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# Microsoft Windows 2000 Professional Installation on Compaq Armada E700, M700, E500, V300, and M300

***Abstract:*** This white paper focuses on the steps to successfully Microsoft Windows 2000 Professional on Compaq *Armada*™ portable products. The guidelines outlined provide basic installation procedures independent of the currently installed operating system.

To evaluate the net effect an upgrade to the Windows 2000 Professional operating system will have on the Armada portable prior to installation, refer to the *Microsoft Windows 2000 Professional for Armada Portables* White Paper. For details on Compaq's overall operating system strategy, operating system features, and the installation of additional service packs, refer to the *Operating System Support for Compaq Portable Platforms* White Paper.

This document is intended for Compaq personnel and clients needing information on installing Microsoft Windows 2000 Professional and applicable Compaq value-added drivers and applications on selected Compaq Armada portable products.

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**Microsoft Windows 2000 Professional Installation on Compaq Armada E700, M700, E500, V300, and M300**
White Paper prepared by Software Product Management

Second Edition (October 2000)
Document Number 13L2-1000B-WWEN

# Introduction

This white paper discusses installing Microsoft Windows Professional on selected Compaq Armada portable products. The document provides basic instructions for the installation process. The information contained in this white paper is current as of the publication date. Refer to http://www.compaq.com/support/files/portables/us/index.html for updates.

**IMPORTANT:** Back up all user data prior to installing or upgrading to Microsoft Windows 2000.

# Preparing for Installation

Obtain the following items before installing Microsoft Windows 2000 Professional:

- Microsoft Windows 2000 Professional CD, Certificate of Authenticity and documentation
- Four blank 1.44MB floppy diskettes
- Microsoft MS-DOS v6.22 Boot Disk or other bootable disk that contains a current FDISK utility
- Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional. For more information on obtaining this CD, please check the Compaq website:

  http://www.compaq.com/partners/microsoft/programs/upgrade.html
- The latest Compaq Support Software CD containing all updated drivers and deliverables described in the section “Installation of Compaq Drivers and Enhancements”

**IMPORTANT:** Obtain the latest version of the drivers and enhancements compatible with Microsoft Windows 2000 Professional. Previous versions may not work or may produce anomalies.

**Note:** The Compaq Support Software CD is updated monthly and available either via an annual subscription or as a one-time purchase.

All files can also be downloaded from the Compaq website:

http://www.compaq.com/support/files/portables/us/index.html
http://www.compaq.com/partners/microsoft/windows2000/support/portables.html

- The most current available ROM for the platform

**Note:** See Appendix E for information on determining the current ROM version and how to update.

## System Requirements

Refer to the Microsoft Windows 2000 website to ensure the system meets the minimum hardware requirements for installing Windows 2000 Professional.

http://www.microsoft.com/windows2000/upgrade/upgradereqs/default.asp

# Upgrading to Microsoft Windows 2000 Professional

This section provides information for using the Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional.

## Using the Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional

The Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional provides a reliable method for upgrading to Windows 2000 Professional. Use the upgrade CD to prepare the Compaq value-added drivers, utilities and applications, system BIOS, and hardware features supported by Windows 2000 Professional.

Complete the following steps to upgrade to Windows 2000 Professional:

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**Note:** Customer who are upgrading from a preinstalled version of Windows should use the Upgrade CD, rather than attempt the Windows 2000 upgrade process manually. Clean installs are recommended to eliminate any potential issues due to incompatible legacy software.

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1. Back up all files.
2. Undock the unit.
3. Disconnect all external peripherals and remove all PC Card devices.
4. Connect AC power.
5. Insert the Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional into the CD-ROM or DVD-ROM drive. The Setup program should start after a brief pause. If it does not, select Start→Run. Click on Browse. Select the CD-ROM drive from the drop-down box. Double-click on SETUP.EXE.
6. Refer to the instructions contained in the installation guide that accompanies the Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional to complete the installation.

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**Note:** The Microsoft Windows 2000 Professional CD and the Compaq Armada Upgrade CD will be swapped several times during the upgrade process.

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7. Reconnect external peripherals and configure each separately.

The installation is now complete. Download and install the latest Compaq drivers and enhancements from the Compaq website:

http://www.compaq.com/support/files/portables/us/index.html

See “Installing Compaq Drivers and Enhancements,” for additional information.

# Performing Manual Installations and Upgrades from Windows 95, Windows 98, or Windows NT Workstation

**IMPORTANT:** Follow the installation instructions in the order provided. Failure to complete these steps in the proper order can result in an unsuccessful or unstable installation.

This section provides guidelines for users who perform a clean installation of Microsoft Windows 2000 Professional. Clean installations are recommended in order to eliminate any potential issues with incompatible legacy software.

## Preparing for Installation

Perform the following steps before manually installing Microsoft Windows 2000 Professional:

1. Back up all files.
2. Undock the unit.
3. Disconnect all external peripherals and remove all PC card devices.
4. Connect AC power.
5. Check and upgrade ROM BIOS:
   a. Start the system using the current operating system (OS).
   b. Check the current ROM BIOS using Computer Setup or by pressing **Fn+Esc** after the OS boots.
   c. Compare the current ROM version date to the latest ROMpaq release date on the Compaq website:

      http://www.compaq.com/support/files/portables/us/index.html
6. Install the latest system ROM BIOS.

**Note:** Refer to the online download and installation instructions to complete the ROM upgrade.

7. Proceed to “Installing Windows 2000 Professional.”

## Installing Windows 2000 Professional

**IMPORTANT:** Upgrade the system ROM before beginning the Windows 2000 Professional installation.

**Note:** Contact the Network Administrators to properly set up the networking components of Microsoft Windows Professional.

**Note:** Update the Emergency Repair Disk after installing the additional software programs and drivers. Click on Start→Programs→Accessories→System Tools→Backup→Emergency Repair Disk.

Refer to the Microsoft documentation provided with Windows 2000 Professional for complete installation instructions.

The installation is now complete. Download and install the latest Compaq drivers and enhancements from the Compaq website:

http://www.compaq.com/support/files/portables/us/index.html

See "Installing Compaq Drivers and Enhancements" for additional information.

## Installing Armada Drivers, Utilities, and Applications

A list of Windows 2000-compatible SoftPaqs is available at the Compaq website. These SoftPaqs enhance the user experience while using Windows 2000 on the Compaq Armada.

Download the SoftPaqs at:

http://www.compaq.com/support/files/portables/us/index.html

Complete the following steps to locate the proper support software:

1. Select the appropriate Armada Family.
2. Select the appropriate model.
3. Select Windows 2000 from the OS list.
4. Click on the Locate Software button. The required SoftPaqs display.

Reconnect external peripherals and PC Cards and configure each separately.

# Installing Compaq Drivers and Enhancements

Table 1 lists drivers and enhancements available as of the publication of this white paper. Check the Compaq website for a current list of drivers and enhancements.

**Table 1. Minimum Versions of Necessary Drivers and Enhancements**

| Family | Driver/Enhancement | Version | Profile | Install Order | SoftPaq # |
|---|---|---|---|---|---|
| **Armada M700 /E500/V300/M300** | System ROMPaq | See Appendix B | Basic | FIRST | |
| | ATI Mobility Video Driver for Windows 2000 | 1.00 C | Basic | SECOND | SP15304 |
| | M2E Audio Driver | 4.10 C | Basic | THIRD | SP13675 |
| | Hot Key Support | 1.00 H | Basic | N/A | SP12583 |
| | Intel Speedstep Technology Applet | 1.00 B | Basic | N/A | SP15089 |
| | Mini PCI Communications Support Software and Drivers | 3.00 A | Basic | N/A | SP12942 |
| | Power Conservation | 4.00 B | Basic | N/A | SP13441 |
| | Compaq Armada Dock Driver | 1.20 C | Enhanced | N/A | SP13719 |
| | Compaq Check Dock Type Utility(V300 only) | 1.00 B | Enhanced | N/A | SP12055 |
| | EasyPoint IV | 2.00 A | Enhanced | N/A | SP13494 |
| | PowerCon Enhancements WIN32 | 1.00 A | Enhanced | N/A | SP11335 |
| | Security32 | 2.20 D | Enhanced | N/A | SP14566 |
| | WinDVD | 1.00 C | Enhanced | N/A | SP14689 |
| | Compaq Management Agents | 4.36 E | Full | N/A | SP14823 |
| | Diagnostic for Windows 2000 | 3.00 D | Full | N/A | SP15285 |

# Appendix A: System ROM Versions

**Note:** The ROM versions listed in this document are current as of the white paper publication date.

Use the Compaq Setup utility or Compaq Diagnostics for Windows to determine the system ROM version. Refer to Table 2 for the current ROM version.

**Table 2. Armada Family and Current ROM Version**

| Portable Family | Current ROM Version |
|---|---|
| Armada M300 | 12/04/99 |
| Armada M700 | 11/29/99 |
| Armada E700 | 11/29/99 |
| Armada E500 | 5/30/00 |
| Armada V300 | 12/08/99 |

## Determining the ROM Version Using Setup

A block cursor is displayed in the upper right corner of the screen during startup if the Diagnostics and Setup are properly installed on the hard drive.

1. Press **F10** when the block cursor displays.
2. Scroll down using the down arrow key to highlight View System Information and press **Enter**. The System Information prompt appears.
3. Make note of the ROM date and compare it to the date in Table 2.
4. Press **Esc** to exit the ROM information screen.
5. Scroll down using the down arrow key until Save Changes and Exit is highlighted. Press **Enter**.
6. Press **F10** to confirm exiting the Compaq Utilities.

If the ROM requires upgrading and the ROMPaq diskette is not available, see “Creating a ROMPaq Diskette” in this appendix; otherwise, proceed to “Upgrading the ROM.”

## Determining the ROM Version Using Compaq Diagnostics for Windows

1. Click Start→Settings→Control Panel.
2. Double-click the Compaq Diagnostics icon.
3. Press **F8** after Diagnostics loads.
4. Click the system icon (the leftmost icon on the icon bar near the top of the window).
5. Scroll through this list until the System ROM information appears. Make note of the date and compare it to the date in Table 2.
6. Close Diagnostics for Windows by clicking on the X in the upper right corner of the Diagnostics window.

If the ROM requires upgrading and the ROMPaq diskette is not available, see "Creating a ROMPaq Diskette" in this appendix; otherwise, proceed to "Upgrading the ROM."

## Creating a ROMPaq Diskette

Download the ROMPaq SoftPaq from:

http://www.compaq.com/support/files/portables/us/index.html

After downloading the appropriate SoftPaq from the Compaq website, follow the instructions on the download page to create a RomPaq diskette.

## Upgrading the ROM

1. Connect the computer to external power.
2. Place the ROMPaq diskette into the diskette drive and restart the computer.
3. Press **Enter** at the Welcome to ROMPaq screen.
4. Press **Enter** to select the COMPAQ System ROM.
5. Press **Enter** to select the most current firmware image.
6. Press **Enter** to continue.
7. Press **Enter** to start the ROMPaq upgrade.
8. Turn off the computer after the system ROM has been successfully reprogrammed.

# Appendix B: First-Time Docking

Before docking, ensure that the drivers and support software for the Armada notebook are installed. Refer to Appendix C, Table 3 for a list of required deliverables. Each deliverable SoftPaq contains installation instructions.

Perform a cold dock for the first docking under Microsoft Windows 2000 Professional. Shut down the computer by clicking Start→Shut Down→Shut down the computer? Click Yes. Place the computer in the docking station or convenience base and power up the unit.

# Appendix C: SoftPaq Descriptions

These Internet resources are available for installation support:

**Table 3. SoftPaq Descriptions**

| Name | Description |
|---|---|
| 3Com Etherlink 10/100 PCI NIC | Supports PCI NIC that is used in select Armada docking station models |
| 3Com Global MiniPCI 56K (V.90) Modem | Enables internal Modem device on select E700 and M700 models |
| CardWare | Enables hot plug ability and CardBus support under Windows NT 4.0 |
| Compaq Check Dock Utility (V300 only) | Identifies supported docking stations for V300 models |
| Compaq Floppy Alert (E700 only) | Verifies that the floppy is installed in the correct internal MultiBay |
| Diagnostics | Provides tools to test hardware components |
| Easy Point IV | Provides added functionality for the stick pointing device |
| Hot Key Support | Allows users to quickly access BIOS and Operating System features |
| Insight Management Agents | Provides asset management, security features and alerting capabilities |
| Insight Management Web Agents | Provides Web based asset management, security features and alerting capabilities |
| M2E Audio Driver | Enables the integrated Audio hardware |
| Mini PCI Communications Support and Drivers | Enables internal Modem and Modem/NIC Combo devices and supports Intel PCI NIC that is used in select Armada docking station models |
| MultiBay Plug and Play Manager | Provides support for swapping MultiBay devices |
| Netflex-3 Ethernet Drivers | Enables the integrated network adapter on ArmadaStation I and II |
| Power Management | Allows users to customize power requirements of the PC to maximize battery life and set up hibernation functionality |
| Power Management Enhancements | Increases battery life by managing SMART drive data collection |
| Rage Video Drivers | Enables the integrated Video hardware |
| Remote Management | Enables system administrator to update client ROM and setup over the network |
| Security 32 | Allows users to access Compaq security options |
| Synaptics TouchPad Driver | Provides added functionality for the touchpad pointing device |
| System Enhancements | Provides users with an easy to install compilation of hardware-enabling operating system enhancements and fixes |
| System ROMPaq | System Firmware |
| Worldport Application | Allows homologation of 3Com modems |

# Appendix D: Armada Upgrade CD

Compaq plans to release three versions of the Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional. Table 4 outlines the contents of each release.

**Table 4. Upgrade CD Contents**

| Supported Systems / Languages / Functions | Upgrade CD V1.0 | Upgrade CD V2.0 | Upgrade CD V3.0 |
|---|---|---|---|
| Supports Windows 2000 Clean Install | ✔ | ✔ | ✔ |
| BIOS Updates capable from CD ROM | ✔ | ✔ | ✔ |
| Upgrade Pre-processing (removal of non-Windows 2000 ready drivers, Compaq value-add drivers, utilities, applications) | ✔ | ✔ | ✔ |
| Supports upgrade from Windows NT 4. Service Pack 3 + | ✔ | ✔ | ✔ |
| Supports upgrade from Windows 95 and Windows 98 | | | ✔ |
| Supports Armada E700, E500, M700, M300, V300, 7800, 7400 | ✔ | ✔ | ✔ |
| Supports Armada 1750, 1700, 3500, 1500c, 4200 | | ✔ | ✔ |
| Language Support for English, French, Italian, German, Spanish and Japanese | ✔ | ✔ | ✔ |
| Language support for Dutch, Swedish, Chinese, Korean, Taiwanese, Hong Kong, Brazilian Portuguese, Norwegian, Danish, and Finish. | | ✔ | ✔ |
| Language support for Czechoslovakian, Polish, Russian, Hungarian, Portuguese (Euro), Greek, Arabic, Hebrew, and, Turkish. | | | ✔ |
| Compaq Armada Dock Driver (CPQLDOCK) | ✔ | ✔ | ✔ |
| Compaq Management Agents for Armada Portables | | ✔ | ✔ |
| Programmable Keys (Upgrade CD ONLY) | ✔ | ✔ | ✔ |
| Armada Integrated PCI V.90 Modem CD | ✔ | ✔ | ✔ |
| Compaq Global MiniPCI 56K (V.90) Modem by 3COM | ✔ | ✔ | ✔ |
| Compaq MiniPCI 10/100 LAN 56K (V.90) Modem by 3COM | ✔ | ✔ | ✔ |
| Touchpad Driver (Synaptics) (preloaded) | | ✔ | ✔ |
| ESS M2E Audio Driver | | ✔ | ✔ |
| ATI Video Driver (LT Pro / Mobility) | | ✔ | ✔ |
| S3 M5 Video Driver (Upgrade CD ONLY) | ✔ | ✔ | ✔ |
| 3MODE FLOPPY DRIVER (Japanese use only - preloaded) | ✔ | ✔ | ✔ |

*continued*

**Table 4. Upgrade CD Contents** *(continued)*

| | | | |
|---|---|---|---|
| WinDVD Movie Player | | ✔ | ✔ |
| PowerCon Enhancements[1] | ✔ | ✔ | |
| Hot Key Support Software | ✔ | ✔ | ✔ |
| Easy Point IV (preloaded) | | ✔ | ✔ |
| Remote Management | ✔ | ✔ | ✔ |
| Security 32 | ✔ | ✔ | ✔ |
| Diagnostics for Windows NT | ✔ | ✔ | ✔ |
| Compaq Power Conservation 32 | | | ✔ |

[1] This item will get replaced with the more powerful *Compaq Power Conservation 32 (Includes PowerCon Enhancements (Win32).*

# Appendix E: Hints[1]

Installation problems fall into several familiar categories: selecting the installation drive, disk partition and directory, upgrading versus installing a fresh copy, identifying the location of distribution files, fixing NTFS issues, and overcoming various device problems. Here are some helpful hints:

## Network Adapter Card Detection

Microsoft Support Online article Q227428 reports that you can't override Windows 2000's automatic network adapter card detection during installation. If the installer selects the wrong card, you need to reboot, manually remove the incorrect adapter, and reinstall the correct one with the Control Panel's Add/Remove Hardware applet. As a fail-safe mechanism, you can always install the Microsoft Loop-back Adapter to load the network components.

## TCP/IP Clients are DHCP Clients by Default

When you select TCP/IP for your new Windows 2000 system, the computer automatically configures as a DHCP client, and you can't manually specify a static IP address. To specify your own IP address, you need to use the Control Panel's Make New Connection and Local Area Connection tools after the installation completes.

## Windows 2000 and NTFS

A good way to avoid problems and insure security is to install Window 2000 on an NTFS partition. If you install the OS on a FAT or FAT32 partition and later convert the partition to NTFS, the convert utility might not apply the default security settings. After you convert a drive to NTFS 5.0, you cannot revert to the Windows NT 4.0 version; you will need to reformat the drive. Windows NT Workstation 4.0 Service Pack 6 (SP6) includes a version of NTFS that is compatible with most of Windows 2000's file system features.

[1] "Excerpt from Windows 2000 Magazine, Author: Paula Sharick, *"Keeping Up with NT - Windows 2000 Installation Hints and Tips"*, Source: Web Exclusive, November 16, 1999, InstantDoc ID: 7619,(http://www.winntmag.com/Articles/Content/7619_01.html) ©2000 Duke Communications International, Inc..

## Source Files

To minimize problems accessing installation files for a CD-ROM or a network drive many people copy the installation directories to a local hard disk and then perform the install. Unfortunately, when you install Windows 2000 from a local hard disk, the OS automatically records the source media as the first available CD-ROM drive letter instead of the local hard disk. When you add a new component, Windows 2000 assumes the source media is the CD-ROM, and you have to enter the correct path manually. To work around the problem, you can change the default source media location by editing the source path value entry in these three Registry keys:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT CurrentVersion\Setup

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT CurrentVersion

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT CurrentVersion\Setup

## Installation Sources

Windows 2000 will correctly record the source media in the Registry when you install from a network drive. However, as I noted above, if you have problems with your network adapter card, you might not be able to access a network drive after the install completes.

## Installation Errors

In some cases, Windows 2000 reports that it has detected software that's not completely installed, and it aborts the installation procedure. Windows 2000 generates this message if there's any data associated in either of the Registry keys below. You can correct the problem by deleting any data in these keys. Then, when you restart the install, it should proceed normally.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT CurrentVersion\RunOnceEx

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT CurrentVersion\Runonce

## UPS

According to Microsoft Support Online article Q238860, Windows 2000's serial port detector toggles the signal, and when you have a UPS connected to a serial port, the UPS interprets this toggle as a power failure. To avoid this problem, disconnect the UPS before you start your Windows 2000 installation. This problem has occurred many times in the past with Windows NT 4.0 and maybe a remnant of the original architecture.

## Other Installation Hints

- To avoid problems with print DLL's, upgrade your Windows NT 4.0 system to SP5 or later before you install Windows 2000.
- The system disk drive letter is hard coded in the Registry, so you cannot change the drive designation after you install Windows 2000 .
- If the Checkdisk utility needs to repair your disk during installation, you will get an error message that reads: "Setup has determined that you attempted unsuccessfully to upgrade the Windows NT installation shown." However, after the Checkdisk utility completes the repair, it reboots your system, and the Windows 2000 installation continues.
- Microsoft recommends a minimum of 650MB of free space on the system disk and considers 2GB standard to prepare for sufficient room for the operating system and applications.
- If you follow the default installation procedure, all versions of Window 2000 installs to a directory called WINNT.

# Appendix F: ACPI

ACPI (Advanced Configuration and Power Interface) represents a significant innovation in power and configuration management that allows operating systems and applications to manage power based on activity and use. Compaq worked closely with Microsoft and Intel on the implementation of ACPI, and provided Microsoft with one of the first notebook test platforms with ACPI hardware, the Armada 4200.

Microsoft Windows 98 and Windows 2000 are ACPI-aware operating systems. Compaq enables ACPI in those models that have Windows 98 Second Edition or any version of Windows 2000 preinstalled. Models with Microsoft Windows 98, Windows 95, or Windows NT preinstalled are shipped with APM (Advanced Power Management) enabled. Customers upgrading from a previous Microsoft Operating System version that have APM enabled will be will remain in APM mode. It is important to note that once ACPI is enabled it is not possible to switch back to APM without reinstalling the operating system.

# Appendix G: Changing the System Registry

To change the system registry, use the REGEDIT

**Note:** The Compaq Armada Upgrade CD for Microsoft Windows 2000 Professional automatically performs all of these changes. Use this CD to upgrade the system to Windows 2000. When that is not possible, it is recommended that a knowledgeable system manager perform these steps.

**Table 5. Registry Changes**

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| Carbon Copy | c:\winnt\system32\ccsrvc.exe<br>c:\winnt\system32\schdsrvc.exe<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Carbon Copy Support | HKLM, "Software\Microcom\Carbon Copy 32"<br>HKLM, "System\CurrentControlSet\Services\CarbonCopy32"<br>HKLM, "System\CurrentControlSet\Services\CarbonCopyScheduler"<br>HKLM, "Software\Microsoft\Windows\CurrentVersion\Uninstall\CarbonCopy32" |
| CRT/Overhead Systray Icon | C:\WINNT\CPQWIN\CRTCFG\CRTCFG.EXE | HKLM, "SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\CRT/Overhead"<br>HKLM, "SOFTWARE\Microsoft\Windows\CurrentVersion\Run","CrtCfg"<br>HKLM, "Software\Compaq\Crt/OverHead Projector" |
| CardWare | C:\WINNT\Profiles\All Users\Start Menu\Programs\Cardware Setup<br>C:\Program Files\Compaq\Cardware<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Startup\PCTray.lnk<br>C:\Program Files\CWNT\PCTRAY.EXE | HKLM\Software\Award Software\Cardware\V500\CWNOT\Volatile data<br>HKLM\Software\Award Software\Cardware\V500\PCTRAY |

*continued*

**Table 5. Registry Changes** *(continued)*

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| MultiBay PnP Manager | C:\winnt\system32\cpqpnpmgr.exe<br>C:\winnt\system32\drivers\cpqls120.sys<br>C:\winnt\system32\drivers\cpqcdrom.sys<br>C:\winnt\system32\drivers\devmgr.sys<br>C:\winnt\system32\drivers\flenable.sys<br><br>c:\winnt\inf\oemscs01.inf<br>c:\winnt\inf\oemscs01.pnf | Registry Keys and Folders to be removed.<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\WinNT Multibay Deinstall Key"<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\Compaq PnP Manager"<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\Compaq Multibay Driver"<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\Win95 Remote Services Deinstall Key"<br>HKLM,"System\CurrentControlSet\Services\cpqpnpmgr"<br>HKLM,"System\CurrentControlSet\Services\cpqcdrom"<br>HKLM,"System\CurrentControlSet\Services\cpqls120"<br>HKLM,"System\CurrentControlSet\Services\flenable"<br>Registry Keys to be Added.<br>HKLM,"System\CurrentControlSet\Services\flenable":start=1<br>HKLM,"System\CurrentControlSet\Services\cdrom":start=1<br>△<br>**CAUTION:** It is vital that the above two Registry Key additions are performed as instructed. Else, connectivity to the MultiBay hardware peripherals may not function normally. |
| PowerCon | C:\winnt\System32\pwrconnt.cpl<br>C:\winnt\cpqwin\ntspd\Pwricon.exe | HKLM, "SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\WinNT PowerCon Deinstall Key"<br>HKLM, "Software\Microsoft\Windows\CurrentVersion\Run","PwrIcon"<br>HKLM, "Software\Microsoft\Windows\CurrentVersion\Run","CPQAcDc" ;Armada E700 PowerCon Enh.<br>HKLM, "Software\Compaq\Windows NT PowerCon" |

*continued*

**Table 5. Registry Changes** *(continued)*

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| Suspend Link | C:\WINNT\cpqwin\cpqsusp\cpqsusp.exe<br>C:\WINNT\Profiles\All Users\Start Menu\Suspend.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Suspender.lnk (Portuguese)<br>C:\WINNT\Profiles\All Users\Start Menu\¹ÒÆð.lnk (Chinese)<br>C:\WINNT\Profiles\All Users\Start Menu\Pause.lnk (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Stand-by.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\ Keskeyttää.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Suspendre.lnk (French)<br>C:\WINNT\Profiles\All Users\Start Menu\Standby.lnk (German)<br>C:\WINNT\Profiles\All Users\Start Menu\Sospendi.lnk (Italian)<br>C:\WINNT\Profiles\All Users\Start Menu\»½ÍßÝÄÞ.lnk (Japanese)<br>C:\WINNT\Profiles\All Users\Start Menu\ ½ÇÇà ÁßˊÜ.lnk (Korean)<br>C:\WINNT\Profiles\All Users\Start Menu\ Suspender.lnk (Spanish)<br>C:\WINNT\Profiles\All Users\Start Menu\Hvilemodus.lnk (Norwegian)<br>C:\WINNT\Profiles\All Users\Start Menu\Uppehåll.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\¼È°±.lnk (Tiawanese) | |

*continued*

**Table 5. Registry Changes** *(continued)*

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| Create Boot Disk Link | C:\WINNT\Profiles\All Users\Start Menu\Compaq Information Center\Create~2.lnk<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\Opret Startdiskette.lnk (Danish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\ Opstartdiskette maken.lnk (Dutch)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Luo käynnistyslevyke.lnk (Finnish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\ Créer Disquette de Démarrage.lnk (French)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Setup-Disketten Erstellen.lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Crea Dischi floppy di Avvio.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ ‹N"®ÃÞ¯½¹¯Ä,Ì ì .lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤º¸ ¼¾¾Åí\ ºÎÆ® µð½ºÅ© ,,µé±â.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Crear Discos de Arranque.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Opprett oppstartsdiskett.lnk (Norwegian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Skapa Startdiskett.lnk (Swedish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ «Ø¥ß}¾÷ºÏ¤ù" + ".lnk (Tiawanese) | |

*continued*

**Table 5. Registry Changes** *(continued)*

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| Create Emergency Repair Diskette Link | C:\WINNT\system32\RDISK.EXE<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Information Center\Create~1.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\Opret Reparationdiskette.lnk (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\ Hersteldiskette maken.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Luo Korjauslevyke.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\ Créer une Disquette de Réparation.lnk (French)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Erstellen.lnk (German)<br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Crea disco di Ripristino.lnk (Italian)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ C•œÃÞ¨½¸,Ì ì .lnk (Japanese)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤º¸ ¼¾ÅÍ\ ¼Õ»ó º¹±¸ µð½ºÅ© ¸¸µé±â.lnk (Korean)<br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Crear Discos de Reparación.lnk (Spanish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Opprett reparasjonsdiskett.lnk (Norwegian)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Skapa Reparationsdiskett.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ «Ø¥ß-×´_ºÏ¤ù" + ".lnk (Tiawanese) | |
| Ring Central Fax Link | C:\RZS\RCPRO\RCENTRLL.EXE<br>C:\WINNT\Profiles\All Users\Desktop\Ringce~1.lnk<br>C:\WINNT\Profiles\All Users\Desktop\ Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°.lnk<br>C:\WINNT\Profiles\All Users\Desktop\ RingCentral Fax.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RingCentral Fax.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RingCentral Fax<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RZS\RCPRO\Rcentral.exe<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RZS\RCPRO\Rcentrll.exe<br>C:\RZS\RCPRO\Rcentrll.exe<br>C:\RZS\RCPRO\Rcentral.exe | |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| NT4 SP4 Link (and SP3) | C:\WINNT\Profiles\All Users\Start Menu\Programs\Service Pack 4<br><br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Service Pack 3 | |
| Compaq Ethernet Drivers link | C:\WINNT\Profiles\All Users\Start Menu\Programs\Compaq Drivers Information\Armada Station\Compaq Ethernet Drivers.lnk<br><br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Compaq Drivers Information\Armada Station\Compaq~1.lnk | |
| M-Systems True FFS[1] | Execute this string by selecting ⊞Start, Run, "Rundll setupx.dll,InstallHinfSection RemoveDriver 4 trueffs.inf" | |
| Lucent Modem Drivers | c:\winnt\Profiles\All Users\Start Menu\Programs\Web Agents Setup<br><br>Use the 560unins.exe program for removal of ISA modems during Windows 95 and Windows 98 upgrades.<br><br>The NT4RM.zip file contains a modified InstallShield program that uninstalls silently under NT4.0 for ISA based modems (Armada 7800/7400 and other legacy systems). The .zip file will need to temporarily be expanded so that the bundled setup.exe file can be run (with the "-s") and silently uninstall the modem.<br><br>The file ltremove.exe –s is for removal of the Compaq MiniPCI Lucent based modems when upgrading Armada M300, V300, E500, M700, and E700 systems.<br><br>The 7000unin.exe file (with the "-s –noreboot" flag) is run in order to remove the controller based modems in the 7800 and 7400 platforms.<br><br>The file ModemX.exe should be run under all circumstances as the last modem removal routine. | HKLM\Software\Microsoft\Windows\CurrentVersion\Unimodem\DeviceSpecific\Standard 288000 bps Modem::(Standard Modem Type)::Microsoft |
| Compaq Diagnostics | c:\winnt\system32\cpqdiag.cpl<br><br>c:\winnt\Cpqdiag\cpqdiag.exe<br><br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\Compaq Diagnostics for Windows NT<br><br>c:\winnt\Profiles\All Users\Start Menu\Compaq Diagnostics for Windows NT | HKLM, "system\currentcontrolset\services\cpqport"<br><br>HKLM, "system\currentcontrolset\services\cqcpu"<br><br>HKLM, "system\currentcontrolset\services\eventlog\system\cqcpu"<br><br>HKLM, "system\currentcontrolset\services\eventlog\system\cq_mem"<br><br>HKLM, "system\currentcontrolset\services\cq_mem"<br><br>HKLM, "system\currentcontrolset\services\CpqDfwWebAgent"<br><br>HKLM, "system\currentcontrolset\services\cpqdiag"<br><br>HKLM, "software\Compaq\Compaq Web SnapIn\CpqDfwWebAgent" |
| E500 Docking Support | c:\winnt\system32\cdock.exe<br><br>c:\Program Files\Compaq\CpqWebDmi\webdmi.exe | |

*continued*

[1] This only applies to Windows 95 upgrades.

**Table 5. Registry Changes** *(continued)*

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| Compaq Desktop Management (IM) | c:\winnt\cpqi2c.dll<br>c:\winnt\DEISL1.ISU<br>c:\winnt\help\intmgt3.cnt<br>c:\winnt\help\intmgt3.hlp<br>c:\winnt\help\readmeim.txt<br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\"Intelligent manageability.lnk"<br>c:\winnt\Profiles\All Users\Start Menu\ Centro de Informações da Compaq\Maneabilidade Inteligente.lnk (Portuguese)<br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\"Technical Release Notes.lnk" (Portuguese)<br>c:\winnt\Profiles\All Users\Start Menu\ Centro de Informações da Compaq\Observações sobre Lançamento Técnico.lnk<br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\"DMI BROWSER.LNK"<br>c:\winnt\Profiles\All Users\Start Menu\ Centro de Informações da Compaq\Browser DMI.lnk" (Portuguese)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\ DMI BROWSER.LNK (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\Teknisk udgave Noter.lnk (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\Technische opmerkingen.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\Client Management.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\DMI-browser.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Intelligent Manageability.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Teknisiä huomautuksia.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ DMI-selain.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\ Gestion intelligente.lnk (French)<br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\ Version technique Notes.lnk (French)<br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\Afficheur DMI.lnk (French) | HKLM,"SOFTWARE\COMPAQ","CIC"<br>HKLM,"SOFTWARE\COMPAQ\CPQALERT"<br>HKLM,"SOFTWARE\COMPAQ\DESKTOP MANAGEMENT"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\APP PATHS\CPQALERT.EXE"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\RUN" ,"CHKADMIN"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\UNIN STALL\INTMGMT"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\APP PATHS\DMISL","PATH"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\SHAR EDDLLS","C:\WINNT\SYSTEM32\CPQ2BIOS.DLL"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\SHAR EDDLLS","C:\WINNT\SYSTEM32\CPQBIOS.EXE"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\SHAR EDDLLS","C:\WINNT\SYSTEM\BIOSSRVR.EXE"<br>HKLM,"SOFTWARE\CLASSES\BIOSSRVR.SYSTEMID"<br>HKLM,"SOFTWARE\IBM\SVA"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\CLNTMGMT"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\CPQALERT"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\ENUM"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\DMISL"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\EVENTLOG\SYS TEM\CLNTMGMT" |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ DMI-Browser.lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Release-Hinweise (Technik).lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Intelligent Manageability.lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Intelligent Manageability.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Note tecniche di rilascio.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Browser DMI.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ ƒCƒ"ƒeƒŠƒWƒFƒ"ƒg ƒ}ƒlƒWƒ ƒ"ƒg‹@"\.lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ ƒeƒNƒjƒJƒ‹ ƒŠƒŠ [ƒX ƒm [ƒg.lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ ƒuƒ‰ƒEƒUDMI.LNK (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ Å ‰‰,É,¨"Ç,Ý,-,¾,³,¢.lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤º¸ ¼¾¾ÅÍ\ Intelligent Manageability.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤º¸ ¼¾¾ÅÍ\ ±â¼ú Âü°í ÀÚ·á.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤º¸ ¼¾¾ÅÍ\ DMI Ã£¾Æº¸±â.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Intelligent Manageability.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Versión Técnica de Notes.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Browser DMI.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Intelligent Administrasjon.lnk (Norwegian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Tekniske versjons merknader.lnk (Norwegian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ DMI leser.lnk (NORWEGIAN)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ DMI- | |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | läsare.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Tekniska kommentarer.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Intelligent Manageability.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ Intelligent Manageability.lnk (Taiwanese)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ Technical Release Notes.lnk (Taiwanese)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ DMI BROWSER.LNK (Taiwanese)<br>c:\winnt\system32\chkadmin.exe<br>c:\winnt\system32\collect.exe<br>c:\winnt\system32\cpqagent.dll<br>c:\winnt\system32\cpqalert.exe<br>c:\winnt\system32\cpqdmi.exe<br>c:\winnt\system32\cpqdmsc.dll<br>c:\winnt\system32\cpqevnt.dll<br>c:\winnt\system32\cpqhci.dll<br>c:\winnt\system32\cpqinit.dll<br>c:\winnt\system32\cpqisa.dll<br>c:\winnt\system32\modregst.exe<br>c:\winnt\system32\oemnsvcq.inf<br>c:\winnt\system32\regsvr32.exe<br>c:\winnt\system32\traptest.exe<br>c:\winnt\system32\uninmgmt.exe<br>c:\winnt\system32\CPQ2BIOS.DLL<br>c:\winnt\system32\CPQBIOS.EXE<br>c:\winnt\system32\TRAPTEST.EXE<br>c:\winnt\system32\UNINMGMT.EXE<br>c:\winnt\system32\CPQCI.DLL<br>c:\winnt\system32\CPQVID.DLL<br>c:\winnt\system32\DMIAPI32.DLL<br>c:\winnt\system32\ICLCNRW.DLL<br>c:\winnt\system32\NAMES.DLL<br>c:\winnt\system32\DMISLSRV.EXE<br>c:\winnt\system32\BIOSSRVR.EXE | |
| Directory Replicator | | HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\EVENTLOG\Application\Replicator<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\Replicator<br>HKLM,"SYSTEM\CONTROLSET001\SERVICES\EVENTLOG\Application\ Replicator<br>HKLM,"SYSTEM\CONTROLSET001\SERVICES\Replicator<br>HKLM,"SYSTEM\CONTROLSET002\SERVICES\EVENTLOG\Application\ Replicator<br>HKLM,"SYSTEM\CONTROLSET002\SERVICES\Replicator |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| SNMP Extention Agents | Run c:\winnt\system32\snmp -close<br>Delete this file c:\winnt\system32\cpqagent.dll | Goto to registry and pull out the uninstall strings shown for PK and IM, then add -a parameter to uninstall silently.<br>\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Compaq User-Programmable Keys<br>\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\IntMgmt |
| Compaq DVD Player | c:\Documents and Settings\All Users\Desktop\Compaq DVD Player.lnk<br>c:\Documents and Settings\All Users\Start Menu\Programs\Compaq DVDExpress | |
| ATI VIDEO | C:\WinNT\System32\atiicdxx.sys | |
| MS-DOS | C:\WinNT\Profiles\Administrator\Start Menu\Program\Comman~1.lnk<br>c:\Documents and Settings\All Users\Start Menu\Programs\MS-DOS Real Mode | |
| Carbon Copy | c:\winnt\system32\ccsrvc.exe<br>c:\winnt\system32\schdsrvc.exe<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Carbon Copy Support | HKLM, "Software\Microcom\Carbon Copy 32"<br>HKLM, "System\CurrentControlSet\Services\CarbonCopy32"<br>HKLM, "System\CurrentControlSet\Services\CarbonCopyScheduler"<br>HKLM, "Software\Microsoft\Windows\CurrentVersion\Uninstall\CarbonCopy32" |
| CRT/Overhead Systray Icon | C:\WINNT\CPQWIN\CRTCFG\CRTCFG.EXE | HKLM, "SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\CRT/Overhead"<br>HKLM, "SOFTWARE\Microsoft\Windows\CurrentVersion\Run","CrtCfg"<br>HKLM, "Software\Compaq\Crt/OverHead Projector" |
| CardWare | C:\WINNT\Profiles\All Users\Start Menu\Programs\Cardware Setup<br>C:\Program Files\Compaq\Cardware<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Startup\PCTray.lnk<br>C:\Program Files\CWNT\PCTRAY.EXE | HKLM\Software\Award Software\Cardware\V500\CWNOT\Volatile data<br>HKLM\Software\Award Software\Cardware\V500\PCTRAY |
| MultiBay PnP Manager | C:\winnt\system32\cpqpnpmgr.exe<br>C:\winnt\system32\drivers\cpqls120.sys<br>C:\winnt\system32\drivers\cpqcdrom.sys<br>C:\winnt\system32\drivers\devmgr.sys<br>C:\winnt\system32\drivers\flenable.sys<br>C:\winnt\inf\oemscs01.inf<br>C:\winnt\inf\oemscs01.pnf | Registry Keys and Folders to be removed.<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\WinNT Multibay Deinstall Key"<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\Compaq PnP Manager"<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\Compaq Multibay Driver"<br>HKLM,"Software\Microsoft\Windows\CurrentVersion\Uninstall\Win95 Remote Services Deinstall Key"<br>HKLM,"System\CurrentControlSet\Services\cpqpnpmgr"<br>HKLM,"System\CurrentControlSet\Services\cpqcdrom"<br>HKLM,"System\CurrentControlSet\Services\cpqls120"<br>HKLM,"System\CurrentControlSet\Services\flenable"<br>Registry Keys to be Added.<br>HKLM,"System\CurrentControlSet\Services\flenable":start=1<br>HKLM,"System\CurrentControlSet\Services\cdrom":start=1<br> <br>**CAUTION:** It is vital that the above two Registry Key additions are performed as instructed. Else, connectivity to the MultiBay hardware peripherals may not function normally. |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | | |
| PowerCon | C:\winnt\System32\pwrconnt.cpl<br>C:\winnt\cpqwin\ntspd\Pwricon.exe | HKLM, "SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\WinNT PowerCon Deinstall Key"<br>HKLM, "Software\Microsoft\Windows\CurrentVersion\Run","PwrIcon"<br>HKLM, "Software\Microsoft\Windows\CurrentVersion\Run","CPQAcDc" ;Armada E700 PowerCon Enh.<br>HKLM, "Software\Compaq\Windows NT PowerCon" |
| Suspend Link | C:\WINNT\cpqwin\cpqsusp\cpqsusp.exe<br>C:\WINNT\Profiles\All Users\Start Menu\Suspend.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Suspender.lnk (Portuguese)<br>C:\WINNT\Profiles\All Users\Start Menu\¹ÒÆð.lnk (Chinese)<br>C:\WINNT\Profiles\All Users\Start Menu\Pause.lnk (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Stand-by.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\ Keskeyttää.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Suspendre.lnk (French)<br>C:\WINNT\Profiles\All Users\Start Menu\Standby.lnk (German)<br>C:\WINNT\Profiles\All Users\Start Menu\Sospendi.lnk (Italian)<br>C:\WINNT\Profiles\All Users\Start Menu\»½ÍßÝÄÞ.lnk (Japanese)<br>C:\WINNT\Profiles\All Users\Start Menu\ ½ÇÇà ÁßˊÜ.lnk (Korean)<br>C:\WINNT\Profiles\All Users\Start Menu\ Suspender.lnk (Spanish)<br>C:\WINNT\Profiles\All Users\Start Menu\Hvilemodus.lnk (Norwegian)<br>C:\WINNT\Profiles\All Users\Start Menu\Uppehåll.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\¼È°±.lnk (Tiawanese) | |
| Create Boot Disk Link | C:\WINNT\Profiles\All Users\Start Menu\Compaq Information Center\Create~2.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\Opret Startdiskette.lnk (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\ Opstartdiskette maken.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Luo käynnistyslevyke.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\ Créer Disquette de Démarrage.lnk (French)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Setup-Disketten Erstellen.lnk (German)<br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Crea Dischi | |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | floppy di Avvio.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀº\ ‹N"®ÃÞ¨½¹¯Ä,Ì ì .lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤º¸ ¼¾¾ÅÍ\ ºÎÆ® µð½ºÅ© ,,µé±â.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Crear Discos de Arranque.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Opprett oppstartsdiskett.lnk (Norwegian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Skapa Startdiskett.lnk (Swedish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ «Ø¥ß}¾÷ºï¤ù" + ".lnk (Tiawanese) | |
| Create Emergency Repair Diskette Link | C:\WINNT\system32\RDISK.EXE<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Information Center\Create~1.lnk<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\Opret Reparationdiskette.lnk (Danish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\ Hersteldiskette maken.lnk (Dutch)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Luo Korjauslevyke.lnk (Finnish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\ Créer une Disquette de Réparation.lnk (French)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Erstellen.lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Crea disco di Ripristino.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀº\ C•œÃÞ¨½¸Ì ì .lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤º¸ ¼¾¾ÅÍ\ ¼Õ»ó º¹±¸ µð½ºÅ© ,,µé±â.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Crear Discos de Reparación.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Opprett reparasjonsdiskett.lnk (Norwegian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Skapa Reparationsdiskett.lnk (Swedish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ «Ø¥ß-×´_ºï¤ù" + ".lnk (Tiawanese) | |
| Ring Central Fax Link | C:\RZS\RCPRO\RCENTRLL.EXE<br><br>C:\WINNT\Profiles\All | |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | Users\Desktop\Ringce~1.lnk<br>C:\WINNT\Profiles\All Users\Desktop\ Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°.lnk<br>C:\WINNT\Profiles\All Users\Desktop\ RingCentral Fax.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RingCentral Fax.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RingCentral Fax<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RZS\RCPRO\Rcentral.exe<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\RZS\RCPRO\Rcentrll.exe<br>C:\RZS\RCPRO\Rcentrll.exe<br>C:\RZS\RCPRO\Rcentral.exe | |
| NT4 SP4 Link (and SP3) | C:\WINNT\Profiles\All Users\Start Menu\Programs\Service Pack 4<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Service Pack 3 | |
| Compaq Ethernet Drivers link | C:\WINNT\Profiles\All Users\Start Menu\Programs\Compaq Drivers Information\Armada Station\Compaq Ethernet Drivers.lnk<br>C:\WINNT\Profiles\All Users\Start Menu\Programs\Compaq Drivers Information\Armada Station\Compaq~1.lnk | |
| M-Systems True FFS[1] | Execute this string by selecting ⊞Start, Run, "Rundll setupx.dll,InstallHinfSection RemoveDriver 4 trueffs.inf" | |
| Lucent Modem Drivers | c:\winnt\Profiles\All Users\Start Menu\Programs\Web Agents Setup<br>Use the 560unins.exe program for removal of ISA modems during Windows 95 and Windows 98 upgrades.<br>The NT4RM.zip file contains a modified InstallShield program that uninstalls silently under NT4.0 for ISA based modems (Armada 7800/7400 and other legacy systems). The .zip file will need to temporarily be expanded so that the bundled setup.exe file can be run (with the "-s") and silently uninstall the modem.<br>The file ltremove.exe –s is for removal of the Compaq MiniPCI Lucent based modems when upgrading Armada M300, V300, E500, M700, and E700 systems.<br>The 7000unin.exe file (with the "-s –noreboot" flag) is run in order to remove the controller based modems in the 7800 and 7400 platforms.<br>The file ModemX.exe should be run under all circumstances as the last modem removal routine. | HKLM\Software\Microsoft\Windows\CurrentVersion\Unimodem\DeviceSpecific\Standard 288000 bps Modem::(Standard Modem Type)::Microsoft |
| Compaq Diagnostics | c:\winnt\system32\cpqdiag.cpl<br>c:\winnt\Cpqdiag\cpqdiag.exe<br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\Compaq Diagnostics for Windows NT<br>c:\winnt\Profiles\All Users\Start | HKLM, "system\currentcontrolset\services\cpqport"<br>HKLM, "system\currentcontrolset\services\cqcpu"<br>HKLM, "system\currentcontrolset\services\eventlog\system\cqcpu"<br>HKLM, "system\currentcontrolset\services\eventlog\system\cq_mem"<br>HKLM, "system\currentcontrolset\services\cq_mem" |

[1] This only applies to Windows 95 upgrades.

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | Menu\Compaq Diagnostics for Windows NT | HKLM, "system\currentcontrolset\services\CpqDfwWebAgent"<br>HKLM, "system\currentcontrolset\services\cpqdiag"<br>HKLM, "software\Compaq\Compaq Web SnapIn\CpqDfwWebAgent" |
| E500 Docking Support | c:\winnt\system32\cdock.exe<br>c:\Program Files\Compaq\CpqWebDmi\webdmi.exe | |
| Compaq Desktop Management (IM) | c:\winnt\cpqi2c.dll<br>c:\winnt\DEISL1.ISU<br>c:\winnt\help\intmgt3.cnt<br>c:\winnt\help\intmgt3.hlp<br>c:\winnt\help\readmeim.txt<br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\"Intelligent manageability.lnk"<br>c:\winnt\Profiles\All Users\Start Menu\ Centro de Informações da Compaq\Maneabilidade Inteligente.lnk (Portuguese)<br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\"Technical Release Notes.lnk" (Portuguese)<br>c:\winnt\Profiles\All Users\Start Menu\ Centro de Informações da Compaq\Observações sobre Lançamento Técnico.lnk<br>c:\winnt\Profiles\All Users\Start Menu\Compaq Information Center\"DMI BROWSER.LNK"<br>c:\winnt\Profiles\All Users\Start Menu\ Centro de Informações da Compaq\Browser DMI.lnk" (Portuguese)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\ DMI BROWSER.LNK (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationscenter\Teknisk udgave Noter.lnk (Danish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\Technische opmerkingen.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\Client Management.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Informatiecentrum\DMI-browser.lnk (Dutch)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Intelligent Manageability.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ Teknisiä huomautuksia.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq-Informaatiokeskus\ DMI-selain.lnk (Finnish)<br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\ Gestion intelligente.lnk (French)<br>C:\WINNT\Profiles\All Users\Start | HKLM,"SOFTWARE\COMPAQ","CIC"<br>HKLM,"SOFTWARE\COMPAQ\CPQALERT"<br>HKLM,"SOFTWARE\COMPAQ\DESKTOP MANAGEMENT"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\APP PATHS\CPQALERT.EXE"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\RUN" ,"CHKADMIN"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\UNIN STALL\INTMGMT"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\APP PATHS\DMISL","PATH"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\SHAR EDDLLS","C:\WINNT\SYSTEM32\CPQ2BIOS.DLL"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\SHAR EDDLLS","C:\WINNT\SYSTEM32\CPQBIOS.EXE"<br>HKLM,"SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\SHAR EDDLLS","C:\WINNT\SYSTEM\BIOSSRVR.EXE"<br>HKLM,"SOFTWARE\CLASSES\BIOSSRVR.SYSTEMID"<br>HKLM,"SOFTWARE\IBM\SVA"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\CLNTMGMT"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\CPQALERT"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\ENUM"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\DMISL"<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\EVENTLOG\SYS TEM\CLNTMGMT" |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | Menu\Centre d'informations Compaq\ Version technique Notes.lnk (French)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Centre d'informations Compaq\Afficheur DMI.lnk (French)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ DMI-Browser.lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Release-Hinweise (Technik).lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationszentrum\ Intelligent Manageability.lnk (German)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Intelligent Manageability.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Note tecniche di rilascio.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro informazioni Compaq\ Browser DMI.lnk (Italian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ ƒCƒ"ƒeƒŠƒWƒFƒ"ƒg ƒ}ƒlƒWƒ ƒ"ƒg‹@"\.lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ ƒeƒNƒjƒJƒ‹ ƒŠƒŠ [ƒX ƒm [ƒg.lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ ƒuƒ‰ƒEƒUDMI.LNK (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq ²ÝÌ«Ò°¼®Ý ¾ÝÀ°\ Å ‰,É,¨"Ç,Ý,-,¾,³,¢.lnk (Japanese)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤°¸ ¼¾¾ÅÍ\ Intelligent Manageability.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤°¸ ¼¾¾ÅÍ\ ±â¼ú Âü°í ÀÚ·á.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq Á¤°¸ ¼¾¾ÅÍ\ DMI Ã£¾Æ°¸±â.lnk (Korean)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Intelligent Manageability.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Versión Técnica de Notes.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\ Centro de Información de Compaq\ Browser DMI.lnk (Spanish)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Intelligent Administrasjon.lnk (Norwegian)<br><br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ Tekniske versjons merknader.lnk | |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | (Norwegian)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informasjonssenter\ DMI leser.lnk (NORWEGIAN)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ DMI-läsare.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Tekniska kommentarer.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\Compaq Informationsstudio\ Intelligent Manageability.lnk (Swedish)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ Intelligent Manageability.lnk (Taiwanese)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ Technical Release Notes.lnk (Taiwanese)<br>C:\WINNT\Profiles\All Users\Start Menu\ Compaq ¸ê°T¤¤¤ß\ DMI BROWSER.LNK (Taiwanese)<br>c:\winnt\system32\chkadmin.exe<br>c:\winnt\system32\collect.exe<br>c:\winnt\system32\cpqagent.dll<br>c:\winnt\system32\cpqalert.exe<br>c:\winnt\system32\cpqdmi.exe<br>c:\winnt\system32\cpqdmsc.dll<br>c:\winnt\system32\cpqevnt.dll<br>c:\winnt\system32\cpqhci.dll<br>c:\winnt\system32\cpqinit.dll<br>c:\winnt\system32\cpqisa.dll<br>c:\winnt\system32\modregst.exe<br>c:\winnt\system32\oemnsvcq.inf<br>c:\winnt\system32\regsvr32.exe<br>c:\winnt\system32\traptest.exe<br>c:\winnt\system32\uninmgmt.exe<br>c:\winnt\system32\CPQ2BIOS.DLL<br>c:\winnt\system32\CPQBIOS.EXE<br>c:\winnt\system32\TRAPTEST.EXE<br>c:\winnt\system32\UNINMGMT.EXE<br>c:\winnt\system32\CPQCI.DLL<br>c:\winnt\system32\CPQVID.DLL<br>c:\winnt\system32\DMIAPI32.DLL<br>c:\winnt\system32\ICLCNRW.DLL<br>c:\winnt\system32\NAMES.DLL<br>c:\winnt\system32\DMISLSRV.EXE<br>c:\winnt\system32\BIOSSRVR.EXE | |
| Directory Replicator | | HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\EVENTLOG\Application\Replicator<br>HKLM,"SYSTEM\CURRENTCONTROLSET\SERVICES\Replicator<br>HKLM,"SYSTEM\CONTROLSET001\SERVICES\EVENTLOG\Application\ |

| Software to Remove | Delete these files | Delete these Registry Keys |
|---|---|---|
| | | Replicator<br>HKLM,"SYSTEM\CONTROLSET001\SERVICES\Replicator<br>HKLM,"SYSTEM\CONTROLSET002\SERVICES\EVENTLOG\Application\ Replicator<br>HKLM,"SYSTEM\CONTROLSET002\SERVICES\Replicator |
| SNMP Extention Agents | Run c:\winnt\system32\snmp -close<br>Delete this file c:\winnt\system32\cpqagent.dll | Goto to registry and pull out the uninstall strings shown for PK and IM, then add -a parameter to uninstall silently.<br>\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Compaq User-Programmable Keys<br>\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\IntMgmt |
| Compaq DVD Player | c:\Documents and Settings\All Users\Desktop\Compaq DVD Player.lnk<br>c:\Documents and Settings\All Users\Start Menu\Programs\Compaq DVDExpress | |
| ATI VIDEO | C:\WinNT\System32\atiicdxx.sys | |
| MS-DOS | C:\WinNT\Profiles\Administrator\Start Menu\Program\Comman~1.lnk<br>c:\Documents and Settings\All Users\Start Menu\Programs\MS-DOS Real Mode | |

# Appendix H: Questions and Answers

**What operating systems will I be able to upgrade to Windows 2000?**

Windows 95, Windows 98, and Windows NT Workstation 4.0 with Service Pack 3 or later will be able to upgrade directly to Windows 2000.

**Will Windows 2000 support FAT32?**

Yes. Windows 2000 will create and read FAT32 volumes. Windows 2000 also supports FAT16 and NTFS. The latter provides improved security over other file systems.

**Are third-party hardware device drivers available for Windows 2000?**

Drivers for many devices, including most displays and printers, are included in the OS, but some additional drivers are being made available by hardware vendors. Check with Microsoft for drivers included in the OS or with the hardware vendor for Windows 2000-compatible drivers.

**What hardware does Windows 2000 require?**

See http://www.microsoft.com/windows2000/upgrade/upgradereqs/default.asp. You may also wish to check Microsoft's Hardware Compatibility List (HCL) at http://www.microsoft.com/hcl/default.asp.

**What do I do when I have to deploy Windows 2000 across multiple clients?**

Consider using some form of remote installation service. Several choices are available:

1. One tool is available from Microsoft and is detailed in the section called “Installing Windows 2000 On Workstations With Remote Installation Services”.
2. Compaq offers solutions that scale with your needs, such as PC transplant, Altiris PC Transplant Pro, and Altiris eXpress.

   http://www.compaq.com/im/swdeploy/pctransplant.html

   http://www.compaq.com/im/swdeploy/express.html

   http://www.compaq.com/solutions/pcsolutions/deployment.html
3. When rolling out a new PC platform or enhancing the IT infrastructure, big challenges are faced in ensuring a seamless integration into the IT environment. Compaq Professional Services can help to deploy new technologies to meet specific business needs and expectations, while minimizing user disruption and downtime.

   http://www.compaq.com/services/windows2000