

IBM Personal Computer

**About Your Software
Windows NT Workstation 4.0,
Applications, and Support Software**



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Note

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About This Book

This book supplements the information in your computer publications. Keep it with those publications for future reference.

This book contains general information about the preinstalled and other software provided with your computer.

This book is organized as follows:

- Chapter 1, “Overview of Your Software” on page 1, contains overview information about the preinstalled and ready-to-install software provided with your computer.
- Chapter 2, “Getting Started” on page 5, contains information to help you get started using your computer and to understand some of the software features.
- Chapter 3, “System Management Applications” on page 15, contains information on installing and using Norton AntiVirus for IBM, ConfigSafe, and IBM System Management Tools.
- Chapter 4, “Installing Other Operating Systems” on page 21, contains information about installing other operating systems and support software.
- Chapter 5, “Using the Windows NT CD” on page 23, contains information about reinstalling Windows NT Workstation 4.0 for recovery purposes.
- Chapter 6, “Using the Ready-to-Configure Utility Program CD” on page 25, contains information about installing or reinstalling software provided on the *Ready-to-Configure Utility Program CD*.
- Chapter 7, “Using Your Diagnostic Programs” on page 27, contains information about the IBM Enhanced Diagnostic and the PC-Doctor for Windows diagnostic programs that come with your computer.
- Appendix A, “License Information” on page 31, contains information about your software licenses.
- Appendix B, “Notices and Trademarks” on page 35, contains legal notices and trademark information.

Chapter 1. Overview of Your Software

Your computer comes with a variety of software: Microsoft Windows NT Workstation 4.0,¹ application programs, diagnostic tools, and device drivers. Some of the software is *preinstalled* and some is *ready-to-install*. The software is licensed under the terms of the program license agreements provided with your computer and the license information in Appendix A of this booklet.

Preinstalled Software

In addition to Windows NT, your preinstalled software includes the following:

- The IBM Welcome Center, which is a central location from which you can set up hard disk partitions, install software provided by IBM, register your computer, set the time and date, set up your printer, view online books, start the *Ready-to-Configure Utility Program* CD, and obtain information about IBM products and technical support.
- Device drivers for factory-installed features.
- Service Pack 3 or 4, which is a Windows NT update made available to Windows users by Microsoft. IBM has installed either Service Pack 3 or Service Pack 4 on your hard disk as a convenience to you. For important information on this software, refer to page 8.
- Internet Explorer 4.0x, which is an updated version of the Internet Explorer program. See “Getting Acquainted with Desktop Applications” on page 8 for a description. This software is either preinstalled or ready-to-install, depending on your preinstalled operating system.
- Set Up Your Network icon, which is available on some computers that have Service Pack 4 preinstalled, is a shortcut to the Microsoft Network Setup Wizard. To begin setting up Windows NT Networking, click on the **Set Up Your Network** icon. The computer will ask if you wish to install Windows NT Networking now. To continue with the setup procedure, click the **Yes** button, and the Microsoft Network Setup Wizard will appear. For information about using the Microsoft Network Setup Wizard, see the Windows NT manual.

Additional information about your preinstalled software is in Chapter 2, “Getting Started” on page 5.

¹ The Microsoft Certificate of Authenticity is your assurance that the Windows NT software in your computer is legally licensed from Microsoft Corporation.

Important:

1. No backup diskettes for your preinstalled software are shipped with your computer. However, the *Ready-to-Configure Utility Program* CD contains most of your IBM-preinstalled programs and device drivers.

In addition, the Windows NT operating system (provided by Microsoft and not modified by IBM) is provided on a separate CD for backup purposes. This CD does not contain the updated device drivers and other software that are preinstalled in your computer. Use the *Microsoft Windows NT Workstation 4.0* CD (and the diskettes referred to in note 3b) in conjunction with the *Ready-to-Configure Utility Program* CD if you need to reinstall the operating system. (Diskettes for your Windows NT operating system and preinstalled software are not available from IBM.) For more information about reinstalling Windows NT and Service Pack 3 or 4, refer to Chapter 5, “Using the Windows NT CD” on page 23.

2. The device drivers and some programs are also available on the World Wide Web at <http://www.pc.ibm.com/us/files.html>, or on the IBM PC Bulletin Board System (BBS). For the BBS numbers, see the “Getting Help, Service, and Information” chapter in the *Using Your Personal Computer* booklet. Also, you might find updated device drivers and files on the World Wide Web or BBS.
3. At your earliest opportunity, create the following diskettes:
 - a. The *Microsoft Windows NT Emergency Repair Disk*. This diskette can be used for some recovery purposes. (For instructions on creating the diskette, see the Windows NT publication provided with your computer.)
 - b. The *Microsoft Windows NT Setup Boot Disks*. These diskettes must be used along with the Windows NT CD if you need to reinstall Windows NT. (For instructions on creating these diskettes, refer to “Creating the Windows NT Setup Boot Disks” on page 7.)
 - c. An *IBM Enhanced Diagnostic* diskette. This self-starting diskette can be used to isolate problems with your computer. (For instructions on creating the diskette, see Chapter 7, “Using Your Diagnostic Programs” on page 27.)

Ready-to-Install Software

In addition to your IBM-preinstalled programs and device drivers, additional ready-to-install software is provided on the *Ready-to-Configure Utility Program* CD, on your hard disk, or on both the CD and the hard disk. You decide which programs to install, based on your needs.

Notes:

1. Norton AntiVirus for IBM, ConfigSafe, IBM System Management Tools, and Enhanced Diagnostic ready-to-install software is on your hard disk and the *Ready-to-Configure Utility Program* CD. See “Using the Software Installation Program” on page 10 for instructions on installing the first three products from your hard disk; see Chapter 3, “System Management Applications” on page 15 for descriptions. Refer to Chapter 7, “Using Your Diagnostic Programs” on page 27 for instructions on creating and starting an Enhanced Diagnostic diskette.
2. Internet Explorer 4.0 is installed on your hard disk. See page 8 for a description of this product and for instructions on installing it from the desktop.
3. The following is a list of some of the software for Windows NT 4.0 that is provided on the *Ready-to-Configure Utility Program* CD. Note that the software on the CD is subject to change and might be different from the following list. Similar software for other operating systems (operating systems referred to on page 21) is also provided on the CD. Refer to Chapter 6, “Using the Ready-to-Configure Utility Program CD” on page 25 for further information about the CD.

CoSession Remote

A communication tool that enables an IBM technician or in-house administrator to diagnose and fix computer problems from a remote location. The connection can be made through a modem or over a LAN.

IBM Internet Connection

Software that you can use to dial into the Internet through the IBM Global Network. You can use this software with your Internet browser.

Netscape Navigator

Software that you can use to navigate your company internet or the World Wide Web. You must be connected to your company intranet or the World Wide Web to use this software.

IBM Netfinity Services

Software that enables you to view detailed information about your computer hardware and software, browse Desktop Management Interface (DMI) information, set up alerts, monitor a variety of system resources, and manage your asset security. If your computer is connected to a network that has Netfinity Manager installed, Netfinity Manager can gather information for asset management and can monitor the operation of your computer.

PC-Doctor for Windows and PC-Doctor for Windows NT

Diagnostic tools that can be used with Windows 95 and Windows NT 4.0, respectively. In addition to isolating hardware problems, these tools also provide information about your computer operating environment and some software components. Support documentation is built into the Help system. (See also Chapter 7, “Using Your Diagnostic Programs” on page 27.)

Chapter 2. Getting Started

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

- What you need before, and what happens after, you start your computer for the first time
- How to:
 - Create the Windows NT Setup Boot Disks
 - Access and use desktop applications
 - Access information and perform tasks from the IBM Welcome Center (**WELCOME - Click Here to Begin** icon on the Windows NT desktop)
 - Use the software installation program
 - Use the online program to register your computer with IBM and then access complimentary screen savers
 - View online books
 - Safely shut down your computer

Starting Your Computer for the First Time

You must complete the Windows NT Setup procedure before you can access Windows NT for the first time.

Important

Once you start your computer for the first time, you must complete the Setup procedure before you turn off your computer; otherwise, unexpected results can occur.

What You Need Before You Start

Before you start the Windows NT Setup procedure, you need the following:

- The Windows NT manual provided with your computer, in case you need more detailed information than what is provided in this chapter
- Microsoft Certificate of Authenticity (attached to the front cover of your Windows NT manual) for the Product ID number
- Network information (if applicable) from your network administrator
- The printer model and port used by the printer, if a printer is attached directly to your computer

Running the Windows NT Setup Program

If the Setup program has not already been run, it will appear when you start the computer. The program will prompt you to make choices or type information as required. If you need more detailed information than that which is provided in the following notes, refer to your Windows NT manual.

Notes:

1. The Setup program that appears when you start the computer is slightly different from the one described in your Windows NT manual. Some choices described in your Windows NT manual do not appear because they are preset.
2. During the Setup procedure, you must indicate that you accept the Windows NT license agreement and, when prompted, type the Product ID number from your Certificate of Authenticity. The Certificate of Authenticity is attached to the front cover of your Windows NT manual.
3. After the Setup procedure is completed and the system is restarted, when prompted, press **Ctrl+Alt+Delete** to display the log-on window.
4. Your hard disk has a 2 GB partition (referred to as drive C). This partition contains Windows NT and the other preinstalled software. The remaining hard disk space has been left unformatted, so that you can format and partition it as you wish. (Note that this remaining disk space cannot be used until you partition it.)

A disk administrator tool is provided in the IBM Welcome Center. For instructions on accessing the Welcome Center, refer to "Using the IBM Welcome Center" on page 8. To access the tool for setting up your remaining disk space: In the IBM Welcome Center window, click on **Getting Started** and then scroll to and click on **Set up your hard disk partitions**.

The hard disk can be divided (partitioned) into multiple logical drives (such as C, D, and E). If you want to install another operating system, it can be installed into a separate primary (bootable) partition; extended partitions are non-bootable.

5. At your earliest opportunity, make the Windows NT Emergency Repair Disk. It is important that you make this diskette, which can be used for recovery purposes. If you add features to your computer, make a new Emergency Repair Disk to ensure that the diskette reflects your current system configuration. Additional information about creating and using the diskette is in your Windows NT manual.
6. As soon as possible, create the Windows NT Setup Boot Disks from the Windows NT CD. Instructions for this procedure are provided in the next section of this chapter.

Creating the Windows NT Setup Boot Disks

At your earliest convenience, create the *Microsoft Windows NT Setup Boot Disks* from the Windows NT CD. You will need these diskettes, along with the Windows NT CD, if you need to reinstall Windows NT.

Note: The setup boot disks can also be used with the *Microsoft Windows NT Emergency Repair Disk*, which can be used for some recovery purposes. (Instructions for creating the Emergency Repair Disk are in your Windows NT manual.)

Requirements

To create the Setup Boot Disks, you will need:

- Three formatted, blank, high-density diskettes
- Your Windows NT CD (included with your Windows NT manual)

You can create the disks from a computer running MS-DOS, Windows Version 3.1, Windows for Workgroups, Windows 95, or Windows NT Workstation 4.0.

Creating the Disks

To create the Setup Boot Disks:

1. Insert the Windows NT CD into your CD-ROM drive.
2. At a command prompt, switch to the CD-ROM drive letter. For example, type `e:` (where `e` is the CD-ROM drive letter) and press **Enter**.
3. At the command prompt, switch to the correct platform folder on the CD. For example, type `cd \i386` (for x86-based computers) and press **Enter**.
4. At the command prompt:
 - a. If the computer you are using is running Windows NT, type `winnt32 /ox` and press **Enter**.
 - b. If the computer you are using is running MS-DOS, Windows Version 3.1, Windows for Workgroups, or Windows 95, type `winnt /ox` and press **Enter**.
5. When the Windows NT Setup window appears indicating the path of the source files, press **Enter**.
6. When prompted, insert a diskette into drive A and press **Enter**.

Note: *Windows NT Setup Boot Disk 3* will be created first; next, *...Disk 2*; and then *...Disk*, which does not include a number.

7. Then, follow the instructions that appear on the screen for removing and inserting diskettes. Ensure that you label each diskette as indicated on the screen; see the note in step 6.

Getting Acquainted with Desktop Applications

In addition to standard Windows NT icons and applications, your computer also comes with extra Windows NT operating system enhancements and applications on the desktop that are provided by IBM as a convenience to you. A description of these enhancements and programs follows.

- Service Pack 3 or 4, which is a Windows NT update made available to Windows NT users by Microsoft. IBM has installed either Service Pack 3 or Service Pack 4 on your hard disk.

Important

To install device drivers without affecting the service pack installation, you must install the device drivers from the I386 directory on drive C. If you install device drivers from any directory or device other than the I386 directory on drive C, you will have to reinstall the service pack after you install the device drivers.

To reinstall Service Pack 3 or 4, double-click on the **Service Pack 3** or **Service Pack 4** icon on the desktop. Then click on the **Reinstall Service Pack** icon.

- Internet Explorer 4.0x, which is an updated version of the Internet Explorer. Internet Explorer is a tool that you can use to navigate your company intranet or the World Wide Web.

Note: You must be connected to your company intranet or to the World Wide Web (or both) to be able to use Internet Explorer. For information on connecting to the World Wide Web, as well as further information on the Internet Explorer tool, refer to the Microsoft Windows NT manual provided with your computer.

In the event it becomes necessary to reinstall Windows NT, refer to Chapter 5, “Using the Windows NT CD” on page 23 for information on reinstalling Internet Explorer 4.0x.

The desktop on your computer screen also includes the IBM Welcome Center program. Refer to “Using the IBM Welcome Center” for detailed information on this program.

Using the IBM Welcome Center

The IBM Welcome Center provides a central location where you can:

- Set up your hard disk partitions
- Install the following ready-to-install software that is located on your hard disk:
 - Norton AntiVirus for IBM
 - ConfigSafe

- IBM System Management Tools
- Create a self-starting diagnostic diskette
- Register your IBM computer
- Perform some system setup tasks, such as:
 - Setting the time and date
 - Setting up your printer
 - Reading information about arranging your workspace
- View online books, such as:
 - *Installing Options in Your Personal Computer*
 - *Understanding Your Personal Computer*
 - *Netfinity Services User's Guide*
- Start the *Ready-to-Configure Utility Program* CD to install additional software, such as that listed under “Ready-to-Install Software” on page 2.
- Access IBM Web pages on the World Wide Web (which contain information about IBM products and technical support), if your computer has a World Wide Web connection. If your computer does not have a World Wide Web connection, you can link to selected Web pages on your hard disk.

Accessing the IBM Welcome Center

To access the IBM Welcome Center:

1. Close the Welcome to Windows NT window if it is open.
2. Double-click on the **WELCOME - Click Here to Begin** icon. The IBM Welcome Center appears.
3. In general, to perform tasks or obtain information using the IBM Welcome Center:
 - a. Click on one of the categories listed on the left side of the main window:
 - Welcome
 - Getting Started
 - Online Library
 - System Customization
 - News, Updates, and Service

Category-specific information will be displayed in the main window.
 - b. In the main window, you can scroll to and click on a selectable topic. (Selectable topics are highlighted and underlined.) Where applicable, follow the instructions that appear on the screen.

The remainder of this chapter contains information about performing specific tasks from the IBM Welcome Center.

Note: For information about using the Microsoft Internet Explorer toolbar at the top of the IBM Welcome Center, refer to your Windows NT manual or online Help.

Using the Software Installation Program

You can use the software installation (Ready-to-Configure) utility program that is preinstalled on your hard disk to:

- Install Norton AntiVirus for IBM (depending on which antivirus tool is provided in your computer), ConfigSafe, and IBM System Management Tools, and create a diagnostic diskette
- Delete this Ready-to-Configure utility program from your hard disk
- Read information about Norton AntiVirus for IBM, ConfigSafe, IBM System Management Tools, and the IBM Enhanced Diagnostic program

Note: A Ready-to-Configure utility program is also used on your *Ready-to-Configure Utility Program* CD. Information about using the *Ready-to-Configure Utility Program* CD is in Chapter 6, “Using the Ready-to-Configure Utility Program CD” on page 25.

To use the preinstalled utility program:

1. Close the Welcome to Windows NT window if it is open.
2. Double-click on the **WELCOME - Click Here to Begin** icon.
3. In the IBM Welcome Center window, click on **Getting Started**.
4. Scroll to and click on **Start the software installation utility** in the Installing Additional Software section.
5. When the Ready-to-Configure Utility menu appears, click on the applicable button:
 - a. **Install Applications** to install Norton AntiVirus for IBM, ConfigSafe, or IBM System Management Tools, or to create an IBM Enhanced Diagnostic diskette.

Additional information about these applications is in Chapter 3, “System Management Applications” on page 15. Further information about creating and using the diagnostic diskette is in Chapter 7, “Using Your Diagnostic Programs” on page 27.

- b. **Delete this Utility Program from the Hard Disk** to delete the Ready-to-Configure utility program from your hard disk.
 - c. **Read the Overview** to read information about Norton AntiVirus for IBM, ConfigSafe, IBM System Management Tools, and the Enhanced Diagnostic program.
6. To complete a task, make the applicable selections and follow the instructions on the screen.

Registering Your Computer

Registering takes only a few minutes. After you complete the product registration procedure, you are given the option to install a complimentary suite of Windows screen savers.

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

How to Register: Use the Product Registration program to register your IBM computer. The registration program gathers your name, address, voice and fax telephone numbers, e-mail address, machine type, and machine serial number. Then, forward the registration information to IBM using one of these methods:

- Print the information and then mail it to IBM.
- If your computer has a modem, transmit the information directly to IBM.

To register your computer:

1. Close the Welcome to Windows NT window if it is open.
2. Double-click on the **WELCOME - Click Here to Begin** icon.
3. In the IBM Welcome Center window, click on **Getting Started**.
4. Scroll to and click on **Register your computer** in the IBM Product Registration section; then follow the instructions on the screen.

or

1. Click on the Windows **Start** button.
2. Select **Programs**, and click on **WELCOME - Click Here to Begin**.
3. In the IBM Welcome Center window, click on **Getting Started**.
4. Scroll to and click on **Register your computer** in the IBM Product Registration section; then follow the instructions on the screen.

You can also register your computer through the World Wide Web at <http://www.pc.ibm.com/register>.

Accessing Your Complimentary Screen Savers

If you installed the optional screen savers during the product registration procedure, use the following steps to access the new screen savers.

1. Click on the Windows **Start** button.
2. Click on **Settings**.
3. Click on **Control Panel**.
4. Double-click on **Display**.
5. Click on the **Screen Saver** tab.
6. Click on the Screen Saver pull-down menu in the Screen Saver section.
7. Click on one of the screen savers to select it.
8. Locate the **Wait** field scroll bar and set the minutes of inactivity that you want to elapse before the screen saver appears.
9. Click on **OK**.

Viewing Online Books

You can access online books, such as *Installing Options in Your Personal Computer* from the IBM Welcome Center. To view books:

1. Close the Welcome to Windows NT window if it is open.
2. Double-click on the **WELCOME - Click Here to Begin** icon.
3. In the IBM Welcome Center window, click on **Online Library**; then scroll to and click on the name of the book you want to read.

Shutting Down Your Computer

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

To shut down your computer:

1. Save any data you are working on.
2. Close all open applications.
3. Click on the Windows **Start** button.
4. Click on **Shut Down**; then click on **Yes** to confirm the request.

or

1. Save any data you are working on.

2. Close all open applications.
3. Press **Ctrl+Alt+Delete** to display the Windows NT Security menu.
4. Click on **Shut Down**; then click on **OK** to confirm the request.

Chapter 3. System Management Applications

This section contains information about the following software: Norton AntiVirus for IBM, ConfigSafe for Windows NT, and IBM System Management Tools.

Additional software is provided on your *Ready-to-Configure Utility Program* CD. See Chapter 6, "Using the Ready-to-Configure Utility Program CD" on page 25 for additional information. Diagnostic software is described in Chapter 7, "Using Your Diagnostic Programs" on page 27.

Norton AntiVirus for IBM

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

1. Close the Welcome to Windows NT window if it is open.
2. Double-click on the **WELCOME - Click Here to Begin** icon.
3. In the IBM Welcome Center window, click on **Getting Started**. The related information is displayed.
4. Scroll to and click on **Start the software installation utility** in the Installing Additional Software section.
5. When the Ready-to-Configure Utility menu appears, click on the **Install Applications** button. In the Installation Choices window, click on **Norton AntiVirus for IBM** to highlight it.
6. Click on the **Add** button to move the title to the panel on the right; then click on the **Install** button.

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

1. Click on the Windows **Start** button.
2. Select **Programs, Norton AntiVirus**, and then click on **Norton AntiVirus**.
3. In the Norton AntiVirus window, click on **Options**.
4. Click on the tabs at the top of the screen to review and make any desired changes to the settings. To save changes, click on **OK** in each window in which you make changes.
5. Go back to the Norton AntiVirus main window and click on the **Scheduler**. If you want to change a Norton AntiVirus setting, double-click on the setting (event) you want to change in the window, make any desired changes, and then click on **OK**.

6. A new window appears. Click on **OK** in this window if you have made any changes and want to save them.

Support documentation is provided online. To access this documentation, click on the Windows **Start** button. Then select **Programs, Norton AntiVirus, Norton AntiVirus Guides**. Select **Reference Guide** or **User's Guide**. (Adobe Acrobat Reader might need to be installed first.)

ConfigSafe for Windows NT

The ConfigSafe program is a comprehensive configuration tracking and recovery tool for Windows NT. It provides features that make it easier for you (or support personnel) to restore your system if your desktop becomes damaged or unusable.

Highlights of the ConfigSafe program include:

- Menu-driven, graphical interface.
- Snapshot feature that automatically captures and saves your system configuration information on a regular schedule. The captured and saved information includes system files, hardware configuration, file versions, network connections, and registry information.
- Configuration restoration feature that you can use to restore, in just seconds, your system to a previous (or the factory-installed) configuration.
- UNDO feature that you can use to undo the last restored changes and return to the previous configuration.
- Automatic tracking of changes made (knowingly or unknowingly) to your basic system configuration.
- Report feature that you can use to generate (and then view or print) instant reports about system configuration changes. The reports can provide key information, such as a list of changes that occurred within the last week or since the factory-installed configuration. These reports can be helpful to you in troubleshooting your system, or they can be viewed by or faxed to support personnel for help in resolving problems.
- Ability to work in conjunction with other programs, such as CoSession Remote, for remote assistance. (For information on CoSession Remote, refer to page 3.)
- Automatic performance of time-consuming tasks, such as backing up configuration information and gathering data.
- A simple way (point and click) to capture current system settings prior to making hardware or software changes. This provides a quick recovery method if problems occur when the changes are made.
- Customizable features to meet specific needs.

ConfigSafe can be a valuable troubleshooting tool, especially if problems develop after you install a new application or adapter. Before you make any changes to your system configuration, use ConfigSafe to take a snapshot of your current, working configuration. Then you can easily return to that configuration if your computer becomes disabled by changes in the configuration files.

If you are unable to solve a problem yourself and you need assistance from an IBM technical-support representative, use ConfigSafe to generate a report about recent changes in your configuration before you call the PC HelpCenter. The IBM technical-support representative will be able to use the information in this report to help you solve the problem.

To install the ConfigSafe program:

1. Close the Welcome to Windows NT window if it is open.
2. Double-click on the **WELCOME - Click Here to Begin** icon.
3. In the IBM Welcome Center window, click on **Getting Started**.
4. Scroll to and click on **Start the software installation utility** in the Installing Additional Software section.
5. When the Ready-to-Configure Utility menu appears, click on the **Install Applications** button. In the Installation Choices window, click on **ConfigSafe** to highlight it.
6. Click on the **Add** button to move the title to the panel on the right; then click on the **Install** button.

To access the program after it is installed:

1. Click on the Windows **Start** button.
2. Select **Programs, ConfigSafe**, and then click on **CONFIGSAFE**.

Support documentation is built into the online Help system. To access online Help, click on the Windows **Start** button. Then select **Programs, ConfigSafe**.

IBM System Management Tools

IBM System Management Tools consist of the following components:

- Desktop Management Interface (DMI) Service Provider 2.0
- Desktop Management (DM) BIOS 2.0 Instrumentation
- IBM PC System Monitor Instrumentation
- IBM AssetCare
- IBM Alert on LAN
- IBM SMART Reaction Client
- Intel® LANDesk® Client Manager 3.1

When you install IBM System Management Tools, all of the components are installed, optionally including or excluding Intel LANDesk Client Manager and IBM SMART Reaction Client.

Note: IBM Alert on LAN requires hardware support. This support is provided with some computer models only.

Components of IBM System Management Tools

A description of each of the components of IBM System Management Tools follows.

DMI Service Provider 2.0 is a program that collects and manages information from software and hardware products on desktop computers, whether they are stand-alone or linked to a network. Each DMI-compliant component registers its information with the DMI Service Provider, and this information is stored in a Management Information Format (MIF) database. The DMI Service Provider handles requests and miscellaneous commands from management applications (such as Intel LANDesk Client Manager), retrieving the requested information from the MIF database, or passing requests on to DMI-compliant products, as needed. Support documentation is built into the DMI Browser's Help system.

DM BIOS 2.0 Instrumentation gathers hardware information that would otherwise be hard to access once a computer is up and running. DM BIOS Instrumentation retrieves information from the computer BIOS and allows this information to be viewed through the DMI Browser. The hardware information reported includes memory configuration, cache size, USB support, product number, system serial number, BIOS version, microprocessor information, system slot information, and more.

IBM PC System Monitor Instrumentation monitors system-board temperatures, system voltages, and fan speeds. It also detects removal of the computer cover. Data is reported to the DMI Service Provider and can be accessed through the DMI Browser or through DMI-compliant system management software. System management software, such as IBM Netfinity Services or Intel LANDesk Client Manager can be used to send an alert to the user or to the system administrator if a problem occurs.

IBM AssetCare is an application that configures and retrieves data from the Enhanced Asset Information Area in your computer. The Enhanced Asset Information Area is an EEPROM that provides component tracking and theft detection capabilities. IBM AssetCare makes it possible to track leasing, warranty, and user and system information, as well as serial numbers for major system components. You can also use IBM AssetCare to create personalized data fields that, with the use of DMI-compliant network management software, provide you with space for customized information. IBM AssetCare can issue a DMI-compliant alert when it detects configuration changes. In addition, you can use a wireless radio frequency reader to access information about your computer provided by IBM AssetCare.

IBM Alert on LAN configures and monitors the Alert on LAN hardware that comes with some computer models. IBM Alert on LAN can be used to notify a LAN administrator of power-on self-test (POST) failures, operating system problems, environmental problems (such as high system temperatures and system voltage fluctuations), and some security breaches (such as chassis intrusion). Like Wake on LAN, IBM Alert on LAN can function when the computer power switch is turned off. Administrators can monitor IBM Alert on LAN using system management software, such as IBM Netfinity Manager 5.2 or Intel LANDesk Client Manager Administrator 3.3. For further information on IBM Alert on LAN, refer to <http://www.pc.ibm.com/us/desktop/alertonlan> on the World Wide Web.

IBM SMART Reaction Client is a program designed to protect data on computers that have Self-Monitoring, Analysis, and Reporting Technology (SMART) hard disk drives. SMART monitors the status of a hard disk drive and generates predictive failure analysis (PFA) alerts if a potential failure exists within the drive. IBM SMART Reaction Client intercepts these alerts and converts them to useful responses (such as displaying screen messages at the client workstation or alerting additional parties that a specific workstation has a potential hard disk failure). IBM SMART Reaction Client has a full-function backup and restoration program, as well as a mirroring program, which can be used to dynamically “mirror” the contents of up to 64 folders to another hard disk. As source files are saved, the mirror files are automatically updated to contain the same data. IBM SMART Reaction Client also has a built-in scheduler for scheduling backup, restore, and mirror operations. The IBM SMART Reaction Manager program must be installed and running on at least one network computer before IBM SMART Reaction Client can be installed on any client workstation. IBM SMART Reaction Manager, as well as complete documentation on the IBM SMART Reaction program (Client and Manager), is available at <http://www.pc.ibm.com/us/desktop/sr/> on the World Wide Web.

Intel LANDesk Client Manager 3.1 is an application that provides a graphical user interface for accessing all the components of IBM System Management Tools. LANDesk Client Manager also provides self-help diagnostic tools, including a PC health meter and a mechanism for issuing alerts about potential problems. The application automatically polls memory and other hardware to detect potential failure conditions, and it takes periodic snapshots of critical configuration files for change management and restoration. You can use LANDesk Client Manager to manage your own computer, or the program can be used in conjunction with Intel LANDesk Client Manager Administrator to enable a network administrator to remotely monitor your computer. Further information on LANDesk Client Manager Administrator is available at <http://www.pc.ibm.com/us/desktop/> on the World Wide Web.

Installing IBM System Management Tools

To install IBM System Management Tools:

1. Close the Welcome to Windows NT window if it is open.

2. Double-click on the **WELCOME - Click Here to Begin** icon.
3. In the IBM Welcome Center window, click on **Getting Started**.
4. Scroll to and click on **Start the software installation utility** in the Installing Additional Software section.
5. When the Ready-to-Configure Utility menu appears, click on the **Install Applications** button. In the Installation Choices window, click on **IBM System Management Tools** to highlight it.
6. Click on the **Add** button to move the title to the panel on the right; then click on the **Install** button.

To access IBM System Management Tools after they are installed:

1. Click on the Windows **Start** button.
2. Select **Programs, IBM System Management Tools**, and then click on the desired choice.

For online Help, click on the Windows **Start** button. Then select **Programs, IBM System Management Tools**. The pull-down menu to the right of the screen has support documentation built into the DMI MIF Browser menu items.

Chapter 4. Installing Other Operating Systems

If you install (or reinstall) Microsoft Windows NT Workstation 3.51 or 4.0, Microsoft Windows 95, or OS/2, you might need software or device drivers. Hardware-specific support software is available on the *Ready-to-Configure Utility Program CD*. (If you experience problems with device drivers installed from the *Ready-to-Configure Utility Program CD*, you can obtain updated device drivers on the World Wide Web at <http://www.pc.ibm.com/us/files.html> or on the IBM PC Bulletin Board System.)

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

To install an operating system, follow the instructions in the documentation provided with the operating system and any updates. Then, follow the instructions in Chapter 6, "Using the Ready-to-Configure Utility Program CD" on page 25 to install the support software.

Important information about reinstalling Windows NT Workstation 4.0 is in Chapter 5, "Using the Windows NT CD" on page 23.

Important Information
Installing a Windows 95 Retail Package

If you install Windows 95 onto this computer from a separately purchased retail package, you must follow the configuration instructions provided by IBM on the World Wide Web in addition to the installation instructions provided with the Windows 95 retail package. The special configuration process required by this computer helps avoid resource conflicts in the Windows 95 Device Manager. To view the configuration instructions, go to the following address: <http://www.pc.ibm.com/support/>. Click on **IBM PC Support** and select your computer model type. Click on **Hints and tips**, click on **Windows 95**, and then click on **IBM PC 300PL and PC 300GL - Installing retail Windows 95 (Type 6862, 6892, 6275, and 6285)**.

Chapter 5. Using the Windows NT CD

Use this information if your computer comes with a Microsoft Windows NT 4.0 CD.

Use the information in this chapter if a problem occurs and you have to reinstall the Windows NT operating system provided with your computer.

About the Windows NT CD

Attention

The software contained on the Windows NT CD is to be used *only* for reinstalling Windows NT Workstation 4.0 on an IBM computer that was originally shipped with Windows NT Workstation 4.0 preinstalled.

The Windows NT CD is provided with your computer so that you can reinstall Windows NT in case of a hard disk failure or other damage to your Windows NT files. This CD must be used in conjunction with the Windows NT Setup Boot Disks, created from the Windows NT CD. (See “Creating the Windows NT Setup Boot Disks” on page 7.)

Important Information about Reinstalling Windows NT

Note: The backup Windows NT CD contains an earlier version of Windows NT Workstation 4.0 than the preinstalled version that comes with your computer. Also, if you reinstall Windows NT from the backup CD, you must also install an updated version of the Internet Explorer; otherwise, the IBM Welcome Center will not run correctly. Internet Explorer updates are available on the World Wide Web, as further explained in this section. (In some cases, an updated version of the Internet Explorer might also be provided on a CD and packaged with your Microsoft documentation.)

If a problem occurs and you need to reinstall Windows NT:

1. Install Windows NT: Insert the first Windows NT Setup Boot Disk (created using the steps on page 7) into drive A and insert the Windows NT CD into the CD-ROM drive. Turn on or restart the computer and follow the instructions as they appear on the screen.
2. Install the following updates:
 - Windows NT Workstation 4.0 Service Pack 3 or higher
 - Internet Explorer 3.02 or higher

These updates are available on the World Wide Web at <http://www.pc.ibm.com/us/news/msinfo.html>. One way to access this Web

address is to select **Microsoft Technical Support** from the Favorites choice on the Windows NT Internet Explorer toolbar.

After you have reinstalled Windows NT, you can use the *Ready-to-Configure Utility Program* CD to install applications and device drivers if necessary. Refer to Chapter 6, “Using the Ready-to-Configure Utility Program CD” on page 25 and the CD overview on the *Ready-to-Configure Utility Program* CD for more information. (If you experience problems with device drivers installed from the *Ready-to-Configure Utility Program* CD, you can obtain updated device drivers from the World Wide Web at <http://www.pc.ibm.com/us/files.html>, or on the IBM PC Bulletin Board System.)

Chapter 6. Using the Ready-to-Configure Utility Program CD

Use the information in this chapter if you want to install or reinstall device drivers and other software from the *Ready-to-Configure Utility Program CD*.

Features of the CD

The *Ready-to-Configure Utility Program CD* contains device drivers, diagnostic programs, and other support software for several operating system environments.

Important

The *Ready-to-Configure Utility Program CD* does not contain operating systems. Before you can use the CD, your operating system must already be installed in your computer.

You can use the CD to:

- Install some products directly from the CD on models equipped with a CD-ROM drive.
- Create a local area network (LAN) image of the software products on the *Ready-to-Configure Utility Program CD* and install the products from a LAN disk.
- Create diskettes for software products that cannot be installed from the CD and install the products from diskette.

The utility program on the CD has an easy-to-use, graphical interface and automated installation procedures for most products. The utility program also has a help system and a comprehensive overview that describes the features of the utility program, the software products that can be installed from the CD, and the operating environments that are supported by those products.

The products on the *Ready-to-Configure Utility Program CD* are licensed according to the terms and conditions of the IBM International Program License Agreement and the License Information contained in the CD overview. The license information in Appendix A of this booklet is for the software preinstalled in your computer; the license information in the CD overview is for the CD software.

Starting the CD

To use the *Ready-to-Configure Utility Program CD*:

1. Insert the *Ready-to-Configure Utility Program CD* into your CD-ROM drive.

2. Start the CD: From the Windows NT Workstation 4.0 or Windows 95 desktop, double-click on **WELCOME - Click Here to Begin**, click on **System Customization**, and click on **Run the Ready-to-Configure utility**.

or

Start the CD as follows, depending on your operating system.

- For Windows NT Workstation 4.0 or Windows 95: Click on the Windows **Start** button, click on **Run**, and then type

```
e:\ibmsetup
```

where *e* is the CD-ROM drive letter. Press **Enter**.

- For Windows NT 3.51 or Windows 3.1: From the Windows Program Manager window, click on **File** on the menu bar, click on **Run**, and then type

```
e:\ibmsetup
```

where *e* is the CD-ROM drive letter. Press **Enter**.

- For OS/2: At an OS/2 command prompt, type

```
start /win e:\ibmsetup
```

where *e* is the CD-ROM drive letter. Press **Enter**.

3. When the main menu appears, select the desired option; then follow the instructions on the screen.

After a program is installed, you can access it through the Programs choice on the Windows Start menu. For most programs, support documentation is built into the online Help system; for some, online documents are also provided.

Chapter 7. Using Your Diagnostic Programs

IBM provides diagnostic programs that you can run to detect hardware and some software problems. Several utility programs that provide information about your computer are also provided.

Note: Additional diagnostic information, such as troubleshooting charts and corrective measures for power-on self-test (POST) error messages, is provided in the *Using Your Personal Computer* booklet.

IBM Enhanced Diagnostics

An *IBM Enhanced Diagnostic* diskette image is provided on your hard disk and the *Ready-to-Configure Utility Program* CD. This diagnostic program runs independently of the operating system. The user interface for running the diagnostics and utilities is provided by Watergate Software's PC-Doctor.

You can use this program to test the hardware (and some software) components of your computer. This method of testing is generally used when other methods are not accessible or have not been successful in isolating a problem suspected to be hardware related.

This section contains instructions for:

- Creating an Enhanced Diagnostic diskette from the image on your hard disk.
Note: For information about creating a diskette from the *Ready-to-Configure Utility Program* CD, see page 25.
- Starting the program from diskette.

To create an IBM Enhanced Diagnostic diskette:

1. Close the Welcome to Windows NT window if it is open.
2. Double-click on the **WELCOME - Click Here to Begin** icon.
3. In the IBM Welcome Center window, click on **Getting Started**. The related information is displayed.
4. Scroll to and click on **Start the software installation utility** in the Installing Additional Software section.
5. When the Ready-to-Configure Utility menu appears, click on the **Install Applications** button.
6. In the Installation Choices window, click on **IBM Enhanced Diagnostic** to highlight it; click on the **Add** button to move the title to the panel on the right; then click on the **Install** button.

7. When the following, or similar, prompt appears:

Please enter a drive letter compatible with a 1.44M 3.5" disk,
or press ESC to quit

type the letter of the diskette drive you will use. For example, type **A** and press **Enter**.

8. Press **Enter** to continue and read the license information. Follow the instructions that appear at the bottom of the window.
9. When prompted, insert a blank, high-density diskette into the diskette drive and press **Enter**.
10. When the process is complete, remove the diskette and label it.
11. Press **Enter** to return to the previous window; click on **OK** in the Installations Complete window; click on **Return to Main**; then click on **Exit** to return to the IBM Welcome Center window.

To start the Enhanced Diagnostic program:

1. Shut down Windows NT and turn off the computer. (For instructions, see "Shutting Down Your Computer" on page 12.)
2. Turn off any attached devices.
3. Insert the Enhanced Diagnostic diskette into drive A.
4. Turn on all attached devices; then turn on your computer.
5. Follow the instructions that appear on the screen. For help, press **F1**.

PC-Doctor for Windows NT

The PC-Doctor for Windows NT program is provided on the *Ready-to-Configure Utility Program CD*. This diagnostic program is designed specifically for the Windows NT operating environment and can be used only when Windows NT is active. This program not only tests the hardware, but also analyzes certain software components of your computer. The program is especially useful in isolating problems related to the operating system and device drivers.

To use the PC-Doctor for Windows NT program:

1. If you have not already done so, install the program onto your hard disk. (Information about installing software from the *Ready-to-Configure Utility Program CD* is in Chapter 6.)
2. To run the program after it is installed, select it from the **Programs** choice on the Windows Start menu and follow the instructions on the screen. Help is available online.

Note: PC-Doctor for Windows (for use with Windows 95) is also available on the *Ready-to-Configure Utility Program* CD. See Chapter 6, “Using the Ready-to-Configure Utility Program CD” on page 25 for instructions on starting the CD to view information about the additional software contained on the CD.

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Program Name

Preinstalled Software Package (excluding Windows NT Workstation 4.0)

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