

## **"WAOL Caused an Invalid Page Fault in MSVCRT.DLL"**

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The information in this article applies to:

- Microsoft Graphics Studio Home Publishing 99  
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### **SYMPTOMS**

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If you install Home Publishing on a system where you have installed America Online 4.0 from the Windows 98 compact disk, you may receive the following error message during verification of the password when you sign on to America Online:

WAOL caused an invalid page fault in module MSVCRT.DLL

### **CAUSE**

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The version of America Online that is included on the Windows 98 CD-ROM is a pre-release version. This version will not function correctly if newer versions of MSVCRT.DLL are installed.

### **RESOLUTION**

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This behavior does not occur in the final release of America Online 4.0. You can acquire the updated version by contacting America Online Technical Support or by downloading the updated version from America Online's World Wide Web site.

### **WORKAROUND**

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To work around this behavior, follow these steps:

1. Click Start, and then click Shut Down.
2. In the Shut Down Windows box, select "Restart in MS-DOS mode," and then click OK.
3. At the MS-DOS prompt, type "CD SYSTEM" (without the quotation marks) and press ENTER.
4. Type the following command to rename the MSVCRT.DLL file:  

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ren msvcr.dll msvcr.xxx
```
5. Type "win" (without the quotation marks) to restart Windows.
6. Click Start, point to Settings, and then click Control Panel.
7. In Control Panel, double-click Add/Remove Programs.
8. In the Add/Remove Programs Properties box, click the Windows Setup tab.

9. Click to select Online Services, and then click Details.
10. In the Online Services box, click the America Online check box to select it, click OK, and then click OK again.
11. Double-click the Online Services folder on your desktop, and then double-click America Online to start the installation process.
12. After America Online has been reinstalled, connect to America Online and go to the keyword "Upgrade."
13. Install the updated version of America Online 4.0.
14. Reinstall Home Publishing to replace the required version of Msvcr7.dll.

NOTE: If you choose to install the downloaded version of America Online 4.0 to a new directory, you will have two working versions on your system. Only the version installed from the America Online site will function correctly with Home Publishing installed

#### **MORE INFORMATION**

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