

# question time

This month we solve the mystery of .TMP files, find a missing Windows 95 Taskbar and a deleted system font, answer a query about achieving a tidier hard disk, and explain why you need more than VGA graphics hardware to run Encarta 97

My question is very simple: is there an add-on for Windows 95 that will make it work in Chinese?

**Choy Lar Lam,**  
Thamesmead, London



There isn't an add-on as such, but Microsoft does sell a Chinese version of Windows 95. Your best bet is to call the Microsoft Connection on 0345 002000, and discuss your specific requirements.

At Christmas, I bought a PC for family use and up until recently, I've not had any problems with it. Unfortunately, the two youngest members of my family (the children!) have somehow managed to lose the Windows 95 Taskbar.

I've got absolutely no idea what they did to achieve this, but now I cannot get to the 'Start' button. When I move the mouse to the bottom of the screen I can see the Taskbar move up a tiny bit, but it goes no further – it almost seems as though it's stuck. I don't know how to run programs without using the 'Start' button, so at the moment my computer is completely useless. What on earth have my kids done, and how can I solve this infuriating problem?

**J Southgate,** Sheffield

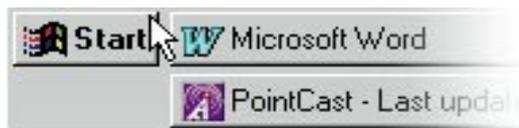
Your children have simply reduced the size of the Taskbar to its smallest size – which basically means it is now all but invisible.

To get it back, simply place your mouse cursor over the part of the

Taskbar that appears (the cursor will change to a two-headed arrow), click the left mouse button and 'drag' the Taskbar up.

When you do this you might notice that you can make the Taskbar much larger than it normally is – right up to half-screen size, in fact. If you regularly have lots of applications and open windows, a

larger Taskbar gives more room for the associated icons.



**Q**

According to the manual, the graphics hardware in my notebook computer is of VGA standard and capable of displaying resolutions up to 640x480. I want to buy Microsoft's Encarta 97 encyclopaedia but it specifies a minimum SVGA graphics card, and resolution of 640x480. Why won't Encarta 97 run on my VGA notebook at a resolution of 640x480? What makes SVGA different at this same resolution?

**Mr A Fitton,**  
Potters Bar, Hertfordshire



VGA is indeed capable of a 640x480 resolution, but at this level it is restricted to displaying just 16 colours. At the same resolution, SVGA (SuperVGA) can manage 256 (or more) colours and this is the minimum requirement for running Encarta 97.

**A**

While working through your excellent 'Optimising Windows 95' feature (Computer Class, February 1997 issue), I stupidly deleted the Courier system font – exactly the sort you said should not be deleted! I only did this recently and I'm wondering if it's possible to get this system font back?

**Martin W Pinkerton,**  
King's Norton, Birmingham

As long as you haven't deleted too many files or programs since doing this, the Courier font file should be in your Recycle bin.

To recover the Courier file all that you need to do is list the contents of your Recycle bin by double-clicking its icon on your Windows 95 Desktop and find the Courier font file called 'COURE.FON'. Right-click this file and select 'Restore' from the pop-up menu.

As it's a system font, once you've restarted your system, the Courier icon (this has a red 'A' in the middle to indicate it's a system font) will reappear in your Fonts folder.

## Question time

I recently purchased an IBM Thinkpad 386DX notebook PC together with a Panasonic fax machine and have been using both without problems. However, I have heard that some fax machines can be hooked up to a PC and used as a modem. Can I use my Panasonic fax in this way, and, if so, how?

**Ahmed M Salih,  
Cairo, Egypt**

Certain fax machines can indeed be used as a PC modem. Usually, doing so requires little more than buying a serial connecting cable and installing the appropriate driver software. Panasonic does make some fax machines that can be used in this way but, unfortunately, you did not specify the model number of your machine in your letter. Call Panasonic's UK helpline on 0500 404041 and have the details at the ready.

I have a Pentium 166MHz PC running Windows 95. Over the past few months I have installed a number of utility and reference programs, not to mention a few games! The more programs I add, the messier my hard disk seems to be getting. Can I create some folders – say, 'Utilities' and 'Games' – and then drag into them my existing programs from their installation folders?

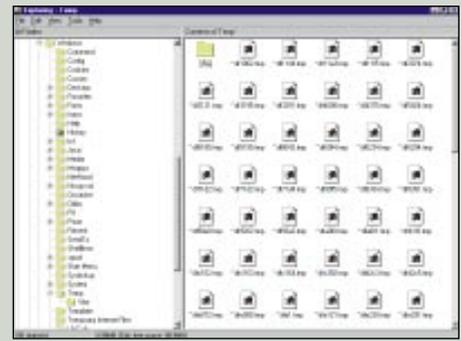
**GM Rogers, Huddersfield**

If by 'hard disk' you mean the files and folders you see when you examine the C: drive using Explorer, then the answer is no. If you were to drag a program from its installation folder into a new folder, you would experience all sorts of problems when you subsequently tried to run that program. This is because most programs will make references to the original installation folder when they launch and while

# Q

While looking over the contents of my hard disk recently I've noticed lots of strange files appearing. These files include: WIN.---; SYSTEM.---; WIN.001; SYSTEM.001; AUTOEXEC.OLD and CONFIG.OLD, among several others. None of my friends can offer suggestions as to what these files might be, and I've no idea how they got there in the first place. I also discovered a folder called 'TEMP' that contains dozens of files ending in .TMP. Where do all these files come from, and can I safely delete them?

**James Parnell, Torquay, Devon**

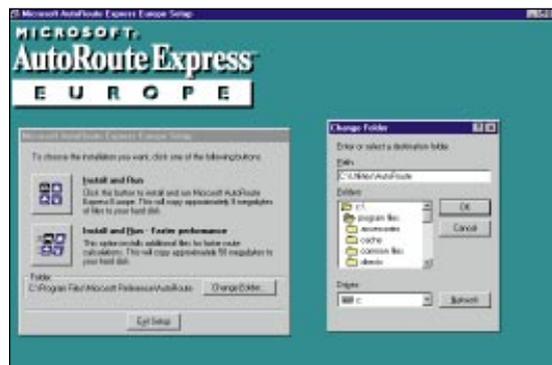


# A

As its name suggests, the TEMP folder is a place where Windows 95 stores files temporarily. This is usually necessary when a program (such as Microsoft Word) performs an 'autosave' – the file you are working on is temporarily saved in the TEMP folder and given a cryptic filename ending in .TMP. If your computer crashes or you experience a power loss while working, Windows will use these .TMP files to try and recover the documents you were working on before the crash. Some programs also use the TEMP folder to store temporary files used during their installation and these are usually automatically removed once the installation is complete.

In theory, if there are no applications running on your PC, the TEMP folder should be empty. However, programs do crash and installation routines aren't always perfect so files can be left behind in the TEMP folder that are not needed. Generally speaking, it is safe to delete files in the TEMP folder, as long as there are no documents open in another application. If you are unsure, however, leave the files where they are as they don't usually take up too much disk space.

As for the other files you mention, these are quite common and result from installing applications. Some programs make backup copies of the important system files (WIN.INI, SYSTEM.INI, CONFIG.SYS and AUTOEXEC.BAT) during the installation procedure and it is these backup files that concern you now. Although they can probably be deleted without causing you any problems, we recommend you first move them into another folder. That way, if you've accidentally moved important files and problems arise, they can always be put back.



they're running. It's not impossible to move folders, however, and software is available that will do it for you – see the review of Uninstaller 4 in this month's Up Fronts, for example.

A simpler solution for a tidier hard disk is to uninstall and then re-install the offending programs into folders of your choice (ensuring that you've first backed up all your important data files. Most Windows 95 programs will let you change the installation folder – just keep a lookout for a button marked 'Change Folder' when you run the setup program.

If, on the other hand, you are referring to the messy structure of the Windows 95 Start menu, then this can be easily rectified. If you right-click on the Start button, you can open it just like any other folder. You can then move folders and create new ones until you have a structure that you are happy with. The folders in the Start menu are separate from the ones on the hard drive and rearranging them in this way will not affect the original programs.



**W**e regret that we cannot provide readers with individual replies but, if you have a question or problem you want to share with other readers, write to us at: Question Time, *What PC?* Editorial, VNU House, 32-34 Broadwick St, London W1A 2HG.

If possible, please include details of your hardware and preferably copies of your AUTOEXEC.BAT and CONFIG.SYS files – and for Windows problems, your SYSTEM.INI and WIN.INI files.

**The writer of every published letter will receive a FREE COPY of either Microsoft Works 95 or Microsoft Publisher 95. Please state which you would prefer.**

