TROUBLE-SHOOTING GUIDE

IF YOUR USE DOS 6.XX, MAKE SURE YOUR CONFIG.SYS HAS THIS LINE:
SHELL=C:\DOS\COMMAND.COM C:\DOS /P /E:345

You PC may not be able to lauch or recognize small batch file without the above command line.

If you use Windows'95, make sure you have 16Mb of RAM, just on the save side.

If you use Windows 3.1x and have not installed the 32 bit upgrade, some of the 32 bit programs may not run. We have included a copy of the 32 bit upgrade disks in the win32S subdirectory. Simply run SETUP from that directory to upgrade your copy of Windows 3.1x. You don't need to do it with WINDOWS FOR WORKGROUP 3.1X.

1. *Problem due to insufficient RAM to load program.*
Symptoms: "Not enough memory to load program"
Suggestions:
a. Install more memory
b. Run MemMaker (from MS-DOS 6.x) to optimize your memory setting or use any memory manager to reconfigure your system.
c. Remove as many as non-essential drivers and TSR programs.
d. If running Windows programs, close as many Windows as possible.

2. *Problems due to programs try writing to the CDROM.*
(CD is a READ-ONLY device, cannot be written to)
Correction: Some programs need to update score or data files when you exit the program. Your computer may hang or give an error message when the program tries writing to the CDROM. Either ignore the error and reset the system OR copy program to hard drive.

3. *Certain programs or games, especially the graphics-intensive ones, tends to take a long time to load program into screen, WHY?*
How to speed it up?
Answer: The access time of most double speed CD-ROM drive is about 200- 300ms (compare to hard drives' 10- 30ms), so it is a lot SLOWER when loading big programs. You may want to get a quad-speed or faster CD-ROM or install cache program that will speed up CD-ROM drive. Note that not every cache program speeds up CDROM access time.

4*. Some games or program run fine on its existing settings, it freezes, hangs, or give a disk error or I/O error message when I try to change its setting.*
Answer: Since CD is a READ-ONLY media, game settings that have been written onto it cannot be changed. You get the above symptoms if you try to change it. Either run the program as is OR copy it onto your hard disk, then you can change its setting without problem.

5. *Program still freezes or gives "I/O error" or "Access Denied" messages even after I have copied program from CD-ROM to my hard disk.*
Answer: The file attribute of the programs is set to "R" (read-only) when they are copied to the CD-ROM. You have copied these files with the "R" attribute. If you don't remove the "R" attribute, your PC will not be able to write or update certain data files and give you I/O and access error messages. Run the following command to remove the "R" attribute:
ATTRIB *.* -R /S

6. *Program does not run properly even though I did what are suggested in #5.*
Answer: Some programs may need an "actual install" (install under certain designated directory name or create sub-directories in a certain order). Try looking for any file with names like INSTALL.EXE, INSTALL.BAT, or INST???.exe; run the file and do an installation to ANOTHER subdirectory. Also read any .DOC or .TXT file for instructions.

7. How to figure out the playing commands?

Answer: There are two ways:

a. Most programs has a help key, "F1" is the most popular one. The help key will give you command summary and other essential info. So look for the help key on your screen. If no help key is found, see if you can found a cursor on screen. You may control the cursor with arrow keys or mouse. Then try out different buttons or choices.

b. Exit the program and manually log into the subdirectory in which the game resides. Look for any file with .DOC or .TXT extension and read it with DOS's EDIT or the LIST, SEE utility (copies in the NOTES sub-directory). Most games comes with instructions in the form of README file, or README.TXT, or README.DOC, or MANUAL.TXT, or MANUAL.DOC. You can print out the instruction with EDIT (from DOS), or SEE or LIST or your favorite word processor. For Windows programs, look for the files with .WRI extension, you can read it by simply "clicking" on the file.

8. How to EXIT or get out of certain games and demo?

Answer: Some software authors are too lazy to write the exit routine.

Most common commands to get out of a program are:
```
 ESC      F10
 CTRL-X;  CTRL-Q;  CTRL-U;  CTRL-Break; CTRL-ESC;  CTRL-PRINT SCREEN
 ALT-X;   ALT-Q;   ALT-ESC
 CTRL-ALT-DEL
 FOR EXITING WINDOWS:  ATL-F4
```

When everything fails, use CTRL-ALT-DEL keys. DON'T use reset button when running WINDOWS, you may damage the hard disk.

9. Some games run fine under certain DOS version like DOS 5.0 and do not run under 6.0 or later.

Suggestion: Make sure you have this line "DEVICE=C:\DOS\SETVER.EXE" in your CONFIG.SYS. Then run SETVER to set the game program to the DOS version that it will operate. For example, if GAME.EXE will run under DOS 5 and you are using DOS 6, run this command:
```
     C:>SETVER GAME.EXE 5.0
```

You need to reboot system for the changes to be effective. Refer to DOS manual on SETVER if you have any questions.

10. Problem due to insufficient video memory and incorrect video card driver. (Some games require you to choose a video driver, some high-resolution games need more than 512k video RAM)

Symptoms: There's no picture on screen, but the hard disk sounds like it is retrieving something. Strange colors in pictures.

Correction: If you have another VGA card, try it to see if problem persists. Find a VGA card with more memory. Choose a different video driver to see if problem goes away.

11. Problem due to pointing devices such as mouse and joystick
(Some games won't run without a mouse)

Correction: Load the mouse driver and install a mouse. If the mouse is jumpy or erratic, check if the mouse driver load is the correct one. Also check if serial port and/or mouse is defective or not.

12. Problems due to incorrect sound drivers, program crashes or refuses to run.

Correction: If the program assumes you have a sound card installed and you have none, run the setup or install utility of the program, select PC speaker or none (no sound card). Then the program won't look for a sound card when running. If you have a sound card and the program reports no sound card or incorrect driver, re-install your sound card driver that comes with

the card; check if problem goes away; if not; run the setup or install utility of the program.

13. Problems due to previous program has initialized a system setting and "forget" to re-initialize the system when exiting down the programs.
Symptoms: Program A will run ONLY you have restart the computer; or Program A won't run if Program B is run before it.
Correction: When everything else fail to fix the problem, restart the computer and try again

14. Some games runs fine on its existing settings, it freezes, hangs, or give a disk error or I/O error message when I try to change its setting.
Answer: Since CD is a READ-ONLY media, game settings that have been written onto it cannot be changed. You get the above symptoms if you try to change it. Either play the games as is OR copy it onto your hard disk, then you can change its setting without problem.

MOST OF THE PROBLEMS THAT YOU RUN INTO WILL GO AWAY WHEN YOU COPY THE PROGRAM ONTO THE HARD DRIVE, IF NOT, ALSO RUN "SETUP", OR "CONFIG" TYPE PROGRAM/ UTILITY TO CHANGE THE DEFAULT SETTING TO THE ONE THAT MATCH YOUR SYSTEM.

If copying the game from CD-ROM to hard disk does not fix the problem, copy the ZIP files fo the game to hard disk, uncompress it using PKUNZIP or UNZIP, re-run INSTALL, CONFIG, or SETUP. Then the game should run fine. Problems of this sort is caused by file names characters not allowed for ISO 9660 standard for CD-ROM.

WINDOWS SPECIFIC PROBLEMS

The Windows Operating System is more complicated than DOS. It operates on top of MS-DOS and also has more problems than DOS. So many factors can affect the operating of your programs. The following is only a partial lists:
  - hardware problems: compatibility issues
  - software problems: driver problems, bugs
  - address conflicts: IRQ conflicts, memory address conflicts

Microsoft has published a WINDOWS RESOURCES KIT ($20), which is very useful in Troubleshooting your WINDOWS problems. Also there is a book called "1-800-WINDOWS HELP" that is pretty good.

Most Windows problems are memory-address related. If you get "GENERAL PROTECT FAULT" or whatever memory error messages, try unloading as many programs as possible and re-run your program, if it still does not work, exit WINDOWS, reboot system, and reload program; if it still does not work, check your CONFIG.SYS and remove or rearrange the order of loading device drivers, reboot, reload program.

GP Errors are normally caused by incompatible or outdated device drivers like video card driver.

Many problems occur after you run program A and try to load program B (program B works only when you do a fresh reboot). Some lazy programmmers do not follow the written procedures in unloading their programs, thus causing problems.

1. Problem due to incorrect Windows video driver.
Symptoms: Picture looks like missing some colors or shows only 16 colors.
Correction: Exit Windows. Log into Windows subdirectory and run SETUP. Move cursor bar to

video driver and re-install video driver with the driver disks that come with your video card. Make sure choose the one with 256 colors.

2. Certain Parts of the image are too bright on too dark.
Correction: Due to the hardware differences between different monitors and video cards, you may need to adjust the brightness and intensity of your monitor to get the best images.

3. Problem due to insufficient video memory and incorrect video card driver
Symptoms: There's no picture on screen, but the hard disk sounds like it is retrieving something. Strange colors in pictures
Correction: If you have another VGA card, try it to see if problem persists. Find a VGA card with more memory. Choose a different video driver to see if problem goes away.

4. WINDOWS does not boot up from the default menu in the CD-ROM.
Correction: WINDOWS directory is not in the DOS path. Simply add WINDOWS in your DOS path in your AUTOEXEC.BAT.

5. I get "SHARING VIOLATION" when running file Viewer.
CORRECTION: DOS version earlier than 6.22 will give you this error message. Simpy add SHARE in your AUTOEXEC.BAT:
        C:\DOS\SHARE
If you still have problem, log in the VSHARE directory and read the README.TXT file for further details.

6. I see garbage or nothing on screen when reading some .DOC or .TXT file.
CORRECTION: 1. Some foreign language file will be shown as garbage if you did not load the operating system in that foreign language in your computer or if you don't load the foreign fonts before your read the foreign language files.
2. You may not have the right file viewer because Microsoft Word documents also has .DOC extension. Use Microsoft Word or WORD VIEWER (enclosed in the WORDVIEW directory). Simply click on the WORDVIEW.EXE file and run it directly from the CD-ROM, no installation is need.

7. I get "I/O error" or "access denied" messages when I run the program from CD-ROM.
Corrections: Some programs create some temporary files or write to whichever directory on which they reside. Since CD-ROM is a REASD-ONLY media (means your computer can't write on it), you will get the above error message when writing on it. Simply copy the files to your hard disk and run from there. If .ZIP files are available in the directory, click on it twice and unzip the original files to your hard disk. If otherwise, run any "INSTALL.EXE" file in the directory if available; if not, simply copy all the files onto your hard disk, then log into the new directory and run the following command:
  ATTRIB *.* -R   (ENTER)
Please run this command under DOS. Files originated from CD-ROM are all marked READ-ONLY, so that your computer will not write on it and damage your CD-ROM drive. When you copy this files into your hard drive, your computer does NOT remove the READ-ONLY attribute from the files. You will still get "Path/access denied" message if you do not manually remove it.

8. The program gives an error messages saying some files like VBRUNx00.DLL or some DLL files is missing.
CORRECTION: We have included a collection of common DLL files in the DLL directory. Simply copy the one that you need into that program directory.

9. I try to load a program from the CD MENU and get this message "Another Visual Basic Application is running, cannot load program."
Corrections: The Menu is written in Visual Basic. Some programs using an older version of

Visual Basic to code may have problem running under Windows'95 with 2 VB applications running simultaneously. Simply exit the MENU and load the program from Win'95's desktop. Windows 3.1x do not have this problem.