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**Golden RETRIEVER for Windows  
Release Notes - Version 2.0d rev 01 - 9/28/93**

### **Upgrading From a Previous Release of Golden RETRIEVER**

#### Auto Setup/Build

If you are upgrading from a previous release of Golden RETRIEVER, we strongly recommended that you run the Auto Setup/Build procedure as soon as you start Golden RETRIEVER.

#### Launching Documents/Files created in Golden RETRIEVER v2.0 or v2.0a

Since v2.0 & v2.0a compared applications from a list, as opposed to obtaining application information from Program Manager, some files will not launch. To correct the problem re-select the application name by: Selecting the file from the file list, selecting the File Info function, and Changing the application field to reflect which application the document/file was created in.

### **Compatibility / Troubleshooting**

#### Floppy Drawer

If you encounter problems with reading a floppy drawer during a copy, do the following: bring up Program Setup in Golden RETRIEVER, select the program that the copied files were created in, make sure that the program has an appropriate working directory.

#### Running Auto Setup/Build

Problems have been encountered when a corrupt Program Manager item is encountered during the Auto Setup/Build. If you receive an error, examine all your Program Manager groups for corruption and/or strange characters in any of the properties fields.

#### Disk Compression

Most disk compression programs provide the ability to swap the drive letters during installation. Make sure that the same drive letters are used once compression is completed. If Windows and Golden RETRIEVER are installed on drive C:, make sure that once compression is complete that drive C: still contains Windows and Golden RETRIEVER.

#### DOS 6.0/MS-DOS

Since Windows interfaces with the operating system directly, DOS 6.0 should not be an issue.

#### Quattro Pro/Win from Borland

Quattro Pro for Windows does not use standard Windows Dialog boxes, therefore it will not interface with the Save As/Open intercept. It is recommended that you simply create files for Quattro Pro by using Golden RETRIEVER's New command.

#### Norton Anti-Virus

Older versions of Norton Anti-Virus (The memory resident portion) are not compatible with Golden RETRIEVER's Save As/Open intercept. The resident Anti-Virus detection conflicts with the way Golden RETRIEVER operates, and should be disabled. (Refer to your Norton Anti-Virus documentation). This problem appears to be resolved in newer version of Norton Anti-Virus.

#### OS/2 from IBM

Running Golden RETRIEVER from OS/2 requires version 2.1 or higher of OS/2. To run the Golden RETRIEVER install program, select FILE | RUN from the Win-OS/2 Program Manager (Do not attempt to install through the Workplace Shell). During installation, Golden RETRIEVER will pick up all the Win-OS/2 Icons, icons in the Workplace shell will have to be added manually. - Refer to chapter 8 in the manual.

### PageMaker from Aldus

If you are using Golden RETRIEVER's Save As/Open intercept feature within PageMaker 4.0, do the following: Select the appropriate command from the File menu-Save As or Open, When the PageMaker Save Publication As or Open Publication dialog box comes up point the mouse at the text on the dialog box title (either the word Open or Save), Golden RETRIEVER will then pop up.

### Norton SmartErase

SmartErase has been known to cause problems when Golden RETRIEVER is accessing its drawer/folder information files. It is recommended that Golden RETRIEVER's drive be excluded from SmartErase. Another method, is to only include files that you normally work with. (i.e. .XLS, .DOC, .TXT....etc. - Refer to your Norton Desktop documentation)

### PC-Tools Delete Sentry (Including MS-DOS 6 Delete Sentry)

If you are using PC-Tools Delete Sentry on a 4 MB machine, you may experience problems with bringing up Golden RETRIEVER. To correct the problem lower the space reserved for the Delete Sentry file.

### Windows 3.0

If you are using Windows 3.0 (Not Windows 3.1) make sure that you have the latest revision of VER.DLL and SHELL.DLL in your WINDOWS\SYSTEM directory. If you have old revisions or encounter problems with Golden RETRIEVER, copy the files from the Golden RETRIEVER install disk.

### Windows 286/386 applications

Any application written for versions of Windows prior to 3.0/3.1 will not work the Save As/Open intercept feature. This would include Microsoft Word 1.1 and Excel 3.0.

### WordPerfect for Windows 5.2

WordPerfect for Windows creates two corrupt items in the WordPerfect for Windows Program Manager group. These items/icons contain a non-Windows readable character and should be corrected before running the Auto Setup/Build procedure. To fix the problem open the WordPerfect for Windows group and select the QuickFinder icon. Then select FILE|PROPERTIES from the menu. Click on the Working Directory field then look at the Description field. In that field will be thick black line. Delete that character by clicking the mouse pointer in front then press DEL. Do the same for the WPWin Install Icon.

### Other Applications

Unexpected GP faults and system crashes can occur if you are using DOS device drivers or TSR's that are not Windows compatible. This includes memory managers, disk caches, print caches, anti-virus programs mouse drivers, and disk compression programs. If you are running any of these programs, verify that it is 100% Windows compatible. Problems experienced with these programs may not appear in other applications due mainly to the way Windows handles memory and resources.

If you do experience problems, try using a 'Clean' CONFIG.SYS & AUTOEXEC.BAT. Only place DEVICE=HIMEM.SYS, FILES, BUFFERS, and STACKS statements in the CONFIG.SYS.

No problems should occur if you use SMARTDRV.EXE, EMM386.EXE, HIMEM.SYS, STAC.COM, STACHI.SYS, DBLSPACE.SYS or SHARE.EXE.

### **Obtaining Product Support**

Product support is available to registered users by any of the following methods:

Phone (714) 851-2283 8 AM - 5 PM Pac. Time / Mon - Fri

FAX (714) 851-2285 24 Hours a day / 7 Days a Week

BBS (714) 851-5102 24 Hours a day / 7 Days a Week

CompuServe ID: 71333,2125 or GO ABOVE (PCVendor Fourm-Section 1)

Mail           Above Software Product Support  
                  2698 White Road, Suite 200  
                  Irvine, CA 92714-6248  
                  USA

Sales           (800) 344-0116 8 AM - 5 PM Pac. Time / Mon-Fri

**Ordering Revised Documentation**

If this is an upgrade from a previous version and you would like to order the latest documentation, call (800) 344-0116. The cost is \$4 plus shipping and handling. This offer applies to users who have a registered copy with outdated documentation. There is no charge if you purchased Golden RETRIEVER within the past 60 days. (Proof of purchase is required.)

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