

ATTICA ITN European Video Atlas README file

Release 1.01

This README file contains information that was unavailable before the Manual was printed, or which may be of help in solving some commonly found problems.

To read this file on-screen, use the Page Down and Page Up keys on your keyboard. You can also print the file by choosing the Print command from the File menu in any Windows word-processing program.

1. INSTALLATION ERRORS

INDEO 3.22 Installation

The Installation of the new Indeo 3.22 video drivers has been integrated into the installation of the application. When the *Video Atlas* is started, the drivers will automatically be installed if they are not already present on the system. After the drivers are installed, windows must be re-started for the changes to take effect.

ERROR - "This application will not run at this screen resolution"

1024x768 resolution may only be used if "Small fonts" are selected.

OTHER INSTALLATION ERRORS

If you encounter other errors during installation, the simplest advice is to exit Windows, restart Windows and install the *Video Atlas* again by running SETUP.EXE.

3. PERFORMANCE ERRORS

RUNNING ON A MACHINE WITH LESS THAN 4MB

While every effort has been made to ensure that this product will run on a low specification MPC machine, you may still experience problems if the machine has not been configured correctly.

To get the maximum available memory on your machine, we recommend the following...

- 1) Run windows with "WIN/3"
- 2) Configure the largest "Swap file" you can.
- 3) Use a permanent "Swap file" for increased speed.
- 4) Don't run any other applications at the same time.
- 5) Run at 640x480 (256 colours) screen resolution.

The *Video Atlas* does its best to run on this configuration, but it will inevitably be slower than a machine with a larger amount of memory.

ERROR - Memory Overflow while Printing Pictures

If you encounter this error when printing pictures, you could try reducing the printer resolution using Control Panel. If you're using a laser printer configured at 600 dots per inch, it may take more memory than you have available to print the picture full size on your paper. Try reducing the resolution to 300 dpi.

This error may also occur if you attempt to print pictures using the landscape orientation setup on your printer. Use Control Panel to switch to Portrait orientation, and try printing again.

4. IMPROVING PERFORMANCE

HOW TO MAKE THE *VIDEO ATLAS* RUN FASTER

The *Video Atlas* uses your computer's memory (RAM) to display pictures, videos and play sounds. If it runs slowly or you see out-of-memory errors, the *Video Atlas* may not have enough memory. Below are some ideas to make it run faster.

- * Close all applications you aren't using.
- * Set up a permanent Windows swap file. If you are running Windows in 386 Enhanced Mode (look in the Help About menu of Program Manager if you are not sure), set up a permanent Windows swap file on your hard disk. To set up a permanent Windows swap file on your hard disk, open Windows Control Panel (usually in the "Main" program group of Program Manager), and click on the icon "386 Enhanced". Then use the "Virtual Memory" button to see whether your current swap file is temporary or permanent, to check the size of the current swap file, and to make changes. Windows usually creates a temporary swap file by default, but if your disk is full or fragmented, this temporary file can become unavailable. This can effect performance, since Windows works best when it has allocated hard disk space to use at any time for swapping a file in or out of your computer's memory. It is therefore best to set up a permanent swap file, and to make the size of the permanent swap file at least 2048K. Note that you will get better performance if the permanent swap file is set to 3072K or larger. Look at the Help menu of the Windows Control Panel or in your Windows documentation for more information.
You may find that your system runs more slowly with a swap file if you have more than 16MB of RAM.
- * Defragment or optimize your hard disk by running a defragmentation program. Some of the more popular of these are PC Tools, Norton Utilities and Mace Utilities.
- * Add more RAM (memory) to your computer. You can determine how much memory is available by starting MS-DOS, typing "msd" and pressing ENTER. This starts a small program that will tell you how much memory you have. You need at least four megabytes (sometimes listed as 4096 kilobytes or KB) of RAM to run the *Video Atlas*. However, eight megabytes (8MB) of RAM is highly recommended for optimum performance. If your computer has 4MB of RAM, adding RAM is one of the best ways to improve performance. Please see your computer dealer for information on buying and installing RAM on your computer.

* For more details on improving performance consult your Windows manual.
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5. PROBLEMS WITH THE DISPLAY OF IMAGES

Many video cards can operate in more than one display mode such as 16, 256 or 32,768 colour display mode. The *Video Atlas* will look best and perform better in a display mode that shows 256 colours. If your video card is capable of a display mode with more than 16 colours, you can run Windows Setup (usually in the Main program group in Windows Program Manager) to check your current display settings, and to change the display mode. Displaying more than 256 colours however, will often slow the machine down. If you experience any problems with the display of images, please check the manual that came with your video card or personal computer for information on how many colours your video card can display (while maintaining at least a VGA resolution of 640 x 480 or higher), and ensure that you are using a 256 colour display mode.

6. TROUBLESHOOTING TIPS

VIDEO DISPLAY CARDS AND DISPLAY PROBLEMS

In some situations, the *Video Atlas* may encounter video display problems when using high resolution video drivers especially in "True Colour" modes (64 thousand colours or more). These problems may include banding / striping of some graphics. Such problems can often be fixed by running the program in a different display mode or by obtaining updated drivers from your video card manufacturer. Make sure the video drivers you are using were designed to be compatible with Windows version 3.1.

COMMON SOLUTIONS TO MAKING SOUNDS PLAY

SOUND DOESN'T PLAY AT ALL

1. Check the volume.
2. If the volume is turned up and you still hear no sounds, something may be wrong with your sound board installation. Check to see that the sound board software is installed correctly and reinstall it if necessary.
3. If the software is installed correctly the sound board may need to be pressed more securely into its slot or have a jumper setting changed on the sound board.
4. If you have both a sound board and special software that bypasses the sound board to play sounds through the PC speaker we suggest you remove or disable the special software (the PC speaker driver). The *Video Atlas* requires an MPC-compatible sound board to be installed and is not meant to run with just the PC internal speaker or any combination of that speaker and special software.

SOUND PLAYS BUT IS DISTORTED OR "FUZZY"

Sound distortion is often caused by sending a higher volume or amplitude of sound to the speakers than they are able to handle, or by turning the volume control on your sound board too high (distortion from the amplifier on the sound board). Sometimes speakers that are not of high quality will distort at a lower volume than better speakers will (compare a clock radio speaker to a big stereo system; the stereo speakers can

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play much louder with no distortion). For example, if the volume for your sound board or "WAVE file output" is set to near its maximum it will produce distortion just like a radio that is turned up too loud. To learn how to change your sound board settings check the manuals that came with your sound board. This is normally done with either a volume dial on the back of your sound board (in the rear of your computer where the speakers plug in) or with a program that is often called a "mixer", that is usually installed in the Windows Control Panel of the Main program group. Some sound boards use both types of controls and they must both be adjusted.

SOUNDS ARE CUT OFF

Your computer can only play one sound at a time therefore other sound producing programs could interrupt the sounds in the *Video Atlas*. Some sound producing programs may take over the audio capability and prevent other Windows programs from being able to make sounds. If you suspect you have such a program do not run it at the same time as the *Video Atlas*.

MAKING SURE THE SOUND CARD IS INSTALLED PROPERLY

1. Verify Port and IRQ settings by looking at the sound card and comparing the way it is set up to the way that the sound board software thinks it is set up. The sound board manual should explain how to read the sound board.
2. Make sure the sound card does not conflict with other hardware. This is done by comparing the setup of the sound board with the setups of other cards in your computer. It is important that no two cards try to use the same port or IRQ. This is a common source of problems when you are getting no sound at all.

7. CD-ROM Extension (MSCDEX) Explanations

The combination of the CD-ROM Extensions (MSCDEX) and a CD-ROM device driver allow you to connect a CD-ROM drive to a DOS-based personal computer (computers that run Windows are considered DOS-based also). The MSCDEX command is run from the AUTOEXEC.BAT file and the CD-ROM device driver is loaded in the CONFIG.SYS file. The CONFIG.SYS must contain the same name (for example, CD-ROM1) as the one used with the /D: parameter on the MSCDEX line. A text editor or word processor can be used to edit these files if the settings are incorrect. Be sure to save the files as Text Only.

Example for CONFIG.SYS file:

```
DEVICE=CD-ROM.SYS /D:CD-ROM1
```

Example for AUTOEXEC.BAT file:

```
MSCDEX /D:CD-ROM1
```

Command-Line Switches For MSCDEX.EXE

Outlined below are the various parameters available for the CD-ROM Extensions and their usage.

Required Parameter

`/D:[name]`

Names the CD-ROM drive and corresponds with `/D:[name]` on the device driver line in the `CONFIG.SYS` file.

Optional Parameters

`/M:[value]`

Sets aside extra memory for reading data from the CD-ROM. This statement is similar to the DOS `BUFFERS` statement.

`/L:[drive]`

`[drive]` determines what logical drive letter to use for the CD-ROM.

`/E`

Tells MSCDEX to use expanded memory if available. MSCDEX uses LIM 3.2 or later with page frame address at `D000`.

`/S`

Instructs MSCDEX to patch DOS to allow sharing of CD-ROM drives on MS-NET compatible servers.

`/V`

Provides memory usage statistics, i.e., memory used by buffers, resident data, and resident code.

`/K`

Tells MSCDEX to use Kanji (Japanese) file structures, if present, rather than the default alphanumeric file structures.

Here are some examples:

1. This example installs the CD-ROM Extensions and the following options:

```
MSCDEX /D:CDROM1 /M:12 /L:G
*      Names the drive CD-ROM1
*      Allocates twelve CD-ROM Buffers
*      Makes drive G the CD-ROM drive
```

2. This example installs the CD-ROM Extensions and the following options:

```
MSCDEX /D:CDROM1 /M:12 /L:G /E /S /V
*      Names the drive CD-ROM1.
*      Allocates twelve CD-ROM Buffers.
*      Assigns the CD-ROM drive to Drive G.
*      Uses expanded memory.
*      Can be shared over an MS-NET network.
*      Displays memory usage statistics.
```

CD-ROM EXTENSIONS (MSCDEX.EXE) ERROR MESSAGES

CD-ROM extensions to MS-DOS (MSCDEX.EXE) along with the device driver for your CD-ROM drive form the software components of the CD-ROM subsystem. They are

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not available from Microsoft. Contact your CD-ROM drive manufacturer if you need to
update either MSCDEX or your CD-ROM device drivers.

The information below is an explanation of error messages you could see if the MS-
DOS CD-ROM extensions are not working properly. These error messages generally
occur before your programs start and come up on the screen.

Critical Errors:

* CDR101 Read Failed

This means an error was reported by the device driver. The most likely
cause is an open drive door, or the hardware dependent device driver
needs to be updated. If this error occurs when you are installing your CD-
ROM drive it may indicate an improper installation of the CD-ROM drives
controller card and/or software device driver. Contact your CD-ROM
drive manufacturer for an update.

* CDR102 EMS memory no longer valid

The EMS memory possibly is corrupt. You need to reboot the system. If
this continues to occur after rebooting there may be a conflict between
the EMS memory being used by MSCDEX and something else on your
computer. Try removing other items which may be using EMS memory.

* CDR103 Disc in drive is not High Sierra

All CD-ROM discs on a DOS or Windows-based system need to be in
High Sierra or ISO 9660 format. If you attempt to read an audio disc or a
disc configured for an Apple Macintosh you will see this message. It may
also indicate a need to update the device driver. A quick test to find out if
the problem is with the disc or the device driver is to insert another CD-
ROM disc into the drive and see if it can be used. If the second disc
works the first disc may be damaged.

Initialization Errors:

* Incorrect DOS version

MSCDEX does not work with DOS Versions 1.x or 2.x. MSCDEX.EXE
versions below 2.21 requires loading the SETVER.EXE utility in the
CONFIG.SYS for proper functionality with MS-DOS version 5.0 or above.
This driver is required because MSCDEX.EXE version 2.20 checks the
version of DOS prior to loading. It will display Incorrect DOS Version
SETVER.EXE is not loaded.

To work around this, load the SETVER.EXE utility by editing the
CONFIG.SYS file and adding the following line:

```
DEVICE=C:\DOS\SETVER.EXE
```

Note: IBM PC-DOS does not have MSCDEX.EXE in the setver table. It
must be added manually by typing `setver mscdex.exe 4.01` at the
prompt.

Ideally, MSCDEX version 2.21 or above should be used with MS-DOS
version 5.0 and MSCDEX version 2.22 should be used with MS-DOS
version 6.0.

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* MSCDEX already started

MSCDEX is already installed. You can have only one instance of MSCDEX running at a time.

* Device driver not found: 'DEVNAME'

The device driver name given on MSCDEX's command line /D:[name] was not found. Make sure the directory path and name are correctly spelled and the device driver is correctly installed. Also, make sure the device driver is loading without displaying any errors.

* No valid CD-ROM device drivers selected

MSCDEX will not install if there is no /D:[name] specified with the MSCDEX command or if the one given is not found.

* Not enough drive letters available

You need to increase the number of drive letters available by using the LASTDRIVE command in the CONFIG.SYS file.

```
LASTDRIVE=Z
```

* Expanded memory allocation error

An error was reported by the Expanded Memory Manager. The Expanded Memory Manager may be corrupt; it may be necessary to reboot to install MSCDEX. If this continues to occur after rebooting there may be a conflict between the EMS memory being used by MSCDEX and something else on your computer. Try removing other items which may be using EMS memory.

* Illegal option "X"

An illegal command line option was specified. If this happens the illegal command will appear in quotes.

* Expanded memory not present or usable

This is a warning. You cannot use Expanded Memory if it is not there. MSCDEX will continue using normal memory.

* Not enough expanded memory, reducing number of buffers

This is only a warning. You cannot ask for more buffers than will fit in available memory.