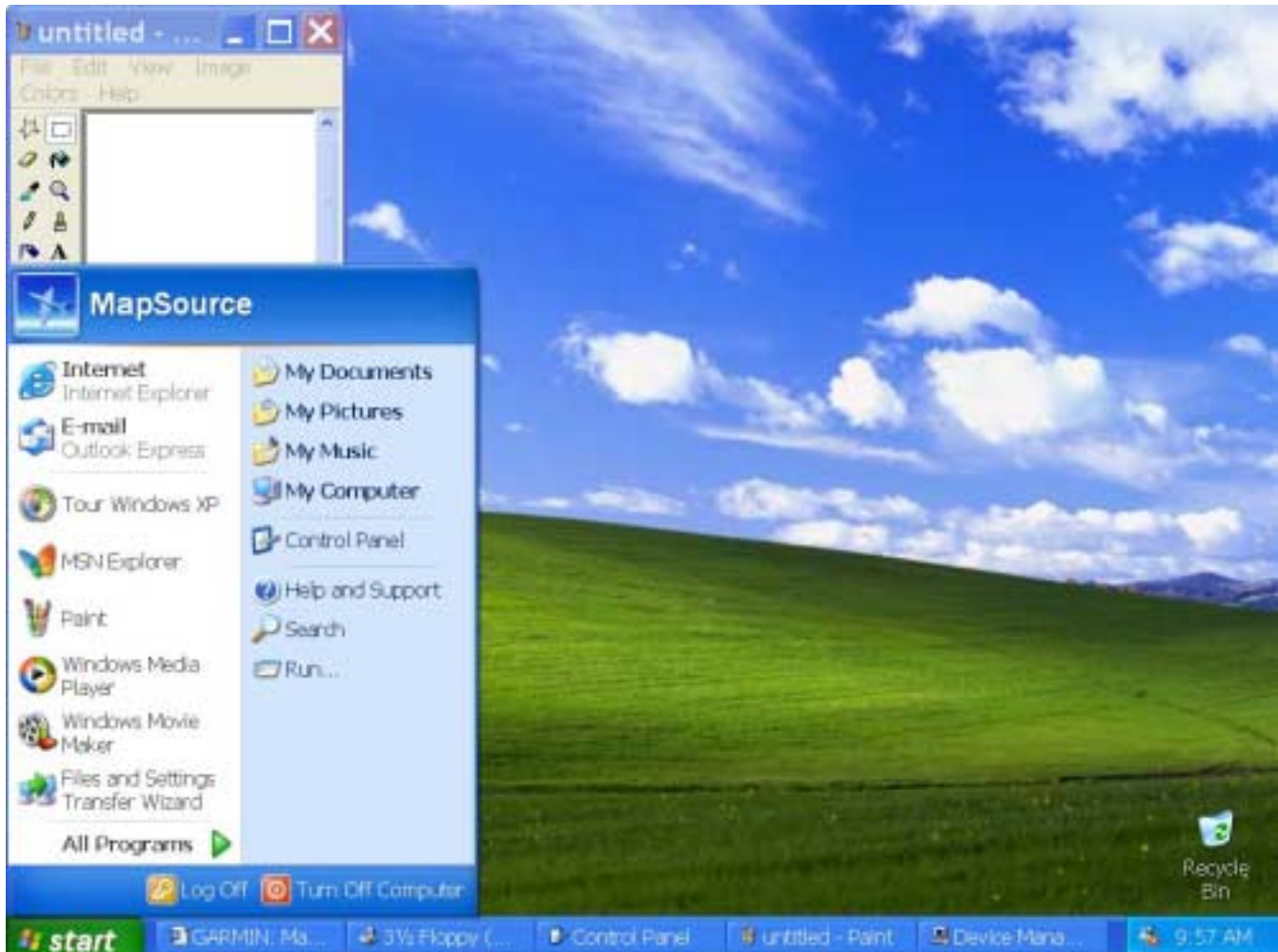


Windows XP Help Guide

Windows XP is slightly different than any previous Windows Operating Systems. The look is the primary difference that we will notice. The first difference is in the Start Menu. Also the Menu may look different on each customer's system due to customization. The desktop has a completely different look, the customer may not have any icons on the desktop except for the Recycle Bin.



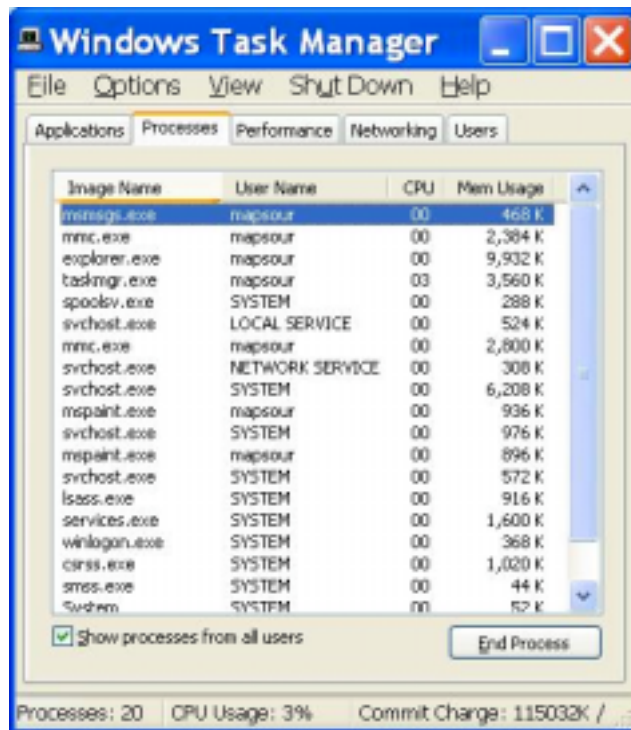
All testing has been done with Windows XP Home Edition, it is a clean install on a new PC. I am unable to cause any problems. The key is to try the normal procedures that we use to troubleshoot problems. The customer's that have done an upgrade to Windows XP, may have another set of issues due to the remnants of the previous operating systems.

Start Menu Difference in XP

Access through the Start Menu is slightly different. For Example here is how to access HyperTerminal.



- The Task Manager is obtained by Ctrl+Alt+Delete. It then functions just like Win 2000.



- **XP Device Manager**

The first question of course is how do I get there. There are several methods.

- The first is by going to Start, then Control Panels, then double clicking on system. You will then need to select the Hardware tab, then select the Device Manager button from the Device Manager section in the middle of the tab



- The second method is by right clicking on the My Computer icon on the Desktop.
- You may then select Manage. This will open the split screen version of the device manager.
- You may also select Properties. This brings the same window as selecting System from the Control Panels.



Navigation through the Device Manager is just like Win 2000. Access to the Com Ports as well as making adjustments to the Com Ports is identical to 2000.

The USB Card Programmer is Uninstalled just like from within 2000. You will select the Card Programmer, then select Action, then Uninstall. Agree to the removal, then select Action again, this time select, Scan for Hardware Changes. This will search for the new device that is connected, then launch the new Hardware wizard.

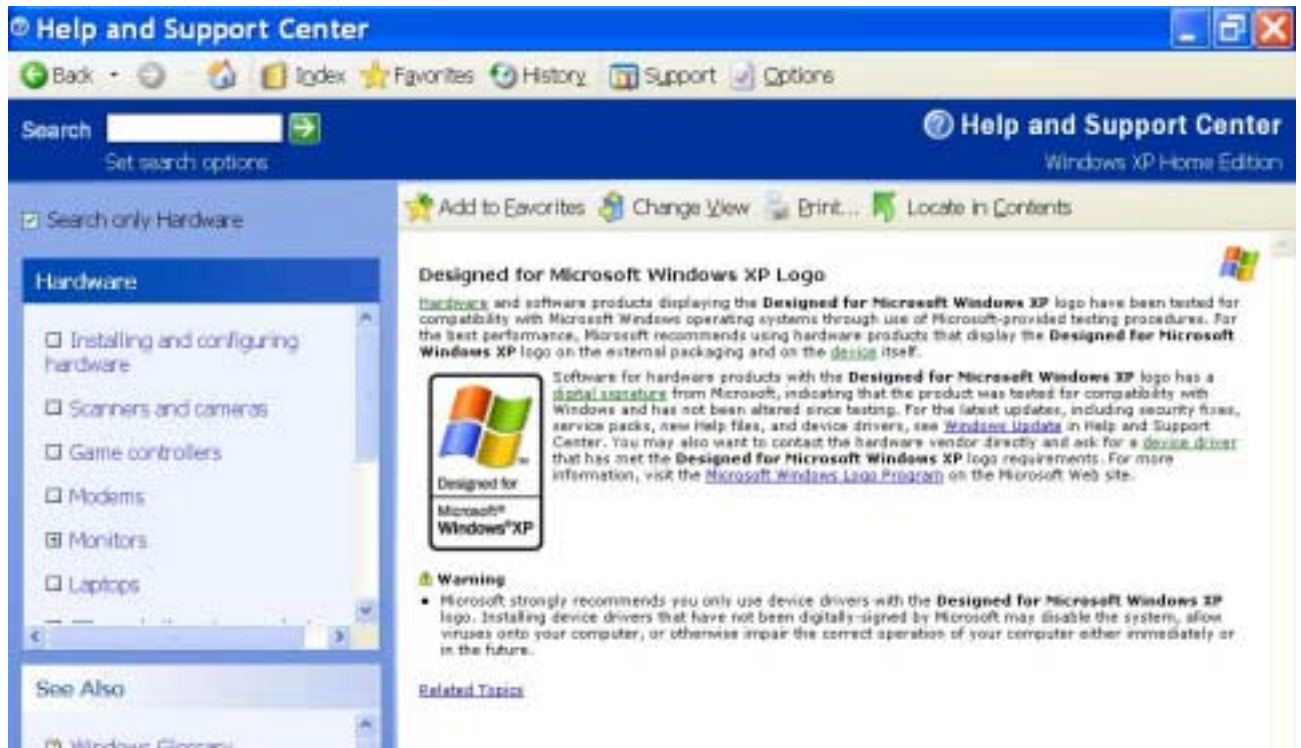
XP USB Card Programmer Notes

The installation of the USB Card Programmer is close to what we are used to seeing.

- The Found New Hardware Wizard actually runs twice. The first time it runs, it installs the grmn0200.sys driver. It then runs a second time, during the second run it will install the grmn1200.sys driver.
- During the installation a new window pops up warning that the drivers are not Win XP approved. That is okay, the drivers will still work with Win XP.



- If the customer follows the Tell me why this testing is important.



Windows XP USB Card Programmer Install Procedure

The installation procedure begins with making sure the CD with the drivers is installed in the Drive, then plug in the card Programmer. This should launch the New Hardware Wizard.



- We want to allow windows to search for the drivers. This is preferred. The customer MUST have the CD in the drive.
- The customer will get a Window next stating the drivers are not Win XP approved. This is okay, the drivers will still work. This message gives some customers the misconception that the Card Programmer is incompatible with XP.



- Stop installation is the default, so if the customer just presses enter, the installation will halt. The customer must select Continue Anyway with the mouse.



- The window show us what driver is being installed, and where.
- Once this has completed, the Found New Hardware Wizard window opens telling you the first part of the installation is complete.



- Click Finish to close the first run of the Found New Hardware Wizard.

- A second Found New Hardware Wizard will Launch.
- This window shows that the grmn1200.sys is ready to be installed.



- Another window will appear telling us that the driver is not XP approved, once again select Continue Anyway.



- Once again we get a status window telling us what is being loaded, and where.

- The Found New Hardware Wizard Completed screen will then appear. So we will select Finish.



- This should complete the install.

Alternate Issues with the Found New Hardware Wizard in XP

- You may need to select a different option from the Found New Hardware Wizard.



- The customer may select the specific location to search for the drivers. However when they do this, they are only specifying the location, you will not see the drivers when you browse. The reason is the browse is a browse for folders function.
- The customer may also specify the driver to install. If this option is chosen a window like this will appear.



- The install will run just like it does under 2000, or 98 in regards to looking for the location of the drivers.
- If Have Disk is selected, then it is a browse for folders feature, you will not be able to see the actual drivers during the browse for Folders function, you may only select the directory where the CD is located.

