Masters CD-ROM

Please select from the following choices for further information:

[Windows 95](#)

[Windows 3.1 or 3.11](#)

[License Agreement](#)

On September 19, 1995, the world will end.

Technical Support

Satisfaction Guaranteed is Creative Multimedia's commitment to quality and customer satisfaction.   If you are having trouble understanding how to use this product, or cannot get it to run properly, we recommend the following steps:

(1) Follow the installation instructions on the product package.   During installation, carefully read and follow all on-screen instructions.

(2) Use the online Help.   To access Help, click on the Help icon on the upper left of the *Masters* program screen.

(3) Use this *Readme Help* file as a reference for troubleshooting and solving any performance problems that you experience.   Also be sure to consult your computer system's hardware and software manuals for hints that may help solve the problems you are having.

(4) If you continue to have problems, call Creative Multimedia's Technical Support department. Be sure to explain the problem completely and follow all the recommendations the support technician has to offer.

(5) If your problem still is not solved, or you are not satisfied with the product or our service, ask for a support escalation.   If the escalation specialist is not able to provide a solution to your problem, you will be provided with instructions for exchanging the product or obtaining a full refund.

Creative Multimedia Technical Support is open Monday through Friday, 8 AM to 5 PM Pacific Time.

Phone: (503) 241-1530

Fax: (503) 241-4370

Creative Multimedia
225 SW Broadway Suite #600
Portland, OR   97205

Be sure to visit Creative Multimedia's web page at: http://www.creativemm.com

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Windows 3.1 or 3.11

Setup

To install *Masters,* first insert the CD-ROM into your CD-ROM drive.   Next, select **File**, then **Run** from the **Program Manager Main Menu**.   You will be prompted to enter a command. Enter *X:\SETUP*, where *X* is the letter of your CD-ROM drive.   Follow the on-screen instructions.

Troubleshooting Setup

If you are unable to successfully install the program and cannot find the cause, try the following:

(1) Turn off any anti-virus TSRs (such as VSAFE). To do this, consult your anti-virus documentation.

(2) Temporarily turn off any *Windows Shells* which you are using, and run Setup from the **Program Manager**.

(3) Check that you have not exceeded the limit of 40 Program Groups within **Program Manager**.

(4) Disable any desktop enhancement programs (such as Icon Hear It).   To do this, consult your program's documentation.

Uninstall

To uninstall *Masters*, double-click the Uninstall icon located in the program group.

To manually uninstall *Masters*, you will need to delete the following:

(1) The program group created in the **Windows Program Manager**.

(2) The directory that the *Masters* was installed to (the default is *C:\masters*).

(3)The *Masters v.22* file created in your Windows directory.

Spry/Mosaic Internet Browser

The Spry "Mosaic" software, which is included on the disc, enables you one button access to the world's largest Internet service.

The product contains an integrated e-mail software package, which will enable you to send electronic mail on the world wide web.   With this software you can link to thousands of on-line services and databases with a single click of a button; view text, multimedia graphics and video instantly, and connect to resources faster than ever before.

The minimum technical requirements to run Spry's "Mosaic" software are: Windows v. 3.1 or later, a 386 or faster machine, CD-ROM Drive, 4MB RAM, a 9600 baud modem, and a standard analog phone line connection.

If you have any questions, regarding either the service, or for technical support, please call CompuServe at: (206) 957-8995.

Once on the world wide web, be sure to visit Creative Multimedia's web page at: http://www.creativemm.com

CD-ROM Problems

If you receive the message *Working Directory is Invalid, Abnormal Program Termination*, or a similar message, this means *Masters* cannot find the files it needs, or locate the CD-ROM. Check the following:

(1) Make sure that *Masters* CD-ROM is inserted label side up in the CD-ROM drive, that the caddie (if applicable) is firmly inserted and the drive door is shut.

(2) Check the compact disc to ensure it is free of dirt and oils, and that there are no scratches on the disc.   If necessary, clean the disc with a soft, lint-free cloth, wiping from the inside hub to the outside edge.   Do not use any cleaning solutions.

(3) Check the working directory for *Masters* program.   To do this, open *Masters* program group (by double-clicking), then highlight *Masters* icon (by single-clicking).   Select **File**, then **Properties** from the **Program Manager Main Menu**.   You should see the following information:

Command Line: X:\mmc.exe (where *X* is the letter of your CD-ROM drive).

Working Directory: X: (where *X* is the letter of your CD-ROM drive).

Do not open your CD-ROM drive or remove *Masters* compact disc from your drive while using *Masters*.   If this happens, you will need to restart *Windows* and run *Masters* program again.

If you continue to experience CD-ROM drive related problems, check that the CD-ROM drive is set up correctly.   Try another disc to see if it operates correctly.   If not, contact the CD-ROM drive manufacturer for further assistance.

Screen Savers

Disable any screen savers before using *Masters*.   Screen savers may interfere with the display of graphics and cursors.

Large Fonts

Text in *Masters* will not display properly if you are using large fonts.   If you notice text overlapping itself, or appearing outside of text boxes, make sure you are not using the large fonts option with your graphics card.   Please refer to your video card user's manual for more information on how to switch from large fonts.

Virtual Memory

Check that your *Windows* system includes a virtual memory swap file (a permanent file provides the best performance) of the size recommended by the *Windows* Setup procedure.   Also check that 32-bit Disk Access is turned on, if your system permits it.

To change your virtual memory settings, first open the **Main** group in **Program Manager**.   Double-click Control Panels.   Double click 386 Enhanced.   Click on the **Virtual Memory** button, then click the **Change** button.   Under **New Settings**, choose: **Type: Permanent**.   Check that *New Size* equals the number displayed in *Recommended Size*.   Next, check the **32-Bit Disk Access** and **32-Bit File Access** boxes (if they are available).   When you have completed these steps, click **OK** and follow the on-screen instructions.

Running in 386 Enhanced Mode

If you do not see the **386 Enhanced** icon, *Windows* is running in Standard mode.   Exit to DOS and start *Windows* by typing: *Win /3*.   If you still do not see the **386 Enhanced** icon, contact the manufacturer of your computer.

General Protection Faults

General Protection Faults can have many sources, and are often difficult to solve.   If you have a GPF, follow the following procedures:

Write Down the Message

Close Windows Applications

Adjust Graphics Drivers

Remove TSRs

Optimize Memory

Use Correct DOS Version

Reinstall the CD-ROM Software

Restart Windows

Write Down the Message

Be sure to write down the messages that you receive.   This provides a valuable clue for troubleshooting.

For example, if a message reads:

MMC.EXE has caused a General Protection Fault in module GDI.EXE

then it is likely that there is a problem related to your graphics card (the GDI is the Graphics Device Interface in *Windows*).   At this point, you should check to see if you are running in 256 colors and have the latest video card drivers.

Close Windows Applications

Close all other open *Windows* applications.   To do this while in **Program Manager**, press the **CTRL** and **ESC** keys simultaneously to display the **Task List**.   Highlight each active program (except **Program Manager)**, then click **End Task**.   This closes that application, freeing up the memory it was using, and preventing memory conflicts with that application.

Adjust Graphics Drivers

Running in screen resolutions above 640x480x32K colors may cause various problems, including GPFs. Be sure your system is set at 640x480x256.   See <u>Video Card Compatibility</u> for more details on graphics card drivers.

Remove TSRs

The most common causes of General Protection Faults (GPFs) when using multimedia applications are conflicts between the application and Terminate and Stay Resident (TSR) programs.   A TSR is a program that is loaded, often automatically, into memory, then continues to reside in memory until it is explicitly unloaded or the computer is turned off.   Memory management software, hard drive compression software, virus protection programs, screen savers, fax modem drivers, system sound utilities, icon or graphics utilities, desktop animation software, and type managers are all examples of programs that can load and stay resident, often without the user knowing they are doing so.

To unload a program that is running as a TSR, check the programs' documentation for instructions on how to do so.

Optimize Memory

Many GPFs are symptomatic of a lack of memory.   Make sure that your system meets the minimum system requirements for memory as specified on the disc package.   If you meet the minimum requirements and you are still receiving errors, it could be that your memory is not configured properly. Make sure that you do not have any memory configured as Expanded (EMS) Memory.   When memory is configured as Expanded Memory it is not available to your *Windows* applications.   Refer to your *Windows* documentation for help with configuring your memory to run optimally with *Windows*.

Start *Windows* in standard mode using the WIN /S command.   Try to duplicate the GPF.   If it vanishes, then you will need to reconfigure your memory manager.   Refer to your *Windows* documentation for help with configuring your memory manager.

Start *Windows* with the WIN /D:X command.   If the GPF disappears or seems to improve, then check for memory conflicts with other programs.

Use Correct DOS Version

Check the version and brand of DOS that you are running.   Use an OEM version of DOS only if it came with your system (i.e., use the DOS that came with a Compaq system only if it is a Compaq machine).

Reinstall the CD-ROM Software

Exit and re-enter *Windows*.   Follow the directions for installing *Masters* CD-ROM.   You will be told that files already exist and asked if you would like to overwrite them.   Choose **OK**.   Double-click *Masters* icon to run the program.

Restart Windows

Always remember to quit and restart *Windows* after a *Windows* application crashes, to avoid additional problems.

Video Card Compatibility

Masters is designed for use with a display mode of SuperVGA 640x480x256 colors (or 800x600x256, 1024x768x256, etc.).   On some systems you may get excellent results with a higher color resolution driver.   However, for optimal stability, use the 256 color driver.   If your list of drivers offers an option between large or small fonts, be sure to select small fonts.

Click on the following selections for more information on Video Cards and Video Drivers:

Color Depth Settings for *Masters*

Problems With High Color Settings

Obtaining Updated Drivers

Switching Display Drivers

S3 Cards (ATI, Diamond, S3, Orchid, #9, STB)

ATI Cards

Trident 9400 CXI

Jazz Jakarta/Tseng Video Cards

Cirrus Logic CL-GD543x Graphics Cards

Using 16-bit color while running *Masters* will result in improved graphics.   16-bit color uses 65 thousand colors and above.   Some graphics cards are unable to display high color depths, or lack the video memory to display high color at resolutions above 640x480.   If this is the case, you may experience long wait times while using this program, or graphics may not display properly.   Please refer to other topics in this section if you are experiencing any graphics related problems.   Also, make certain that the problem occurs at a 640x480x256 resolution and color depth.   If the problem goes away at that setting, then it is recommended to upgrade your video drivers or add more memory to your video card.

Problems with High Color Settings

Generally, people with new, highly sophisticated graphics cards utilize either thousands or millions of colors for better color definition in *Windows*.   When running in a high color resolution, the following problems may occur:

Videos may not play when clicked on.

General Protection Fault in GDI.EXE.

Improper Configuration Error while running Setup.

EMM386 has detected Error #06.

Invalid Property Value.

Windows freezes while in the program.

Wavy lines, black bars, or other unusual video problems while running the program.

Obtaining Updated Drivers

Your multimedia PC contains hardware that allows it to display the high resolution images contained on multimedia CD-ROMs.   Since there are many brands of graphics cards, each requires a specific software driver that allows *Windows* to utilize the cards features.   Improper or outdated video drivers can cause GPFs, other types of program failures, or improper display.

Most graphics card manufacturers release new drivers regularly for their video cards.   We recommend that you request the latest drivers for your video card on a regular basis.   The drivers incorporate modifications and bug fixes which keep your graphics card up-to-date with the newest multimedia technologies.

Contact the manufacturer either through their Technical Support number or BBS number (these should be listed in the documentation that came with the card), or through the manufacturers forum on an on-line service (like CompuServe).   Often you can download updated drivers at no cost.

Switching Display Drivers

To change your display driver, open the **Main** group in **Program Manager**, then double-click **Windows Setup**.   Setup will list your current Display mode.   To change your settings, pick **Options** from the menu bar, then pick **Change System Settings** from the **Options** menu. Click on the down arrow button to the right of the **Current Display** setting.   A list of display options will be shown.   Scroll through the options to pick the one you need, for example:

SuperVGA 800x600x256 colors Small fonts

or

SuperVGA 1024x768x256 colors Small fonts

It is possible that you will need your *Windows* disks, or the disks from the manufacturer of your video card, to load a new display driver.   If this is the case, you will be prompted for the appropriate disk.

S3 Cards

If your system is equipped with a graphics card based on an S3 chip set, you may need to disable the Device Bitmapping feature of the card to avoid experiencing problems with some products.   ATI, Diamond, #9, STB, S3, and Orchid all use S3 chips.   For instructions on disabling the Device Bitmapping feature of your card, check the documentation or contact the manufacturer.

ATI Cards

If you are using an ATI Mach 64 graphics card and are experiencing problems, it will be necessary to make sure you are running in 256 color mode.   You can check this by double-clicking the ATI Desktop Program Group located in *Windows*.   Click on the WinSwitch option and make sure the WinSwitch enable check box is clear (unchecked).   Next, click on the FlexDesk icon and make sure you are set to 256 colors.   You will be prompted to restart *Windows* at this point to enable the changes you have just made.

Trident 9400 CXI

Field reports indicate that *Masters* will not run properly on the Trident 9400 CXI video card with linear addressing drivers.   It is recommended that you contact Trident's technical support department at (415) 335-1179 or their BBS at (415) 691-1016 and request the latest drivers for this video card.

Jazz Jakarta/Tseng Video Cards

Areas of the screen including text may appear as a blacked-out square when running at the 256 color depth.   Running in 32-thousand colors or higher will correct the problem.   It is recommended that you contact the manufacturer of your video card and request the latest drivers.

Cirrus Logic CL-GD543x Graphics Cards

Videos may appear purple when played on the CL-GD543x graphics card using the CL-GD543x drivers. Field reports indicate that using the CL-GD542x video driver will fix this problem.   It is strongly recommended that you contact the manufacturer of your computer or Cirrus Logic and request new drivers for your graphics card.

Audio Compatibility

If you are experiencing audio problems, be sure you are not running other applications that use sound.   Some systems are unable to play two sounds simultaneously, and a temporary loss of sound will occur if two applications try to play sound at the same time.   Screen savers, talking clocks, or any other applications that use sound should be closed before using *Masters* program.

You can check to see if your computer is playing sound properly.   To do this, first double click the **Main** icon.   Double click **Control Panels**, then double click **Sound**.   Highlight a sound file and click on **Test**.   If you do not hear a sound, please refer to your sound card manual for correct sound card setup, or contact the manufacturer of your sound card.

If sound plays too loudly, or is distorted, you may need to turn your speaker volume down, change the volume on your sound card, or change the software settings for your sound card. Check your sound card documentation to find out how to change the sound cards settings.   We also recommend that you occasionally contact the manufacturer of your sound card and request the latest drivers.

The **Volume Control**, located in **Options** may not work with some audio boards (such as the Mediavision Pro Sonic Sound Card).   If you experience this problem, use the software utility installed with your audio boards *Windows* software to adjust the volume.

Note: *Masters* requires that you have a sound card installed.

Performance

If *Masters* runs slowly, try the following procedures:

Configure EMM386 Memory Manager

Check Conventional Memory

Close Windows Applications

Use 256 Color Video Driver

Check Virtual Memory

Increase RAM

Check Smartdrive Configuration

Configure EMM386 Memory Manager

Check the EMM386 statement in your *config.sys* file to see if RAM is being allocated to expanded memory.   To do this, select **File/Run**, then type the command *Sysedit.*   From the four files you see titled, select *config.sys* by clicking on that file's title bar.   If the line that loads EMM386 does not read:

DEVICE=C:\DOS\EMM386.EXE NOEMS

change it so that it does.   *Save your original file so that you can restore your system to its original configurations should you decide to*.

Check Conventional Memory

Use the DOS *mem* command to verify that you have at least 500K of conventional memory.   If you do not, consult your DOS manual for ways to increase conventional memory.   If you have DOS 6.0 or higher, try running the *Memmaker* program by exiting to DOS, then typing *Memmaker* at the command prompt.

Close Windows Applications

Close all other open *Windows* applications.   Do this by pressing the **CTRL** and **ESC** keys simultaneously. Highlight each active program except **Program Manager**, then click **End Task**.   This closes the highlighted application, freeing up the memory it was using.

Use 256 Color Video Driver

If you are using a high color video driver, try switching to 256 colors.

Increase RAM

If you have only 4 MB of RAM (minimum requirements for *Masters*), you may want to consider upgrading your system to 8 MB or more.   Multimedia performance increases dramatically with increased RAM.

Smartdrive Configuration

On a 4 Mb system, some buttons and features may not work properly due to lack of memory.   Lowering the buffer size for Smartdrive frees more memory for Windows to use, though this may affect the speed/performance of other programs.   To change your Smartdrive settings, please refer to your DOS User's Manual.

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Conflicts with Other Software

Open Applications

Desktop Shells

Open Applications

When installing or running *Masters,* be sure to close any open applications you may be running in Windows.   To view the programs you may be running, press the **CTRL** + **ESC** keys at the same time to open the **Task List**.   Highlight any open applications and select **End Task**.   Repeat this process until only the **Program Manager** remains.   Known conflicts are: *VSAFE* and *Icon Hear It*.

Desktop Shells

Masters CD-ROM may not properly install if you are using a Windows shell other than **Program Manager**.   If this is the case, please temporarily disable your desktop shell and install the program under **Program Manager**.   Please refer to the documentation that accompanied your shell, or contact the manufacturer of your desktop shell for instructions on disabling your desktop shell.   Known installation conflicts occur on the AST Explorer shell and OS/2 WARP.

Masters may not run under the AST desktop shell.   If that is the case, you will need to return to the Windows **Program Manager**, and run the program from there.

32-BIT Information

Windows 95

[Installation Instructions](#)

[Uninstall Instructions](#)

[Sound](#)

[Video](#)

Autoplay

Masters is equipped with the Autoplay feature.   A menu for the program will appear a few seconds after inserting the CD into your CD-ROM drive.   To bypass the Autoplay feature, hold down the **Shift** key while inserting the disc.

Installation Instructions

To install *Masters*, choose the **Start** menu, select **Run**, then type:

X:\SETUP.EXE, where X is the letter of your CD-ROM drive.

Follow the on-screen instructions.

     OR

Use the **Installation Wizard**.   To do this, open **Control Panel**, choose **Add/Remove Programs** and click the **Install** button.   Follow the on-screen instructions.

Uninstall

To uninstall *Masters*, you may simply open the **Start Menu**, select **Programs**, select the *Masters* group, and choose *Uninstall.*   Follow the on-screen instructions.

      OR

You may also uninstall *Masters* by choosing **Control Panel**, **Add/Remove Programs**. Highlight *Masters*.   Click on **Add/Remove**.   Follow the on-screen instructions.

<u>Manual Uninstallation</u>

Manual Uninstall

Make sure you are familiar with modifying the registry configuration before making any changes to your system's registry!

Masters may be manually removed by doing the following:

Remove the *Masters* entry from the **Start Menu** (from the **Start** menu, choose **Settings/Taskbar/Start Menu Programs/Remove**).

Delete the directory that *Masters* was installed to.

Delete the *Masters* reference in the **Registry**:

        [HKEY_LOCAL_MACHINE]
                SOFTWARE
                        Creative Multimedia
                                Masters

Delete the Uninstall Log for *Masters* from the **Registry**:

        [HKEY_LOCAL_MACHINE]
                SOFTWARE
                        Microsoft
                                Windows
                                        CurrentVersion
                                            Uninstall
                                                  Masters

Sound

Changing the volume control preference while using *Masters* may change the **Windows 95** master volume control wave settings.   To change your Windows volume level, open **Control Panel/Multimedia**.   You may then change the Playback Volume slider to an acceptable volume level.

Audio may sound garbled on systems with limited video memory/speed during video playback. This is due to the large amount of resources that video playback requires.   Close all open applications before using *Masters* (virus checking software often times cause conflicts).   It is also recommended that you defragment your hard disk on a regular basis, as this will help with performance.

Video

Text in *Masters* will not display properly if you are using large fonts.   If you notice text overlapping itself, or appearing outside of text boxes, make sure you are not using the large fonts option with your graphics card.   Please refer to your video card user's manual for more information on how to switch from large fonts.

Using 16-bit color while running *Masters* will result in improved graphics.   16-bit color uses 65 thousand colors and above.   Some graphics cards are unable to display high color depths, or lack the video memory to display high color at resolutions above 640x480.   If this is the case, you may experience long wait times while using this program, or graphics may not display properly.   Before calling technical support, make certain that the problem occurs at a 640x480x256 resolution and color depth.   If the problem goes away at that setting, then it is recommended that you upgrade your video drivers or add more memory to your video card.

Switching from 640x480 to 800x600 video resolutions "on-the-fly" will cause *Masters* to not display properly.   A black border will appear around the program's window.   Closing and restarting the application will remove this border.

If you are using a #9 Imagine-128 video card at the 1024x768x256 video resolution and color depth, your desktop may have changed from its normal color scheme.   To regain normal desktop colors, access **Control Panels/Display** or restart **Windows**.

Disable any screen savers before using *Masters*.   Screen savers may interfere with the display of graphics and cursors.   Field reports indicate **After Dark** may cause text to display improperly.

Videos may not play in *Masters* if you are set to a 16-bit color depth.   16-bit color (also known as High Color) depth is 65,000 colors and above.   You can change your color depth in **Windows '95** by opening **Control Panel/Display/Settings** and changing the Color palette setting to 256 Color.