substance. digizine™ Issue 1.1 Troubleshooting

The following notes will help you if you are having problems running this version of *substance.* **within Windows 3.1.**

Contents

System Configuration

We highly recommend running substance. digizine on a minimum MPC-2-level machine in order to achieve quality playback performance. Requirements for this level are as follows:

MINIMUM SYSTEM REQUIREMENTS:

486SX-25 or higher
4 MB RAM
12 MB Free Disk Space
640x480 SVGA display, 256 colors
16-bit sound card
Single-speed CD-ROM drive (150 KB/second sustained transfer rate)
Microsoft Windows 3.1, Video for Windows

RECOMMENDED SYSTEM REQUIREMENTS:

486DX-33 or higher
16MB RAM
640x480 SVGA display, 65,536 colors
16-bit sound card
Double-speed CD-ROM drive (300 KB/second sustained transfer rate)

Your CONFIG.SYS file must include the following lines:

BUFFERS=30
FILES=20
DEVICE=(CD-ROM driver path, filename)

Your AUTOEXEC.BAT file must include the following:

C:\DOS\MSCDEX.EXE

If performance is slow, you can increase the amount of memory which Windows uses for CD-ROM caching by increasing the amount on the M:(value) parameter of the MSCDEX.EXE command line to 40. Users of MS-DOS 6.2 may want to try running SMARTDRIVE.EXE before MSCDEX.EXE in order to use DOS 6.2's built-in CD-ROM caching. For more information on how to do this, please check your MS-DOS User's manuals or the HELP file located on the MS-DOS

6.2 disk itself.

Font Changes

After installing substance. digizine, please make sure you restart Windows so that the fonts used in *substance.* will be installed properly inside Windows. Otherwise, you may experience problems with text layout while running the disc.

Video For Windows Setup

You must have Microsoft Video For Windows installed on your system for the video portions of *substance.* to work properly. If you do not have the Video for Windows runtime files already on your computer, it will be installed for you when you first run the disc's setup program. If you are still experiencing problems with the video, you can try running the Microsoft VFW setup program yourself. The files are provided for you on the *substance.* CD-ROM, located in the WINVID directory. After you have installed *substance.*, choose RUN from the FILE menu and type:

"d:\winvid\setup" ("d" being the letter of your CD-ROM drive.)

You may also want to check inside your Drivers setup program (inside Windows Control Panel) to see that the Microsoft Video For Windows and Microsoft Video1 compression drivers are correctly installed.

If video is playing with stops or dropping frames, it may be due to memory or speed limitations of the system you are using. Try increasing the amount of CD-ROM caching in your AUTOEXEC.BAT file (see above).

Problems With Video Display

In some situations, you may notice the on-screen palettes readjusting while video or animation files are being played. This is normal if you are running Windows in 256-color VGA mode because of the way Windows handles redrawing palettes on-screen. This problem can be eliminated by switching your Windows display driver to 16-bit (32K color) mode.

We have encountered problems with the disc crashing when it is run on a system using an ATI Mach 32 video display driver. We are currently working with ATI to correct this problem. Contact the manufacturer of your video card to get updated drivers and to find out if your video card is compatible with Windows 3.1 256-color VGA display.

Problems With Sound Playback

Although some of the disc's sound files are 8-bit samples, you will receive an error message if you try to run *substance.* on a sound card which does not support 16-bit sound. **We recommend running *substance.* either on a 16-bit Media Vision or Creative Labs sound card.** We have experienced sound file playback problems with sound cards from Orchid and Aztech. Loading "Sound Blaster emulation" for the Aztech card will solve problems you are having with .WAV-file playback. We have encountered problems with the disc crashing when it is run on a system using an Orchid Wave 32 sound card, and are working with Orchid to correct this problem. Please look at your sound card documentation for more information about checking your DMA and IRQ settings to make sure that these are not conflicting with anything else in your system.

Problems With CD-AUDIO Playback

If you experience problems with playback of the CD-AUDIO track (track 2 on the disc), make sure that you have connected the CD-Audio outputs to an amplified source. You should also check the Drivers setup (inside Windows Control Panel and make sure that the Windows CD-Audio MCI driver is installed. If it is not installed, click "Add New" and follow the Windows display messages to add the driver to your system.

Problems With Enclosed Demo Software

For all technical support questions regarding problems with demo products, please contact the software manufacturers directly. Listed below are the technical support numbers which were provided by these companies at press time:

Black Belt Systems (WinImages Morph package)
phone: (406)367-5509
fax: (406)367-5509
BBS: (406)367-2227

Gryphon Software (Gryphon Morph package)
phone: (619)536-8815
fax: (619)536-8932
AOL: GryphonSW

HSC Software (HSC Digital Morph package)
phone: (310)392-8441
fax: (310)392-6015
Internet: KPTsupport@AOL.com

Imagination Network (INN package)
phone: 1-800-IMAGIN1 (462-4461)

North Coast Software (PhotoMorph package)
phone: (603)664-7871
fax: (603)664-7872
Internet: 4386449@MCIMAIL.com

Sierra On-Line (Gabriel Knight package)
phone: (209)683-8989
fax: (209) 683-3633
BBS: (209)683-4463

Other Troubleshooting Issues

If you are getting any other error messages, please take a moment to look through the following:

"APPLICATION IS ALREADY RUNNING"
You are trying to run *substance.* while it is already open. If the program is not open, exit Windows and then re-enter and try running *substance.* again.

"INSUFFICIENT MEMORY TO RUN THIS APPLICATION"

Windows does not have enough available memory to run *substance.* You should close all other applications you are running on your desktop and restart *substance.* Refer to your Windows reference manuals to find out how to free up more memory.

"DISC IS NOT HIGH SIERRA FORMAT"
substance. cannot access the CD-ROM drive. You must use version 2.1 or later of the Microsoft MSCDEX.EXE extension software. Also note that this disc is not compatible with a Macintosh system.

"NOT READY READING DRIVE D"
Make certain that the disc is properly inserted into the CD-ROM drive and disc caddy. If you still cannot access the disc, it may indicate a hardware problem with your CD-ROM, SCSI add-in card or SCSI interface cable.

"INVALID DRIVE
Make sure that your CD-ROM hardware and drivers are properly installed.

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