system, your preinstalled software
includes other programs.

- **Access IBM** is a desktop interface through which you can register your
  computer, create diagnostic diskettes, install software provided by IBM, set
  the date and time, set up your printer, view online books, attach your
  computer to a network, read the license agreement and online warranty, and
  obtain information about IBM products and technical support.
- **ConfigSafe** is a comprehensive configuration tracking and recovery tool. It
  provides features that you can use to restore your system configuration if
  your desktop becomes damaged, unusable, or unstartable.
- **Device drivers** for factory-installed features are preinstalled on your
  computer and are also available at http://www.ibm.com/pc/support/ on
  the World Wide Web.
- The **Product Recovery program** enables you to perform diagnostic and
  recovery operations on your computer. You can recover your operating
  system and device drivers, and also access IBM Enhanced Diagnostics and
  other system utilities through the Product Recovery program.

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[1]. The Microsoft Certificate of Authenticity is your assurance that the Windows software on your
computer is legally licensed from Microsoft Corporation.

Additional information about your preinstalled software is in "Chapter 2. Getting started" on page 5.

Software on the Software Selections CD

Software and documentation (in addition to your IBM-preinstalled programs and device drivers) are provided on a *Software Selections CD*. You can decide which software and documentation to install, based on your needs.

Some of the software programs that are provided on the *Software Selections CD* are described in the following list. The *Software Selections CD* that comes with your computer might not include all the software that is listed here. For more information about installing software from the *Software Selections CD*, see "Chapter 3. Installing software from the Software Selections CD" on page 9.

Adobe Acrobat Reader	You can use Adobe Acrobat Reader to read Portable Document Format (PDF) files. See "Viewing documentation" on page 7. The *Software Selections CD* installs the English version of Acrobat Reader for Windows. The most updated versions of Adobe Acrobat Reader for other languages and operating systems can be downloaded from the Adobe Web site at http://www.adobe.com on the World Wide Web.
IBM Internet Connection	You can use IBM Internet Connection to dial into the Internet. You can use this software with the Netscape Navigator browser, which is available on your *Software Selections CD*, or with Microsoft Internet Explorer.
IBM Update Connector	You can use IBM Update Connector to download software programs, software updates, data, and data updates from IBM via the Internet. Update Connector automatically determines whether your computer needs available updates and, if so, it downloads and installs them at your option.
Netscape Communicator	You can use Netscape Communicator to navigate your company intranet or the World Wide Web. Netscape Communicator provides a full suite of Internet functions, including e-mail, threaded discussion groups (newsgroups), and support for the latest features on the World Wide Web.
Norton AntiVirus for IBM	You can use Norton AntiVirus for IBM to detect and remove viruses from your computer. For a further description and installation instructions, see "Norton AntiVirus for IBM" on page 11.
PC-Doctor for Windows	You can use these diagnostic tools with your Windows operating system. Support documentation is built into the Help system.
Tivoli® Management Agent	A network administrator can use this program to gather information about your computer and monitor its operation.

Other software CDs

Some models come with additional CDs that include software that you can install if you choose.

Lotus® SmartSuite®   Lotus SmartSuite, a package of award-winning productivity applications, contains powerful applications and everything you need to access the Internet. Your computer comes with either a Lotus *SmartSuite* CD or a proof of entitlement to receive one free CD-ROM version of Lotus SmartSuite. See the *Quick Reference* that came with your computer for the proof of entitlement. To install your SmartSuite package, insert the Lotus *SmartSuite* CD into your CD-ROM drive, or contact your network administrator for assistance.

Chapter 2. Getting started

This chapter contains information to help you get started using your computer. It explains:

- What you need before, and what happens after, you start your computer for the first time
- How to:
  - Access information and perform tasks using Access IBM
  - Register your computer
  - View documentation
  - Safely shut down your computer

Starting your computer for the first time

You must complete the setup procedure before you can access the operating system for the first time. For information about turning on your computer, refer to the *Quick Reference* that comes with your computer.

Note: After you have turned on your computer for the first time, you must complete the setup procedure before you turn off your computer; otherwise, unexpected results might occur.

What you need before you start

Before you start the setup procedure, you need:

- The operating-system manual provided with your computer
- The Microsoft Certificate of Authenticity attached to the cover or bottom frame of your computer
- Network information (if applicable) from your network administrator

Running the setup program

If the setup program has not already been run, it will run automatically when you start the computer for the first time. The program will prompt you to make choices or type information as required. If you need more detailed information than is provided in the following notes, see your Microsoft operating-system manual.

Important information you need before you start your computer:

- The setup program that runs when you start the computer is slightly different from the one that is described in your Microsoft operating-system manual. Some choices that are described in your Microsoft operating-system manual do not appear because they are preset.

- During the setup procedure, you must indicate that you accept the license agreement.
- In some instances, the registration information will already be entered into the registration fields. If the Product ID number is not already entered, you must type the Product ID number from your Microsoft Certificate of Authenticity.
- After the setup procedure finishes and the computer restarts, the Windows desktop appears.
- At your earliest opportunity, create an IBM *Enhanced Diagnostics* diskette. This self-starting diskette isolates problems with your computer. For information about creating a diagnostics diskette, see "Creating an IBM Enhanced Diagnostics diskette" on page 15.
- At your earliest opportunity, create a *Recovery Repair* diskette. This diskette is used to recover the prompt needed to access the Product Recovery program. For information about creating this diskette, see "Creating a Recovery Repair diskette" on page 14.

Using Access IBM

After the setup program finishes and the Windows desktop opens, the Access IBM menu is available on your desktop. Access IBM provides a desktop interface through which you can perform tasks such as:

- Register your IBM computer
- Start the *Software Selections CD* to install additional software
- View the *IBM International License Agreement for Non-Warranted Programs*
- Perform some system setup tasks, such as:
    - Setting the time and date
    - Setting up your network
    - Reading information about arranging your workspace
- View documentation
- View IBM Web pages on the World Wide Web

The IBM Web pages contain information about IBM products and technical support. Your computer must have an Internet connection and a browser installed to use this option. If your computer does not have an Internet connection, you can link to selected Web pages on your hard disk.

Notes:

1. If Access IBM is not visible on your Windows desktop, click the Windows **Start** button; then select **Access IBM**.
2. If Access IBM is not installed on your computer, see "Chapter 3. Installing software from the Software Selections CD" on page 9 for information on installing Access IBM.

Registering your IBM computer

Registering your computer helps IBM provide better service to you. When your registration information is received, it is placed into a central database accessible by IBM technical-support representatives. If you need technical assistance, the support representative will already have information about your computer, saving you time on the phone. In addition, your comments about your computer are reviewed by a team dedicated to customer satisfaction and are taken into consideration in making improvements to IBM computers.

During the initial setup of your computer, the Product Registration program can be used to register your computer with IBM. The registration program gathers your name, address, voice and fax telephone numbers, e-mail address, machine type, and machine serial number.

If you do not register your computer during the initial setup, you can still do so anytime after the completion of the setup program. To register your computer, use Access IBM or go to http://www.ibm.com/pc/register on the World Wide Web.

Note: The Register program that starts through Access IBM or the **Register your Computer** icon also has the capability of printing the registration information and supplying you with a mailing address, in the event no modem or Internet access is available.

Viewing documentation

Documentation about your computer hardware and software is provided in PDF files that are read with Adobe Acrobat Reader. If you do not have Acrobat Reader installed on your computer, you can install it from the *Software Selections CD* (see "Installing software with the Software Selections CD" on page 10) or download it from the Adobe Web site at http://www.adobe.com on the World Wide Web.

To access the documentation files use Access IBM.

Shutting down your computer

> **Important:**
> To help prevent the loss of unsaved data or damage to your programs, always use the shutdown procedure before turning off your computer.

To shut down your computer:
1. Save any files you are working on.

2. Close all open applications.
3. Click the Windows **Start** button.
4. Click **Shut Down**.
5. Select **Shut Down**; then click **OK** to confirm the request.

Chapter 3. Installing software from the Software Selections CD

Use the information in this chapter if you want to install or reinstall software from the *Software Selections CD.*

> **Important**
> You must have Microsoft Internet Explorer 4.0 or later installed to run the *Software Selections CD.*

Notes:

1. *The Software Selections CD* does not contain operating systems. Before you can use the CDs, your operating system must be installed.
2. Not all software is available for all operating systems. See the *Software Selections CD* to find out which programs are available for your operating system.

Features of the Software Selections CD

The *Software Selections CD* contains application programs and support software for use with your computer.

You can use the CD to:

- Install software products or documentation directly from the CD on models equipped with a CD-ROM drive.
- Create an image of the *Software Selections CD* on your hard disk or on a local area network (LAN) disk and install the software products from that image.

The *Software Selection CD* has an easy-to-use, graphical interface and automated installation procedures for most programs. It also has a help system that describes the features of the CD.

The programs on the *Software Selections CD* are licensed according to the terms and conditions of the *IBM International License Agreement for Non-Warranted Programs*, which is available through Access IBM. (See "Appendix A. Viewing the license agreement" on page 21.)

Starting the Software Selections CD

To use the *Software Selections CD*, insert the CD into your CD-ROM drive. The Software Selections program starts automatically if the auto-run feature is enabled.

If the auto-run feature is disabled in your computer, you can use the *Software Selections CD* by using any of the following options:

- Start from Access IBM
- To start from the desktop:
  1. Place the *Software Selections CD* in the CD-ROM drive.
  2. Click the **Software Selections** icon.
  3. The Software Selections menu opens.
- To start from the Start up menu.
  1. Click the Windows **Start** button; then click **Run**.
  2. Type *e*:\swselect.exe where *e* is the CD-ROM drive letter.
  3. Press Enter. The Software Selections menu opens.

Installing software with the Software Selections CD

To use the *Software Selections CD* to install software programs:

1. In the Software Selections menu, click to select the check box next to each software program you want to install.
2. After selecting the programs, click **Install**. A window opens showing the software programs that will be installed. Click **OK** to continue with the installation process, or click **Cancel** to clear your selections.
3. To complete the installation, follow the instructions on the screen.

After a program is installed, you can access it by clicking **Start**→**Programs** and selecting it from the menu. For most programs, support documentation is included in the online help system; for some, online documentation (such as a README file) is also provided.

Chapter 4. Diagnostic and support software

This section contains information about some of the diagnostic and other support software that comes with your computer.
- Norton AntiVirus for IBM
- ConfigSafe
- Product Recovery program
- IBM Enhanced Diagnostics

Norton AntiVirus for IBM

The Norton AntiVirus for IBM program is a comprehensive antivirus product that detects and removes viruses from your computer. To install the Norton AntiVirus for IBM program:

1. On the Access IBM menu, click **Start up** → **Install software**. (For information about opening Access IBM, see "Using Access IBM" on page 6.)
2. When prompted, insert the *Software Selections CD* into the CD-ROM drive.
3. When the Software Selections menu opens, click to select the check box next to Norton AntiVirus for IBM.
4. After selecting the software, click **Install**. A window opens showing the software programs that are selected for installation. Click **OK** to continue with the installation process, or click **Cancel** to clear your selections.

If you want to customize or review the current settings of the installed program:

1. Click the Windows **Start** button.
2. Click **Programs** → **Norton AntiVirus** → **Norton AntiVirus**.
3. In the Norton AntiVirus window, click **Options**.
4. Click the tabs at the top of the screen to review and make any desired changes to the settings. To save the changes, click **OK** in each window in which you make changes.
5. To schedule a scan or LiveUpdate:
   a. Click the Windows **Start** button. Click **Programs** → **Norton AntiVirus** → **Schedule a Scan or Live Update**.
   b. In the Scheduled Tasks window, click **Add Scheduled Task** to open the Scheduled Task wizard.
   c. In the menu, select **Norton AntiVirus** as the application to run.
   d. Set the scan schedule.
   e. Close the Scheduled Task window.

Support documentation is accessible online. To access this documentation:

1. Click the Windows **Start** button.
2. Click **Programs** → **Norton AntiVirus** → **Product Support**.
3. Click **Reference Guide** or **User's Guide**.

Note: You might need to install Adobe Acrobat Reader before you can view the documentation. See "Viewing documentation" on page 7 for more information about installing Adobe Acrobat Reader.

ConfigSafe

The ConfigSafe program is a comprehensive configuration tracking and recovery tool. It provides features that make it easier for you (or support personnel) to restore your computer configuration if your desktop becomes damaged, unusable, or unstartable. Try to fix configuration errors through the ConfigSafe program before using the Product Recovery program.

If your computer comes with IBM-preinstalled software, the ConfigSafe program is preinstalled on your IBM computer, and a snapshot of your configuration is taken the first time you start the computer.

To use the ConfigSafe program:
1. Click the Windows **Start** button.
2. Select **Programs** → **ConfigSafe** → **ConfigSafe**.
3. Click the restore option.
4. If the ConfigSafe menu shows any saved configurations, click the most recent configuration that is dated before the start of the problem.
5. Click **Restore** → **continue**.
6. Shut down and turn off your computer.
7. Turn on your computer.

If your computer comes with IBM-preinstalled software, ConfigSafe is preinstalled in your computer and takes a snapshot of your factory-installed configuration the first time you start your computer. If for any reason you need to reinstall this program, use Access IBM.

Support documentation exists in the online help system. To access online help:
1. Click the Windows **Start** button.
2. Click **Programs** → **ConfigSafe** → **ConfigSafe Online Help**.

ConfigSafe Save Our System (SOS) feature

ConfigSafe has a Save Our System (SOS) feature that can be used in a DOS environment if the Windows desktop becomes unusable. To access the SOS feature of ConfigSafe:

1. Shut down your computer.
2. Start the computer. Press F8 when prompted during the startup sequence; then select the option for the command prompt. (The option to press F8 appears for only a few seconds. You must press F8 quickly.)
3. At the command prompt, type `cd\cfgsafe`. Press Enter.
4. Type `sos`. Press Enter.
5. Select the most recent configuration that is dated before the start of the problem. Press Enter.
6. Restart the computer.

Note: If the problem is not solved, you can repeat these steps selecting a different saved configuration, or using the **Undo** button. (The **Undo** button is only available in the Windows version of ConfigSafe.) If the problem cannot be solved with a saved configuration, see "IBM Enhanced Diagnostics" on page 14.

Product Recovery program

> **Important**
>
> The Product Recovery program is preinstalled on the hard disk that comes with your computer. This program is designed to be hidden from view to protect the program from accidental damage.
>
> If you are using fdisk or another utility to reformat your hard disk drive, you might be able to see the partition where the Product Recovery program is stored. Do not delete this information, or your Product Recovery program will be lost.
>
> If you replace the original hard disk drive, or suffer damage to your original hard disk drive or the Product Recovery program, you will need to order the *Product Recovery CD*. For information on ordering the *Product Recovery CD*, refer to the *Quick Reference* that came with your computer.

Backup diskettes for your preinstalled software are not provided with your computer. However, most of your IBM-preinstalled programs are in the Product Recovery program that is preinstalled on your computer.

To access the Product Recovery program:
1. Shut down and restart your computer.
2. Press F11 when prompted during the startup sequence. (The option to press F11 appears for only a few seconds. You must press F11 quickly.)
3. The Product Recovery program main menu appears.

For more information about using the Product Recovery program for recovering your operating system and device drivers, refer to the following sections:

- "Recovering your operating system" on page 17
- "Recovering device drivers" on page 19

Creating a Recovery Repair diskette

The *Recovery Repair* diskette is used to recover the prompt that is needed to access the Product Recovery program, in the event the prompt does not appear. Make a *Recovery Repair* diskette and save it for future use. To make a *Recovery Repair* diskette:

1. Shut down and restart your computer.
2. Press F11 at the prompt. (The option to press F11 appears for only a few seconds. You must press F11 quickly.) The Product Recovery program main menu will appear.
3. Select **System Utilities** from the main menu. Press Enter.
4. Select **Create a Recovery Repair diskette**. Press Enter.
5. Follow the instructions on the screen.
6. When the process is completed, label your diskette *Recovery Repair* and save it for future use.

To use the *Recovery Repair* diskette:

1. Shut down the computer and turn it off.
2. Insert the *Recovery Repair* diskette into the drive, then turn on the computer.
3. Follow the instructions on the screen.

IBM Enhanced Diagnostics

The IBM Enhanced Diagnostics program runs independently of the operating system. You can use this program to test the hardware components of your computer. This method of testing is generally used when other methods are not available or have not been successful in isolating a problem suspected to be hardware related.

You can run the IBM Enhanced Diagnostics program using the Product Recovery program that comes preinstalled on your computer. Alternatively, you can create an *IBM Enhanced Diagnostics* diskette from the Product Recovery program and run the diagnostics using the diskette. See "Creating an IBM Enhanced Diagnostics diskette" on page 15 for more information.

You can also download the latest version of the diagnostic program from http://www.ibm.com/pc/support on the World Wide Web. Enter your

machine type and model number into the **Quick Path** to find the downloadable files specific to your computer.

Running IBM Enhanced Diagnostics from the Product Recovery program

Use the following steps to run diagnostics from the Product Recovery program:

1. Shut down and restart your computer.
2. Press F11 when prompted during the startup sequence. (The option to press F11 appears for only a few seconds. You must press F11 quickly.)
3. When the main menu appears, select **System Utilities**.
4. From the System Utilities menu, select **Run Diagnostics**. The IBM Enhanced Diagnostics program starts.
5. When you are finished running the diagnostics, you will be returned to the Recovery program utilities main menu.
6. Restart your computer.

Creating an IBM Enhanced Diagnostics diskette

To create an *IBM Enhanced Diagnostics* diskette from the Product Recovery program:

1. Shut down and restart your computer.
2. Press F11 when prompted during the startup sequence. (The option to press F11 appears for only a few seconds. You must press F11 quickly.)
3. From the main menu, select **System utilities**.
4. Select **Create a diagnostic diskette** and follow the instructions on the screen.
5. When prompted, insert a blank, formatted, diskette into the diskette drive and follow the directions on the screen.

You can also download the latest version of the diagnostic program from http://www.ibm.com/pc/support on the World Wide Web. Enter your machine type and model number into the **Quick Path** field to find the downloadable files specific to your computer.

Running IBM Enhanced Diagnostics from a diskette

To run the IBM Enhanced Diagnostics program from the diskette:

1. Shut down the operating system and turn off the computer.
2. Insert the *IBM Enhanced Diagnostics* diskette into the diskette drive.
3. Turn on your computer.
4. Follow the instructions that appear on the screen. For help, press F1.

Chapter 5. Recovering your operating system and preinstalled software

This section contains instructions for recovering operating system, device drivers, and support software.

The Product Recovery program is provided on your computer to assist you with recovery operations. In case of hard-disk failure or other damage to these files, *Product Recovery CD*s can be obtained from IBM. Go to http://www.ibm.com/pc/support/ on the World Wide Web to find information about ordering *Product Recovery CD*s for your computer and operating system.

Note: The recovery process deletes all information stored on the primary partition (drive C). If possible, back up your data files before starting this process.

Proceed to the appropriate section for specific instructions:
- "Recovering your operating system"
- "Installing alternate operating systems" on page 18
- "Recovering device drivers" on page 19

Recovering your operating system

Use the following steps to recover or reinstall the operating system that came with your computer.

1. Make backup copies of your data files. Any files on drive C that are not backed up will be lost.
2. Turn off your computer.
   - If you are using the Product Recovery program, restart the computer and press F11 at the prompt. (The option to press F11 appears for only a few seconds. You must press F11 quickly.)
   - If you are using a *Product Recovery CD*, place the CD in the drive and turn on your computer. (If you have more than one *Product Recovery CD*, use *Product Recovery CD1*.)
3. The Product Recovery main menu appears with the following options:
   - **Full recovery**, which reformats your hard disk and recovers or installs your operating system, preinstalled software, and device drivers.
   - **Partial recovery**, which reformats your hard disk and recovers or installs your operating system and all device drivers. Preinstalled applications will not be recovered. Some applications might need to be installed from

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the *Software Selections CD.* For more information on installing software, see "Chapter 3. Installing software from the Software Selections CD" on page 9.

- **Repair**, which runs the emergency repair utility program (this option is available for Windows 2000 systems only).
- **System utilities**, which enables you to view the System Utilities menu.

Select the option you need and follow the instructions on the screen.

4. When the recovery or installation is complete, remove any media from the drives and restart your computer.

Notes:

1. During the recovery process you might be prompted for *Product Recovery CD2* or *Product Recovery CD3.* If this happens, place the appropriate CD in the drive and continue with the recovery process.

2. Your computer might restart during the recovery process, possibly more than once. When the recovery is finished, your computer will display a message to let you know the recovery is complete.

Important

After the operating system is recovered or installed, the setup program runs the first time the operating system starts up. For information about setup, see "Starting your computer for the first time" on page 5.

Installing alternate operating systems

Each time you install (or recover) an operating system, you might need additional software or device drivers. The most updated device drivers are available at http://www.ibm.com/pc/support/on the World Wide Web. Enter your machine type and model number into the **Quick Path** field to find the device drivers specific to your computer.

Before installing any operating system, be sure to obtain the latest updates. Contact the operating system manufacturer or, if applicable, check the manufacturer's World Wide Web site to obtain the updates.

To install an operating system, follow the instructions in the documentation provided with the operating system and any updates. Then follow "Chapter 3. Installing software from the Software Selections CD" on page 9 to install the support software.

Note: Not all software is available for all operating systems. See the *Software Selections CD* to find out which programs are available for your operating system.

Recovering device drivers

Use the following steps if you are recovering or installing device drivers.

Notes:

1. Device drivers for the preinstalled operating system and instructions for installing those device drivers are located on the hard disk at `C:/IBMTOOLS/DRIVERS` where `C` is the letter representing the primary partition. Instructions for installing the drivers are in the folder for each driver. Device drivers are also available at http://www.ibm.com/pc/support/ on the World Wide Web. Enter your machine type and model number into the **Quick Path** field to get a list of downloadable files for your computer.

2. Before you can recover or install device drivers, your operating system must be installed on your computer.

3. Before you start the recovery or installation procedure, have available the documentation for the device you want to install.

To recover or install device drivers, do the following:

1. Start your computer and operating system, if you have not already done so.

2. Display the directory structure of the hard disk by starting Windows Explorer and clicking the icon for the hard disk. (You can also display the directory structure by using the DOS Command Prompt window.)

3. Click to open the IBMTOOLS directory, then click to open the DRIVERS directory.

4. Click to open the directory of the device driver that you want to install.

5. In the directory of the device driver, double-click the README file to view it.

6. Follow the device-driver installation instructions in the README file.

7. When the installation is finished, restart the computer.

Appendix A. Viewing the license agreement

The *IBM International License Agreement for Non-Warranted Programs* is viewable through Access IBM in your preinstalled software. Use of your computer signifies acceptance of this agreement.

If Access IBM is not installed on your computer, see "Chapter 3. Installing software from the Software Selections CD" on page 9 for information on installing Access IBM. If your preinstalled software is no longer installed in your computer, you can view the license agreement on the *Software Selections CD* by clicking **Read the license agreement** in the Software Selections program.

Appendix B. Notices and Trademarks

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