

Quick Reference

IntelliFIX 2000 Standard Package

Complete each of the following steps. Refer to the IntelliFIX 2000 *User Guide* for more detailed information.

- 1 Before installing IntelliFIX 2000, run a virus check program to verify there are no date-oriented viruses on your computer.
You must do a virus check before running the hardware test.

- 2 Close all applications. Insert the IntelliFIX 2000 diskette in drive A, then:

Windows 95/98: Click on the Windows [**Start**] Menu, select **Run**, then type **a:\setup** to start installation.

Windows 3.1: Go to the Program Manager, pull down the File menu, select **Run**, then type **a:\setup** to start installation.

MS-DOS: Type **a:\install** at the DOS prompt.

Follow the on-screen instructions to install the program. Refer to Chapter 2 in the *User Guide* for more information.

- 3 At the last installation window, you are given the option to start the hardware test. To start the test and run the hardware fix, check the box labeled: "Run the IntelliFIX 2000 Hardware Test."
- 4 With the installation diskette still in drive A, select [**Finish**]. Your computer reboots and the hardware diagnostic main window is displayed.
- 5 Select the following options. To start a function, use the arrow keys to select it, then press <**Enter**>.

[Test 2000] Select this option to run the Year 2000 tests. Nine tests are performed to determine if your system is Year 2000 compliant. The tests are repeated with the hardware fix temporarily installed to determine if the hardware fix can repair any problems found.

[Recommend] (Appears after **Test 2000** is run.) Select this option for recommendations based on the test. For more information, refer to “Interpreting the Test Results” in Chapter 3 of the *User Guide*.

[Install] Select this option to install the hardware fix on your computer. (Do this only after running **Test 2000**).

[Done] Select this option to exit the hardware test program. Remove the diskette from drive A.

⑥ Start the IntelliFIX 2000 software test, as follows:

WINDOWS 95/98: Click on Windows [**Start**] button. Click on **Programs, IntelliFIX 2000**, then **IntelliFIX 2000**.

Windows 3.1x: Open the IntelliFIX 2000 program group, and click **IntelliFIX 2000**.

MS-DOS: At the C:\> prompt type **dosfix** and press <**Enter**>.

⑦ Select the following options.

[Fix] Select this option to test the application and system files on your hard-disk drive C. The software scans your hard disk for files that are not Year 2000 compliant and creates a fix for them. **This can take quite a while since all files on the hard disk are scanned.**

NOTE: To specify a directory and/or file to fix, type the name in the “Directory” or “Files” field. In Windows 95/98, if you need to specify a file or directory name longer than eight characters, use the [...] button to select it.

For information on repairing files in use, refer to “Fixing In Use Files” in Chapter 5 of the *User Guide*.


[Deep Scan] When [**Fix**] is complete, select [**Deep Scan**] to identify any files that could not be fixed. These files may or may not pose a Year 2000 problem, but if you plan to use the files, you should contact the software vendor for more information.

If you have problems with the hardware or software fix, refer to Chapter 6, Troubleshooting, in the IntelliFIX 2000 *User Guide*. Also refer to the appropriate chapter for more information.

Starting the Hardware Test

Read the important notes on the previous page, then do the following to start the IntelliFIX 2000 hardware test:

1. Close any applications that are currently running.
2. Insert the IntelliFIX 2000 diskette in drive A. The diskette must be in drive A in order to reboot the computer.

NOTE  Some computers allow you to change the order in which the drives are scanned by the BIOS and may not be set up to boot from drive A. If necessary, access your BIOS setup utility to temporarily set up drive A as the first scanned drive. After performing the test, you can change back to your original settings. For the majority of PCs, no special action is necessary. Refer to "Turning Off a BIOS Level Anti-Virus Utility" on page 20 for information on accessing your BIOS setup utility.

3. Reboot your computer as follows:

WINDOWS 95/98:

Click Windows [**Start**] button, then select **Shut Down**. In the dialog box that is displayed, select "Restart the computer?" or "Restart" and click [**OK**].

WINDOWS 3.1:

Close Windows, then press <**Ctrl**><**Alt**><**Del**> (press all 3 keys at the same time).

MS-DOS:

Press <Ctrl> <Alt> (press all 3 keys at the same time).

Your computer reboots from the IntelliFIX 2000 diskette, and the hardware test begins.

4. Follow the instructions in the next section, “Performing the Hardware Test.”

Performing the Hardware Test

Before performing the hardware test, you must start it by rebooting your computer from the IntelliFIX 2000 diskette. If you have not started the hardware test, refer to the previous section for instructions.

After starting the hardware test and rebooting your computer with the IntelliFIX 2000 diskette in drive A, the IntelliFIX 2000 Diagnostic main window appears.

There are five buttons at the bottom of the window that represent the diagnostics available, as follows:

[Test 2000]

Runs the Year 2000 tests.

[Install]

Installs the hardware fix on your computer. (Do this only after running Test 2000).

[Uninstall]

Uninstalls the hardware fix from your computer.

[Information]

After running the test, provides additional information about the test.

[Done]

Exits the hardware test program.

Your computer mouse will not work in the hardware test. To start a function, use the arrow keys to select it, then press <Enter>. The currently selected button is identified by arrows on either side. For example:

▶ Test 2000 ◀

Do the following to perform the hardware test and fix:

1. Select [**Test 2000**] and press <Enter>. The following message appears:

Reboot is required to complete the Year 2000 test. DO NOT REMOVE IntelliFIX 2000 Diagnostic disk. Press any key to reboot ...

2. Verify that the IntelliFIX 2000 diskette is still in drive A, then press any key to proceed.

The hardware test reboots the computer, then performs nine tests on your computer's hardware. Each test is listed along the left side of the window (e.g. Date retention, RTC roll-over, etc.). As each test is performed, the results are displayed, either a green "Pass" or a red "Fail."

If any problems are found, the hardware fix is temporarily installed, and the nine tests are repeated. The results of the second group of tests are shown in a second column (on the right).

These tests determine whether or not the hardware fix can repair any problems that were found.

When the testing is complete, the [**Test 2000**] button changes to a [**Recommend**] button. Select [**Recommend**] and press <Enter>. A message is displayed describing the recommended action.

- If any test fails, it is recommended that you install either the software or the ISA Card.
 - If all tests pass, your computer's hardware is Year 2000 compliant, and no further action is necessary.
3. Press any key to continue. You are returned to the main window.
 4. If any test failed, refer to "Interpreting the Test Results" below to determine how to proceed.

Interpreting the Test Results

During the IntelliFIX 2000 hardware test, nine individual tests are performed. This section contains information and recommendations for the action you should take if your computer failed a test or tests.

If failures are found in the second column of tests:

When you run the hardware test, if any problems are found, the hardware fix is temporarily installed, and the nine tests are repeated. The results in the second round of tests are shown in a second column (on the right). These tests determine whether or not the hardware fix can repair any problems that were found.


If your computer fails any test when the hardware tests are repeated (shown in the column on the right), the hardware fix cannot repair the problem. You will need to install the IntelliFIX 2000 ISA Card.

Refer to “ISA Card Installation” on page 23 for instructions.

Date retention:

If your computer failed the “Date retention” test, it may have problems retaining the current date. While the hardware fix is often able to repair the problem, it is recommended that you install the IntelliFIX 2000 ISA Card.

Refer to “ISA Card Installation” on page 23 for instructions.

NOTE  If you need to obtain the IntelliFIX 2000 ISA Card, please call Intelliquis at 1-800-400-5203.

RTC (Real-Time Clock) roll-over:

If your computer failed the RTC “roll-over” test, the IntelliFIX 2000 hardware fix will resolve the problem. Refer to “Installing the Hardware Fix” below for instructions.

BIOS roll-over:

If your computer failed the “BIOS roll-over” test, the hardware fix will resolve the problem. Refer to “Installing the Hardware Fix” below for instructions.

Leap year/non-leap year tests (6 tests):

If your computer failed any of the “Leap year/Non-Leap year” tests, the hardware fix will resolve the problems. Refer to “Installing the Hardware Fix” below for instructions.

Installing the Hardware Fix

To install the IntelliFIX 2000 hardware fix, take the following steps:

1. At the IntelliFIX 2000 Diagnostic main window, select [**Install**] and press <**Enter**>. A dialog box is displayed.
2. Use the arrow keys to select your boot drive: drive **C** or drive **A**, and press <**Enter**>.

The IntelliFIX 2000 hardware fix is a small file that is installed on your boot drive. Most computers boot from drive C, including those with Windows 95/98 as their operating system.

After you select a drive, the following message is displayed:

**Warning: IntelliFIX 2000 will modify your hardware configuration.
Do you want to continue?**

3. To continue, type **C** (for “c”ontinue). (If you choose to abort, the hardware fix is not installed.)

If the fix is installed without problems, the following message is displayed:

**Installation IntelliFIX 2000 successful.
Press any key to continue.**

If you get a message indicating that the hardware fix could not be installed, refer to “Turning Off a BIOS Level Anti-Virus Utility” on page 20 for information. Also refer to “Troubleshooting” on page 53 for additional information.

Troubleshooting 6

Problems With Hardware Fix

The following table lists some common hardware fix related problems with possible causes and solutions shown in the order they should be considered.

| The computer will not boot from the IntelliFIX 2000 diskette. | |
|--|---|
| Possible Cause | Solution |
| The IntelliFIX 2000 diskette is inserted in a non-bootable drive (e.g., drive B not drive A). | You can only boot from drive A. Place the diskette in drive A and try again. |
| Your computer allows you to change the order in which the drives are scanned by the BIOS and is not set up to boot from drive A. | Access your BIOS setup utility to temporarily set up drive A as the first scanned drive. After performing the hardware test, you can change back to your original settings. Refer to “Turning Off a BIOS Level Anti-Virus Utility” on page 20 for information on accessing your BIOS setup utility. |
| Drive A is not working properly. | Try another diskette in drive A to see if it is working properly. If it still doesn't work, take the diskette out of the drive and reboot your computer. If you cannot get the drive to work, contact your dealer for assistance. |

| You can't install the IntelliFIX 2000 hardware fix. | |
|---|--|
| Possible Cause | Solution |
| You have exceeded the maximum number of installations allowed for your software license. | Please read your license agreement before calling for assistance. |
| Your computer has a BIOS level anti-virus utility that prevents files from being copied to the boot sector of your hard disk. This feature also prevents the IntelliFIX 2000 hardware fix from being copied to your computer's drive C. | If, while attempting to install the hardware fix, you receive an error message indicating that the software cannot be installed, you can temporarily turn off the BIOS level virus checker in your BIOS setup. Refer to "Turning Off a BIOS Level Anti-Virus Utility" on page 20 for instructions. |

Problems With Software Fix

The following table lists some common software fix related problems with possible causes and solutions shown in the order they should be considered.

| You see the message "can't be fixed if in use" while running Fix. | |
|---|---|
| Possible Cause | Solution |
| The Fix function cannot repair files that are in use. This sometimes occurs with Windows programs that cannot be closed while Windows is running. | When this occurs, IntelliFIX 2000 automatically creates a "copyfile.bat" file that can be used later to fix the file that was in use. Refer to "Fixing "In Use" Files" on page 45 for instructions. |