HEWLETT PACKARD

Internet Advisor

Software Installation Guide

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Contents

Introduction

This document describes the requirements and installation instructions for:

- Windows 98 Second Edition
- Internet Advisor Software
- Internet Advisor Electronic Documentation

Windows 98 and Internet Advisor software version 11.0 and greater can only be installed on C and D model Internet Advisors.

System Requirements

To install Internet Advisor software version 11.0 and greater, you will need:

- a C or D model Internet Advisor with a 1 GB or larger hard drive
- a supported CD-ROM drive
  - HP J2927A (4X/8X)
  - Port, Inc. NW24XCD (24X)
  - Panasonic:
    - KXL-D740 (4X)
    - KXL-783A (8X)
    - KXL-810A (20X)
    - KXL-807A (20X)
  - MicroSolutions (suffix 700 product #s are equipped with sound card) (not supported for Option 506 units)
    - 164550 and 164700 (4X)
    - 165550 and 165700 (6X)
    - 166550 and 166700 (8X)
    - 167550 and 167700 (32X)
- to install Windows 98 Second Edition

You can use an unsupported CD-ROM drive, but the installation process makes certain assumptions about the CD-ROM DOS driver installation. If these assumptions are incorrect, the CD-ROM drive may not be compatible with the Windows 98 installation process. If you are using an external hard drive (Option 506), you must use a supported CD-ROM drive.

FAT32 Support

Software version 11.0 is the first release compatible with Microsoft's "large disk support" or FAT32. The J2300C still supports the WAN DOS low speed application (Green Screens). Some features of this application are not compatible with FAT32 and if installed on a FAT32 drive will result in the hard drive being destroyed. Numerous safeguards have been put in place to prevent the installation of this application on FAT32 drives. The DiscTec external hard drives (for Option 506) do not support FAT32. If you use FAT32 on a DiscTec drive, you will encounter severe hard drive problems.

Internet Advisors that support FAT32 will be pre-configured with FAT32 at the factory. If you currently use FAT16, you can either repartition and reformat your hard drive to use FAT32 before installing Windows, or you can use the "Drive Converter (FAT32)" utility provided with Windows 98 after installing Windows.

Items Required to Install the Software

General
- Manufacturer's CD-ROM driver diskette (if you are using a CD-ROM drive not supported by the Internet Advisor)

Windows 98 Software
- Internet Advisor Installation Preparation Disk (note, two disks are required for Option 506 units)
- Windows 98 Second Edition CD
- Sufficient blank 3.5" 1.44 MB diskettes to back up existing programs, tests, or other data (prior to reformatting the hard drive)
- Internet Advisor Software CD
- Installation Instructions (refer to "Installing Windows 98 (with Optional Reformat)", page 10)
- Daily Use Disks (required for Option 506 units) (Each Option 506 external hard drive must have a unique Daily Use Disk)

Internet Advisor Software
- Internet Advisor Software CD
- Installation Instructions (refer to "Installing/Upgrading Internet Advisor Software", page 12).

N O T E The BIOS Upgrade Disk and the Additional Drivers Disk (shipped previously) have been superseded by the Installation Preparation Disk and the Internet Advisor CD.

Installing Windows 98 (with Optional Reformat)

In this section you will install Windows 98 Second Edition (and optionally reformat your hard drive).

Fresh Install Option

The Fresh Install option will reformat the hard drive. You will lose all installed programs, customized tests, or data files that you have created. Make sure that you back up all files you want to save before you perform a Fresh Install. If Windows 98 Second Edition is not already installed on the Internet Advisor, you must select the Fresh Install option.

Normal Install Option

The Normal Install option will install Windows 98 Second Edition over top of an existing installation of Windows 98 Second Edition without reformatting the hard drive. A Normal Install requires ~140 MB of free disk space.

Read through this entire section before you begin installing Windows 98.

Before you begin

Remove all peripheral hardware (including undercradles) - you can leave a serial mouse attached.

1 If you have Internet Advisor software already loaded and you are in the Alternate Boot Mode, you must return to Windows and properly shut down before continuing.

2 Insert the Internet Advisor Installation Preparation Disk into the floppy disk drive. (For Option 506 units, insert Installation Preparation Disk 1 - labelled for Option 506. Attach the external hard drive to the parallel port and ensure the LED light is on.)

3 Turn on the Internet Advisor and wait while the installation process sets up and surveys your system. This takes several minutes.

4 Follow the instructions on the screen until Windows setup is complete (the "Welcome to Windows 98" dialog is displayed).
At the BIOS Upgrade Procedure screen, make sure and note the BIOS filename. You will need it later in the installation process.

5 If you have an SVGA display AND you selected the Fresh Install option, proceed with this step to adjust the display resolution. Otherwise, skip to Step 6.

    a. From the Start menu, select | Settings | Control Panel.

    b. Double click the Display icon and select the Settings tab.

    c. In the Display Properties dialog, select the Advanced... button.

    d. Select the Monitor tab and then the Monitor... button.

    e. In the Models list, select Laptop Display Panel (800x600). Select OK to accept.

    f. In the Advanced Display & Properties dialog, select Close.

    g. In the Display Properties dialog, find the Screen Area box and slide the bar to the right to increment the resolution to 800x600 pixels. Select OK to accept.

6 If you selected the Normal Install option, skip to Step 7. Otherwise, proceed with this step to set up the sound hardware.

    a. From the Start menu, select | Settings | Control Panel and double click the Add New Hardware icon.

    b. In the Add New Hardware wizard, select Next >. On the next screen, select Next > again. Windows 98 will scan the system for new plug-and-play hardware.

    c. If Windows 98 reports that new hardware was found, select "No, the device isn't in the list" and select Next >.

    d. In the next screen, select "No, I want to select the hardware from a list" and select Next >.

    e. In the Hardware Types list, select "Sound, video and game controllers" and select Next >.

    f. In the Manufacturers list, select "ESS Technologies, Inc.". In the Models list, select "ES1887 Plug and Play Audiodrive". Select Next >.

    g. Select Finish.

7 From the Start menu, select Shut Down. In the Shut Down Windows dialog, select Shut Down and then OK.

Now that you have prepared your mainframe for Internet Advisor software installation, do not use the unit for any other purpose until installation is complete.

Installing/Upgrading Internet Advisor Software

In this section you will install the Internet Advisor software applications that are compatible with your hardware configuration. You can also install the Internet Advisor electronic documentation for later viewing and/or printing.

Internet Advisor software version 11.0 and greater is compatible only with Internet Advisors that use Windows 98 Second Edition.

Read through this entire section before you begin installing applications.

1 Attach and turn on the CD-ROM drive.

2 Turn on the Internet Advisor.

3 Verify that drivers have been installed.

   a. Supported PCMCIA CD-ROM drives are automatically set up when first detected by Windows.

   b. If you are using a MicroSolutions Backpack, you will need to set it up. From the Start menu, select | Settings | Control Panel | Add New Hardware. As prompted, select SCSI Controller, MicroSolutions, Backpack.

   c. If you are using an unsupported CD-ROM drive, follow the manufacturer's instructions to install the drivers.

4 Insert the Internet Advisor CD in the CD-ROM drive.

5 Verify the drive letter for the CD-ROM drive by double clicking My Computer on the Windows desktop.

6 From the Start menu, select Run.

7 Type D:\SETUP (use the correct letter for your CD-ROM drive) and select OK.

8 When the Welcome screen is displayed, select Next to start a survey of your system. This takes a few minutes.

9   In the Select Mainframe Type screen, check that the correct Internet Advisor model is selected and then select Next.

10 In the Specify Internet Advisor Undercradles dialog box, select the undercradles you will be using with the mainframe and select Next.

11 In the Select Applications to Install dialog box, relevant software applications and the electronic documentation are pre-selected for installation. If you wish, modify the selected options and select Next.

12 A Question screen will be displayed that lists the applications you selected in the previous step. If the information is correct, select Yes to accept and continue. If not correct, select No, and modify your selection.

13 The Internet Advisor applications you selected are installed on your hard drive. Depending on your selections, this could take up to an hour.

    As files are installed, you may be prompted if you want to overwrite a read-only file. Select "Don't display this message again", and then select Yes.

    If the Internet Advisor does not have enough free space to load all the applications, a dialog prompts you to install fewer applications or to remove some files on the hard disk to free more space. After you free enough space on the hard drive or unselect some applications, restart at Step 6 in this section.

14 When all the files have been installed, the Setup Complete screen is displayed. Select Finish to reboot the Internet Advisor. Remove the Internet Advisor CD.

15 Close the Welcome screen if it displays.

16 Install Adobe Acrobat Reader using the installation kit on the Internet Advisor. On the Windows desktop, double click on the "Install Adobe Acrobat" icon. Follow the instructions on the screen and accept all license agreements.

    Congratulations! The Internet Advisor CD installation is complete. You can now shut down your Internet Advisor or begin using it.

    Refer to the technology specific Getting Started guides (ATM, WAN, LAN) for information to help you start an application.

Viewing Electronic Documentation

In addition to the paper documentation shipped with your order, all the Internet Advisor documentation is also included in PDF format on the:

- Software CD - so you can select the documentation (in addition to software applications) to install on your hard drive, and view or print later.

- Electronic Documentation CD - so you can view the documentation from the CD on any PC.

To View Installed Electronic Documentation

1 On the Windows desktop, double click on the 'Install Adobe Acrobat' icon. Follow the instructions on the screen and accept all license agreements.

2 On the Windows desktop, double click on the 'Online Product Guides' icon. Select the document you want to view or print.

To View Electronic Documentation from the CD

1 To view the documentation on any other PC, download Adobe Acrobat Reader from the Adobe web site and follow the instructions to accept the license agreements.

2 Insert the Electronic Documentation CD into the CD-ROM drive.

3 On the Windows desktop, double click on My Computer and double click on the CD-ROM drive icon.

4 Double click on the file 'Online Products Guide.html'.

5 Select the document you want to view or print.

6 Using Acrobat Reader, you can print the entire document by selecting the File pulldown menu and selecting Print.