



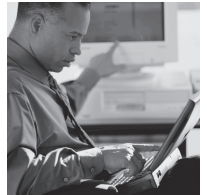
# **SYSTEM MAINTENANCE**



# Windows Me Software Version Update Management

## OBJECTIVES

1. Use the Windows Update utility to manage Windows.
2. Use an application's upgrade feature to automatically obtain and install the latest version.
3. Manually download and install the most recent display driver.



Software

## RESOURCES

1. Marcraft 8000 Trainer with 64 MB RAM
2. Windows Me operating system (installed)
3. Internet access through a network connection or modem
4. Internet Explorer 5.0 (installed)
5. Windows Me CD-ROM

## DISCUSSION

The software on your computer will become outdated more frequently than you might imagine. Most applications or drivers should be upgraded or patched at least once every six months. Upgrades are new versions of a program containing significant changes in functionality from the old version. Patches replace or repair program files in order to fix small bugs in the application, and should be located and installed fairly often. Therefore, an important part of managing any computer system is to conduct periodic updates. Approximately once a month, you should check to see if there are any new updates that need to be downloaded and installed. To make this task easier, you should create a list of the current versions of every major device driver and application on your system, similar to the one shown in Figure 41-1.

There are several different methods to examine the version information of an application. The easiest, but least informative, is to right-click the .exe file itself and select Properties from the pop-up menu. Running the application, then selecting About from the Help menu will usually access the most comprehensive information on a particular application.

Many applications have an automatic update feature that can be accessed via the Help menu. This feature will typically access the Internet and navigate to the appropriate company web page. Some versions of this feature will actually find, download, and install any needed updates automatically.

## PROCEDURE - 41

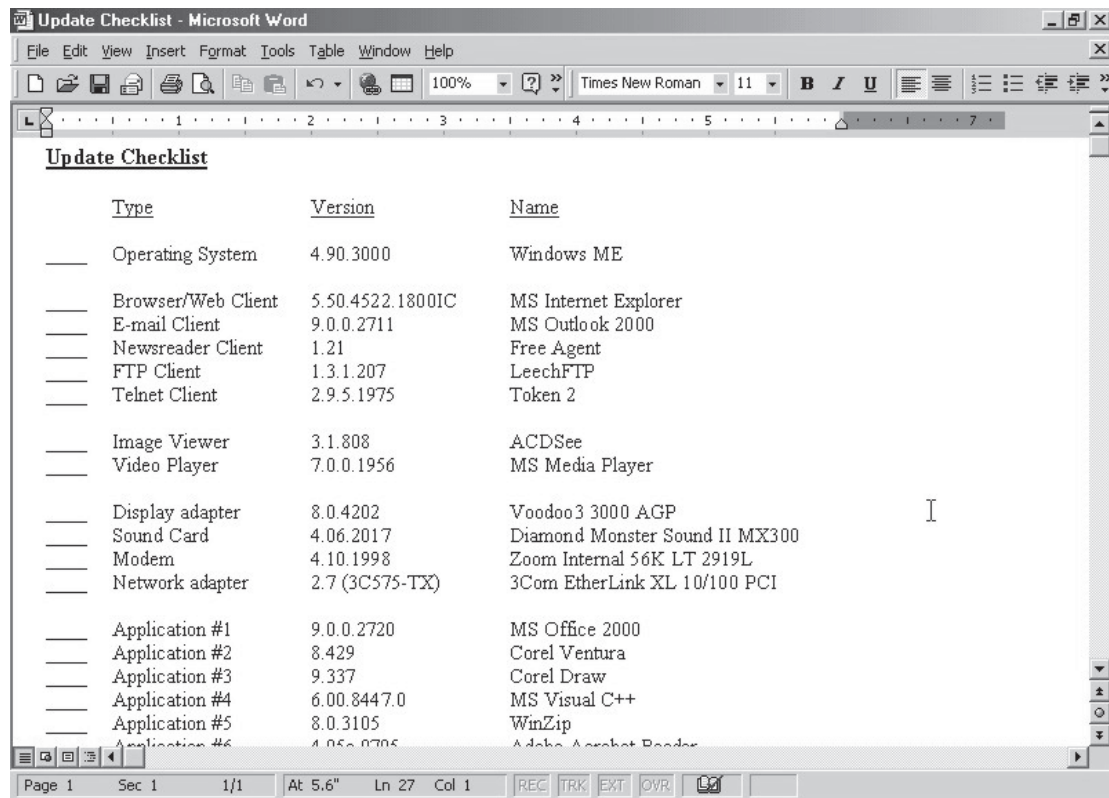
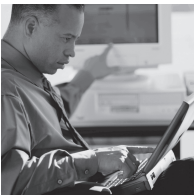


Figure 41-1: Update Checklist

Upgrades or patches to the operating system itself are best done through the built-in Windows Update feature. When you run Windows Update (if you can connect to the Internet), your web browser will open the Microsoft Windows Update Web site, displaying a list of possible updates for you to download and install. You should use this feature at least once a month to make certain that you are not missing any vital patches needed for a bug or security fix.



Software

## PROCEDURE

### Updating Windows Me

The first item on any update checklist should be the operating system. For this procedure we will use the Windows Update feature of Windows Me in order to select, download, and install items for the operating system.

#### 1. Run Windows Update

- ☐ a. Boot to the Windows Me desktop.
- ☐ b. Click on Start and select Windows Update from the Start menu.
- ☐ c. Maximize the *Internet Explorer* window.

2. Select and download the Windows Me critical update

- a. At the Windows Update web page, click the hyperlink labeled Product Updates. If prompted to install MS WIN Update Active Setup, click the Yes button. The screen that is displayed should appear similar to Figure 41-2.

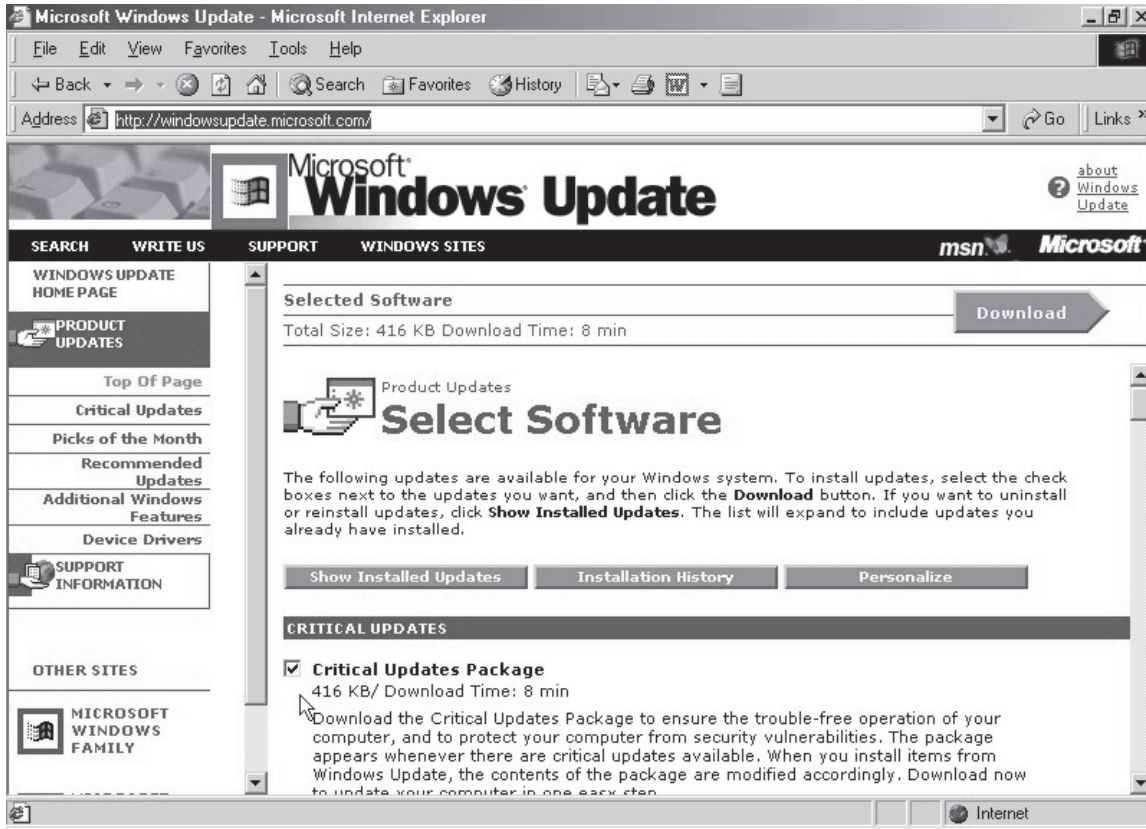


Figure 41-2:  
The Microsoft  
Windows Update  
Web Page

- b. If you already have a critical update automatically selected, skip to Step d.
- c. Scroll down to the RECOMMENDED UPDATES Section, and then select the first item (i.e., click on the check box).
- d. Record the name of the file, the file size, and the predicted download time in Table 41-1.
- e. Click the hyperlink button labeled Download.
- f. At the next page, click the hyperlink button labeled Start Download.
- g. At the license window click the Yes button.

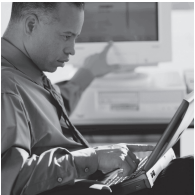
*NOTE: Different installation applications may have different steps to go through. Just follow the instructions appearing on the screen.*

- h. If prompted to Restart now, click the Yes button.
- i. If you are not prompted to restart your computer when the download and installation is complete, click the hyperlink button labeled Back.
- j. After reboot, read any help notices and then close all windows to return to the desktop.

### Using an Application's Upgrade Feature

Most current applications have a built-in update feature. At a minimum, this feature will access the manufacturer's web site, which will usually contain updates, patches, or technical support information. At this point you would look for a link that will download the needed installation file. Fortunately, it is becoming more common for applications to have an automatic update feature. When executed, usually by selecting an item from a menu, this feature will automatically connect, find, download, and install any needed updates. For example, Apple's QuickTime Player, Microsoft's Windows Media Player, and Real's RealPlayer all have this feature.

*NOTE: The navigation and layout of a web site will change fairly frequently. You may have to modify your point-and-click sequences to match what you experience. The same is true for installation programs: The actual button labels and sequence may change slightly from version to version.*



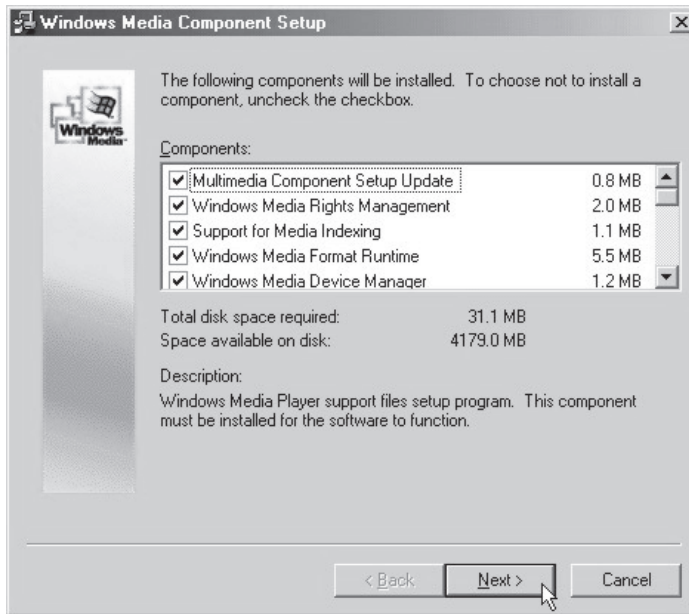
#### 1. Run the update feature for Microsoft Windows Media Player

- a. On the desktop, double-click the Windows Media Player icon to run it.
- b. Click the Help menu and select About Windows Media Player.
- c. Record the version number in Table 41-2.
- d. Click the Help menu and select Check For Player Upgrades as shown in Figure 41-3.



Figure 41-3: Select the Media Player Automatic Update Feature

- e. At the *Windows Media Component Setup* window, as shown in Figure 41-4, click the Next button to continue.



**Figure 41-4: The Windows Media Component Setup Window**

*NOTE: If this is the first time you are updating Windows Media Player you might have as much as 40 MB of files to download and install. If you only have a 56K modem connection this could take over 2 hours to download. In this case, select only those components that can be downloaded in less than 10 minutes. This means that you should select items that add up to no more than 3 MB.*

- f. Click the Next button to begin installation of the needed updates.  
 g. When setup has completed, click the Finish button to restart your computer.  
 h. Run Windows Media Player by double-clicking the desktop icon.  
 i. Click the Return to Full Mode button in the lower right corner to open the full *Media Player* window.  
 j. Click the Help menu and select About Windows Media Player.  
 k. Record the version number in Table 41-3.  
 l. Close Windows Media Player.

## Manually Downloading and Installing a Driver Update

Most device drivers, and many utility programs and older applications, require you to manually search for, download, and install any needed updates. Particularly with drivers, you will need to monitor the manufacturer's web site for updates to your current setup. Drivers are updated very frequently, so there is probably a newer driver than the one you have, even if you just bought the piece of hardware. This is why a checklist, such as the one shown in Figure 41-1, can be very helpful in managing software updates.

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In order to make your search easier, you should try to find out the name of the manufacturer, the product model number, and, if possible, the name of the current driver. You must also be aware of which operating system will be using this driver. The most detailed information about your drivers can usually be acquired by opening up the system Control Panel from Settings on the Start menu. The System Properties window is a control center for all the hardware in your PC and the software drivers that control it. Select the Device Manager tab to see a list of all the kinds of devices on your system. Highlight the item you are interested in and click on the Properties button. Click the Driver tab and then click the Driver File Details button to access detailed information about the driver. The exceptions to this are your printer drivers, which can be found by using the path Start/Settings/Printers, right-clicking on the printer, and selecting properties from the pop-up menu.

*NOTE: Sometimes the company listed on the component is not the manufacturer who built the component. If you are having trouble determining the manufacturer, a good way to find out is by tracking the FCC ID located on the component. The FCC ID is a set of numbers issued by the U.S. Federal Communications Commission and should be on almost every piece of computer equipment. It usually says "FCCID:" right on the component. You can enter this number in the database search form located at <http://www.fcc.gov/oet/fccid/>. This should tell you the manufacturer of your component. If the search returns nothing, try removing the last letter or number from the FCC ID and try again, or enter just the first three letters, which is usually the company indicator.*

Once you have identified the manufacturer of your device, you must locate the download page on the manufacturer's web site. A good place to start looking is a web site such as WinDrivers.com (<http://www.windrivers.com>). If the manufacturer is very obscure, you can look up the manufacturer by searching for the company name at a search site such as Yahoo.com ([http://dir.yahoo.com/Computers\\_and\\_Internet/Hardware/](http://dir.yahoo.com/Computers_and_Internet/Hardware/)).

For this lab you will be searching for a display driver, so here is a list of web pages for the manufacturers of the most commonly encountered video cards:

|               |   |
|---------------|---|
| 3dfx          | <a href="http://www.3dfxgamers.com/">http://www.3dfxgamers.com/</a>   |
| ASUS          | <a href="http://www.asus.com/products/software1.html">http://www.asus.com/products/software1.html</a>               |
| ATI           | <a href="http://support.ati.com/drivers/">http://support.ati.com/drivers/</a>                                       |
| Cirrus Logic  | <a href="http://www.cirrus.com/Drivers/">http://www.cirrus.com/Drivers/</a>   |
| Creative Labs | <a href="http://www.creative.com/support/files/download.asp">http://www.creative.com/support/files/download.asp</a> |
| Diamond       | <a href="http://www.diamondmm.com/">http://www.diamondmm.com/</a>   |
| ELSA          | <a href="http://domino.elsa.de/internet/ElsaFileArea.nsf">http://domino.elsa.de/internet/ElsaFileArea.nsf</a>       |
| Hercules      | <a href="http://us.hercules.com/">http://us.hercules.com/</a>   |
| Matrox        | <a href="http://www.matrox.com/mga/support/drivers/">http://www.matrox.com/mga/support/drivers/</a>                 |
| SiS           | <a href="http://www.sis.com.tw/support/download/driver1.htm">http://www.sis.com.tw/support/download/driver1.htm</a> |
| STB           | <a href="http://www.stb.com/drivers/">http://www.stb.com/drivers/</a>   |
| S3            | <a href="http://www.s3.com/">http://www.s3.com/</a>   |
| Trident       | <a href="http://www.trid.com/videomm/download/download.htm">http://www.trid.com/videomm/download/download.htm</a>   |

Although most manufacturers will provide an installation program for you to download, there are some that will require you to install the driver file manually. Typically there are instructions for installing the driver in a Readme or help file accompanying the driver. You'll have to copy the file into a particular folder on your hard drive, or unzip a bunch of files, and then install the drivers manually.

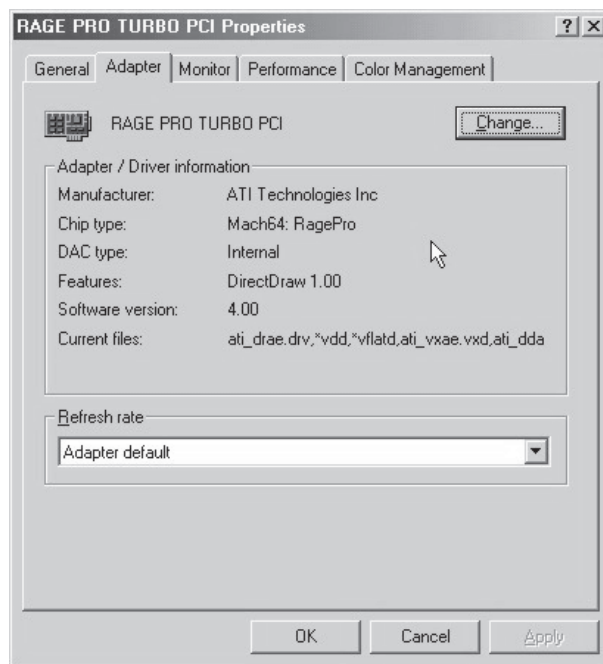
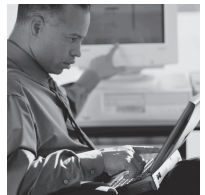
The most common method of installing a driver manually involves using the Device Manager located in the system Control Panel. Just locate the particular device's properties window as mentioned above, click on the Driver tab, and then click the Update Driver button. Another method that is sometimes seen requires the user to locate an .INF file among the downloaded items. Just right-click the .INF file and select Install from the pop-up menu. A script is run that places the needed driver components in their proper place.

Printers are a little different. The easiest way to install a new printer driver is to open the Printers icon in the Control Panel folder, then double-click the Add New Printer icon. A wizard will pop up to guide you through the process. When you get to the dialog listing all the printer types, just push the Have Disk button instead of picking a printer. Even if your printer is listed, you will want to install the new driver you just got rather than the one that is listed. The Add Printer wizard will smoothly handle the rest of the installation.

In the following steps you will locate, download, and install a driver update for your video card.

### 1. Examine your current display adapter driver

- \_\_\_ a. Use the path Start/Settings/Control Panel and then double-click the System icon.
- \_\_\_ b. Select the Device Manager tab.
- \_\_\_ c. Click the plus [+] button next to Display adapters to reveal the display driver.
- \_\_\_ d. Double-click name of the display driver to open the display adapter properties window.
- \_\_\_ e. Record the driver name, and manufacturer in Table 41-4.
- \_\_\_ f. Click the Driver tab, and then click the Driver File Details button.
- \_\_\_ g. Record the File version in Table 41-4.
- \_\_\_ h. Right-click the desktop, select Properties, and click the Settings tab.
- \_\_\_ i. Click the Advanced button, and then click the Adapter tab. You will see a window similar to Figure 41-5.



**Figure 41-5: Display Adapter Properties**

- \_\_\_ j. Record the Chip type and Current files in Table 41-4.

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### 2. Locate the appropriate driver update at the manufacturer's web site.

- \_\_\_ a. Open Internet Explorer and navigate to the video card manufacturer's web site.

*NOTE: Refer to the above list of manufacturer's web sites, or get the information from your instructor, if necessary.*

- \_\_\_ b. Click the appropriate link, or links, to begin downloading the latest version of your driver, *ragedriver.exe* as an example.

### WARNING

Make certain that you have selected the correct driver for your video card. Installing the wrong driver will usually require you to boot into Safe Mode, and then reinstall a default driver from the Windows Me CD-ROM.

### 3. Download the driver update

- \_\_\_ a. Save the driver upgrade installation file(s) to your C:\DOWNLOADS folder.
- \_\_\_ b. When the download is finished, if it is an archive file (.ZIP), allow WinZip to extract the files to your DOWNLOADS folder, otherwise just save it to your DOWNLOADS folder.
- \_\_\_ c. Close Internet Explorer.

### 4. Automatically install the driver

- \_\_\_ a. If your download is not an automatic installation file, skip to Step 8.
- \_\_\_ b. If the driver you downloaded comes as an executable file (.EXE) run the file and follow the steps to install the driver automatically.
- \_\_\_ c. When finished, skip to Step 9.

### 5. Manually install the new driver

- \_\_\_ a. In the Video driver properties window, click the Change button to begin manual installation of the driver.
- \_\_\_ b. Click the radio button to select "Specify the location of the driver (Advanced)", and then click the Next button to run the Update Device Driver Wizard.
- \_\_\_ c. Click the check box to select "Specify a location".
- \_\_\_ d. Click the Browse button and navigate to your downloaded driver files (these should be in C:\DOWNLOADS) in the *Browse for Folder* window, and then click the OK button.
- \_\_\_ e. Click the Next button to continue.
- \_\_\_ f. After your new driver is located, click the Next button.
- \_\_\_ g. Click the Finish button to begin installation of the new driver.
- \_\_\_ h. If you are warned about installing a third-party driver, confirm to proceed.
- \_\_\_ i. When your driver has successfully installed, close all windows and restart your computer as prompted.

### 6. Examine your new display driver

- \_\_\_ a. Use the path Start/Settings/Control Panel and then double-click the System icon.
- \_\_\_ b. Click the plus [+] button next to Display adapters to reveal the display driver.
- \_\_\_ c. Double-click the name of the display driver to open the display adapter properties window.
- \_\_\_ d. Click the Driver tab, and then click the Driver File Details button.
- \_\_\_ e. Record the driver name, file version, and the name of the current driver files in Table 41-5.
- \_\_\_ f. Close all open windows and shut down the computer

## TABLES

Table 41-1

|                                 |  |
|---------------------------------|--|
| <b>File Name:</b>               |  |
| <b>File Size:</b>               |  |
| <b>Predicted Download Time:</b> |  |

Table 41-2

|   |  |
|---|--|
| <b>Windows Media Player Version Before Upgrade:</b> |  |
|---|--|

Table 41-3

|  |  |
|--|--|
| <b>Windows Media Player Version After Upgrade:</b> |  |
|--|--|

Table 41-4

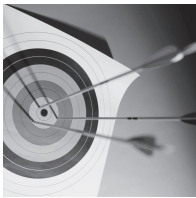
| Display Adapter              |  |
|------------------------------|--|
| <b>Driver Name:</b>          |  |
| <b>Manufacturer:</b>         |  |
| <b>Driver File Version:</b>  |  |
| <b>Chip Type:</b>            |  |
| <b>Current Driver Files:</b> |  |

**PROCEDURE - 41**

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**Table 41-5**

| Display Driver Updates |  |
|------------------------|--|
| Driver Name:           |  |
| Driver File Version:   |  |
| Current Driver Files:  |  |



**Feedback**

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**LAB QUESTIONS**

1. How often should you check for upgrades or patches for your most important software?
2. How would you find the version number of a device driver?
3. What type of device drivers are not managed by Device Manager in the System Control Panel?
4. Where can you usually find the most detailed information about an application?
5. How do you check for an upgrade or patch for the Windows operating systems?