ON HAND RELEASE 2

March, 1994

Welcome to Softbank On Hand Release 2. The information below will help to familiarize you with the program as well as alert you to any last minute changes that may have occurred in the product.

INSTALLATION NOTES

❑　During installation, On Hand creates a directory off the root of your hard drive called "ONHAND.TMP". This directory is needed by On Hand and is not automatically deleted. It is, however, safe to delete the "Onhand.tmp" directory; if On Hand needs it, it will recreate it.

❑　If you are using MS DOS 6.0 or later, and multiple configurations, you must manually update the Autoexec.bat file. On Hand Setup will not do this automatically. In order for On　　　　Hand to operate properly, you must place the line:

c:\onhand\ohtsr.exe

after all network commands and as low as possible in the AUTOEXEC.BAT file. Note that if On Hand is not installed on your C drive, substitute the appropriate drive letter. Note also that if your AUTOEXEC.BAT launches Windows, place the "c:\onhand\ohtsr.exe" line just before the line that contains the "win" command.

❑　On Hand does not support networked CD-ROM drives.

❑　On Hand will not run on some installations that use Stacker disk compression. To over-come this problem, install On Hand onto an unstacked partition.

HARDWARE CONFIGURATION NOTES

❑　Some demos and trials won't run when there isn't enough base memory available. If you run into a problem here, check your conventional memory configuration and see if you can optimize the configuration. Also, restart Windows and attempt to run the demo or trial again. This alone will solve many memory problems.

❑　On Hand will not always run with display adapters configured to use greater than 256 colors. If you are running with a video driver set to greater than 256 colors, you may get a General Protection Fault (GPF). If you see an error message that says "GPF in Module XXXXXXX.drv", check your currently installed video driver. To do this, open the Windows Setup located inside the Main program group. Under Options, select Change System Settings... Switch your display driver to something that is using 256 colors or less. Restart Windows. If this doesn't solve the problem, please let us know (see Contacting Softbank, below).

❑　If you are having problems with running On Hand and are using a Viper VLB graphics card, try changing the display driver to VGA and restart On Hand. You may also wish to update your drivers to the latest version by contacting Diamond Computer (the makers of the Viper VLB card).

❑　If you have a Logictech mouse driver dated earlier than 1990, you may find that your

mouse

cursor disappears. You need to upgrade your mouse driver.

WINDOWS ENVIRONMENT NOTES

❑ The On Hand program has been tested in a number of Windows-based hardware and software configurations, using both default and customized settings for Windows environment parameters. If you encounter any problems installing or running On Hand, please let us know (see Contacting Softbank, below).

❑ On some systems, running the Try IT for the Microsoft Arcade - Asteroids product will result in an error messaeg stating the the file CTL3DV2.DLL could not be found. If this occurs, simply click on OK, the trial will run without problem.

COMMONLY ASKED QUESTIONS/COMMON PROBLEMS

Q: How do I register my software with the manufacturer of any products I purchase?
  A: One of the advantages of purchasing from On Hand is that ALL registrations are handled by Softbank. After you purchase a product, Softbank will forward your registration information to the appropriate software manufacturer.

Q: What do I do when asked for a serial number when installing some applications?
  A: Use these serial #'s for:

Manage Pro:	ZXAFDS200000
American Heritage Dictionary:	12345674
Act! for Windows:	AWDRUS110401990

Q: How can I break out of Adware or a Trial?
  A: <ESC> works for most Ads. On some of the Ads with sound, several <ESC>s in a row might be needed. For Ads from "Personal Training Systems", hold down <CTRL-3>. This will bring up a menu system. Choose EXIT from the file menu.

Q: Do I need paper documentation?
  A: It's entirely up to you and you may order documentation at any time. You don't need to order it when you purchase the product.

Q: What do I do when some installation programs ask me to insert disk2, disk3, etc.?
  A: Just click OK, the installation will continue correctly.

Q: Why does the password box on the order form say "must be shipped"?
  A: This product is not on the disc (such as a training video). When you order it, it will be mailed
to you.

Q: When do I load the TSR, and do I need to run it when I run the purchased applications?
  A: The TSR only needs to be running when ordering or installing software from ON HAND, or to view electronic documents which have not been copied to your hard disk.

Q: How do I unload the TSR?
  A: To unload the TSR, enter the following line at a DOS prompt:

c:\onhand\ohtsr.exe /u

Note that if On Hand is not installed on your C drive, substitute the appropriate drive letter. To prevent the TSR from being loaded when you boot, edit your AUTOEXEC.BAT and remove or remark out the following line:

c:\onhand\ohtsr.exe

Q: The CD ROM drive doesn't recognize the CD.
  A: Reload the disc into the drive and click retry.

Q: System ID reads "n/a".
  A: Make sure the line **c:\onhand\ohtsr.exe** is loaded correctly into your AUTOEXEC.BAT. Remember, if your Autoexec loads Windows automatically, this line must appear before Windows is launched (see above for additional information). Also, make sure that your onhand.ini file contains the following line:

serial = ####

where #### is the Disc ID number on the back of your On Hand disc set.

CONTACTING SOFTBANK
To obtain unlock codes for installing software from the CD, and for general questions about On Hand, call 1-800-SOFTBANK, 24 hours a day, seven days a week.

For technical questions or to report problems or strange program behavior, you may reach Softbank Technical Support via the following methods:

    CompuServe: 73373, 3453
    FAX: 408-655-6072
`   Phone: 408-644-7822 between 6:00 am and 10:00 pm, PST, Monday through Friday.

For technical matters, it will be helpful to us if you have the following information available at the time you call:

☐ Brand name and model numbers of your:
        PC
        video interface card
        CD-ROM drive
        sound card (if present)
        network interface card (if present)
☐ amount of RAM installed
☐ any TSRs that may be installed when On Hand is running
☐ amount of free hard disk space
☐ type of network, if you're connected to a LAN
☐ 3rd-party drivers (particularly video drivers) loaded

If you are a software publisher and you are interested in participating in the On Hand program, please call the Softbank Sales Department at 408-644-7800.

For PR review copies of the On Hand Release CD, please contact the Softbank Marketing Department at 408-644-7800, extension 528.