FAQs

General FAQs

How do I know which version BIOS I have?

Check it on the boot screen, click [Pause/Break] button to give you time to write it down.

How do I know which FLASH chip I have?

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

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. It is recommended to install Windows 98/98 SE; as it provides built-in USB drivers.

What is the DMI utility is used for?

The 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 computers 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 motherboards 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 motherboards BIOS and has to manually entered through the DMI Configuration utility and updated into the MIFD.

How do I use the DMI Utility?

Be very careful in using this utility as your system can become totally unusable after altering and saving some configurations 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. We recommended using DOS 6.22 as Win 95 (when applying the DMI Utility) will sometimes show an insufficient error message, when loading the Flash Utility. 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.

Where can I get the drivers for PCI set motherboards?

To download the drivers you need, visit the chipset vendor's website Drivers and Utilities Page. There you will see links to FAQs and other Web sites that explain in detail how to install the drivers.

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, shareware.com, tucows.com) and update your software or do something les 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 a 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, please visit FIC Online at www.fic.com.tw.

Downloading BIOS File

Format a bootable system diskette, and then visit the FIC website at **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**, appears 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 intellgent 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 Funcition and not Virus Delete function. There are no virus definition files to update.

When I try to flash the BIOS I get an error message saying there is 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 correct 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 satisfied 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.

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Windows 98/98 SE FAQs

What is the correct installation procedure for VIA-based motherboards?

There are four steps:

1) Install Win98/98 SE on your system
2) Install the patch files and other drivers that are contained in the CD-Pro
3) Install your add-on card drivers

NOTE: If your visual performance became unstable after the above installation was completed (especially if a VGA card driver was installed in Step 3), please execute Step 2 again. It should solve the problem. This is possible as most probably the driver version of the add-on card is earlier than that of the patch files and drivers contained in the CD-Pro.

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 the UDMA HDD?

This problem occurs under Windows 95 OSR2 and OSR 2.1. 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 or updated models of a motherboard are 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 canhelp me?

The reason you can see that Exclamation mark on USB serial Bus & PCI Bridge is that Windows95 doesnot support it. You will need to install the drivers to fix it.