You can also find out the OS name, version, and SP level by using the following syntax in the Command Prompt:

systeminfo|findstr /B /C:"OS Name" /C:"OS Version"

Note the pipe symbol between systeminfo and findstr. Also, the text within the quotes is case-sensitive.

In this example, the resulting output on a Windows 7 Ultimate OS with SP1 installed would be

OS Name: Microsoft Windows 7 Ultimate

OS Version: 6.1.7601 Service Pack 1 Build 7601

For the Version/SP level only, omit the following: /C:"OS Name"

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## Additional Windows Errors and Error Reporting

Windows errors less serious than STOP errors might display a pop-up window, after the application has closed. You might get similar pop-up windows if a device or service fails to start, or if there is a missing Dynamic-Link Library (DLL). DLLs provide much of the functionality of a Windows operating system. They can be used by more than one program at a time, which could lead to conflicts. A missing DLL can cause a program or a device to fail. However, the OS usually continues to function if any of these errors occur.

A critical error (runaway loop) is one that caused an application to close. However, the OS and other applications still function, for example a general protection fault (GPF) that also caused the application to fail, but again, without crashing the operating system.

Windows 7/Vista/XP can recover from these types of errors and continue to function. You can find more information about the error in the Event Viewer, you can also view the error report information just by clicking the link Click Here within the error window. You also have the option to send an error report to Microsoft, in the hopes of acquiring a solution or fix. To have Windows 7 automatically check for solutions to problems, go to the Action Center, click the Change Action Center settings link, and then click the Problem reporting settings link. You can also select programs to exclude from error reporting here. To enable/disable error reporting in Windows Vista, navigate to Control Panel > System and Maintenance > Problem Reports and Solutions > Change settings > Advanced settings. To find out if any new solutions are available, click the Check for New Solutions link within Problem

Reports and Solutions. To enable/disable error reporting in Windows XP, navigate to the System Properties window, Advanced tab, and click the Error Reporting button.

If you have a program compatibility issue and a particular program (perhaps an older one) won't run, or won't install properly in your version of Windows do the following. First, try installing or running the program as an administrator. Also, check out events in the Reliability Monitor. (Go to the Search and type the name to open it.) Then, check the Windows 7 Compatibility Center (http://www.microsoft.com/windows/compatibility/windows-7/en-us/default.aspx ) to make sure it is actually compatible with the OS. Finally, attempt to run the program in compatibility mode. To do this, locate and right-click the program; then select Properties. Click the Compatibility tab and select what OS the program should be compatible with. Also, modify any settings such as colors or resolution if necessary. This is common for older games and applications written for previous versions of Windows. Finally, check with the manufacturer to see if there is an update to the program that can make it compatible with your version of Windows.

If a file fails to open every time you double-click it, you might be the victim of a virus. Scan the system with antivirus software and consider downloading the Microsoft Safety Scanner to scan the system as well at http://www.microsoft.com/security/scanner/en-us/default.aspx.

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**Edit**

This command is not available in all versions of Windows. For example, Windows 7 64-bit versions do not support it, but 32-bit versions do.

The edit command can be used to create and modify text files within Windows or within a recovery Command Prompt. For example, maybe the boot.ini file in Windows XP needs to be modified. Within the root of C: the command to modify this would be simply edit boot.ini. Here is an example of a default Windows XP boot.ini file that has some incorrect information:

```
[boot loader]
timeout=30
default=multi(0)disk(0)rdisk(0)partition(1)\WINNT
[operating systems]
multi(0)disk(0)rdisk(0)partition(1)\WINDOWS="Microsoft Windows XP Professional"
/fastdetect /NoExecute=OptIn
```

Did you notice the error? The default %systemroot% folder name in Windows XP is \Windows, not \Winnt, as is incorrectly shown in line 3. Line 3 contains an Advanced RISC Computing (ARC) path. It tells you the type of disk being used, which disk and partition the operating system is installed to, and finally the installation folder. Errors within an ARC path can be easily fixed with the

edit command, or you could simply delete the file, and Windows XP would re-create a default boot.ini automatically upon restart. However, the file that XP re-creates automatically would be a default file, assuming one hard drive with the operating system installed to the C: drive. Any other configurations would require the boot.ini be modified. For example, if Windows was installed to D: instead of C:, the "partition" section of the ARC path would have to be modified to partition(2). If using SATA or IDE hard drives, the default setting for rdisk is 0, which means the first hard drive; the default setting for partition is 1, which means the first partition on the drive. Note that the partition setting does not start with 0. For more information on ARC paths, an older but still valid article can be found at http://support.microsoft.com/kb/102873 .