White Paper

Contents

Installing Windows XP on Compaq Commercial Products

Abstract: This white paper explains the steps necessary for the successful installation of Microsoft Windows XP Professional and Home on Compaq Armada, Deskpro, Workstation, and Evo products. The guidelines outlined provide basic installation procedures.

For details about the overall operating system strategy of Compaq, operating system features, and the installation of additional Service Packs, please refer to the "Operating System Support for Compaq Commercial Platforms" White Paper.

This document is intended for Compaq personnel and customers needing information about installing Microsoft Windows XP and applicable Compaq value-added drivers and applications on select Compaq Armada, Deskpro, Workstation, and Evo products.

Notice

Introduction

This white paper provides basic instructions for installing Microsoft Windows XP on select Compaq products. The information contained in this white paper is current as of the date of publication. Refer to http://www.compaq.com/support/files/ for the most current files.

CAUTION: Upgrading can be a data destructive process. Back up all user data before installing or upgrading to Microsoft Windows XP.

Supported Models

The following Compaq commercial PCs are supported under Windows XP Professional and Home Edition.

Desktops

- Evo Desktop D500, D300s, and D300v

- Deskpro EX (815 and 850)

- Deskpro EXS (815 and 850)

- Deskpro EN (815e)

- iPaq (815e)

Notebooks

- Evo Notebook N600c, N400c, N200, and N160

- Armada M700, E500, and M300

Workstations (XP Professional only)

- Evo Workstation W8000, W6000, and W4000

- Workstation 230 (815)

Limited Supported Models

The following Compaq commercial PCs receive limited support under Windows XP Professional. Key hardware drivers are available within the OS or on the Compaq Web site. Some limitations may apply.

Desktops

- Deskpro EP (BX and 810e)

- Deskpro EN (BX and 810e)

Notebooks

- Evo Notebook N150

- Armada V300, E700, and 110S

Workstations (XP Professional only)

- Workstation 300 (850)*

- Workstation AP250 (820)*

- Workstation AP550 and SP750 (840)*

* Hardware drivers only with limited availability for video modules.

Requirements and Dependencies

Before beginning the installation of any of the platforms, obtain the items listed in this section.

During installation of the operating system and any deliverables provided by Compaq, you will need one blank, high-density floppy diskette to create a startup disk and three additional, blank, high-density floppy diskettes.

The following item can be obtained directly from Microsoft:

Microsoft Windows XP OS CD, Certificate of Authenticity and documentation

The following items can be obtained from Compaq:

- The latest Compaq Support Software CD containing all updated drivers and deliverables needed in the section, "Installation of Compaq Drivers and Enhancements." The Compaq Support Software CD is updated monthly and is available either through an annual subscription or as a one-time purchase. The user interface mirrors the Compaq Web site.

  Alternatively, all files on the Support Software CD may be obtained from the Compaq Web site at:

  http://www.compaq.com/support/files/

IMPORTANT: You MUST obtain the latest version of the drivers and enhancements that are compatible with Microsoft Windows XP. Previous versions may not work or may produce anomalies.

- The most current available ROM for your platform. See Appendix A for information about determining and updating, if necessary, your current ROM version.

System Requirements

Refer to the Microsoft Windows XP Web site at
http://www.microsoft.com/windowsxp/default.asp to ensure that your system meets the minimum
hardware requirements for installing Windows XP.

Minimum installation requirements recommended by Compaq include:

- 500 MHz or higher

- 128 MB RAM or higher (4 GB RAM maximum)

- 3.0 GB free space on hard disk

- SVGA monitor (800 X 600 or higher)

- Keyboard

- Mouse (or compatible pointing device)

- CD ROM or DVD Drive

Manual Upgrades

Clean Install

The following guidelines are provided for those customers who perform installations of
Windows XP on hard drives that do not contain another OS or any data. Clean installations
are recommended by Compaq for the best overall experience with any operating system.

Before You Begin

Complete the following steps before the installation or upgrade of Microsoft Windows XP.

CAUTION: Failure to comply with these recommendations may result in an unsuccessful or
unstable installation.

1. Back up all data files.

2. Be sure that unnecessary external peripheral devices are disconnected and that all removable
   media is ejected.

3. Notebook systems should be undocked with no PC Cards in the PC Card slots when installing
   the drivers.[1]

4. Since no two-network setups are the same, do not set up any networking components.
   Contact your Network Administrators, and have them properly set up the networking portions
   of Microsoft Windows Professional.

5. After all of the additional software programs and drivers have been installed, create an
   Automated System Recovery disk by choosing ⊞**Start, All Programs, Accessories, System
   Tools, Backup, Advanced Mode, Tools,** and **ASR Wizard.**

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[1] See Appendix B, "Notebooks—First Time Docking" for information about docking your Portable for the first time.

Installation Order

Manually install all software in the following order:

1. Update the System BIOS ROMpaq.

2. Install the Microsoft Windows XP operating system.

3. If necessary, install Compaq System Enhancements.

4. Install any necessary driver updates.

5. Install any desired Compaq applications and utilities.

6. Install any user applications that are compatible with Windows XP.

Check and Upgrade BIOS

Note: Upgrade your BIOS before installing Windows XP.

1. Start your system using the current operating system. (See Appendix A for instructions if no OS is installed.)

2. Check for Current BIOS using either:

   - Computer Setup

   - Simultaneously pressing Function + ESC after the Operating System is booted

3. Cross check the revision described in the previous step with the release listed in Appendix A and on the Compaq Web site for your computer model and system BIOS that supports Windows XP.

4. Download the newer version and follow the instructions to install the new System ROM BIOS.

Windows XP OS Installation

Refer to the documentation provided by Microsoft, and follow the instructions listed to install your new copy of the Windows XP Professional Operating System.

Compaq Drivers, Utilities, and Applications

A list of SoftPaqs that have been tested with Microsoft Windows XP is available on the Compaq Web site. These SoftPaqs provide necessary functionality that is designed to enhance the user experience when using Windows XP on a Compaq computer.

These files are available at http://www.compaq.com/support/files/.

Use the following steps to locate the proper support software:

1. Select the appropriate product (Deskpro, Armada, or Evo, for example).

2. Select the appropriate product family (Evo D500, Deskpro EX, or Armada M700, for example).

3. Select the model that corresponds with your computer, if necessary.

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[2] See Appendix B, "Notebooks—First Time Docking" for information about docking your Portable for the first time.

4. Select Windows XP from the Operating System list.

5. Select the Locate Software button.

The SoftPaqs required to support the selected family and model will be displayed.

Manual Upgrade from Windows 98, Windows NT Workstation, or Windows 2000

1. Repeat the steps listed in the "Before You Begin," "Installation Order," and "Check and Update BIOS" sections.

2. Remove the drivers, utilities, and applications listed in Appendix G.

3. Install Windows XP by following the directions supplied in the *Quick Start Guide.*

4. Proceed with the installation of any components or Compaq enhancements for the appropriate Compaq product family and model.

5. Reconnect peripherals and configure each of these items separately.

6. Install any user applications that are compatible with Windows XP.

Installation of Compaq Hardware Drivers

Table 1 lists the minimum versions of necessary hardware drivers, available as of the publication of this white paper. Check the Compaq Web site for the complete, up-to date list of available drivers.

IMPORTANT: System ROM BIOS should be updated with the latest ROMPaq version compatible with Microsoft Windows XP. Previous versions may produce anomalies.

Table 1. Compaq SoftPaqs for Microsoft Windows XP

Family	Driver/Enhancements	Version	SoftPaq #
Armada 110S	System ROMPaq	See Appendix A	
	Necessary hardware drivers are included with Windows XP		
Armada M700 /E500/V300/M300/E700	System ROMPaq	See Appendix A	
	Necessary Hardware drivers are included with Windows XP		
Deskpro EN (810e)*	System ROMPaq	See Appendix A	
	Necessary hardware drivers are included with Windows XP		
Deskpro EN (815)	System ROMPaq	See Appendix A	
	Necessary hardware drivers are included with Windows XP		

continued

Table 1. Compaq SoftPaqs for Microsoft Windows XP *(continued)*

Deskpro EN (820)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Deskpro EN (BX)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Deskpro EP (BX)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Deskpro EX (815)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Deskpro EX (815e)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Deskpro EXS (815)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Evo Desktop D300	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Evo Desktop D500	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Evo Desktop D500/D300	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Evo Notebook N150	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Evo Notebook N400c	System ROMPaq	See Appendix A
	ATI M1 Video Driver	1.00 A
	ESS Audio Driver	7.00 A

continued

Table 1. Compaq SoftPaqs for Microsoft Windows XP *(continued)*

Evo Notebook N600c	System ROMPaq	See Appendix A
	ATI M1 Video Driver	1.00 A
	ESS Audio Driver	7.00 A
Evo Workstation W4000	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Evo Workstation W6000	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Evo Workstation W8000	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
iPaq (815e)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Workstation 230 (815)	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Workstation AP250 (820)*	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Workstation 300 (850)*	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Workstation APs550 (840)*	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	
Workstation SP750 (840)*	System ROMPaq	See Appendix A
	Necessary hardware drivers are included with Windows XP	

*Select hardware drivers only; some video options may not be supported. Check the download Web site at http://www.compaq.com/support/files for availability.

Appendixes

A. System ROM Versions

To determine your ROM version, use either the Compaq Inspect utility or Compaq Diagnostics for Windows. The ROM version can also be identified by completing the following steps:

1. Restart the system and press **F10** to enter the BIOS.

2. Select the menu choice **File,** then select **System Information.**

3. The ROM family is listed under System ROM.

Table 2 shows the minimum required system ROM BIOS versions that support Windows XP.

Table 2. Current Compaq ROM Versions

Product Family	Minimum System ROM Version
Armada 110S	5/23/01
Armada E500	686N, 7/21/01
Armada E700	686H, 9/18/01
Armada M300	686R, 7/21/01
Armada M700	686H, 9/18/01
Armada V300	686N, 7/21/01
Deskpro EN (810e)*	686j1, v3.10
Deskpro EN (815e)	686p2, v3.06
Deskpro EN (815e)	686p3, v3.06
Deskpro EN (BX)*	686t3, v8.22
Deskpro EN (BX)*	686t5, v8.21
Deskpro EP (BX)*	686t2, v8.22
Deskpro EP (810e)*	686j1, v3.10
Deskpro EX/EXS (815)	686p0, v2.04
Deskpro EX/EXS (850)	686p5, v1.12
Evo Desktop D500/D300 (815e)	686p2, v3.06
Evo Desktop D500/D300 (845)	686y2, v1.04
Evo Notebook N150	0F07.01, 8/28/01
Evo Notebook N400c	686AW, 8/21/01
Evo Notebook N600c	686DF, 8/28/01
Evo Workstation W4000	686y2, v1.04
Evo Workstation W6000	686p8, v1.06
Evo Workstation W8000	686p6, v1.06
iPaq (815e)	686p7, v1.11

continued

Table 2. Current Compaq ROM Versions *(continued)*

Workstation 230 (815)	686p2, v3.06
Workstation AP250 (820)	686j2, v2.05
Workstation 300 (850)	686p5, v1.12
Workstation AP550 (840)	686j4, v3.05
Workstation SP750 (840)	686j4, v3.05

B. Notebooks—First Time Docking

Before docking, ensure that all of the specific drivers and support software for your notebook have been installed. See Table 1 for a list of SoftPaq files that are required. Each SoftPaq contains installation instructions.

Perform a "cold dock" for your first docking under Windows XP. Properly shut down your computer by clicking ⊞**Start, Turn Off Computer, Turn Off.** After the system has successfully shut down, place the computer in the docking station or convenience base and then turn on the power to the unit.

C. SoftPaq Descriptions

Table 3 lists the *SoftPaq*™ files that are currently available. Refer to the Compaq Web site regularly for updates.

Table 3. SoftPaq Descriptions

SoftPaq	Description
3Com Etherlink 10/100 PCI NIC	Supports PCI NIC that is used in select Armada docking station models
3Com Global Mini PCI 56K (V.90) Modem	Enables the internal modem device on select E700 and M700 models
Adaptec Ultra160 SCSI Drivers	Enables Compaq/Adaptec Ultra160 (29160 and 29160N) SCSI Controllers in select Deskpro models
Altiris Express Client	Enables software deployment, configuration, and migration
BioLogon Security System Drivers	Provides drivers for Fingerprint Identification hardware
CardWare (Notebooks)	Enables hot-plug capability and CardBus support under Windows NT 4.0
Compaq ActiveUpdate	Web-based tool that provides early notification and delivery of software updates
Compaq Application Installer	Provides a convenient method for installing preloaded software
Compaq Check Dock Utility (Notebooks)	Identifies supported docking stations for V300 models
Compaq Internal 56K PCI Modem Driver	Enables the internal modem device on select Deskpro models
Compaq Internet Favorites	Includes Internet shortcuts for regional Compaq sites
Compaq Knowledge Center Software	Web-based tool that provides online resolution of technical issues
Deskpro ATA-100 Hard Drive Support	Support for ATA-100 (Mode 5) on select Deskpro models running Windows 2000 with SP1 (Note: ATA-100 support is included with SP2.)
Deskpro Intel 815 Chipset Support	Support for Intel Chipsets under Windows operating systems

continued

Table 3. SoftPaq Descriptions *(continued)*

Diagnostics	Provides tools to test hardware components
Easy Access Buttons Software	Enables the use of integrated Easy Access buttons
Easy Point IV (Notebooks)	Provides added functionality for the pointing stick device
Hot Key Support (Notebooks)	Allows users to access BIOS and operating system features quickly
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
Audio Driver (ADI, Creative Labs, ESS, Intel)	Enables the integrated audio hardware
Logitech MouseWare Software	Provides added functionality for the Logitech pointing devices
Lucent 56K v.90 Win Modem Driver	Enables the Lucent modem on select Deskpro models
Mini PCI Communications Support and Drivers (Notebooks)	Enables internal modem and modem/NIC combination devices and supports the Intel PCI NIC that is used in select Armada docking station models
MultiBay Plug and Play Manager (Notebooks and iPAQ)	Provides support for MultiBay devices in the computer and docking base for Windows NT and Windows 98
Netflex-3 Ethernet Drivers (Notebooks)	Enables the integrated network adapter on ArmadaStation I and II
Power Management (Notebooks)	Allows users to customize power requirements of the computer to maximize battery life and set up hibernation functionality
Power Management Enhancements (Notebooks)	Increases battery life by managing SMART drive data collection
Video Drivers (ATI, Intel, Matrox, NVIDIA)	Enables the video hardware
Remote Management	Enables system administrators to update client ROM and setup over the network
Security Management (Notebooks)	Allows users to access Compaq security options
Synaptics TouchPad Driver (Notebooks)	Provides added functionality for the TouchPad pointing device
System Enhancements	Provides users with an easy-to-install compilation of operating system enhancements
System ROMPaq	Updates System ROM BIOS (Read Only Memory/Basic Input Output System)

D. Microsoft Windows XP Professional Upgrade Kit from Compaq

The *Microsoft Windows XP Professional Upgrade Kit from Compaq* has been designed to provide an easy and inexpensive method for upgrading qualifying systems to Windows XP Professional. The Upgrade Kit includes the Microsoft Windows XP Professional OS CD, installation instructions, and any necessary hardware driver updates. The Upgrade Kit can be ordered for $29.95 USD (plus shipping and handling) in the United States and Canada for select qualifying Compaq Evo, Deskpro, and Armada models that have Windows 2000 preinstalled, have 128MB of memory configured by Compaq, and qualify for the XP Professional upgrade program. Qualifying systems must be purchased between June 1, 2001 and January 31, 2002. Orders for the upgrade must be submitted no later than February 28, 2002. For information about Microsoft upgrade kits, refer to http://www.microsoft.com/windowsxp.

E. Known Anomalies

The following anomalies were observed during testing by Compaq of Windows XP Professional on supported models.

Anomaly

Sound is lost after numerous occurrences of sending the system into Standby and then waking the system.

This problem may result in a Windows Media Player Error when attempting to play an audio file: "Windows Media Player Error: Cannot play back the audio stream: no audio hardware is available, or the hardware is not responding."

Systems Affected

Evo Desktop D500/D300 (845)

Resolution

Download the latest audio driver from the Compaq Web site (SoftPaq SP18945, v3032 or later).

Anomaly

Windows XP does not contain a native driver for the Conexant USB modem.

Systems Affected

Select iPAQ models with Conexant USB Modem

Resolution

Download the latest driver from the Compaq Web site (SoftPaq SP18997, version v172.044 or later).

Anomaly

During Windows XP upgrade, a warning message will advise that WinDVD requires an upgrade.

Systems Affected

Any model with WinDVD version 1 or 2

Resolution

The Intervideo Web site mentioned in the upgrade report will provide information about updates for Intervideo software.

Anomaly

Windows XP does not contain a native driver for the MultiPort devices, WL100 or WL200 Wireless NICs.

Systems Affected

All models using these options

Resolution

Download the latest driver from the Compaq Web site. Driver availability is scheduled for late November 2001.

Anomaly

Display toggle (Fn-F3) does not function after suspend or hibernation.

Systems Affected

Armada 110 and Evo Notebook N150

Resolution

There is currently no known resolution for this anomaly. Armada 110 and Evo Notebook N150 users who require this feature should not upgrade to Windows XP at this time.

Anomaly

DualView causes anomalous behavior.

Systems Affected

Armada 110 and Evo Notebook N150

Resolution

None. The Trident video driver does not support DualView functionality.

Anomaly

After installing Windows XP on Evo Notebook N600, Standby/Hibernation is not functional and Device Manager will show an exclamation mark for ATI Mobility Video controller.

Systems Affected

Evo Notebook N600

Resolution

Download the latest driver from the Compaq Web site.

Anomaly

Intel Pro 100 Mini-PCI driver cannot be removed from Add/Remove Programs.

Systems Affected

All notebook models using an Intel Pro 100 Mini-PCI integrated NIC

Resolution

This issue is only cosmetic. The driver is removed and the system will function normally.

Anomaly

3Com Mini-PCI devices are not supported under Windows XP.

Systems Affected

All notebook models using these 3Com Mini-PCI integrated NICs and Modems

Resolution

None. Customers with these devices should not upgrade to Windows XP.

Anomaly

Armada M700 loses docking profile and/or audio functionality when returning from Standby whiled docked to an ArmadaStation II.

Systems Affected

Any notebook docked in the ArmadaStation II

Resolution

When using the ArmadaStation II, Compaq Docking Station Drivers (CPQLDOCK) must be loaded.

Anomaly

Armada M700 loses audio functionality when warm-docking to an ArmadaStation II.

Systems Affected

Any notebook docked in the ArmadaStation II

Resolution

Resume from standby or hibernation before docking to an ArmadaStation II.

Anomaly

FAT32 is not supported for partitions greater than 32 GB.

Systems Affected

Any model with a drive size larger than 32 GB

Resolution

When FAT32 is used on a drive larger than 32 GB, multiple partitions must be used. If a single partition is required, NTFS should be used. Refer to Microsoft KB article Q184006.

Anomaly

A 60 GB hard drive cannot be converted from FAT32 to NTFS on a system with only 64 MB of RAM. Large hard drives on other systems may also be affected.

Systems Affected

Deskpro EX and Deskpro EXS. Other systems with only 64 MB of RAM may also be affected.

Resolution

Use at least 128 MB of RAM with Windows XP.

Anomaly

Share access cannot be configured for individual users by default. All users must connect to the share by means of the Guest account. If the Guest account has been disabled, no users can access the share.

Systems Affected

All

Resolution

Simple folder sharing is enabled by default. To disable simple folder sharing:

1. Open **My Computer** from the **Start** menu.

2. Select the menu option **Tools, Folder Options.**

3. Select the **View** tab.

4. Scroll to the bottom of the Advanced Settings list.

5. Uncheck the "Use simple file sharing" option.

6. Click **OK.**

7. You will now be able to set permissions for individual users.

Anomaly

A limited user account is unable to format Zip disks (or other removable media).

Systems Affected

All models with a Zip drive

Resolution

Users with administrator rights can change the format policy by following these steps:

1. Log in with an administrator account.

   This resolution will NOT work from a limited account.

2. Open **Start, Control Panel.**

3. Open (single-click) the **Performance and Maintenance** link.

   If you are in "Classic Mode," this link is not available and you can skip to the next step.

4. Open (single-click) the **Administrative Tools** link.

   If you are in "Classic Mode," you will have to double-click this link.

5. Open (double-click) the **Local Security Policy** shortcut.

6. Open (double-click) the **Local Policies** folder.

7. Open (double-click) the **Security Options** folder.

8. Open the properties (double-click) for the policy "Devices: Allowed to format and eject removable media."

9. Change the policy option to "Administrators and Interactive Users."

10. Click **OK.**

11. Close the Local Security Settings window (menu option **File, Exit**).

12. Close the Control Panel.

Limited user accounts will now be able to format Zip (and other removable) media.

Anomaly

Event Viewer shows an ACPI error:

"AMLI: ACPI BIOS is attempting to write to an illegal IO port address (0x70), which lies in the 0x70-0x71 protected address range. This machine has suffered a fatal error and needs to be shut down as quickly as possible."

Systems Affected

Deskpro models shipped before August 2001

Resolution

This error message has no effect on system functionality and may be safely ignored.

There is a ROM fix for Compaq systems that are supported for Windows XP. The ROMs are available on the support Web page at http://www.compaq.com/support/files.

Anomaly

Installation of Windows XP from a RIS server fails due to a missing file (identified as the file "asms" from the temp directory c:\WIN_NT.~LS\I386). A user may be prompted for the CD and may also see the error "Installation of Side-by-Side assemblies failed."

Systems Affected

Any system attempting to install from a Windows 2000 RIS server

Resolution

Microsoft is providing a patch for Windows 2000 Server. Please refer to the Microsoft KB article #Q287545.

Anomaly

If Zip drive media is in the drive at the time of Windows XP installation (Professional or Home Edition), the installation process will detect the Zip media as a hard drive and assign it a drive letter. If the user chooses the Zip media as the installation partition, the user can then delete the partition data on the Zip media. All data on the Zip media will then be lost.

Systems Affected

All models with a Zip drive

Resolution

To prevent this situation from occurring, the user should verify that all Zip media have been ejected before initiating the installation.

After the partition on the Zip media is deleted, the user will not be able to recover the data that was originally on the Zip media. To be able to reuse the Zip media, the user will have to re-create and format a primary partition on the Zip media from the Device Manager.

Anomaly

From the CD, selecting "Check system compatibility" from the Installation menu and then "Check my system automatically" from the second menu returns the system to the menu screen.

Systems Affected

All systems with Windows NT 4.0 and Service Pack 4 (and earlier)

Resolution

Update to the latest Service Pack available for Windows NT 4.0 (Service Pack 5 and later) before upgrading. Service Packs are available on the Microsoft Web site.

Anomaly

Upgrading from Windows 2000 to Windows XP Professional hangs the system (at approximately 34 minutes remaining in the upgrade).

Systems Affected

All Deskpro and Evo Desktop systems using an NVIDIA graphics card with the native Windows 2000 driver (instead of the Compaq provided driver)

Resolution

Two possible resolutions for this anomaly exist:

1. Shut down then restart the system using the power button (cold boot). The upgrade will then complete without incident.

2. Alternatively, install the latest video drivers from the Compaq download Web site at http://www.compaq.com/support/files before upgrading to Windows XP.

Anomaly

After upgrading from Windows NT 4.0 to Windows XP Professional, five minutes or more are required to boot to the User Login Screen.

Systems Affected

All systems with Windows NT 4.0 using the SoundMAX audio driver

Resolution

1. Open the Control Panel from the **Start** menu.

2. Select the Add or Remove Programs link.

3. Remove the entry for SoundMAX NT by highlighting the entry and clicking **Change/Remove.**

4. Click **Yes.**

5. Click **OK.**

6. Click **OK.**

7. Close the Add or Remove Programs window.

8. Restart the system for the changes to take effect.

Anomaly

The upgrade report shows the Symantec Utility driver as incompatible with Windows XP.

Systems Affected

Deskpro EX (815), Deskpro EX (850), Deskpro EXS (815), Deskpro EXS (850), Evo Desktop D500/D300 (815e and 845), and Prosignia 330

Resolution

This problem occurs on multiple Symantec utilities (Norton AntiVirus, Norton Utilities, and so on). The Symantec Web site mentioned in the upgrade report will provide information about updates for Symantec software.

Anomaly

After upgrading to Windows XP, not all available accounts are listed on the Welcome Screen.

- User accounts in the Administrators group before the upgrade will be treated as Computer Administrator accounts after the upgrade.

- User accounts in the Power Users and Users groups before the upgrade will be treated as Limited Accounts.

- All other user accounts will be treated as Guest accounts and will not be displayed on the Welcome Screen.

Systems Affected

All systems

Resolution

There are two possible resolutions for this anomaly:

- Log onto the system as an administrator. Add the user accounts to one of the appropriate user groups (Administrator or User) by selecting **My Computer**, **Manage**, and **Local Users and Groups.**

- At the Welcome Screen, press **CTRL**+**ALT**+**DEL** twice. The traditional login box will be displayed and you will be able to log in to the "missing" user account as a Guest.

Anomaly

During an upgrade from Windows NT 4.0 to Windows XP Professional, the Lucent Modem drivers are not properly upgraded. As a result, the user may be prompted for installation media, and the modem will be not function after the upgrade is completed.

Systems Affected

Deskpro EX (815), Deskpro EX (850), Deskpro EXS (815), Deskpro EXS (850), Workstation 300 (850), Evo D300 (815e), and Prosignia 330

Resolution

1. When prompted with a message box asking if the unsigned driver should continue to be installed, the user should click **No.**

2. If prompted for installation media, the user should click **Cancel.**

3. After the upgrade is completed, open Device Manager (right-click **My Computer** then select **Manage** and then Device Manager).

4. A yellow banged Unknown device will be displayed. Double-click the unknown device (or right-click and select Properties).

5. Click the Reinstall Driver button.

6. Select the "Install from a list or specific location" option.

7. Select the "Don't search. I will choose the driver to install" option.

8. Select **Modems.**

9. Select the first entry labeled "Lucent Win Modem (Microsoft)."

10. Follow the instructions that are displayed on the screen.

Anomaly

After upgrading to Windows XP, the Easy Access Keyboard (or Easy Access Buttons) Software no longer works.

Systems Affected

Any system with Easy Access Keyboard software

Resolution

Remove Easy Access Keyboard Software before upgrading to Windows XP. After the upgrade is complete, install the latest version of the Easy Access Keyboard, available on the Compaq support Web site at http://www.compaq.com/support/files.

Anomaly

Sound distortion (static) occurs while playing audio files.

Systems Affected

Deskpro EX (815), Deskpro EN (815), Deskpro EP (810e), Deskpro EN (810e), Deskpro EN (820), Evo D500/D300 (815e & 845), iPaq (815e), Evo Workstation 4000, Workstation 230 (815), Workstation 300 (850), Workstation AP250 (820), Workstation AP550 (840), Workstation SP750 (840), Workstation 240 (820)

Resolution

1. Download SoundMAX driver version 5.12.01.3032 or later from the Web page.

2. Alternatively, the Windows XP Intel AC'97 driver can also be used without experiencing this anomaly.

Anomaly

DVD RAM media formatted to FAT32 in Windows XP cannot be read in Windows 2000 on a DVD ROM device with RAM read capabilities.

Systems Affected

All systems

Resolution

Windows 2000 does not read any DVD-RAM media formatted in any OS to FAT32 in the DVD-ROM with RAM-Read Capability drive. Refer to Microsoft KB article Q304841.

F. Removing Software

If you choose to upgrade to Windows XP, some Compaq value-added drivers, utilities, and applications must be removed from your system. Remove the following applications before you install Windows XP:

- Adaptec Easy CD Creator *and* Direct CD

- Compaq Management Agents

- Easy Access Button Software

- Easy Access Keyboard Software

- Setup Compaq Software

- SoundMAX software

- Symantec Norton Anti-Virus

G. Q & A

What operating systems will I be able to upgrade to Windows XP?

Windows 98, Windows Me, Windows 2000, Windows NT Workstation 4.0 with Service Pack 5 or later, and Windows XP Home Edition will be able to upgrade to Windows XP Professional. Windows 98 and Windows Me will be able to upgrade directly to Windows XP Home Edition.

Perform clean installations of new operating systems when possible for the best experience.

Which file systems are supported under Windows XP?

Windows XP will create and read FAT32 and NTFS volumes. Windows XP also reads FAT16. NTFS is recommended due to improved security and performance features.

Are third-party hardware device drivers available for Windows XP?

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

What hardware does Windows XP require?

Refer to http://www.microsoft.com/windowsxp/default.asp.

You may also want to check the Microsoft Hardware Compatibility List (HCL) at:

    http://www.microsoft.com/hcl/default.asp

What do I do when I have to deploy Windows XP Professional across multiple clients?

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

- Information is available from Microsoft and is detailed in the "Windows XP Professional Deployment Overviews and Guidelines" section. Refer to the Microsoft Web site at:

    http://www.microsoft.com/technet/treeview/default.asp?url=/technet/prodtechnol/winxppro/deploy/depovg/default.asp

- Compaq offers solutions that are scaled to meet your needs, such as PC transplant, Altiris PC Transplant Pro, and Altiris eXpress. For more information, refer to the following Web sites:

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

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

    http://www.compaq.com/solutions/pcsolutions/deployment.html

- When rolling out a new PC platform or enhancing your IT infrastructure, you face big challenges ensuring a seamless integration into your IT environment. Compaq Professional Services can help you deploy new technologies to meet your specific business needs and expectations while minimizing user disruption and downtime. For more information, refer to:

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

H. References

For comprehensive online support, visit the Compaq Web site at:

> http://www.compaq.com

For international information, visit the Compaq Web site at:

> http://www.compaq.com/corporate/overview/world_offices.html

Table 4. Departments and Telephone Numbers for Canada and the United States

Department	Telephone Numbers
Consumer Direct	1-800-888-0220
Compaq DirectPlus	1-800-888-5858 (U.S.)
Compaq Partner Direct	1-800-888-5874
Compaq Reseller Locator	1-800-345-1518 (Option 3)
Compaq Canadian Reseller Locator and Product Literature	1-800-567-1616
Diskette Fulfillment (backup diskettes for preinstalled software)	1-800-952-7689 (U.S.) 1-800-349-8498 (Canada)
Compaq Product Information	1-800-345-1518 (U.S.) 1-800-567-1616 (Canada)
Compaq Technical Support	1-800-OK-COMPAQ (U.S. and Canada) 1-800-652-6672