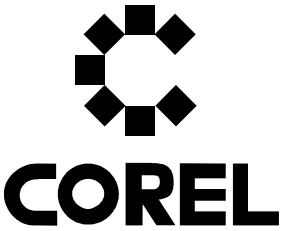

Corel DRAW Technical Support

Corel Corporation 1600 Carling Avenue,Ottawa, Ontario, Canada. K1Z 8R7
(613) 728-8200 Main Voice Line/Customer Service
(613) 761-9176 Customer Service Fax
(613) 728-1990 DIRECT SUPPORT LINE (Corel DRAW!)
(613) 728-4752 BBS - HAYES Ultra 96 (1200 to 9600 - 8,n,1)
(613) 761-7798 BBS - US Robotics Dual std. (1200 to 9600 - 8,n,1)
(613) 761-9175 Support FAX (Corel DRAW!)

General Protection Faults (GPF) Windows 3.1

General Protection Faults (GPF) are error messages which Windows generates indicating that something is writing to a memory location outside of its control. UAEs are generally caused by environmental problems that can range from low-level DOS problems, to memory conflicts with device drivers, or software and hardware components. Windows' response to a GPF is to terminate the currently running application (whether it's responsible or not).

When a GPF occurs, Microsoft strongly suggests that you exit from Windows completely and **reboot your system**. If you do not do this, memory becomes unstable, which can lead to more errors.

We can offer you some general suggestions in helping you to find the cause of the problem; or, you may want to contact Microsoft Product Support for assistance. Information that will be useful include: a complete list of hardware (including the ROM make and version); the contents of your config.sys; autoexec.bat; win.ini; system.ini; and coreldrw.ini files, and a description of when the GPFs occur (can you repeat a sequence and cause a GPF?).

In the Windows environment, check some of the following items if GPFs are occurring:

- Being able to run in Standard mode successfully is a very good indication that there is a memory conflict between Windows and something else (hardware is a possibility) in your system.

- If the GPF occurs on the startup screen of CorelDRAW, it could be that a display font is corrupted (CorelDRAW needs a Windows font for the startup screen and the rulers). Check the Windows Control Panel, Fonts option and select different screen fonts. If a GPF occurs after selecting a font, you will need to reinstall that screen font. Consult your Microsoft Windows User's Guide for more information.

  If you have additional display fonts (other than the standard Windows fonts), one of these could be causing the GPF. Edit your WIN.INI file under the **[fonts]** section by putting a semi-colon ";" in front of the lines containing the additional fonts. Then save the file, exit Windows to enable the changes and try again.

- Are you using a manufacturer supplied driver for your VGA card? If you are, try using the generic Windows VGA driver and see what happens. If a GPF doesn't occur, then it could be a problem with the driver.

- Does your video card occupy an area of RAM? If it does,

Windows must be told not to use this area (Microsoft Product Support can assist you in setting these values up).

- If you are using ATM (Adobe Type Manager), try turning it off then restarting Windows.

In the DOS environment*, some of the items to check include:

* Please be certain that you have exited from Windows, and are really in DOS. Type Exit and press ENTER. If nothing happens, then you should be in DOS. If you find yourself in Windows or another application, you were **shelled out** to DOS. Using Chkdsk while shelled out can lead to **loss of data** on your hard disk!

- Are you running low on disk space? Less than 2mb is a problem especially when you are running in 386 Enhanced mode with large files or print jobs and TEMP files on the same drive. Remember to use **chkdsk/f** to clean up any lost clusters on your hard disk after a GPF.

- Are you low on memory? If you are using DOS version 5.0, use the memory command to check conventional, extended or expanded memory. (Aldus PageMaker 4.0 also includes a memory command that lists memory allocation.)

- Does your computer use Shadow Ram? If it does, disable it as this can be the source of the conflicts.

- Try using a "bare bones" autoexec.bat and config.sys from a floppy disk rather than making changes to the original files on your hard disk.

Create a bootable floppy diskette, copy your autoexec.bat and config.sys files onto it and modify the files on the floppy diskette as suggested below:

In the *autoexec.bat* file, try:
PATH=C:\;C:\DOS;C:\WINDOWS
PROMPT PG
SET TEMP=C:\TEMP
(**NOTE**: Make sure the SET TEMP statement points to a valid directory)

In the *config.sys file*, try:

FILES=40
BUFFERS=20
DEVICE=C:\HIMEM.SYS (or to wherever himem.sys is located)
SHELL=C:\DOS\COMMAND.COM C:\DOS /p /e:256

(**NOTE**: Also include any other device drivers that are necessary for your computer to boot properly. These would include: any third party disk partitioner such as ONTRACK DISK MANAGER (DMDRVR.BIN), as well as any type of hard disk compression software such as STACKER or SPEEDSTOR. Make sure COMMAND.COM is located in the DOS directory on the C: drive prior to booting with this floppy disk. If it is not, copy it to the C:\DOS directory. This configuration also assumes you are using MS-DOS 5.0)

Once you have stripped the files down to the "bare bones", boot up from the floppy drive. If this clears up the GPF, there is a problem in your original files (autoexec.bat or config.sys). You could start adding in one line at a time to the files on the bootable floppy, rebooting after each addition, and checking for a GPF.

As mentioned previously, these are general suggestions and may not solve your particular problem. Please contact Microsoft Product Support for detailed assistance.

Thank you!