

# Visual Basic 4 Unleashed

## Troubleshooting & Support Information

### The Setup program for the disc doesn't run properly.

The usual cause of this is a damaged disc. You can contact us to get a replacement disc (contact information is at the end of this file). Of course, before you contact us, try-try-again. Also, clean the CD-ROM *properly*—if a program won't run, it's possible that the disc is dirty.

### Setup programs don't create a Program group or icons.

**Windows 3.1:** If a setup program doesn't create a Program Manager group & icons like it's supposed to, you may be running a "shell" program other than Program Manager (Dashboard, Norton Desktop, etc.). If this problem occurs, run Program Manager (PROGMAN.EXE) manually, then run the setup program again. A group and icons should then appear within Program Manager.

**Windows 95:** If a setup program doesn't create a group & icons like it's supposed to, you may have too many groups in your startup menu. Delete any unneeded groups and try again.

### The CD-ROM Guide menu program doesn't start at all

If you double-click on the program's icon in the book's Program Manager group and nothing happens, run the CD-ROM's setup program again. If you've done this and the program still doesn't load, it's likely that you have a damaged disc (which is pretty rare, but does happen). See the end of this file for information on how to get a replacement disc.

### The Windows 95 Task Bar covers some buttons in the browser.

If you are running Windows 95, and your screen size is set to 640 x 480 pixels, the bottom row of buttons in the menu program may be obscured by the Windows 95 task bar. To correct this, right-click on the task bar and select Properties. Then check the "Auto Hide" box, and press the OK button. This hides the task bar until you reposition the mouse on top of the task bar's display area.

### Program run slowly or don't run properly.

Do you have at least 4 megabytes of RAM (memory), or 8 megabytes with Windows 95? This may sound familiar, but Windows does not run well on anything less than these amounts. If you only have the minimum amount of RAM, the program may run slowly.

Make sure you're not running other programs at the same time. If you try to run the Guide to the CD-ROM program, run a word processor, and play an audio clip at the same time... well, you'll probably experience a sloooooow system. These other programs eat into your memory and take up some video resources as well.

If you only have a single-spin CD-ROM drive, the menu program and everything that's displayed in it **will** run slowly. Even with a double-spin drive, some programs and video clips may not run smoothly.

If you're running Windows 3.1 and DOS 6.0 or higher, you can add your CD-ROM drive to your SmartDrive disk cache, which will speed things up a little (see your DOS manual for details on how to do this). Otherwise, the only solution is to buy a faster CD-ROM drive.

### If you still can't solve the problem...

We can't help you with computer problems, Windows problems, or Visual Basic

programming problems, but we *can* assist you with any problems you may have with the CD-ROM itself and the software on it.

**Note: Problems with other company's programs on the disc need to be resolved with the company that produced the program or demo.**

If you're having any other problems with the software on the disc, here's how to get in touch with us. Please be prepared to give us information on your computer system and a detailed account of the problem you're experiencing.

#### **Internet Email**

[support@mcp.com](mailto:support@mcp.com)

If you're a member of an online services such as CompuServe, America Online, Prodigy, etc., you can send Internet Email through your service.

#### **Mail**

Macmillan Computer Publishing  
Support Department  
201 West 103rd Street  
Indianapolis, IN 46290

#### **Telephone**

(317) 581-3833

#### **Fax**

(317) 581-4773

### **Visit Us Online**

#### **Internet World-Wide Web** (The Macmillan Information SuperLibrary)

<http://www.mcp.com/sams>

#### **Internet FTP**

<ftp.mcp.com/pub/sams>

#### **CompuServe**

The keyword for our forum is SAMS ("GO SAMS"). We're a part of the Macmillan Computer Publishing forum.