

## FAQs

### General FAQs

#### How do I know my BIOS version?

Spot it on the boot screen, click [Pause/Break] button to write it down.

#### How to install a PS/2 mouse?

Enable PS/2 in Advanced Setup (AMI BIOS). There is a label on the board which points to pin number one when connecting the PS/2 mouse adapter on the board. The Pin number two is not connected because the female connector (on PS/2 Mouse adapter) doesn't have wire on number two slot. The PS/2 mouse port is a 5 pins pin header which is located beside keyboard socket.

#### How do I know which PCB Revision my motherboard is?

Some motherboards have more than one PCB Revision. This is written in the top left corner of the motherboard, next to the ISA slots. In some cases different PCB revisions may not all support the same processors, or may require different BIOSes. This is indicated where applicable.

#### Can I use ECC memory?

Yes, provided your chipset supports it. Check your manual (Overview section) or consult the chipset manufacturer's Web site (Intel or VIA).

#### My FIC Pentium-based motherboard PCI 2.1-compliant?

Yes. All FIC Pentium-based motherboards are PCI 2.1-compliant.

#### How do I know which FLASH chip I have?

Partially remove the sticker from the chip and see the name of the manufacturer. Usually the jumper setting is set correctly in the factory.

**What is the purpose of KB\_LOCK pins located on the front panel connector?**

To lock the keyboard access to the system (if short). This feature works in conjunction with keylock found on some computer cases - when it is locked, it shorts the two KB\_LOCK pins and prevents keyboard access to the system.

**What the DMI utility is used for?**

DMI Configuration Utility can be used to maintain the Management information Format database (MIFD). DMI is also able to auto-detect and record information pertinent to a computer's system such as the CPU type, CPU speed and internal/external frequencies and memory size. The onboard BIOS detects as much system information as possible and stores it in a 4KB Block in the motherboard's Flash EPROM and allows the DMI to retrieve data from this database. The DMI utility also allows the system integrator or end user to add additional information into the MIFD such as serial numbers, housing configuration and vendor information. This information cannot be detected by the motherboard's BIOS and has to be manually entered through the DMI Configuration utility and updated into the MIFD.

**Is my FIC Pentium-based motherboard PCI 2.1-compliant?**

Yes. All FIC Pentium-based motherboards are PCI 2.1-compliant.

**Where can I get the drivers for PCI set motherboards?**

FIC motherboards are based on Intel® and VIA® chipsets, who also make the drivers. To download drivers you need, visit Drivers and Utilities Page. There you will see links to FAQs and other Web sites that explain in detail how to install the drivers.

**How can I get the USB drivers?**

Download Microsoft USB Supplement and a set of generic USB Drivers from Drivers and Utilities Page. You must have Windows 950B (Service Release II, "Windows97") to install these. These drivers resolve the yellow exclamation mark problem (Unknown Devices, USB) in Device Manager.

**How do I use DMI Utility?**

Very carefully, because otherwise your system can become totally unusable after altering and saving some configuration on DMI. DMI Utility should not be run from Windows or DOS version higher than v6.22.

If you accidentally alter some settings using DMI Utility under Windows95 (or MS-DOS that comes with it), flash the system BIOS immediately, do not reboot. In some cases, using Win95 as operating system (for applying DMI Utility) shows insufficient error message while trying to load the Flash utility, that's why we recommend to use DOS 6.22. In that case, the other option is to use the Boot Block feature on the BIOS. Use an ISA VGA card for the system to allow them to boot at least on drive "A" (using DOS 6.22 of course) so you will be able to flash the BIOS at least. If you use DMI from Windows95 DOS prompt or Restart in MS-DOS mode, you will not be able to restart the PC.

#### Why not update BIOS?

In 90% of cases, a BIOS update is released to address a problem with a particular piece of hardware or software. Therefore, the new BIOS gives the system some new (different) parameters to work with. Newer BIOS'es contain all fixes from previous versions. If the fix list of a new BIOS does NOT address any of problems that you may have, it is unreasonable to update BIOS only for sake of it, because you may be using a combination of hardware/software that is incompatible and yet-untested with the BIOS version you're upgrading to.

It is recommended to refrain from updating BIOS without a good reason. If you don't see your problem listed in the fix list, do not update BIOS - better go to a shareware Web site ([winfiles.com](http://winfiles.com), [shareware.com](http://shareware.com), [tucows.com](http://tucows.com)) and update your software or do something less dangerous.

And finally, some 10% of BIOS updates contain new CPU ID strings and code enhancements (ACPI, etc.). For those an update is recommended only when it is necessary (i.e. the processor ID does not display properly, the system must have ACPI, etc.).

A typical situation occurs when a user wants to update BIOS because the new version supports a CPU he/she "plans" to buy sometime in the future. With some bad luck, the user ends up with a wrong BIOS (wrong PCB, or chipset, or I/O or all of them) and a fried BIOS.

## BIOS FAQs

### How do I flash a new BIOS?

The mainboard package provides BIOS flash software tool in the software utility CD-ROM. This software feature is provided for upgrading BIOS use. Play the CD-ROM, click on *Browse CD*, select *Flash*, then choose the BIOS vendor that provided the BIOS this board came with. Please print the relating README file and read it first. For more information about, please visit FIC Online at [www.fic.com.tw](http://www.fic.com.tw).

#### *Downloading BIOS File*

Format a bootable system diskette, visit the FIC website at [www.fic.com.tw](http://www.fic.com.tw). Click *BIOS/Drivers Update* item under **BIOS** group, then select the BIOS file you need. Download it to your bootable diskette.

#### *Upgrading BIOS File*

Place the bootable diskette containing the BIOS file in the diskette drive (Assume the diskette drive is A.), and reboot the system by A drive. At the A: > prompt, execute the BIOS upgrading procedure by entering the Flash BIOS utility and the BIOS file with its extension.

Command: {flash tool file} {space} {downloaded BIOS file} <Enter>

The other parameters are listed in the relating README file, please read it if need.

After press *Enter* key, type Y to the message **Press Y to Continue, N to Reboot**. Press *Enter* key. When the message **Press Any Key to Reboot**, the procedure is completed. Press any key to reboot.

### What is "Hardware-based intelligent virus protection"?

This is a new BIOS feature based on anti-virus (AV) software that protects the system from boot-time viruses. It is intelligent in the sense that it uses rules modeled after viruses' behavior. For example, it can tell the difference between normal writing to HDD boot sector and virus-attempted writing. It unloads after boot-up so it does not provide total protection and is not intended to serve as replacement for regular anti-virus software.

This utility includes only Scan function and not Virus Delete function. It is not necessary to "update" virus definition files because there are none.

[When I try to flash BIOS I get an error message saying about a wrong part number. Why?](#)

Flash EPROM ("BIOS") chips used on FIC motherboards vary (Intel, AMD, Fujitsu, etc.). As far as this problem is concerned, there are two possible reasons:

- a) you may have used a wrong BIOS or flash utility. Verify that both the BIOS file and the flash utility are the right versions.
  
- b) the flash utility you used did not recognize the type of flash EPROM installed on your motherboard. Verify that you have the right files and if you're sure in that, ignore the warning.

[I updated my BIOS and am not very much pleased with the result \(slower performance, new bugs, etc.\). What now?](#)

Restore the old BIOS or wait until a newer BIOS is available. You should use the flash utility supplied with the old BIOS and NOT the flash utility you got with the new BIOS. If you do not know what flash utility it was, consult the Web support pages or contact technical support.

## Windows 98 FAQs

[What's the proper install procedure for VIA-based motherboards?](#)

There are four steps:

- 1) Go to BIOS Setup and enable USB
- 2) Install Win98 on your system
- 3) Download and install the VIA IrQ routing miniport driver from our Drivers and Utilities page
- 4) Download and install the VIA AGP driver from the same page (for MVP3 & VP3 chipsets only).

Windows98 comes with PCI Bridge patch included so you don't need to install it. In case you have more PCI devices always put the first PCI device on PCI Slot 2 and remember to enable USB in BIOS.

[Why does my VIA chipset-based motherboard crash under Windows98?](#)

This problem is caused by incorrect assignment of IRQ by Microsoft(r) Windows98. MiniPort driver released by VIA reassigns these IRQs. The driver has not been released by FIC yet but it can be found on the FIC FTP server. Drivers approved by FIC can be downloaded from Drivers and Utilities page.

**I need Windows98 drivers for my (VIA chipset-based) FIC motherboard!**

Windows98 contains all drivers necessary. Therefore you need not use any of the drivers supplied on the CD-PRO/floppy.

For VIA chipset based motherboards, there is a problem with the way Windows98 assigns IRQs to devices - some may remain "invisible". This is the IRQ rooting problem described above (download the driver).

Another driver you might wish to update (not recommended unless you are experiencing problems) is VIA Bus Master IDE driver. It is shipped with MS Windows98 but newer versions are available for download.

Another thing you might wish to update is your VxD driver, also available on Drivers and Utilities page.

**I flashed BIOS and now Windows won't boot.. I get a VxD error message.**

This happens sometimes and is a software problem. You will have to reinstall Windows based on new BIOS. Windows must have found new settings (registers) different from the old BIOS, so Vxd error message will pop up if these are not found.

**My Sound Blaster Live does not work under DOS. Why?**

Creative Labs specifies that it does not work under DOS but it does work in DOS mode under Windows

## **Windows 95 FAQs**

**What is the proper install order of graphics-related VIA drivers?**

1)Install Windows, 2) If your motherboard has an AGP port, load Vxd driver v. 2.9. 4) Load display card driver.

**Why does my VIA chipset-based system crash when the system attempts to access UDMA HDD?**

This problem appears under Windows 95 OSR2 and OSR 2.1. Microsoft made two updated versions of drivers that cause the problem. Please download them at

<http://support.microsoft.com/support/kb/articles/q171/3/53.asp>

**How can I know if a software (example: WindowsNT) is compatible with FIC motherboards?**

Each FIC motherboard is tested with a variety of operating systems and applications. Compatibility reports are published every time new model or updated model of a motherboard is released. Compatibility reports can be downloaded from individual motherboard support pages or from the FIC FTP Server (opens in a new window).

**Windows95 shows an exclamation mark next to USB device on my motherboard. Is there any driver that can help me?**

The only reason why you can see that Exclamation mark on USB serial Bus & PCI Bridge is that Windows95 didn't support it. You will need to install its drivers to fix it.

## **Intel CPU FAQs**

**What's the difference between Celeron(tm) CPU packages SEPP and PPGA?**

Celeron SEPP is a Slot-1 version of the processor. Celeron PPGA is the type that fits on Socket 370. For more information, visit <http://www.intel.com>.

**How do I know what Intel CPU I've got?**

CPU ID is a string by which a CPU identifies itself to BIOS. Since processor marking can be changed and some processors can run even at higher frequencies than they're manufactured for, remarked processors can be found on the market. Since they usually do run at the remarked frequency, in that case it is hard to find out what CPU you actually have. To learn what Intel CPU you really have, download Intel's utility CPUID.EXE and run it in real mode (boot from a floppy and run it under DOS).

**This Page Left Blank for Note**