

# Appendix A Problem Solving

This appendix is a guide to solving problems you may encounter as you operate the American History Explorer program. It includes a procedure as well as a form for reporting common problems. In the event you are unable to resolve your dilemma and need further assistance, please complete the Problem Report before you contact Parsons Technology's Technical Support Department.

## Procedure for Solving Problems

Whenever you encounter a problem with the program or have a software-related question, follow this procedure:

1. Press the **F1** key to open the **American History Explorer** online help. This system presents up-to-date operational information.
2. Refer to the *Information Guide* packaged with your compact disk and the index within this *Online Guide* for specific topics and page numbers that may provide helpful information.
3. Refer to any README file included on your program installation disks. This file would include current information not available when the *Information Guide* was printed.
4. Use an automated service to get help. These are listed in *When You Need Help* in the Introduction section of this *Online Guide*.
5. If you still cannot find a solution, contact Parsons Technology's Technical Support Department; but first read the *Problem Reporting* section that follows.

### Problem Reporting

If you are unable to solve your problem with the procedure described above, you may need to contact Parsons Technology's Technical Support Department. Before you do so, complete these steps:

1. Read *When You Need Help* in the Product Support section of *Online Help*. It details available methods of contacting Parsons Technology.
2. Print and complete the Problem Report (also included in the Product Support) before you contact us. This will save time on the telephone. It's especially helpful if you cannot be at your computer when you call. Additionally, a technician may ask you to send in this form.
3. Contact Parsons Technology's Technical Support Department either of the following ways:
  - \* Use CompuServe (or another online service). See *When You Need Help* in the front of this *User's Guide* for numbers and other options. Please include the same information as requested on the Problem Report form.
  - \* Call the department at **1-319-395-7314**. The automated attendant will direct you to the right location and give the hours the Technical Support Department is open. Be ready to give the information in your completed form.

**Problem Report**

Please print and complete this form *BEFORE* contacting Parsons Technology for Technical Support. To print the form, choose Print Topic from the File menu at the top of the window.

**Registered Customer Information**

Customer #: \_\_\_\_\_ Today's Date: \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Day phone: (\_\_\_\_) \_\_\_\_\_ FAX number: (\_\_\_\_) \_\_\_\_\_

**Program Specific Information**

Program and version: \_\_\_\_\_

Date ordered: \_\_\_\_\_ Date replaced: \_\_\_\_\_

Please answer the following questions:

1. Was there an error code or message? ( )Yes ( )No

If yes, please indicate the number and message including error address and file name (if any). Code #: \_\_\_\_\_ Message: \_\_\_\_\_

2. Is the computer locking up? ( )Yes ( )No

3. Any problems installing? ( )Yes ( )No

Comments: \_\_\_\_\_

4. How is the program being installed?  
\_\_\_\_ from 3.5" disk to hard drive  
\_\_\_\_ from 5.25" disk to hard drive  
\_\_\_\_ from compact disk to hard drive

5. Did you use the DISKCOPY command on the original disks(s)?  
( )Yes ( )No

Did any error messages occur? ( )Yes ( )No

If yes, copy the messages here: \_\_\_\_\_

If no, make a DISKCOPY of all original disks to be certain the program is not caused by a defective disk.

6. Can you duplicate the problem at will? ( )Yes ( )No

On a separate sheet, please describe the specific problem and what solutions you tried. In addition, list the steps which duplicate the problem (if known). Add any other comments you feel are helpful.

## System Profile

Please supply the following system information.

1. Computer brand/model (check one):  
 PC XT     PC AT     386     486     Other PC

2. DOS version and manufacturer (type **VER** at prompt):  
 \_\_\_\_\_

You can find the information required for questions 3, 4, and 5 by choosing Help Menu from the Windows Program Manager, then About Program Manager.

3. Windows version: \_\_\_\_\_

4. Operating mode (check one):     Standard     386 Enhanced

5. Free memory and system resources: \_\_\_\_\_

6. Other programs that you have running: \_\_\_\_\_

7. We may need the contents of the files listed here. Please transmit the information or have a printed copy in front of you when you call:  
 CONFIG.SYS  
 AUTOEXEC.BAT  
 WIN.INI  
 SYSTEM.INI

8. Printer model (if necessary): \_\_\_\_\_

9. Floppy drive size(s):     5.25"     3.5"     CD

10. Monitor brand and model: \_\_\_\_\_

11. Type of graphics card:     HERC     CGA     EGA     VGA     MDA  
     Other (state type): \_\_\_\_\_

12. Amount of available memory (**CHKDSK C:** at prompt): \_\_\_\_\_  
 Bytes available on disk: \_\_\_\_\_  
 Total bytes memory: \_\_\_\_\_  
 Bytes free: \_\_\_\_\_  
 XMS memory (MEM at prompt): \_\_\_\_\_