To gather information about your PC do the following:

1.   Press the windows key and then the R key

2.   If you do not have a Windows key choose Start/Run

3.   Type: Msinfo32.exe into the Run dialog box

4.   This should launch the System Information program

5.   In the System Information program choose menu File then select Export

6.   In the Export As dialog navigate to the C drive and type a file name like "SI" without the quotes, then click Save

7.   To verify that the file is saved wait for the System Information program to complete saving the export then right click on the start menu and choose Explore

8.   Navigate to the C drive and see if the SI file is shown, if it is email it to me, if you cannot find it repeat steps 5 through 7 to save the file.

9.   One final test is to double click the clock in the lower right of the display and tell me what happens. If you can set the time you have Admin rights (Required for the XP SP3 update), if you get an error dialog you will need to find out how to log on as the administrator.

MSInfo32.doc