



# **Getting Started**

Evo Desktop Family  
Evo Workstation Family  
Deskpro Workstations

Document Part Number: 191077-004

**January 2002**

This book will help you set up factory-provided software. Basic troubleshooting is also provided should you have problems during initial startup.

Enhanced for accessibility.

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**WARNING:** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

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**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

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## Installing the Operating System



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**CAUTION:** Do not add optional hardware devices or third-party devices to your computer until the operating system is successfully installed. Doing so may cause errors and may prevent the operating system from installing properly.

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The first time you turn on your computer, you may be prompted to select a language for your operating system (OS) and then you will be asked to install your OS. You may have more than one choice of OS. Once you have selected an OS, you must install it completely. Read and follow the instructions on the screen to complete the installation of the OS.

If electing to use an OS different than what was shipped with your system, refer to the following support Web site locations for additional support that may be available.

■ Compaq Evo™ Desktops

<http://www.compaq.com/support/desktops/index.html>

■ Compaq Deskpro™ Workstations and Evo Workstations

<http://www.compaq.com/support/workstations/index.html>

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**CAUTION:** During the OS installation process, do not turn off your computer unless you are directed to do so.

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If your system has a CD-RW drive, you must install the appropriate application to be able to write to the drive. To install the drivers, double-click the *Setup Compaq Software* icon on the desktop or the application launcher and select the Easy CD Creator and Direct CD option when prompted.

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Compaq is committed to designing products, services, and programs with improved usability and accessibility for all customers. Compaq products with Microsoft Windows XP preinstalled, or that are XP Ready, are designed for accessibility. These products are tested with industry-leading Assistive Technology products to ensure equal access -- anytime, anywhere ... to anyone.

## File System Format

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Depending on your system, you may be prompted to select a file system format during the initial setup of your system.

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Hard drives can be configured in three basic formats: FAT16, FAT32, or NTFS, with variances of each, depending on the operating system and hard drive support. To check the file system format assigned to your hard drive (factory settings), open My Computer, right-click on Local Disk (C:), then select Properties.



Microsoft Windows 98 supports the FAT32 file system format only.

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## Converting to NTFS

Depending on which file system format your hard drive is using, the following utility may be available for you to convert part or all of the drive partition to NTFS format.



**CAUTION:** You may experience data loss if you attempt to convert your drive to NTFS using the methods described in this section. Before converting your drive, make a backup copy of all data stored on your hard drive.

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## Desktop Icon

Double-click the *NTFS Convert* icon located on the desktop. Read and follow the instructions that appear on the screen to change the drive partitioning. This feature is available on select models only.

## Installing or Upgrading Device Drivers

To install optional hardware devices after the OS installation is complete, you must install the device drivers for the device you are installing.

If prompted for the I386 directory, replace the path specification with C:\I386, or use the *Browse* button of the dialog box to locate the I386 folder. This action points the OS to the appropriate drivers.



You can obtain the latest support software, including support software for your OS from the Compaq Web site:  
<http://www.compaq.com/support>

You can also obtain the latest support software through a subscription to the Compaq Support CD Kit using the Support Software Management order form available at one of the following Web sites:

<http://www.compaq.com/support/files/workstations/us/purchase.html>

<http://www.compaq.com/support/files/desktops/us/purchase.html>

These sites also provide information on how to purchase a subscription.

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## Customizing the Monitor Display

To change the default configuration settings for your monitor display, such as the screen resolution, color settings, and font sizes, double-click the *Display* icon in the Control Panel. For more information about your display driver and other utilities that you can use with your graphics controller, refer to your graphics controller documentation.



You can obtain the latest graphics drivers from the Compaq Web site at <http://www.compaq.com/support>.

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## Turning Off Your Computer

To properly turn off your computer, click *Shut Down* on the Start menu. The computer will automatically shut down.

In Windows NT Workstation 4.0, the power button always functions as a power switch. However, in the default configuration of Windows 98, Windows 2000 Professional, Windows XP Professional or Windows XP Home, pressing the power button does not turn off the power, but causes the computer to enter a low-power state. This default configuration allows you to quickly power down, without closing applications, and to quickly return to the same operational state without any data loss.



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To manually force the computer into an OFF state, press and hold the power button for four seconds. To reconfigure the power button to work in On/Off mode, run Computer Setup. Refer to the *Computer Setup Guide* for Computer Setup instructions.

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## Protecting Your Software

To protect your software from loss or damage, keep a backup copy of all system software, applications, and related files stored on your hard drive. Refer to your OS or backup utility documentation for instructions on making backup copies of your data files.

## Restoring Your Software

Compaq Deskpro Workstations, Evo Desktops, and Evo Workstations ship with a specific *Compaq Restore* CD, a *Compaq Operating System* CD, and a *Microsoft Service Pack* CD. For more information on this topic, refer to the appropriate CD that came with your computer.



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The *Microsoft Service Pack* CD may be integrated with the *Compaq Operating System* CD on select models.

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## Using the Compaq Reference Library CD

Refer to the *Compaq Reference Library* CD for additional product documentation. Insert the compact disc into the CD-ROM drive, then select the document you want to read from the menu that appears on the screen.



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The menu and documents are displayed in the language chosen during your initial system setup or specified later in your Windows Regional Settings. If the Regional Settings do not match any of the languages supported on the CD, the menu and books are displayed in English.

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## Getting Help

Additional help and other information can be obtained through Compaq Technical Support information at <http://www.compaq.com> or in the warranty information included with your computer.



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## Basic Troubleshooting

### Overview

This chapter is intended for basic troubleshooting only. A comprehensive *Troubleshooting Guide* is available on the *Compaq Reference Library* CD and on the Web at <http://www.compaq.com/support>.

You may elect to purchase a *Compaq Quick Troubleshooting Guide* (part number 153837-001) that contains easy to follow flow charts that can lead you through the debug process. This guide was written for Compaq authorized service providers and contains steps that may be beyond the technical capabilities of some users. Improperly performing some processes identified in the guide may damage the computer and/or void your warranty. If you are unsure of your ability to perform the task, or if you are concerned about voiding your product warranty, contact your local authorized sales or service representative before undertaking the recommended corrective action.

If electing to use an OS different than what was shipped with your system, refer to the following support Web site locations for additional support that may be available.

- Compaq Evo Desktops

<http://www.compaq.com/support/desktops/index.html>

- Compaq Deskpro Workstations and Evo Workstations

<http://www.compaq.com/support/workstations/index.html>

## Helpful Hints

If you encounter some minor problem with your computer, monitor, or software, refer to the following list of general suggestions before taking further action:

- Check that the computer and monitor are plugged into a working electrical outlet.
- Check to see that the computer is turned on and the green power light is on.
- Check to see that the monitor is turned on and the green monitor light is on.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- Press and hold any key. If the system beeps, then your keyboard is operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Reconfigure your computer after installing a non–plug and play expansion board or other option. See “Solving Hardware Installation Problems” for instructions.
- Be sure that all the needed device drivers have been installed. For example, if you have connected a printer, you need to install a printer driver.
- Take out all diskettes from the diskette drives when you turn on your system.



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**CAUTION:** When the computer is plugged into an AC power source, there is always voltage applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

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## Interpreting the Diagnostic Lights

Compaq computers feature diagnostic lights or LEDs (light emitting diodes) to indicate various computer states or errors. The following tables describe the diagnostic light indications. Refer to the *Troubleshooting Guide* on the *Compaq Reference Library* CD for more information.

### Computer LEDs

LED	Color	LED Activity	State/Message
Power	Green	On	(S0) Computer on
Power	Green	1 flash every 1 second	(S1) Normal suspend mode
Power	Green	1 flash every 2 seconds	(S3) Suspend to RAM (if applicable)
Power	Green	1 flash every 4 seconds	(S4) Suspend to disk (if applicable)
Power	Clear	Off	(S5) Computer off
Power	Red or Yellow*	4 flashes every 1 second, or 2 flashes 1 second apart followed by a 2 second pause	CPU thermal shutdown
Power	Red or Yellow	On	CPU not installed or incorrect processor installed
Power	Red or Yellow	1 flash every second	ROM error
Power	Red or Yellow	1 flash every 2 seconds	Power supply overload
Network Controller	Green	On	Network link (Evo Workstation W8000 only)
Network Controller	Green	Flashing	Network activity (Evo Workstation W8000 only)
Hard Drive	Green	Flashing	Hard drive activity

\*Power LED may not flash on some models.

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### Keyboard LEDs

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LED	Color	LED Activity	State/Message
Num Lock	Green	Flashing	Memory error
Caps Lock	Green	Flashing	No video
Scroll Lock	Green	Flashing	System board failure, prior to video

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The FailSafe Boot Block ROM allows for system recovery in the unlikely event of a ROM flash failure, as for example if a power failure were to occur during a ROM upgrade. The Boot Block is a flash-protected section of the ROM that checks for a valid system ROM flash when power to the system is turned on.

The following table lists the various keyboard light combinations used by the Boot Block ROM, as well as the meaning and action associated with each combination. Refer to the *Desktop Management Guide* for more detailed information.

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**Keyboard Light Combinations Used by Boot Block ROM**


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<b>FailSafe Boot Block Mode</b>	<b>Color</b>	<b>LED Activity</b>	<b>State/Message</b>
Num Lock	Green	On	ROMPaq diskette not present, is bad, or drive not ready.* The screen displays a Boot Block Recovery message when using an embedded graphics controller or a PCI or AGP graphics controller card.
Caps Lock	Green	On	Enter password.*
Num, Caps, Scroll Lock	Green	Turn on and off 2 times (accompanied by 1 long and 3 short beeps)	ROM flash failed.*
Num, Caps, Scroll Lock	Green	On	Boot Block ROM Flash successful. Turn power off, then on to reboot.

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Diagnostic lights do not flash on USB keyboards.

\*Insert valid ROMPaq diskette in drive A. Turn power switch off, then on to reflash ROM. If ROM flash is successful, all three keyboard LEDs will light up and you will hear a rising tone series of beeps. Remove diskette and turn power off, then on to restart the computer. For more information about flashing the ROM, refer to the *Troubleshooting Guide*.

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## Solving Minor Problems

You may be able to easily resolve the minor problems described in this section. If a problem persists and you are unable to resolve it yourself or if you feel uncomfortable about performing the operation, contact your Compaq authorized dealer or reseller.

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### Solving Minor Problems

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Computer will not turn on.	Computer is not connected to an external power source.	Connect to an external power source.
	Cables to the external power source are unplugged.	Ensure that cables connecting the computer to the external power source are plugged in properly and the wall outlet is active.
	A defective PCI or ISA card has been installed.	Remove any expansion board that was just installed.
	Drive power, data, or power supply cables may not be properly connected.	Reseat drive power, data, and power supply cables.
	The unit temperature was exceeded. The fan may be blocked.	<ol style="list-style-type: none"><li>1. Unit is in an exceedingly hot environment. Let it cool down.</li><li>2. Ensure that computer air vents are not blocked and internal fan is running.</li></ol> Contact Compaq authorized reseller or service provider.
	Power line selector switch on rear of computer chassis is not switched to correct line voltage (115V or 230V) (some models).	Select the proper AC voltage using the slide switch.

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**Solving Minor Problems (Continued)**


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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Computer appears locked up and will not turn off when the power button is pressed.	Software control of the power switch is not functional.	Press and hold the power button for at least 4 seconds until the computer turns off.
Computer date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. Battery life is approximately 35 years.	First, reset the date and time under Control Panel. If the problem persists, replace the RTC battery. Refer to the <i>Hardware Reference Guide</i> for instructions on installing a new battery, or contact your Compaq authorized dealer or reseller for RTC battery replacement.
Computer powered off automatically and the Power LED is:  1. Flashing Red or Yellow four times per second, OR  2. Flashing Red or Yellow two times one second apart, followed by a two second pause, OR  3. Not flashing.	The unit temperature was exceeded. The fan may be blocked.	<ol style="list-style-type: none"> <li>1. Unit is in an exceedingly hot environment. Let it cool down.</li> <li>2. Ensure that computer air vents are not blocked and internal fan is running.</li> </ol> <p>Contact Compaq authorized reseller or service provider.</p>
	The unit temperature was exceeded because the computer was functioning with the cover or access panel removed.	Replace cover or access panel, and let the computer cool down before attempting to turn on power to the computer.
Computer appears to pause periodically.	Network driver is loaded and no network connection is established.	Establish a network connection, or use Computer Setup or Windows Device Manager to disable the network controller.

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## Solving Minor Problems (Continued)

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Cannot remove computer cover or access panel.	Smart Cover Lock, featured on some computers, is locked.	Unlock the Smart Cover Lock using Computer Setup (F10 Setup).  The Smart Cover FailSafe Key, a device for manually disabling the Smart Cover Lock, is available from Compaq. Use the FailSafe Key in case of a forgotten password, power loss, or computer malfunction.
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys.
Blank monitor screen.	Monitor is not turned on and the monitor light is not on.	Turn on the monitor and check that the monitor light is on.
	The cable connections are not correct.	Check the cable connection from the monitor to the computer and to the electrical outlet.
	The energy saver feature has been enabled.	Press any key or click the mouse button and, if set, type your password.
	The RGB (Red, Green, Blue) input switch on the monitor is incorrectly set.	Set the monitor's RGB input switch to 75 ohms and, if there is a sync switch, set it to external.
	You are using a fixed-sync monitor and it will not sync at the resolution chosen.	Be sure that the monitor can accept the same sweep rate as the resolution chosen.
	The VGA/BNC selector switch is not properly set.	Set the selector switch to agree with the cable connection.

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### Solving Minor Problems (Continued)

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
SCSI hard drives are not recognized after being installed when running under Windows NT.	SCSI drivers were not installed on the system prior to the Windows NT installation.	<p>Install the SCSI drivers on your system first, then install WindowsNT.</p> <p>To download SCSI drivers for your Compaq system, visit the Compaq Web site at <a href="http://www.compaq.com/support">http://www.compaq.com/support</a>.</p> <p>For information on installing SCSI drivers, see the <i>Troubleshooting Guide</i> Appendix E, "Installing SCSI Drivers for Windows NT Installation."</p>

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## Solving Hardware Installation Problems

You may need to reconfigure the computer when you add or remove hardware, such as an additional diskette drive. If you install a plug and play device, Windows 98, Windows 2000, Windows XP Professional and Windows XP Home automatically recognizes the device and configures the computer. If you install a non–plug and play device, you must reconfigure the computer after completing installation of the new hardware. In Windows 98, Windows 2000, Windows XP Professional and Windows XP Home , select the *Add New Hardware* icon in the Control Panel and follow the instructions that appear on the screen. To reconfigure the computer in Windows NT 4.0 after installing new hardware, use the utility provided with the hardware.

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### Solving Hardware Installation Problems

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
A new device is not recognized as part of the system.	Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and that pins in the cable or connector are not bent down.
	Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
	When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.

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