

Installation Guide for the Windows XP Service

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Introduction

This document explains how to install the Information Services standard Windows XP operating system (called the Windows XP Service) on a PC. In order to do this, you must be an authorised **workstation installer**. At the discretion of the school, some staff and postgraduates may have workstation installer rights. Your school computing support staff will be able to advise you on the policy in your school. The instructions in this guide assume that you do have these rights.

The installation is done using a DOS command, WXP. This document tells you how to use this command for normal installations. For further explanation, type WXP HELP. Please note that a workstation installer can only use some options on this command.

Before you start

Before attempting the installation, you should be clear which of the following applies to you:

A). Installing Windows XP onto an existing Windows 98/NT PC

Windows XP installation destroys all the information on the hard disk (C drive). Unless you are absolutely sure that you do not want any of the files on the hard disk, do not attempt to install XP yourself. Instead consult a member of your school's IT support staff.

B). Installing Windows XP onto a new PC

You must fill in a *Permission to Connect* form. This should be included with your new PC or you can obtain one from Information Services, 40-41 Park Place, Reception. A printable version is also available online at:

<http://www.cardiff.ac.uk/schoolsanddivisions/divisions/insrv/computingservices/getstarted/2306.dld>

This must be completed and returned to the address stated on the form. Until this has been processed, which typically takes a day; you cannot login to XP on the PC.

If you have installed any local software or drivers for special hardware, these will be lost when you install Windows XP. Please contact a member of your school's IT support staff for advice.

The Windows XP Service

The Windows XP service is designed for use by staff and postgraduates working in an office as well as students in an open access area. For the office system, the hard disk is divided into two drives or "partitions". The first, known as C:, holds the system files and should not be used for your own files. The size of the C: drive depends upon the size of your hard disk. The remainder of the disk is known as D: and this is available for you to use as you wish. However, if you do store data on D:, you should be aware that it is your responsibility to back it up; seek advice from a member of your school's IT support staff on how to do this.

Note that upgrading XP does not normally destroy files on drive D:.

Installing Windows XP

Advanced Power Management

This is one of the BIOS options which must be enabled before the PC can be imaged with an XP image. To gain access to the BIOS press either the *f1*, *f2* or *Del* key at boot up, depending which key is asked for on the boot up message.

Start the PC from the network

When you switch on the workstation you will typically be offered a choice of loading the system (or booting) from the Network or from the Hard disk. To install XP, choose the option to boot from the Network. If you just hear a 'beep' type N to select Network (H will select the hard disk). Then login to the network at the prompt

If you are not offered a choice on restarting your workstation, and your machine is not a Pentium 4, restart the machine and press F12 repeatedly as it boots up. At the Options screen, choose option 3.

For a Pentium 4 PC, you will need to boot the computer using a Network boot disk. Insert the disk and when the *MS-DOS 6.2 Startup Menu* appears, you must select Option 3 *Special DOS Apps*. Once you have typed the WXP Image command you **must** remove the boot disk as the PC will reboot during the installation.

If you have a new PC with a 1Gb network card in it you will need to have a copy of the file *Novcheck.~v1* in the root of your H: drive. This disables the virus checker and enables the PC to successfully boot into MS-DOS and connect to the network from the floppy disk.

If you have problems starting a Pentium 4 PC from the network, please consult a member of your school's IT support staff.

Installation is done using the WXP IMAGE command at the H:\> prompt. There are some options that you can choose.

Upgrading from the NT image or older versions of Windows XP.

When you upgrade, the latest version of the Windows XP Service is copied on to the C: drive of your PC. The files on your D: drive, are not affected. However, it is advisable to make a back up of your D: drive before upgrading.

Please note that if you have any local software or special drivers installed on the PC, the XP upgrade will remove it. Contact a member of your school's IT support staff, to arrange to have it re-installed.

To upgrade XP, at the H:\> prompt type:

```
WXP IMAGE RESTORE
```

NB: Unless you specifically wish to wipe the entire hard disk (including D: drive if present) do not use WXP IMAGE RESTORE OFFICE.NEW

Installing Windows XP onto a new computer

To run the Windows XP Service Installation (creating new C: and D: drives), at the H:\> prompt type:

```
WXP IMAGE RESTORE OFFICE.NEW
```

Do not use this command if you have already installed Windows XP once on the PC. Instead, please see the section above.

What happens during the installation?

The installation process is automated and takes from 30 minutes to 120 minutes. It is not necessary to remain at the PC during this process, but you should not leave it completely unattended in case the installation fails and leaves the system logged in to your account.

Logging in to XP for the first time

Display settings

The Windows XP Service is customised for a modern 15" or 17" monitor. On other monitors, you may need to adjust the refresh frequency, the desktop area or the number of colours. To do so, right-click on the desktop and select *Properties*, then the *Settings* tab. Select the settings you require and click *Apply*. Your screen will go dark for a second or two and will then reappear with your settings applied. You will be prompted for confirmation of your new settings. If your screen display looks OK, then select *Yes*. Answering *No* or failing to respond within the timeout period will restore your screen to the previous display settings.

Running applications

The first time you run each application after Windows XP installation, some changes are made to the workstation; for example, files may be copied to it. Some applications require that you restart the workstation before you can use the application. It is inconvenient to restart the workstation several times and to avoid this you can run each application that you normally use; Note whether any application asks you to restart your computer, but answer *NO* to this question; When you have run all the required applications once, restart the workstation (if required).

Setting up your printers

Following installation of Windows XP, you will need to re-install any local and networked printers. Please contact a member of your school IT support staff, who will be able to perform this task for you.

Handling problems

Fixing a corrupt profile

Your XP profile can become corrupted in some circumstances, for example if you are short of filespace or you do not shutdown the PC properly.

If you find that your Networked Applications icon **consistently** fails to appear, generally after several error messages concerning environment variables, then restart the PC from the Network, login and at the H:\> prompt type:

```
CLEANXP
```

This deletes the networked copy of the roaming user profile for Windows XP.

Type LOGOUT, and restart the computer from the hard disk.

Recovering from Windows XP system failure

If an XP installation becomes corrupt (for example as a result of an unsuccessful attempt to install local software), you can use the **Upgrading XP** procedure described above to restore a clean copy of the latest image.

Password problems

The Windows XP Service will automatically delete locally stored XP profiles upon logging out. This should ensure that you have no password problems when attempting to logon to Windows XP. However if problems do arise then contact a member of your school's IT support staff.

Cardiff University Customisations

Redirection of folders

In order to minimise the amount of disruption caused by a corrupt profile, several folders (which normally reside in the profile) have been moved to H:\JCCS\Windows. These are Favorites, Desktop, Recent and Application Data. This means that, if a user has a corrupt profile, s/he will not lose favorites or any local shortcuts (shortcuts to networked applications will still be lost and will need to be reset). It also means that, as application data is stored outside the profile, the profile itself is unlikely to become too large. Care should still be taken to monitor the amount of free filespace available to the whole of the H drive, however. Note that, under Windows XP, temporary internet files will not be copied back to a user's H space.

If problems persist, please visit an appropriate Information Services enquiry point or telephone the Information Services Help Desk on Cardiff University (Cathays Park site) extension 74487 (email: InsrvConnect@Cardiff.ac.uk).

Customized features

As Windows XP is fully aware of all USB devices the XP image redirects all CD Rom Drives to the letters I: and J:. This frees up the drive letter E: which can be used for USB devices such as memory sticks and digital camera memory cards.

In addition to the standard range of software there are various utilities included within the XP image and these can be found on the system tray at the bottom of the computer screen.

These include:

- BG Info, whose icon is a small computer screen and gives information about the PC including its IP address, image version and network speed.
- Spacemon, whose icon is the disk drive with the small green power bar above the disk drive. This is a monitor for the amount of network space available to you if the colour shown on the power bar is red then you are running very low on disk space. This information will appear in detail as a small balloon with either a green or red edge dependent upon your available disk space.
- Available profile space, whose icon is the small deep blue, workstation screen. On opening this it will give you a full breakdown of the contents of your profile and the space which each folder takes up.

Further information

A supporting web page is being maintained and updated regularly to provide users with the very latest information about the Windows XP service. This is available at:

<http://www.cardiff.ac.uk/schoolsanddivisions/divisions/insrv/computingservices/windowssupport/index.html/>

Additional information for school IT support staff is available in the *Windows XP Workstation Administrators Guide (ITC044)* and on the Information Services IT Support web pages at:

[http://www.cardiff.ac.uk/schoolsanddivisions/divisions/insrv/computingservices/windowssupport/index.html#installation /](http://www.cardiff.ac.uk/schoolsanddivisions/divisions/insrv/computingservices/windowssupport/index.html#installation/)

Appendix A: Supported hardware

Currently the **bare minimum** specification for the Windows XP service is as follows:

- 866MHz, Pentium III Processor
- 256MB RAM (512MB or more recommended)
- 4GB Hard Disk (20GB or more recommended)

The recommended specification for new purchases is given on the INFOS Web site at:

<http://www.cardiff.ac.uk/schoolsanddivisions/divisions/insrv/computingservices/windowssupport/index.html>

Information Services development staff are working on increasing the range of supported hardware. For up-to-date information, use the command:

```
WXP HELP
```

Further information about image installation may found with the commands:

```
WXP IMAGE HELP
```

```
WXP IMAGE RESTORE HELP
```

Network cards

Intel EtherExpress Pro 1000 10/100/100

Intel EtherExpress Pro 100B 10/100

Intel EtherExpress Pro 100+

Intel Onboard Ethernet 100 VE / VM

To check whether the installation is supported for your network and graphics cards, start the PC from the Network, login as a workstation installer and type:

```
WXP IMAGE SUPPORT
```

If this command reports that the workstation is not supported, seek advice from your school IT support staff.

Peripherals

USB port – supported

LS120 – supported

CD Writers – supported

Scanners, Fax modems, ZIP drives etc. at the time of writing, and these are under development.

Information Services User Guides

**This is one of a series of User Guides produced by
Information Services.**

**Our User Guides are available free of charge to our
registered users. They can also be accessed from the
Information Services web site at**

**[http://www.cardiff.ac.uk/schoolsanddivisions/divisions/
insrv/help/guides/index.html](http://www.cardiff.ac.uk/schoolsanddivisions/divisions/insrv/help/guides/index.html)**

Also available in alternative formats

**All reasonable checks are made to ensure that the
information contained in this guide is correct at the
time of going to press.**