

Instructions for Dell® GX110 video driver update on Windows 2000

Problem summary:

The default driver that came with Dell® GX110 does not switch color depths correctly with software such as Classworks, forcing the administrator to set the maximum colors to 256 colors, that can be fixed with an updated driver for the PCI video card (driver obtained from the Dell® website). However, when one attempts to update the video driver for the nVidia PCI card, the onboard video card becomes primary on systems running Windows 2000 (this makes it appear that Windows hangs on boot-up, the system actually boots, but to the onboard video card). The workaround describes how to disable the onboard video card so you can then proceed to install the updated video driver for the PCI video card.

Workaround / Solution:

1. Reboot machine.
2. Press F8 when booting to get to the boot-up options screen.
3. Select Safe Mode with Networking Support.
4. Logon to system with either the local administrator account or a network account that has administrator rights on the local machine.
5. Right click on My Computer.
6. Select Manage.
7. Now select Device Manager.
8. Double click on Display Adapters.
9. Now right click on the Intel video card (this is the onboard video card).
10. Click on Disable.
11. Now reboot the system.
12. Once rebooted logon to the system with an account that has local administrator rights.
13. Go to the Dell® Premier page at: <http://www.dell.com/premier/>.
14. Follow logon procedure for the Premier page.
15. Under Support (on the left hand column) click on Premier Support, this will open a new browser window.
16. Find the Quick Access Tool.
17. Enter the Service Tag of one of the systems you are updating.
18. Now select Downloads under Support Tools.
19. Click Go.
20. Choose Video Driver under Download Category; also select English as the language and Windows 2000 as the operating system.
21. Click Go.
22. Under Video Driver Updates click the appropriate line for the nVidia card that is installed (i.e. [nVidia 16MB M64 PCI](#)).
23. Now select the nVidia driver (i.e. [nVidia 16MB M64 PCI , 64MB DDR GeForce 256 AGP+, GeForce 256 AGP, GeForce 256 AGP Plus, 16MB TNT2 Pro, 64MB GeForce2 GTS Ultra, 32MB GeForce2 MX, v. 21.83, A01](#))

24. To download the file click on the filename (i.e. [NValI01.EXE](#)).
25. On the bottom of the page where it says download from, choose the FTP site that has a location of Americas, this should be the first choice
26. From the Export Compliance Disclaimer page, click I Agree.
27. Save the file to the desktop.
28. When download completes close browser windows.
29. Double click on downloaded file on desktop.
30. At this point follow the directions from the driver, it should ask you to reboot the system before it installs.
31. After reboot logon again as a user with local administrator privileges.
32. Once logged in the setup process should continue, follow driver update directions.
33. It should then prompt to reboot the system again.
34. After reboot you can change the color by right clicking on the desktop (make sure there are no icons under the pointer) and select properties, now choose the settings tab at the top.
35. You can now increase the colors to either High Color or True Color.
36. Once this is complete attempt to use the program that was having problems prior to this (i.e. Classworks) to confirm the fix.

