



# Preface

## About This Guide

This guide is intended for anyone who wants to troubleshoot a Dell PowerApp.web 100 or Dell PowerApp.cache 100 Internet appliance. Before calling Dell for technical assistance, follow the recommended procedure(s) in this guide.

## Other Documentation You May Need

In addition to this *Troubleshooting Guide*, the following documentation is included with your system:

- *Setting Up Your Appliance*, which shows how to physically set up your Power-App™ appliance for the first time.
- Software documentation that describes how to configure, upgrade, or reinstall the software on your system.
- Rack installation guide.
- *User's Guide*, available online at <http://support.dell.com>. This document includes information on system features, technical specifications, and information about contacting Dell.



*NOTE: Documentation updates are sometimes included with the system to describe changes to the system or software. Always read these updates before consulting any other documentation because the updates often contain information that supersedes the information in the other documents.*

- Technical information files—sometimes called "readme" files—may be installed on the hard-disk drive or on media to provide last-minute updates about technical changes to the system or advanced technical reference material intended for experienced users or technicians.

## Typographical Conventions

The following list defines (where appropriate) and illustrates typographical conventions used as visual cues for specific elements of text throughout this document:

- *Interface components* are window titles, button and icon names, menu names and selections, and other options that appear on the monitor screen or display. They are presented in bold.

Example: Click **OK**.

- *Keycaps* are labels that appear on the keys on a keyboard. They are enclosed in angle brackets.

Example: <Enter>

- *Key combinations* are series of keys to be pressed simultaneously (unless otherwise indicated) to perform a single function.

Example: <Ctrl><Alt><Enter>

- *Commands* presented in lowercase bold are for reference purposes only and are not intended to be typed when referenced.

Example: "Use the **format** command to . . . ."

In contrast, commands presented in the Courier New font are part of an instruction and intended to be typed.

Example: "Type `format a:` to format the diskette in drive A."

- *Filenames* and *directory names* are presented in lowercase bold.

Examples: **autoexec.bat** and **c:\windows**

- *Syntax lines* consist of a command and all its possible parameters. Commands are presented in lowercase bold; variable parameters (those for which you substitute a value) are presented in lowercase italics; constant parameters are presented in lowercase bold. The brackets indicate items that are optional.

Example: **del** [*drive:*] [*path*] *filename* [/p]

- *Command lines* consist of a command and may include one or more of the command's possible parameters. Command lines are presented in the Courier New font.

Example: `del c:\myfile.doc`

- *Screen text* is a message or text that you are instructed to type as part of a command (referred to as a *command line*). Screen text is presented in the Courier New font.

Example: The following message appears on your screen:

```
No boot device available
```

Example: "Type `md c:\programs` and press <Enter>."

- *Variables* are placeholders for which you substitute a value. They are presented in italics.

Example: DIMM\_*x* (where *x* represents the DIMM socket designation).

