

Windows Me OS Faults

OBJECTIVES

1. Delete several system files.
2. Observe different signs of a failing operating system.
3. Determine what specific faults cause the computer to respond in certain ways.

RESOURCES

1. Marcraft 8000 Trainer with Windows Millennium installed
2. 2 blank floppy disks
3. Windows Millennium Startup disk



Troubleshooting

DISCUSSION

Everyone at one time or another will turn on their computer and receive some strange message telling them that something is corrupt and Windows needs to be reinstalled. There are a few changes in the way Windows Millennium and Windows 2000 handle their system files, compared to Windows 98, that help eliminate the occurrence of these messages. You should still be familiar with them and their meaning in case you do run across one of them. It could mean the difference between wiping out an entire hard drive to reinstall Windows, and simply copying a system file from another computer onto your computer. With Windows Millennium, the new System Restore feature pretty much takes care of the operating system itself. It is still a good idea to be able to know how to manually remove and restore system files.

PROCEDURE

1. Set Explorer to "Show all files"
 - a. Boot the computer to Windows Millennium.
 - b. Open Windows Explorer and click the C: drive to highlight it.
 - c. Click the Tools menu and select Folder Options.



Troubleshooting

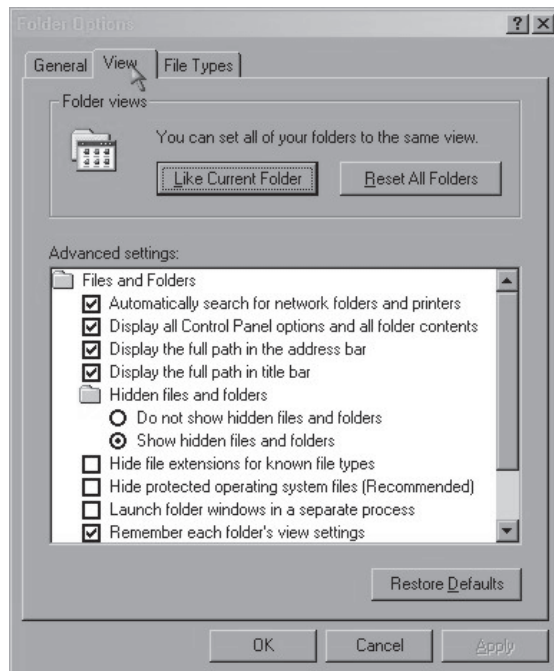


Figure 43-1: The View Tab

- ___ d. Click the View tab, as shown in Figure 43-1.
- ___ e. In the Advanced settings box, place a check next to "Show hidden files and folders" and uncheck "Hide file extensions for known files".
- ___ f. Click Apply, then OK to close the *File properties* window.

2. Back up the system files that we'll be removing in this procedure to disable the operating system

- ___ a. Place a blank floppy disk into the floppy drive.
- ___ b. With the C: drive highlighted, scroll down to *io.sys* and click it once.
- ___ c. Click the Edit menu and select Copy.
- ___ d. Click the Floppy (A:) drive to highlight it.
- ___ e. Click the Edit menu again, and select Paste.
- ___ f. Click the WINDOWS folder to highlight it.
- ___ g. Press and hold the CTRL key down and click on *explorer.exe*, *ifshlp.sys*, and *system.ini*.
- ___ h. Click the Edit menu and select Copy.
- ___ i. Place the cursor on the Floppy (A:) drive and click to highlight it.
- ___ j. Click Edit again and select Paste.

3. Selected file removal (removing *io.sys*)

- ___ a. Click the C:\ drive to highlight it.
- ___ b. On the right side, right-click *io.sys* and choose Delete.
- ___ c. Remove the floppy from the disk drive and reboot the computer.
- ___ d. Record the results in Table 43-1.
- ___ e. Put the backup floppy disk into the floppy drive and press ENTER to finish booting to Windows.
- ___ f. Copy *io.sys* from the floppy drive to the C: drive.
- ___ g. Reboot the computer.

4. Removing protected system files

- ___ a. Click the Windows SYSTEM folder to highlight it.
- ___ b. On the right-hand side of the screen, right-click the file called *Vredir.vxd* and select Delete.
- ___ c. Notice within approximately 5 seconds, the file reappears in the directory from which it was removed!
- ___ d. Repeat Step b above for the following files: *Vnetsup.vxd*, *Vtcp.386*, and *Vnbt.386*.
- ___ e. Check the C:\WINDOWS\SYSTEM folder to see how many of these files have reappeared.
- ___ f. Open the Recycle Bin in the Explore mode.
- ___ g. Click the Edit menu and choose Select All.
- ___ h. Right-click the highlighted area and click on Restore to restore every file into its proper folder.

5. Removing *system.ini*

- ___ a. Click the WINDOWS folder to highlight it.
- ___ b. Right-click *system.ini* on the right side and choose Delete.
- ___ c. Reboot the computer and record the results in Table 43-2.
- ___ d. Insert floppy into the floppy drive and boot to Windows Millennium.
- ___ e. Copy *system.ini* from the floppy disk to the C:\WINDOWS folder.
- ___ f. Remove the floppy disk and reboot the computer.

6. Removing *explorer.exe*

- ☐ a. Insert the Windows Me Startup disk into the floppy drive and reboot the computer.
- ☐ b. At the Startup menu, press SHIFT + F5 to get the command prompt.
- ☐ c. At the A: prompt, type **del C:\Windows\explorer.exe**.
- ☐ d. Remove the Startup disk and reboot the computer.
- ☐ e. Record the results in Table 43-3.
- ☐ f. Press the ENTER key.
- ☐ g. Insert the Windows Me Startup disk and reboot the computer.
- ☐ h. At the Startup menu, press SHIFT + F5 to get the command prompt.
- ☐ i. Switch disks, type **copy Explorer.exe c:\Windows**, and press ENTER.
- ☐ j. Remove the floppy and reboot.

7. Removing *ifshlp.sys*

- ☐ a. In the Windows directory, right-click *ifshlp.sys* and choose Delete.
- ☐ b. Reboot the computer.
- ☐ c. Record the results in Table 43-4.
- ☐ d. Insert the Startup disk and reboot.
- ☐ e. At the Startup menu, press SHIFT + F5 to get the command prompt.
- ☐ f. Switch disks and copy *ifshlp.sys* to C:\WINDOWS.
- ☐ g. Remove the floppy disk and reboot.
- ☐ h. Close all open windows, and shut down the computer.

TABLES

Table 43-1

Result of Missing io.sys:	
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Table 43-2

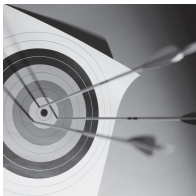
Results of Missing system.ini:	

Table 43-3

Results of Missing explorer.exe:	

Table 43-4

Results of Missing ifshlp.sys:	



Feedback

LAB QUESTIONS

1. Why can't *explorer.exe* be removed from within Windows?