

## Bootdisk.Com FAQ

My email address is [HERE](#). To save you time you might want to read this FAQ first as your question may already be addressed below.

**IMPORTANT** Please send any email in plain text. Do not include any attachments.

**IMPORTANT** If you have a general hardware, software, or windows install problem then it's best to ask your question in one or all of the specially selected Forums on my [Helpdesk Page](#).

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Any hints on how to burn ISO files?

You cant just burn the iso to the cd like you do to save/backup standard files. Your burning program has to support [burning images]. For example, in Nero5 you hit File | Burn Image. Check the docs in your burning program to see how to do it. Note that I do have free iso burning programs on my Utilities page as well. The page below also describes how to do it using several different applications:

[http://www.petri.co.il/how\\_to\\_write\\_iso\\_files\\_to\\_cd.htm](http://www.petri.co.il/how_to_write_iso_files_to_cd.htm)

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I burned your NTFS ISO to a CD but I cant see any files on it when I view the CD in Explorer

The NTFS CD ISO I created burns the files to the boot sector of the CD. Just like with any other bootable CD, one cant see the files unless you boot from it. When you do, you'll see the files as Drive A:

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I tried to use your XP boot floppy and boot CD to use dos to fix my XP pc but it says Invalid Drive Letter.

That's because your drive is in NTFS and dos cant see an NTFS drive without special utilities. Also, I noted in both sets of docs in the first sentence that both of those disks are

for aiding you in cleaning out the hard drive and installing XP fresh . Neither disk is designed to repair XP.

However, if you did your drive in FAT32 you'd be able to do whatever you wanted just like in windows 9X after booting with a dos bootdisk.

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I tried to use setuphd.bat and even cdindos2.zip but it didn't work. What did I miss?

Again, your drive is in NTFS. DOS cant see an NTFS drive. So, use fdisk to delete the NTFS partition which fdisk will show as a non-dos partition. Then use fdisk again to create a FAT32 partition. Now format. Both utils will now work as designed.

If you have an extended partition in NTFS then fdisk cant remove it. That's the reason I've included several other utilities on the XP bootdisk and boot CD for doing what you need. Note that after XP is installed you can easily convert to the NTFS file system without data loss using the convert utility included in XP.

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All I want to do if format C: and install Windows XP fresh but after booting with your boot floppy or CD but it says invalid drive letter when I try to format.

Again, your drive is in NTFS. One can use aefdisk to instantly wipe out all the partitions. Then use fdisk to create a new partition. Now C: will be seen after you reboot and you can format. Fdisk can also be used to delete an NTFS primary partition. So can delpart. All these tools are on the bootdisks.

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I download some of your DOS/Windows 95/98 bootdisks and copied the files to my floppy disk but it wont boot. Why?

My free DOS/Win9X bootdisks are disk images and include an embedded utility to automatically create the bootdisk. Download the file, put a fresh floppy in your A: drive and click on the file to make the disk. Also make sure when you're done that in your bios you have it set to boot from the A: drive first.

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I download some of your DOS/Windows 95/98 bootdisks and copied the files to my CD but it wont boot. Why?

You first have to make a bootable floppy disk as noted in the answer just above, then keep the floppy in your A: drive and use your burning program to create a bootable CD. Most all burning programs have this ability so read the docs on how to do it. You cant simply copy the floppy disk file you donwloaded to your CD nor can you just copy the contents of a bootable floppy disk to your CD.

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I had no problem making your CD from the .ISO and it boots fine but stops at "press any key to continue". Its like my keyboard is broken.

You're using a USB keyboard. Use a standard keyboard as USB is for Windows.

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I downloaded your ISO file and then set my burning program to create a bootable cd but all I end up with is a non-bootable CD with a few .BIN files on it.

My ISOs are images of already bootable CD rom discs. Use your burning program to open and burn an image or File | Burn Image. An image is an exact copy a working CD rom disc.

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What's the deal with the W2K bootdisk set? I downloaded the files but I dont know what to do now.

I'm sorry I have to redirect you to another page for this but the source for those disks changes often and so do the install instructions which are in the Docs at the bottom of the bootdisk download page.

<http://www.bootdisk.com/bootdisk.htm>

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Your site has saved me many times and I'd like to make a donation how do I do it? Or, I need to buy something you sell but dont have a credit card.

One may click on [this link](#) if you have a credit card or Paypal account. If you dont have a credit card and want to send a check, USA money order, or cash you may send it to me here:

Ed Jablonowski  
56 Kossman Street  
East Brunswick, New Jersey 08816-4442  
USA

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I have a problem with my PC can you help me? I'll even pay you for your time.

Actually I'd love to offer personal PC support for free all day long but I simply dont have the time as I work two jobs just to pay the bills. To relax I run this website and try to put as much self-help info on it as possible. For free and fast general PC support visit the top four links on my Helpdesk page and ask your questions in one or better yet, all of the forums.

<http://www.bootdisk.com/helpdesk.htm>

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How much would it cost for you to create and/or send me a disk I want via regular mail?

Unfortunately I do not have the time to offer that type of service.

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I sent you some email but you didn't respond. Why is that?

Some reasons you may not receive a personal response follow:

1. You sent a [verify reading] mail which is auto deleted while downloading.
2. You sent a bloated html email which was unreadable using my text based client.
3. You included [large] attachment(s) without previous notice and/or approval.
4. You have a verification system set up with a third party service.
5. The answer you are looking for is already in this FAQ.
6. Your mail was flagged as spam by my localisp's spam filter.

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I have a SCSI cdrom drive and your custom bootdisks wont find the drive.

Correct. I made the custom disks for speed and for 99.9% of home pcs which have IDE drives. Even laptops have IDE drives. On the other hand if you do have a pc with scsi cdrom drives then just use the MS OEM bootdisks as they have the scsi drivers already built in.

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I downloaded the 6 XP diskset from your website and I am having problems with one or more of the disks.

I dont carry the 6 disk XP set. I simply link to the Microsoft page for those downloads. Common problems with disksets could be a corrupted download, using old floppy disks instead of new ones to create the set, or in the case the XP MS sets, using a different set than the one that's specifically for the version of XP that's on your CD, not the version you've upgraded to assuming you are doing a fresh install.

In addition, when you see a link to another bootdisk site for lets say NT4 and they also have other disks there, I only test the sets/disks I describe. If you download another disk or set from another website then it's best to contact them and tell them it doesn't work.

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Will you do a link exchange with my website?

Possibly. But in general I dont do link exchanges just for the heck of it. Tho I have over 500 links to pages and files I try to make sure that the body of my website is as concise and relevant as possible to achieve the goal of providing content that lets visitors fix and tweak PCs with minimal effort and headache.

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I never received the email with the special URL I need. What's up with that?

Sometimes it takes a bit for the paypal thingamajig to work. Also, the URL is sent to your PRIMARY paypal email address ie not the one you may have used if you have several setup. So check your primary paypal email address and the URL should be there. If no joy dont worry I'll send it to you as soon as I read read your request.

The other thing that happens is folks with Paypal accounts sometimes delete the account

that they used when they first setup paypal which I have no control over and the URL email just bounces.

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I dont have a credit card or Paypal doesn't accept payments from my country. What to do?

Just pop any country's currency in the mail to me and I'll send you what you need via email as soon as I receive your letter. Make sure that you write your email address CLEARLY in a note. Or send a check or money order in US dollars.

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I want to sign up for one of your special services but Paypal wont take my credit/debit card. Will you send me the service in advance and I'll put the fee in the mail?

I like and trust people so I tried that but 9 out of 10 times I never received the check and I felt taken advantage of. So I really have to ask for payment for any special service in advance.

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Do I need an Microsoft Windows XP CD to install Windows XP fresh using your bootdisks?

Yes. But there are exceptions. For example if the contents of the i386 MS XP CD have been previously copied to your hard drive and your drive is not in NTFS. If that's the case, and it's one of the things I recommend prior to installing XP in the first place, then you should be able to run winnt.exe from that folder which will run the XP install routine without looking for your CD.

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I noticed that you dont have an anti-spam policy posted. Why is that?

It's because I dont personally save or collect email addresses. No list = no spam possible. Yes I do use a mailing list service for my techletter but I did my homework first and it's spam proof as well.

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I'm not getting the BootLIST techletter anymore.

I have a special FAQ for the BootLIST for that and many other techletter questions:

<http://www.bootdisk.com/bootlist/faq.htm>

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I want to add more files to your .iso before I burn it how can I do that?

Try Ultra ISO for that. A link to it is on my Utilities Page under the CD-R/CD-RW/DVD section. Note that adding files to .isos is a new science. In order to see any files you add to any of my custom CDrom images, they have to be one of the several CD images that load up CDrom drivers. When you add files to such, the files you add will be seen in Drive R: after booting.

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Using your NTFS Boot CD, I am unable to access the NTFS c:\ volume. I can change to c:\ but then dir just generates the fail/abort/retry message. I try to copy/edit a file from c:\ (boot.ini) and get the same message.

Is your "C" mounted as another driver letter such as F: or other? If so, use that drive letter to lets say eg: dir f: or edit f:\boot.ini

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I'm pretty good with DOS, but cant get my USB drive to work with the drivers you provided. Can you help me to get my drive to work?

USB was NEVER meant to work in DOS. And, to this day there is no generic/uniform/universal way to get a USB drive to work in DOS. But Yes, I could get your USB drive to work in DOS but I'd have to have the exact drive and the exact channel setup here at home to tweak it out. It could take an hour, a day, or even a weekend. That's why I can only offer all the "known" drivers I've found/used for you to tweak it out on your own.

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Can I add a link to your website on my webiste?

Yes. No problem. Thanks

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**I just want to say thanks again for using my services. I take this hobby very seriously but it's only a one man operation and I do the best that I can.**

**Kindest regards, Ed Jablonowski**

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