

## **Microsoft Julia Child: Home Cooking with Master Chefs README**

Thank you for purchasing Julia Child: Home Cooking with Master Chefs. Multimedia technology, with its array of new hardware and software combinations, can present a variety of potential performance and configuration problems. This README file contains important and helpful information on the following topics:

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To read this file on screen, use the PAGE UP and PAGE DOWN keys on your keyboard. You can also print this file by choosing the Print command from the File menu.

## **1. Sending Suggestions and Comments**

If you have comments about Julia Child: Home Cooking with Master Chefs or suggestions for features you would like to see in future releases of Microsoft cooking products, please send them to:

Cooking Program Manager  
Consumer Division  
Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052-6399

Please note that we receive a number of suggestions and comments regarding Microsoft products and are unable to respond directly to each one. However be assured that your recommendations, ideas, and remarks are recorded and will help shape future versions of Microsoft consumer products.

## **2. Where to find Help**

To go to online Help, click the question mark icon in the lower-right corner of the screen. In the Troubleshooting topic of the Tips section, you can read about a variety of topics such as improving performance, resolving audio difficulties, and using the keyboard to navigate. You can also find helpful information on these issues in this document.

## **3. Problems During Setup**

Because Julia Child: Home Cooking with Master Chefs installs system files that may be shared with other applications, it is best to shut down other applications before running Setup. Do not remove the Julia Child: Home Cooking with Master Chefs CD during Setup or it will fail. If you have closed all other open applications, and you encounter problems during Setup, and all other applications are closed, check the system requirements (located on the back of the box and on the CD disk insert) and make sure you have the minimum requirements necessary to install Home Cooking with Master Chefs.

## **4. Removing Home Cooking with Master Chefs**

To remove Julia Child: Home Cooking with Master Chefs from your computer, run Setup again and choose the Remove All option. (This removes only files specific to Julia Child: Home Cooking with Master Chefs. Shared files such as DLLs and DRVs, installed in the Windows System directory, are not removed.)

You may also need to do the following :

\* Move the Julia Child: Home Cooking with Master Chefs icon. If you have moved the icon into a different program group since installing the application, Setup will not be able to detect the new location of the icon and cannot delete the icon from Program Manager. After running Setup (with Remove All selected), go to Program Manager and delete the icon(s) from Program Manager.

\* Delete the MSJulia directory. The MSJulia directory (or the directory you specified as the destination directory during Setup) will not be removed. If this directory is not being used for other files, you can delete it by going to File Manager, selecting the directory, clicking File, and then clicking Delete.

## **5. Performance Issues**

There are several ways to make Julia Child: Home Cooking with Master Chefs run faster. Many of the methods described below are general tips that will improve the performance of any Windows application. Consult your Windows manual for more details.

Julia Child: Home Cooking with Master Chefs uses your computer's memory (RAM) to display

pictures and play animations and sound. If Julia Child: Home Cooking with Master Chefs runs slowly or you get error messages saying you are out of memory, you may not have enough RAM available. Here are some tips to make the best use of your available memory:

- \* Close all applications that you are not using.

- \* Set up a permanent Windows swap file.

Windows works best when there is hard disk space allocated for swapping files into or out of your computer's memory. To set up a permanent Windows swap file on your hard disk, open the Windows Control Panel (usually in the Main program group in Program Manager), and click the "Enhanced" icon. Then click the "Virtual Memory" button to see if your current swap file is temporary or permanent, to check the size of the current swap file, and to make changes. Windows usually creates a temporary swap file by default, but if your disk is full or fragmented, this temporary file can become unavailable. If you can, make the size of the permanent swap file at least 6096 KB. Julia Child: Home Cooking with Master Chefs requires a swap file of at least 4000 KB to run on a 4 MB machine.

Look at the Help menu of the Windows Control Panel or check your Windows documentation for more information.

- \* Defragment or optimize your hard disk by running a defragmentation program.

For example, MS-DOS 6.0 and higher includes a utility called Microsoft Defrag. Some other popular utilities are PC Tools, Norton Utilities, and Mace Utilities.

- \* Add more RAM (memory) to your computer.

You can determine how much memory is available by starting MS-DOS, typing "mem" and pressing ENTER. This starts a program that will tell you how much memory you have. You need at least 4 MB (sometimes listed as 4096 kilobytes or KB) of RAM, and 8 MB is recommended.

- \* Add a cache to your CD-ROM drive.

SmartDrive in MS-DOS 6.2 and utilities like Norton Speedcache+ can significantly improve the performance of CD-ROM products by helping eliminate unnecessary seeks and reads. If you have an older or slow CD-ROM drive, the performance difference is very noticeable.

For more details on improving performance, consult your Windows and CD-ROM manuals.

## **6. Hardware Problems**

Julia Child: Home Cooking with Master Chefs is designed to run at VGA (640 x 480) resolution or higher with 256 colors. Julia Child: Home Cooking with Master Chefs will not run in 16-color mode.

NOTE: To avoid functionality problems when changing the resolution settings, close Julia Child: Home Cooking with Master Chefs, change the resolution settings, and then re-start the program.

A set of generic 256 color drivers (which support most non-accelerated Super VGA adapters) has been included on the Julia Child: Home Cooking with Master Chefs CD. (For more information on supported video adapters, see the README.TXT supplied with the drivers.) The file (SVGA.EXE) is located in the D:\AAMSSTP\DRIVERS directory (assuming D is the drive letter of your CD-ROM).

NOTE: Video adapters based on the S3 chipset will not work with the generic 256 color driver

(SVGA.EXE). In this case you will find specific S3 drivers (also located in the D:\AAMSSTP\DRIVERS directory) for these video adapters. The driver you select depends on the specific S3 chipset your video adapter uses. For more information on the version of the S3 chipset your video card uses, see the user's manual included with your video card. Once you have determined the version of the S3 chipset your video card supports, use the following table to determine which file to copy to your hard disk.

Chipset =====	Copy file =====
801/805	S3_801.EXE
924	S3_924.EXE
928	S3_928.EXE

To install the driver, you will first need to copy the appropriate driver file from the D:\AAMSSTP\DRIVERS directory on the Julia Child: Home Cooking with Master Chefs CD to your hard disk (NOTE: do not copy this file to the C:\WINDOWS or C:\WINDOWS\SYSTEM directories).

Once the file has been copied to the hard disk you will need to "extract" the video driver by either typing the name of the file and pressing the ENTER key from the MS-DOS prompt (e.g. **S3\_801.EXE** and press ENTER), or by double-clicking on the filename in the File Manager.

Once the files are extracted, complete the installation of the video driver by opening the DISPLAY.TXT file (located in the same directory as the expanded video driver) resides. Find the section entitled "Installing a Display Driver" and follow the steps.

For further information on installing a different display driver, click Help in the Windows Setup application (usually located in the Main program group in Program Manager) or consult your Windows documentation.

Julia Child: Home Cooking with Master Chefs may encounter display problems when using accelerated video drivers, video drivers with more than 256 colors, or high-resolution video drivers. One example of this problem is a video display with garbled images. Another is a crash occurring when trying to play a video. There are several things you can do if you encounter problems like this:

- 1) Most problems can be fixed by obtaining new drivers from your video card manufacturer. Contact the manufacturer of your video card to determine if there are newer versions available. The manufacturer's phone number should be in the manuals that came with your video card or personal computer. Another option for obtaining updated drivers is the Microsoft Download service (MSDL), an electronic bulletin board that can be accessed via a modem at (206) 936-MSDL (206-936-6735).

Drivers provided on the MSDL are compressed with the PKWare utilities, and are in the form of executable files (.EXE extension). It is best to download the file or files you need into an empty directory on your hard disk or a blank formatted floppy. To decompress these drivers after downloading them, either:

- a) From Windows File Manager: double-click on the filename that you downloaded (e.g., the appropriate file ending in .EXE).

-or-

- b) From the DOS prompt: change to the directory containing the downloaded file, type the filename, and then press ENTER.

- 2) An alternative to obtaining a new or updated display driver is to change your video mode to a

standard video mode such as 640 x 480 resolution with 256 colors.

To find out what video driver you are using, go to the Main group in Program Manager and double-click the Windows Setup icon. To the right of "Display" you will see the name of the video driver currently in use. For instructions on how to install or change drivers, click Help (in Windows Setup).

### **Cirrus Logic Driver Problems**

Cirrus Logic video drivers, v1.32, are incompatible with Video for Windows 1.1. As a result, you may experience difficulties playing animations and/or videos. To update your Cirrus Logic video drivers, contact Cirrus Logic product support at:

Cirrus Logic  
3100 W. Warren Ave.  
Freemont, CA 94538  
(510) 623-8300

Using the Cirrus Logic driver v1.43, running 640x480 resolution at 16.8 million colors, will cause the initial images of the Lessons to have a white background with horizontal lines running through them. However, once the Lesson starts playing, the video plays correctly.

To correct this initial image problem, change your color setting to 256 colors or change your resolution to something other than 640x480.

The Cirrus Logic driver products referenced here are manufactured by Cirrus Logic, a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability.

### **Creative Labs Sound Blaster 16/16ASP**

Compressed audio clips may fail to play if you are using a Sound Blaster 16 or Sound Blaster 16 ASP sound card. This problem occurs because some computers are unable to use the 16-bit DMA (direct memory access) channel on the Sound Blaster cards.

To correct this problem, switch the HDMA channel to use DMA or 8-bit DMA. You must change this setting in the following two places:

1. The Drivers dialog box in the Windows Control Panel.
2. The SBCONFIG.EXE configuration program included with the Sound Blaster cards.

To change the settings, follow these steps:

1. Open the Windows Control Panel (in the Main program group in Program Manager).
2. Double-click the Drivers icon.
3. Select the Sound Blaster 16 Wave/Midi driver, and then click Setup.
4. Under the HDMA setting, set the selection to DMA.
5. Click OK, and then click Do Not Restart Now.
6. Exit Windows.
7. At the MS-DOS prompt, change to the SB16 directory and run SBCONFIG.EXE.

Follow the instructions provided by this configuration program. It assists you in selecting and testing the following variables:

Variable	Select
=====	=====
Base I/O port	Autoscan
MidiPort address	Autoscan

DMA interrupt	Current
8-bit DMA	Current
16-bit DMA	Use 8-bit DMA

After you have finished making these selections, the SBCONFIG program will restart your computer.

#### 8. Restart Windows.

Compressed audio should now play correctly. For more information about Sound Blaster cards and about this problem, contact Creative Labs technical support at (405) 742-6622.

Sound Blaster is manufactured by Creative Technology Ltd., a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding this product's performance or reliability.

#### **Media Vision Pro Audio Spectrum**

Audio clips may sound "scratchy" (that is, distorted) when played from the Media Vision Pro Audio Spectrum. To correct this problem, change the Media Vision driver DMA setting to 7.

To change the driver settings:

1. Open the Drivers icon in the Windows Control Panel (in the Main program group in Program Manager).
2. Double-click the Drivers icon.
3. Select the Media Vision Wave/MIDI/Aux driver, and then click Setup.
4. Under the DMA setting, set the selection to 7.
5. Click OK, and then click Restart Now.

Audio clips should now play correctly.

The Pro Audio Spectrum driver products included here are manufactured by Media Vision, Inc., a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability. For more information, call Media Vision, Inc. Technical Support at 1-800-638-2807 or (510) 770-9905. On CompuServe, Media Vision can be reached by typing GO MEDIAVISION at any prompt.

#### **Turtle Beach Monte Carlo**

When using the Turtle Beach Monte Carlo sound card, sounds may play correctly the first time then fail on subsequent attempts. To correct this problem, run the Monte Carlo driver utility and change the setup to use the Standard drivers and not the V-synth driver. Audio clips should now play correctly.

For additional information about using the Monte Carlo or Turtle Beach drivers, consult the documentation from the hardware vendor. The Turtle Beach driver products included here are manufactured by Turtle Beach, Inc., a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability. For more information, contact Turtle Beach technical support at (717) 767-0200.

#### **S3 V.1.1 Video Drivers**

Problems such as random GP faults or crashes may occur on a system with the S3 video driver version 1.1. To correct these, update to the most recent S3 driver (V.2.41).

The S3 driver products are manufactured by S3 Inc., a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability.

#### **Roland Rap-10**

When using the Roland Rap-10 sound card you may experience problems playing compressed

audio. To correct this problem, make sure that you are using Roland Toolworks software version 3.7 or later.

The Roland driver products included here are manufactured by Roland, Inc., a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability. For more information, contact Roland technical support: (213) 685-5141.

### **Reveal MM Pro 16**

Audio pronunciations may fail to play if you are using a Reveal MM Pro 16 sound card. To avoid this problem, disable 16-bit audio by setting the Reveal MM Pro 16 16-bit DMA channel to None, as follows:

1. Open the Windows Control Panel (in the Main program group in Program Manager).
2. From the Main group in Program Manager, run Control Panel and double-click the Drivers icon.
2. Select the MMPRO16 Wave/Midi/Aux driver, and then click the Setup button.
3. Set 16-bit DMA channel to None.

The Reveal driver products referenced here are manufactured by Reveal, a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability.

### **Aztech Labs (AZI)**

You may experience problems playing compressed wave audio when using any of the following Aztech Labs (AZI) sound cards:

- Multimedia Pro
- NX Pro 16
- Sound Galaxy Basic 16
- Sound Galaxy Pro 16

To resolve the problem try the following:

1. Add a D=64 parameter at the end of the Device=EMM386 line in the CONFIG.SYS file. For example, if your EMM386.EXE file is in the DOS directory on drive C, you would use the following line: Device=C:\DOS\EMM386.EXE D=64.
2. Change the DMABufferSize setting in the [386Enh] section of the SYSTEM.INI file to "DMABufferSize=064" (without the quotation marks). If the line does not exist, add it.
3. Do the following:
  1. Note the driver listed in the Wave= line in the [drivers] section of the SYSTEM.INI file.
  2. Find the section by that name in the SYSTEM.INI file.  
For example, if Wave=mm16.drv, find the [mm16.drv] section.
  3. Add a "SingleModeDMA=True" line (without the quotation marks) to this section.
  4. If the driver in the Control Panel for the particular AZI card has separate 8-bit and 16-bit DMA settings, try setting the 16-bit to None.

Some 16-bit AZI sound card drivers do not have separate 8-bit and 16-bit DMA settings. If the problem still persists, you may need a sound driver update. For more information, contact Aztech Labs technical support at (800) 886-8879 or Sound Galaxy Support at (510) 623-8988.

The Aztech products discussed here are manufactured by Aztech, a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability.

### **Special Note: USING ATI VIDEO CARDS**

If you are using an ATI video card and a "mach" video driver (mach8 or mach32) as your Windows display driver, the Device Bitmaps setting for the video card must be set to "Off." To check/change this setting, do the following:

1. Double-click the mach FlexDesk Control Panel icon (usually found in the mach Utilities program group in Program Manager). The mach Utilities group is created when you run the ATI mach video driver setup program.
2. Click the Advanced button.
3. Make sure "Device Bitmaps" is set to "Off," or set it to "Off" if it is not. (If the Advanced dialog box has no "Device Bitmaps" setting, read the information below on changing the setting through your WIN.INI file.)
4. Click OK to close the FlexDesk Advanced Settings.
5. Click OK to close the FlexDesk Control Panel.

You will need to restart Windows for the changes to take effect.

If the Advanced dialog box has no "Device Bitmaps" setting, you need to alter your WIN.INI file (located in your windows subdirectory). You can do this by opening the WIN.INI file in Notepad, which is normally located in the Accessories group in Program Manager. Place the cursor at the top of the file and search for the word "devicebitmap" (do not enter the quotation marks; do not use any spaces). To search, select "Search" then "Find". You should find a line that reads "devicebitmap=on." Change it to "devicebitmap=off" and save the file. You will need to restart Windows for the change to take effect.

\*You can verify the Windows Display driver selection by double-clicking the Windows Setup icon found in the Main program group of the Windows Program Manager.

\*Also, if the ATI Crystal Fonts option is turned on, Julia Child: Home Cooking with Master Chefs may not display the correct colors. We suggest turning this option off if you are running in 256 color mode and are experiencing color problems.

For information about ATI video cards or the ATI installation utility referred to above, contact ATI Technical Support at (905) 882-2626.

The ATI products discussed here are manufactured by ATI, a vendor independent of Microsoft; we make no warranty, implied or otherwise, regarding these products' performance or reliability.

## **7. Audio Problems**

The following sections offer suggested solutions for common problems playing audio in Julia Child: Home Cooking with Master Chefs.

### **SOUND DOES NOT PLAY AT ALL**

1. Check the volume on the speakers and, if necessary, the volume settings in your audio software.
2. If the volume is turned up and you still hear no sound, something may be wrong with your audio card installation. Check to see that the audio card software is installed correctly and reinstall it if necessary. For further details, see the section below "MAKING SURE THE SOUND CARD IS INSTALLED PROPERLY."
3. If the software is installed correctly, the audio card may need to be pressed more securely into its slot or you may need to change a jumper setting on the audio card.
4. If you have both an audio card and special software that bypasses the audio card to play sounds through the PC speaker, we suggest you remove or disable the special software



(the PC speaker driver). Julia Child: Home Cooking with Master Chefs requires an MPC-compatible audio card; it is not meant to run with just the PC internal speaker or any combination of that speaker and special software.

### **SOUND PLAYS BUT IS DISTORTED OR "FUZZY"**

Sound distortion is often caused by sending a higher volume or amplitude of sound than the speakers are able to handle. Also, if the volume control on your audio card is set too high it may cause distortion from the amplifier on the audio card. Sometimes lower quality speakers will distort at a lower volume than better speakers will (compare a clock radio speaker to a big stereo system; the stereo speakers can play much louder with no distortion). For example, if the volume for your audio card or "WAVE file output" is set to near its maximum it will produce distortion just like a radio with the volume turned up too high. To learn how to change your audio card settings, check the manuals that came with your audio card. Changing the volume settings is normally done with either a volume dial on the back of your audio card (in the rear of your computer where the speakers plug in) or with a program that is often called a "mixer" that is usually installed in the Windows Control Panel of the Main program group. Some audio cards use both types of controls and they must both be adjusted.

Another possible cause is that you are using a 16-bit sound card set to a lower Direct Memory Access (DMA). Sounds that appear scratchy while using a low DMA will sound better using an upper DMA. In the case of the Media Vision Pro Audio 16 soundcard, a DMA setting of 7 will correct any scratchy sounds. To change the DMA channel you will have to go to the Windows Control Panel and select drivers. In the drivers section, select the sound card driver, and then choose Setup. You should be able to select a higher DMA setting here. If the driver will not allow you to change the DMA setting you may need to refer to your sound card manual.

### **SOUND PLAYS BUT HAS SKIPS**

If audio breaks up or skips periodically it is usually an indication that the CD-ROM drive does not fully meet the MPC (Multimedia PC) specification for the Data Transfer Rate. The MPC-2 specification states that the CD-ROM drive needs to be capable of transferring data at a rate of 300 KB per second while utilizing 60% or less of the CPU. You can continue to use your CD-ROM drive to run Julia Child: Home Cooking with Master Chefs, but will continue to experience this choppiness in audio clips.

### **SOUNDS ARE CUT OFF**

Most audio cards can play only one sound at a time; therefore, other sound-producing programs could interrupt the sounds from Julia Child: Home Cooking with Master Chefs. Some sound-producing programs may take over the audio capability and prevent other Windows programs from being able to make sounds. If you suspect you have such a program do not run it at the same time as Julia Child: Home Cooking with Master Chefs.

### **ERROR MESSAGE: "NO WAVE DEVICE THAT CAN PLAY FILES..."**

If you get the error message "No wave device that can play files in the current format is installed. Use the drivers option to install the wave device." When trying to play some sound clips or dialogues, then the Microsoft audio compression manager and drivers may not be installed correctly. There are two files in your Windows system directory that need to be up to date. You can compare the files MSACM.DRV and MSADPCM.ACM to those located on your Julia Child: Home Cooking with Master Chefs CD in the D:\AAMSSTP\VF11E directory. If these files are current, then you will want to make sure that your SYSTEM.INI file contains the right information. You can open the SYSTEM.INI in Notepad or any text editor. Make sure that the following sections and section entries appear:

```
[Drivers]
wavemapper=msacm.driv
```

```
[MSACM]
```

install=msadpcm.acm

### **MAKING SURE THE SOUND CARD IS INSTALLED PROPERLY**

1. Verify Port and IRQ settings by looking at the sound card and comparing the way the Port and IRQ settings are set up with the way that the audio card software specifies they be set up. The audio card manual should explain how to configure the audio card settings.
2. Make sure the sound card does not conflict with other hardware. This is done by comparing the setup of the audio card with the setups of other cards in your computer. It is important that no two cards try to use the same port or IRQ. This is a common source of problems when you are getting no sound at all.
3. If you have a Sound Blaster 16 sound card, and you can't hear sounds play, you may have to disable the 16-bit audio by switching the High DMA channel to match the Low DMA channel. Sound Blaster has utilities programs to help you do this. If you need to do this manually, you must change the current settings in both the AUTOEXEC.BAT and the SYSTEM.INI.

## **8. CD-ROM Problems**

### **COMMON SOLUTIONS FOR PROBLEMS WITH CD-ROM DRIVES**

Julia Child: Home Cooking with Master Chefs requires a minimum of a double-speed CD-ROM drive to function properly.

**NOTE: Do not remove the Julia Child: Home Cooking with Master Chefs compact disc from your CD-ROM drive while running Home Cooking with Master Chefs . Removing the CD will cause errors and/or incorrect displays or functionality.**

If Julia Child: Home Cooking with Master Chefs cannot find the data files it needs to run, you will see an error message prompting you to correct the problem. To find the source of the problem, do the following:

- \* Make sure the Julia Child: Home Cooking with Master Chefs compact disc is correctly inserted into the CD-ROM drive.
- \* Make sure that the drive is connected to your computer correctly and that it is functioning in MS-DOS. If you have an external CD-ROM drive, make sure the power is turned on. You can test the function by viewing a directory of the drive in MS-DOS. For example, if your CD-ROM drive is drive D:
  1. Go to MS-DOS.
  2. At the prompt, type **D:** and press ENTER.
  3. Type **DIR** and press ENTER
- \* Make sure that the Julia Child: Home Cooking with Master Chefs program is looking for the compact disc on the correct drive. Also check that the MSJULIA.INI file is in the Windows directory and that it points to the correct location.

If you still see an error message after checking the points above, check the manuals that came with your CD-ROM drive for information on how a CD-ROM is to be set up, or contact the company that supplied the drive.

## **9. Running on Microsoft Windows 3.1**

To run Julia Child: Home Cooking with Master Chefs under Windows 3.1, you must run Windows in Enhanced mode. To see if you are running Windows in Enhanced mode, choose About

Program Manager from the Program Manager Help menu (or choose About File Manager from the File Manager Help menu ). In the bottom section of the dialog box, you should see the phrase "386 Enhanced Mode." If you do not see this phrase, you can force Windows to run in Enhanced mode by typing WIN/3 or WIN/E at the DOS prompt when launching Windows.

Windows for Workgroups always runs in Enhanced mode and no message is displayed in the About dialog box.

## **10. Running on Microsoft Windows NT**

To run Julia Child: Home Cooking with Master Chefs on Windows NT, Setup may need to copy some files to your system directory. In order for Setup to do this, you must be a member of the Administrator group when you log on. Otherwise, Setup will not be able to copy these files to your drive. You can check your user status with the User Manager.

Home Cooking with Master Chefs runs well on Windows NT with the following exceptions:

- \* The videos in Home Cooking with Master Chefs will not run on Windows NT version 3.1. You must have Windows NT version 3.5 or later.
- \* Home Cooking with Master Chefs will fail on exit if "Run in Separate Memory Space" is selected in the Properties dialog (in Program Manager, select the Home Cooking with Master Chefs program icon, click File, and then click Properties). The default setting has this option turned off so that Home Cooking with Master Chefs will run properly.
- \* Home Cooking with Master Chefs will not run on non-Intel Windows/NT machines.
- \* White text on a black background will not display when you run Home Cooking with Master Chefs using NT 3.5 or later with an ATI video driver set to display 65 thousand colors or 16 million colors. All you will see is a black box. To correct this problem, change the number of colors to 256.

## **11. Running under Microsoft Windows 95**

Changing your video resolution from high-resolution (800 x 600 or greater) to low resolution (640 x 480) while running Home Cooking with Master Chefs under Microsoft Windows 95 causes the Windows 95 Taskbar to cover up part of the Home Cooking with Master Chefs screen (primarily the buttonbar). To avoid this problem, do not change your video resolution while Julia Child: Home Cooking with Master Chefs is running. If you want to change the video resolution, close Home Cooking with Master Chefs, change the settings, and then re-start Home Cooking with Master Chefs.

## **12. Mouse Cursor Problem**

If you find that the mouse cursor jumps around on the screen when you perform certain actions in Home Cooking with Master Chefs, and you are using Microsoft Intellipoint mouse software, you need to turn off the "snap-to" option. Open the Control Panel, usually found in the Main group in Program Manager, and select the Mouse option. Turn off the "snap-to" option in the Mouse Manager dialog and then close the Mouse Manager and the Control Panel.

## **13. Error Messages and the MSJULIA.INI**

This section covers the error messages you may see in Julia Child: Home Cooking with Master Chefs and what to do if you encounter them.

**Error: "Home Cooking with Master Chefs has encountered a problem with the media-related components. Please see the README.WRI file for more information. MCIError= "**

**Solution:** The above error message will display if your computer is low on memory, or if a media driver is not installed correctly, or if a necessary file was not found. To correct these problems, free up memory or add more memory. Make sure all media drivers are installed correctly, and make sure the Julia Child: Home Cooking with Master Chefs CD is in the CD-ROM drive. Note: Home Cooking with Master Chefs requires a minimum double-speed CD-ROM drive, video and audio support. For details specific to video and audio drivers, please refer to the relevant section(s) earlier in this document.

**Error: "Home Cooking with Master Chefs can not find the MSJULIA.INI file or the INI settings are incorrect. Please compare your MSJULIA.INI setting with those listed in the README.WRI file or rerun Setup."**

**Solution:** During Setup, Julia Child: Home Cooking with Master Chefs places an MSJULIA.INI file in your Windows directory. If this file is moved, deleted, or becomes corrupted, Home Cooking with Master Chefs will not run. The easiest way to correct to this problem is to run Setup again.

**Error: "There was an error opening or saving files. Home Cooking with Master Chefs is unable to function properly. Please compare your MSJULIA.INI setting with those listed in the README.WRI file."**

**Solution:** The above error message will display if your computer is low on memory, or if a media driver is not installed correctly, or if a necessary file was not found. To correct these problems, free up memory or add more memory. Make sure all media drivers are installed correctly, and make sure the Julia Child: Home Cooking with Master Chefs CD is in the CR-ROM drive.

**Error: "Disk was full writing RCPNOTES.DAT or SHOPLIST.DAT. Please check to make sure there is sufficient disk space and memory, please see the README.WRI file for more details."**

**Solution:** When you add a note to a recipe or create a shopping list, Julia Child: Home Cooking with Master Chefs creates the files: RCPNOTES.DAT and SHOPLIST.DAT on your computer in the location that Julia Child: Home Cooking with Master Chefs was installed. The easiest way to correct this problem is to make sure there is enough hard disk space available. A rule of thumb is to allow 2MB of free disk space.

**Error: "Unable to find file. Please reinsert the CD and/or compare your MSJULIA.INI setting with those listed in the README.WRI file."**

**Solution:** If you remove the Julia Child: Home Cooking with Master Chefs CD while it is running, Julia Child: Home Cooking with Master Chefs will not function correctly. Also, if you have moved the directory where the MSJULIA.INI file is placed or you have changed the drive of your CD-ROM, Julia Child: Home Cooking with Master Chefs will display an error message. See the previous paragraph for information on MSJULIA.INI settings and location.

**Error: "The file containing your existing notes can not be found. Please check the README.WRI file for more information on this problem." Or...**

**"The file containing your existing shopping list can not be found. Please check the README.WRI file for more information on this problem."**

**Solution:** When you add a note to a recipe or create a shopping list, Julia Child: Home Cooking with Master Chefs creates the files: RCPNOTES.DAT and SHOPLIST.DAT on your computer in the location that Julia Child: Home Cooking with Master Chefs was installed. If these files have been moved, deleted, or corrupted, Home Cooking with Master Chefs will shut down. The easiest way to correct this problem is to run Setup again.

**Error: "Could not write notes file RCPNOTES.DAT. Please check to make sure there is sufficient disk space and memory and your disk is not write-protected. See the README.WRI file for more details." Or...**

**"Could not write shopping list file SHOPLIST.DAT. Please check to make sure there is sufficient disk space and memory and your disk is not write-protected. See the README.WRI file for more details."**

**Solution:** When you add a note to a recipe or create a shopping list, Julia Child: Home Cooking with Master Chefs creates the files: RCPNOTES.DAT and SHOPLIST.DAT on your computer in the location that Julia Child: Home Cooking with Master Chefs was installed. If these files have been moved, deleted, or corrupted, Julia Child: Home Cooking with Master Chefs will not run correctly. The easiest way to correct this problem is to run Setup again.

Additionally, if Julia Child: Home Cooking with Master Chefs does not have enough memory available to load or save the notes or shopping list files, it will shut down or not function correctly. Please refer to the section titled "Performance Issues" earlier in this document for memory, disk space issues, and swap file information.

NOTE: Make sure the RCPNOTES.DAT and SHOPLIST.DAT files are not read-only and the disk isn't write-protected.

Below is an example of **MSJULIA.INI** settings (This assumes that the CD-ROM drive is D and that Julia Child: Home Cooking with Master Chefs has been installed on the C drive in a directory named MSJULIA):

```
[Options]
BookDirectory=D:\msjulia\
CodeDirectory=C:\msjulia\
DataDirectory=C:\msjulia\    <<this is where RCPNOTES.DAT and SHOPLIST.DAT are
MediaDirectory=D:\msjulia\video\
ShopListFile=C:\MSJULIA\SHOPLIST.DAT
NotesFile=C:\MSJULIA\RCPNOTES.DAT
NoUISound=0
NoAmbientSound=0

[PrintOptions]
Directions=1
Ingredients=1
```

## **14. Copying Recipes to the Clipboard**

Because Julia Child: Home Cooking with Master Chefs uses multiple fonts to display fractions and the Microsoft Windows Clipboard only supports a single font at a time, copying recipes from Home Cooking with Master Chefs causes all fractions in the ingredient list to be converted incorrectly. For example, if you copy a recipe that calls for '1/2 pound of breadfruit' to the Clipboard and then paste it into a word processor (such as Microsoft Word) it will get converted into "1 pound of breadfruit" (via the Clipboard).

To get around this problem, while you are in the word processor (i.e. Word), select the number(s) that should be displayed as fraction and then change the font to MSReference 2.

NOTE: Selecting the entire recipe and then changing the font to MSReference 2 will result in misplaced fractions.

## **15. General Multimedia Information**

For more information regarding Multimedia PCs, MPC titles, and other general multimedia topics

of interest, please refer to the MPC Marketing Council at the following location:

Multimedia PC Marketing Council, Inc.  
1703 M Street Suite 700  
Washington, DC 20036  
Telephone: (202) 452-1600

For more information regarding other Microsoft Multimedia titles write to:

Microsoft Multimedia Publishing Group  
Consumer Division  
One Microsoft Way  
Redmond, WA 98052-6399

You may also run the Microsoft Multimedia Catalog by clicking the icon installed in the same group as Julia Child: Home Cooking with Master Chefs, usually the Microsoft Multimedia group.

For information regarding a specific MPC product, contact the manufacturer of that product.

Thank you.