



## **Troubleshooting Contents** (Version 1.1)

### **PRODIGY® Service**

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If you still need help, call 1-800-PRODIGY (1-800-776-3449).

For Help on Help, Press F1

## **About the PRODIGY Software for Windows**

**Please Select a Topic:**

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## **What the PRODIGY Installation Program Does**

The PRODIGY Software for Windows Installation Program performs several functions:

- It checks to see if your computer is running Windows 3.1 or greater.
- It makes sure that all the files required to install the PRODIGY software are on the PRODIGY Installation Disk.
- It makes sure that you have enough room in the hard drive/directory you name to install the PRODIGY software.
- It checks for the latest versions of common Windows resource files and copies them to your computer, if necessary.
- It copies PRODIGY Software files to your hard drive and updates your Windows desktop.
- Install replaces previous versions of the PRODIGY software if you install to the same directory. Installing over previous versions of the PRODIGY software will retain modem and phone settings.

Once installed, the PRODIGY service is just a phone call away!

### **See Also**

[Recommended Hardware and Software Requirements](#)

## **Recommended Hardware and Software Requirements**

The following hardware and software are recommended for use with the PRODIGY software:

- PC with 16MHz/80386 (or higher) microprocessor;
- 3 1/2 MB available hard drive space;
- 4MB (or higher) RAM;
- 3.5" disk drive;
- VGA (or higher) graphics adapter and monitor;
- DOS version 3.0 (or higher);
- Microsoft® Windows 3.1(TM) or higher;
- Hayes® compatible 2400 or 9600 bps modem;
- Additional disk space if you plan to save data to file during a PRODIGY service session.

### **See Also**

[Starting Windows in Standard or Enhanced Mode](#)

## **Troubleshooting - Installation**

Select the Error Code or Message You Received

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Windows will not restart

**This program requires Microsoft Windows**

You must run the Installation program from Windows 3.1 or higher. To do this:

1. At the DOS prompt, type: **win** and press [Enter]
2. From the File menu, select **Run**
3. Enter the full pathname for the Installation program, (for example, **a:\install**)

**See Also**

[Using File Manager](#)

[Reporting Problems](#)

**This program requires a new version of Microsoft Windows**

The Installation program and the PRODIGY Software for Windows require Microsoft Windows 3.1 or higher. We recommend that you upgrade to Windows version 3.1 or greater.

**See Also**

[Reporting Problems](#)

**This application requires Standard or Enhanced Mode Windows**

You must run Windows in Standard or Enhanced mode to use the PRODIGY software for Windows.

**See Also**

[Starting Windows in Standard or Enhanced Mode](#)

[Reporting Problems](#)

### **Cannot find file or one of its components**

If you attempted to run INSTALL.EXE from the Program Manager, the wrong pathname was likely specified. Verify the full pathname and try again. For example, type: **a:\install.exe**

#### **See Also**

[Reporting Problems](#)

**W1 Unable to Start Installation**

Exit Windows. Power down your system, then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

## **W2 Unable to Start Installation**

To start the Installation program from a floppy disk, Windows requires that you have at least 100,000 bytes available on a hard drive it selects (usually Drive C). To successfully install the PRODIGY software for Windows, you must have at least 3 1/2 MB of free space on the destination drive you select.

You can:

- Attempt to make more space available by deleting files you don't need.

**See Also**

[Reporting Problems](#)

### **W3 Unable to Start Installation**

Windows creates a temporary directory while installing the PRODIGY software. A file with the same name as the temporary directory already exists on the hard drive. You can:

- Rename the file.

If you have additional problems creating a directory, please refer to your DOS manual.

#### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

#### **W4 Unable to Start Installation**

You have used an incorrect installation disk. Make sure that the PRODIGY Installation Disk #1 is in the disk drive and try again.

#### **See Also**

[Obtaining Replacement Disks](#)

[Reporting Problems](#)

**W5 Unable to Start Installation**

You have used an incorrect installation disk. Make sure that the original PRODIGY Installation Disk is in the disk drive and try again.

**See Also**

[Obtaining Replacement Disks](#)

[Reporting Problems](#)

**W100 & W101 Unable to Load DLL**

- Check the PRODIGY Installation Disk and verify that the following files exist: **VER.DLL** and **METER.DLL**.
- If both are present, restart Windows and run the Installation program again.
- If either file is not on the PRODIGY Installation Disk, obtain a new PRODIGY Installation Disk.

**See Also**

[Using File Manager](#)

[Obtaining Replacement Disks](#)

[Reporting Problems](#)

**W102 Unable to Load DLL**

- Check the directory where you have installed Windows for the file **LZEXPAND.DLL**.
- If it is present, restart Windows and run the PRODIGY Installation program again.
- If it is missing, reinstall Windows.

**See Also**

[Using File Manager](#)

[Reporting Problems](#)

**W110 Unable to Find INF File**

- Check the PRODIGY Installation Disk for the file **INSTALL.INF**.
- If it is present, restart Windows and run the PRODIGY Installation program again.
- If the file is not on the PRODIGY Installation Disk, obtain a new PRODIGY Installation Disk.

**See Also**

[Using File Manager](#)

[Obtaining Replacement Disks](#)

[Reporting Problems](#)

**W111 Unable to Load INF File**

Exit Windows. Power down your system then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

**W120 Invalid Destination Path**

You did not correctly enter the full pathname of the drive and directory where you want the PRODIGY software installed. Enter the proper pathname and try again. Refer to your DOS manual for more information on pathnames.

**See Also**

[Reporting Problems](#)

## **W121 Not Enough Space on Drive**

The hard drive you specified to install the PRODIGY software to does not have enough free space. This software requires a minimum of 3 1/2 MB of free disk space. You should have more if you anticipate sending data to disk files. You can:

- Attempt to make more space available by deleting files you don't need.
- Choose another hard drive destination, if available.

### **See Also**

[Reporting Problems](#)

## **W122 Unable to Obtain Drive Information**

A problem was encountered with the hard drive you specified.

- Run CHKDSK from the DOS prompt to determine if any problems exist with your hard drive.

### **See Also**

[CHKDSK](#)

[Reporting Problems](#)

### **W123 Drive Does Not Exist**

The destination drive you have specified does not exist. Determine the correct hard drive destination and try again.

#### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

### **W125 Unable to Create Directory**

The hard drive you have specified to install to already has a file with the same name as the directory you are attempting to create. You can:

- Rename the file, or
- Enter a new directory name.

If you have additional problems creating a directory, please refer to your DOS manual.

#### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

**W126 Unable to Delete Old File**

You are most likely attempting to install the new PRODIGY Software for Windows over the old PRODIGY software and one or more of the old files is write-protected. Change the read-only attribute and run the PRODIGY Installation program again.

**See Also**

[Viewing and Changing File Attributes](#)

[Reporting Problems](#)

## **W150 Hard Drive Not Found**

The PRODIGY Software for Windows Installation program requires a hard drive. To determine whether your system has a hard drive use:

- [File Manager](#)

### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

**W151 Free Space Not Found**

You do not have enough free hard drive space on the drive you specified to install the PRODIGY software. This software requires 3 1/2 MB of free disk space. You will need more space if you anticipate sending data to disk files. You can:

- Attempt to make more space available by deleting files you don't need.
- Choose another hard drive destination, if available.

**See Also**

[Reporting Problems](#)

**W211 Destination Same As Source**

The drive you have specified to install to is the same drive that the PRODIGY Installation software is on. You must select a different drive to install to.

**See Also**

[Reporting Problems](#)

**W225 Unable to Execute Function**

Exit Windows. Power down your system then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

## **W250 Unable to Install Windows DLL**

It is most likely that one or more older version DLLs is write-protected. Change the read-only attribute and run the PRODIGY Installation program again.

### **See Also**

[Viewing and Changing File Attributes](#)

[Reporting Problems](#)

## **W251 Unable to Install Windows DLL**

The disk drive where your Windows software is located does not have enough free space to replace/install a Windows DLL. Create more space on the Windows drive and re-install the PRODIGY software.

### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

**W252 Unable to Install Windows DLL**

Exit Windows. Power down your system then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

**W253 Unable to Install Windows DLL**

There is an inconsistency with your Windows DLL. Contact 1-800-PRODIGY (1-800-776-3449) or further assistance.

**See Also**

[Reporting Problems](#)

## **W260 Unable to Install Windows DLL**

Exit Windows. Power down your system, then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

If this does not work then the problem is most likely that the PRODIGY Installation program cannot copy a Windows DLL to your computer. A previous copy of the DLL is on your computer but is locked and cannot be overwritten.

You will need to:

1. Change the file attributes of the DLL from "read only" or "hidden" to "read/write"
2. Run the PRODIGY Installation program again.

### **See Also**

[Viewing and Changing File Attributes](#)

[Reporting Problems](#)

**W261-W265 Unable to Install Windows DLL**

Exit Windows. Power down your system, then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

**W266 Unable to Install Windows DLL**

There is an inconsistency with your Windows DLL. Contact 1-800-PRODIGY (1-800-776-3449) or further assistance.

**See Also**

[Reporting Problems](#)

## **W267 Unable to Install Windows DLL**

Be sure you're using your original Installation Disks. If you still receive this error, call 1-800-PRODIGY (1-800-776-3449).

### **See Also**

[Obtaining Replacement Disks](#)

[Reporting Problems](#)

**W268-W270 Unable to Install Windows DLL**

Exit Windows. Power down your system, then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

### **W300 Unable to Copy File**

A file could not be copied to the drive/directory you indicated. Choose another destination drive or directory and try again.

#### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

**W301 Unable to Copy File**

Exit Windows. Power down your system then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

### **W302 Unable to Copy File**

The destination drive you have specified does not exist. Determine the correct hard drive destination and try again.

#### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

### **W303 Unable to Copy File**

The destination drive you have specified does not exist. Determine the correct hard drive destination and try again.

#### **See Also**

[Using File Manager](#)

[Reporting Problems](#)

### **W304 Unable to Copy File**

A problem was encountered during Install because you have File Sharing enabled. You will need to:

- Disable File Sharing,
- Restart your computer,
- Run the PRODIGY Installation program again without any other applications active.

#### **See Also**

[How to Disable File Sharing](#)

[Reporting Problems](#)

**W305-W307 Unable to Copy File**

Exit Windows. Power down your system then power it back up. Restart Windows. Run the PRODIGY Installation program again without any other applications active.

**See Also**

[Reporting Problems](#)

**Windows will not restart**

You probably have an open application (e.g., DOS box). You should:

- Close the application;
- Restart Windows.

**See Also**

[Reporting Problems](#)

## **Troubleshooting - Connecting to the Service**

Select the Error Code You Received

[CM 4 at connect time](#)

[CM 4 a few minutes after connecting](#)

[CM 6 at connect time](#)

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[CT 08](#)

[CT 15](#)

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[LTM 35](#)

#### **CM 4 at connect time**

The connection between the PC and PRODIGY's local site was lost.

- Make sure that you have the correct Network Symbol that corresponds with the PRODIGY phone number you are using.
- Your modem may have MNP, Error Correction, Flow Control and/or Data Compression enabled. Use the ASSIST Utility located in your PRODIGY directory to append commands to the modem initialization string. Doing so will disable these features.
- There may be a communications port or IRQ conflict. Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.
- There may be excessive noise on the line. Try dialing another nearby PRODIGY phone number.

#### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

#### **CM 4 a few minutes after connecting**

The connection between the PC and PRODIGY's local site was lost.

- Your modem may have MNP, Error Correction, Flow Control and/or Data Compression enabled. Use the ASSIST Utility located in your PRODIGY directory to append these commands to the modem initialization string. Doing so will disable these features.
- There may be a communications port or IRQ conflict. Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.
- If you have call waiting you may be getting a call. The signal to tell you there is another call will cause the connection to fail. If your local telephone company supports disabling call waiting, try disabling it. For a Tone type phone line, precede the telephone number with \*70; Pulse or rotary phone line use a 1170.
- There may be excessive noise on the line. Try dialing another nearby PRODIGY phone number.

#### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

## **CM 6 at connect time**

The connection between the PC and PRODIGY's local site was lost.

- Check in Set-up that you have the correct Network Symbol for the telephone number you are calling.
- Your modem may have MNP, Error Correction, Flow Control and/or Data Compression enabled. Use the ASSIST Utility located in your PRODIGY directory to append these commands to the modem initialization string. Doing so will disable these features.
- There may be a communications port or IRQ conflict. Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.
- There may be excessive noise on the line. Try dialing another nearby PRODIGY phone number.

### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

## **CM 6 a few minutes after connecting**

The connection between the PC and PRODIGY's local site was lost.

- Your modem may have MNP, Error Correction, Flow Control and/or Data Compression enabled. Use the ASSIST Utility located in your PRODIGY directory to append these commands to the modem initialization string. Doing so will disable these features.
- There may be a communications port or IRQ conflict. Use the ASSIST Utility located in your PRODIGY directory to help locate the problem. Refer to the Troubleshooting section.
- If you have call waiting you may be getting a call. The signal to tell you there is another call will cause the connection to fail. If your local telephone company supports disabling call waiting, try disabling it. For a Tone type phone line, precede the telephone number with \*70; Pulse or rotary phone line use a 1170.
- There may be excessive noise on the line. Try dialing another nearby PRODIGY phone number.

### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

**CT 08**

Modem response to the dial command was not valid. The modem initialization string that the PRODIGY software has selected does not appear to be working with your modem.

You will need to use the ASSIST Utility included in your PRODIGY directory to change your modem settings. Using ASSIST, you will need to:

1. Disable your modem's extended dial and connect message responses.
2. Disable your modem's MNP, Error Correction, Flow Control and Data Compression features.

There may also be a Communications Port or IRQ Conflict. Use the ASSIST utility to help locate the problem.

**See Also**

[Using ASSIST](#)

[Reporting Problems](#)

## CT 15 or CT 42

Modem response to the ATE0 command was not valid.

- If you have an external modem, exit the PRODIGY software, turn the modem off and on, and restart PRODIGY.
- Your modem may not support the modem speed you specified in the **Set-up** window of the PRODIGY software. Choose a lower modem speed and try dialing the PRODIGY service again.
- There may be a conflict between two of your communications ports. Use the ASSIST Utility located in your PRODIGY directory to determine whether you have a Com Port problem.
- An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory. At the DOS prompt, type: **ASSIST 1**
- If you have set your modem speed to 14,400 bps, run ASSIST. At the Welcome menu, select Expert Mode. Then select Compatibility (F6), select the option for High Speed Modem Support and follow the instructions provided.

### See Also

[Using ASSIST](#)

[Reporting Problems](#)

## **CT 16 or CT 25**

The modem dialed and returned "No Carrier".

- If you have been able to connect to the PRODIGY service before, then the number you are dialing may be busy or having technical difficulties. Try using your alternate phone number or try the service again later.
- Make sure you are not dialing your own phone number.
- Check to make sure that your telephone line is plugged in and working properly.
- Check to see that you are not dialing an invalid prefix such as 1 , 1170, \*70 or your area code when it is not needed. If you are calling from an office you may need a 9 to get an outside line.
- Check to see if you have the type of phone service set to the correct setting (i.e., PULSE if you have a rotary dial phone or TONE if you have a touch tone phone).
- Your modem may have MNP, Error Correction, Flow Control and/or Data Compression enabled. Use the ASSIST Utility located in your PRODIGY directory to append these commands to the modem initialization string. Doing so will disable these features.
- If you are running a fax program in the background, try disabling it before running the PRODIGY software.
- There may be a Communications Port or IRQ Conflict. Use the ASSIST Utility to help locate the problem.

### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

**CT 17**

The modem was unable to detect a dial tone.

Check to make sure that your telephone line from the modem to the wall jack is plugged in and working properly. For example, plug a telephone cable into your wall jack, then plug the other end of the cable into your modem where it says "Line", "Wall", or "Telco".

**See Also**

[Reporting Problems](#)

**CT 18**

The modem has detected a busy signal.

- Make sure you are not dialing your own phone number or an incorrect number. A simple test is to pick up the phone and dial the number you entered for the PRODIGY service. If you hear a high pitch tone when the other phone answers then the number is valid. If not, check the number again and repeat the test until you get the high pitch tone.
- Try dialing your alternate phone number or look up another number close to you in the PRODIGY Phone Directory.
- Try again later.

**See Also**

[Reporting Problems](#)

## **CT 20 or CT 24**

The PRODIGY Software cannot communicate with your modem.

- Use the ASSIST Utility included in your PRODIGY directory to determine the Com Port of your modem.
- Open the PRODIGY software by double clicking on the PRODIGY icon. Click on Set-up. Select Com Ports. Insure that the Com Port is set to the setting of your modem.
- Open the Main group. Click on Control Panel. Click on Ports. Click on the Com Port that your modem is on. Be sure that the address and IRQ match the configuration of your modem.
- Use the ASSIST Utility included in your PRODIGY directory to determine if you have a Com Port conflict. If you do, contact your computer dealer for details on how to fix it.
- An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory. At the DOS prompt, type: **ASSIST 1**
- If you have set your modem speed to 14,400 bps, run ASSIST. At the Welcome menu, select Expert Mode. Then select Compatibility (F6), select the option for High Speed Modem Support and follow the instructions provided.

Note: Windows often identifies Com Ports differently than DOS. Try choosing each Com Port in descending order until your modem dials.

### **See Also**

[Using ASSIST](#)

[Checking Port Settings Under Windows](#)

[Reporting Problems](#)

**CT 21**

The PRODIGY software file, **MODEMS.TXT**, cannot be found.

Reinstall the PRODIGY software.

**See Also**

[Reporting Problems](#)

## **CT 29 or CT 46**

The modem connected to the PRODIGY network but was unable to logon to the PRODIGY service.

- The PRODIGY phone number that you dialed may be having technical problems. Please try again later.
- Check to make sure that you are using the correct Network Symbol for the number you are dialing.
- You may have to disable MNP, Error Correction, Flow Control and/or Data Compression on your modem. Use the ASSIST Utility located in your PRODIGY directory to help you do this. Doing so will disable these features.
- Try using the Network Symbol "**R**" for the number you are dialing.

### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

**CT 35 or CT 45**

The PRODIGY software file, **SCRIPT.Y** or **SCRIPT.R**, is missing or corrupted. Reinstall the PRODIGY software from the original Installation disk.

**See Also**

[Reporting Problems](#)

## **CT 36**

The modem did not respond correctly to the ATD command.

- Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.
- An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory. At the DOS prompt, type: **ASSIST 1**

### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

## CT 39

The modem did not respond correctly to the initialization commands.

- You may have appended an invalid custom modem command using ASSIST. Try removing it or appending another modem command.
- Use the ASSIST Utility located in your PRODIGY directory to determine if you have a Com Port conflict. If you do, contact your computer dealer for details on how to fix it.
- An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory. At the DOS prompt, type: **ASSIST 1**

### See Also

[Using ASSIST](#)

[Reporting Problems](#)

## CT 41

The modem does not support the S registers contained in the modem initialization string.

- Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.
- An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory. At the DOS prompt, type: **ASSIST 1**

### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

## **LTM 35**

The connection between the PC and PRODIGY's local site was lost.

- Your modem may have MNP, Error Correction, Flow Control and/or Data Compression enabled. Use the ASSIST Utility located in your PRODIGY directory to append these commands to the modem initialization string. Doing so will disable these features.
- There may be a communications port or IRQ conflict. Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.
- There may be excessive noise on the line. Try dialing another nearby PRODIGY phone number.

### **See Also**

[Using ASSIST](#)

[Reporting Problems](#)

## **Using Windows**

The following topics are provided to help you troubleshoot problems you may encounter while installing or running the PRODIGY software for Windows. For complete information about using Windows, consult your Windows User's' Guide.

### **Select a Topic**

[Starting Windows in Standard or Enhanced Mode](#)

[Using File Manager](#)

[Checking Port Settings Under Windows](#)

[Getting to DOS from Windows](#)

## Starting Windows in Standard or Enhanced Mode

The Standard mode of Windows accesses extended memory your computer may have and lets you switch among non-Windows applications. To use Standard mode, you must have a 286 computer or better, and at least 1 megabyte of memory. The PRODIGY software for Windows requires 4 megabytes of memory in standard mode.

The Enhanced mode of Windows provides access to virtual memory on your computer and lets you multi-task Windows and non-Windows applications. To use Enhanced mode, you must have a 386 computer or better, and at least 2 megabytes of memory. The PRODIGY software for Windows requires 4 megabytes of memory in enhanced mode.

To determine the Windows mode in which your computer is running:

1. Select Help from the Program Manager Menu Bar.
2. Select About Program Manager...

The About box tells you what version of Windows you are running, what mode you are using, and the amount of memory available.

To run Windows in Standard mode, type: **win /s** at the DOS prompt.

To run Windows in Enhanced mode, type: **win /e** at the DOS prompt.

## **Using File Manager**

The File Manager icon is located in the Main Group on your Windows desktop. From File Manager, you can run other applications, check the disk drives available on your computer, check what files and directories exist on your computer, check file attributes and much more. Some of the key features of File Manager appear below. You might find these topics helpful if you encounter a problem installing the PRODIGY software. Refer to your Windows User's Guide for more information on using these and other features.

### **Select a Topic**

[Running the PRODIGY Installation Program from File Manager](#)

[Checking the Contents of the PRODIGY Installation Disk](#)

[Checking the Contents of a Directory](#)

[Viewing and Changing File Attributes](#)

### **Running the PRODIGY Installation Program from File Manager**

1. Open the Main Group, if it is not already open.
2. Double click on the File Manager icon.
3. Click on the drive icon for the drive containing the PRODIGY Installation Disk.
4. Double click on the file you want to launch, for example, INSTALL.EXE.

### **Checking the Contents of the PRODIGY Installation Disk**

1. Open the Main Group if it is not already open.
2. Double click on the File Manager icon.
3. Click on the drive icon for the drive containing the PRODIGY Installation Disk.
4. Examine the contents of the disk.

### **Checking the Contents of a Directory**

1. Open the Main Group if it is not already open.
2. Double click on the File Manager icon.
3. Click the drive icon where the desired directory is located.
4. Click the folder icon for the directory you want.
5. Examine the contents of the directory.

## Viewing and Changing File Attributes

### Viewing File Attributes

1. Open the Main Group if it is not already open.
2. Double click on the File Manager icon.
3. Select the drive and directory you are interested in, for example "c:\prodigy"
3. Select All File Details from the View Menu.
4. An "r" next to any file name means the file is "read only"; to successfully install the PRODIGY software, the file's attribute needs to be changed to "read/write".
5. File Attributes must be changed from DOS. See Changing File Attributes below for more information.

### Changing File Attributes

1. Double click on the DOS icon (in the Main Group in Windows 3.1).
2. Change to the directory whose file attributes you want to check. For example, to check the attributes of PRODIGY software already on your computer, type: **cd\prodigy**. To check the attributes of your Windows software, change to the directory where Windows is installed, for example, type: **cd\windows**
3. Then type: **attrib** and press [Enter], to see file attributes listed.
  - A = Archive
  - H = Hidden
  - R = Read Only
  - S = System
4. To change "R" read only to read/write type: **attrib -r /s**
5. To change "H" hidden only to read/write type: **attrib -h /s**
6. To return to Windows, type: **exit** at the DOS Prompt.

### **Checking Port Settings Under Windows**

1. Open the Main Group if it is not already open.
2. Double click the Control Panel icon.
3. Double click the Ports icon.
4. The current Com Port setting recognized by Windows will be highlighted. Refer to your Windows User's Guide for more information on changing port settings.
5. Choose the port for which your modem is configured (see modem manual). The address and IRQ shown in Windows must match.

## Getting to DOS from Windows

You can get to DOS from Windows in one of two ways:

- You can "shut down" Windows and remove it from memory; or
- You can "shell" out of Windows to the DOS command line. In this case, Windows is still in memory and you can easily return to it.

You should "shut down" Windows if you need to use ASSIST or make changes to any hardware or software settings that Windows uses. You can "shell" out of Windows if you simply need to check the contents of a disk or make space available on your hard drive.

### To "shut down" Windows:

1. Select Exit from the Program Manager File menu.
2. Click on the Yes button to leave Windows.

To return to Windows following a "shut down":

- Type: **win** at the DOS prompt.

### To "shell" out of Windows:

Double click on the DOS icon (in the Main Group in Windows 3.1).

To return to Windows:

- Type **exit** at the DOS prompt, or
- Press [Ctrl]+[Esc].

## How to Disable File Sharing

1. Open the Accessories Group, if it's not already open.
2. Double click on the Notepad icon.
3. Select Open from the File menu.
4. Type: **c:\autoexec.bat** (where c:\ is the hard drive you use to boot your computer and autoexec.bat is the name of the batch file run each time you turn on your computer.)
5. Browse the file to see if a line similar to the following exists:  
C:\DOS\SHARE.EXE
6. If you did not find this line, close the Notepad and go to Step 9.
7. If you find the line, move your cursor to the beginning of that line and type: `REM` and then a space. The line should now look like this:  
`REM C:\DOS\SHARE.EXE.`  
When you restart your computer this line will not be executed.
8. Save the file and close the Notepad.
9. Restart your computer.
10. Start Windows.
11. Run the PRODIGY Installation program again.

**Important:** There may be other applications on your computer that require File Sharing. If you successfully install the PRODIGY software for Windows after you have added REM to your autoexec.bat file, you should repeat steps 1-5 above and remove "REM " from the line, and repeat steps 8-10.

## **CHKDSK**

1. Shut down Windows by selecting Exit from the Program Manager File menu.
2. Click on the Yes button to leave Windows.
3. Change to the directory where your DOS programs reside, for example type: **cd \dos**
4. Type: **chkdsk**. If you are checking a drive other than the one you're currently on, you must also specify the drive. For example, type: **chkdsk a:**
5. Refer to your DOS manual for more information on using chkdsk and interpreting its results.

## **Using ASSIST**

ASSIST is a collection of utilities that help isolate potential problems and display information about your system.

To access ASSIST:

- Double-click the ASSIST icon; Or,
- Exit Windows. At the DOS prompt type: `cd\prodigy` or the directory name where PRODIGY is installed. Then type: `assist` and press [Enter].

Note: Windows controls com ports and may give you inaccurate results. Therefore, it's best to access ASSIST from the DOS prompt.

## Reporting Problems

1. Follow the instructions in Troubleshooting Help to resolve your problem.
2. If you are unable to resolve an installation or pre-sign on problem, call 1-800-PRODIGY (1-800-776-3449).
3. If you are unable to resolve a problem that occurs following sign on, Jump: **member services** (or select Member Services from the Help pull-down) and send a message describing your problem.
4. If you still need help, call 1-800-PRODIGY (1-800-776-3449).

**Obtaining Replacement Disks**

If you continue to experience problems installing the PRODIGY software for Windows, you can obtain replacement disks by calling 1-800-PRODIGY (1-800-776-3449).

