



STARWAVE

EASTWOOD README FILE

Thank you for purchasing EASTWOOD. EASTWOOD represents a major step forward in multimedia technology, and as a result, proper system configuration and installation are critical if you are to enjoy EASTWOOD to its fullest potential. This README file contains **important** information that will help increase your computer system performance and enjoyment while using EASTWOOD.

Note: This README file specifically addresses the issues of Windows 95. Additional information for Windows NT 3.51 users can be found in Section 9.0, "Windows NT User Supplement."

Table of Contents

- 1.0 System Requirements
 - 2.0 Installing EASTWOOD on your system
 - 3.0 Running the EASTWOOD application
 - 4.0 Removing EASTWOOD from your system
 - 5.0 Performance Tuning and Troubleshooting Tips
 - 5.1 General Performance Tuning: Device Drivers
 - 5.2 CD-ROM Performance
 - 5.3 Sound Card Performance
 - 5.4 Video and Display Performance
 - 5.5 Memory (RAM)
 - 5.6 Virtual Memory
 - 5.7 General Performance Improvement Suggestions
 - 6.0 Common Questions and Answers
 - 7.0 How to contact STARWAVE Technical Support
 - 8.0 Error Messages and What They Mean
 - 9.0 Windows NT User Supplement
-

1.0 System Requirements

Performance of multimedia applications is greatly affected by your hardware and software configuration. Acceptable performance may only be achieved if your computer meets the minimum requirements; however, with any configuration, performance will vary with installed hardware and software. It is possible to have "slow" video cards, hard drives or CD-ROM drives that appear to meet the minimum system requirement but will degrade performance.

The following minimum configuration assumes that quality hardware components are functioning correctly and the software is installed for optimal performance (see "**Performance Tuning and Troubleshooting**

EASTWOOD README File
Tips").

Minimum system requirements

System Software: Windows 95 or Windows NT 3.51

Minimum hardware requirements

Processor: Intel 486/66MHz

CD-ROM drive: 2X that delivers 300K bytes per second

Sound Card: 16-bit stereo

Video: 15-bit (32,768 colors) at 640x480 on a VESA (Local Bus) or PCI Video Card

Mouse: Windows-compatible mouse or other pointing device

Memory (Windows 95): 8 Mb available to Windows 95.
For more information see section 5.5, "Memory (RAM)"

Memory (NT 3.51): 16 Mb installed, 24 Mb preferred
For more information see section 5.5, "Memory (RAM)"

Hard Drive: 22 Mb free for installation of EASTWOOD;
45 Mb available for Virtual Memory
For more information see section 5.6, "Virtual Memory"

Hardware enhancements:

Any combination of the following hardware enhancements will significantly improve multimedia performance of your system:

Processor: Pentium

CD-ROM Drive: 4X with Windows 95 or Windows NT 3.51 drivers

Memory: 16 Mb or more of memory

2.0 Installing EASTWOOD on your system

Under default circumstances (AutoPlay enabled), EASTWOOD will automatically initiate setup when Disc ONE is inserted into your CD-ROM drive. You cannot install from Disc TWO.

Windows 95 users who do not have AutoPlay installed, or who have disabled AutoPlay, should perform the following steps:

1. Insert Disc ONE into your CD-ROM drive
2. Double-click on the **My Computer** icon and then double-click the CD-ROM icon

This will initiate AutoPlay and will install EASTWOOD.

3.0 Running the EASTWOOD application

Under default circumstances (AutoPlay enabled), EASTWOOD will start automatically when either Disc ONE or Disc TWO is inserted into your CD-ROM drive.

If you are using Windows 95 and AutoPlay is disabled, insert Disc ONE or TWO in the CD-ROM drive, then click on the Windows 95 **Start** button; point to **Programs**, then to **Starwave**, then **EASTWOOD** (you may wish to create a shortcut).

4.0 Removing EASTWOOD from your system

You must use the UnInstallShield utility supplied with EASTWOOD to remove EASTWOOD completely from your system. To remove EASTWOOD, follow these steps:

1. Click the **Start** button, and then point to **Settings**
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon
3. Choose EASTWOOD from the list of installed programs
4. Click the **Add/Remove** button and follow the instructions on your screen

Should the UnInstallShield utility fail for any reason, you may remove EASTWOOD by taking the following steps:

1. Click the **Start** button and point to **Settings**; choose **Taskbar**
 2. Choose the **Start Menu** tab and click on the **Remove** button; follow the instructions given
 3. Locate the **Program Files\Starwave\EASTWOOD** directory and delete the files and the directory
 4. **This step should only be attempted by advanced users. If you have any doubts, skip this step, as no problems will occur if EASTWOOD is not removed from the Registry.** Run the Registry Editor to delete the registry entry EASTWOOD, which can be found in: HKEY_CURRENT_USER\SOFTWARE\STARWAVE\EASTWOOD.
-

5.0 Performance Tuning and Troubleshooting Tips

5.1 General Performance Tuning: Device Drivers

During installation of Windows 95, if Windows 95 does not recognize the hardware installed in the computer, it will leave the original Windows 3.1 driver files in place. These are "Real Mode" drivers, not 32-bit "Protected Mode" drivers. The initial release of Windows 95 did not have all drivers for all possible devices. Windows 95 will not directly inform you that it installed the old files. **The missing drivers may**

EASTWOOD README File

be available by the time you purchase this product, and you should make every effort to update your system. Contact your hardware manufacturer or Microsoft for more information.

It may be possible for EASTWOOD to function with Real Mode drivers, but you may experience the following symptoms: slow loading times, audio breaking up while the product is running, video playing poorly, etc. The severity of the symptoms depends on many factors and may be mitigated to some degree by additional RAM and/or faster drives/processor.

Real Mode drivers generally work, however, they degrade the overall performance of the computer. **While this may not matter for general computing activities, it becomes unacceptable for multimedia applications.**

Real Mode CD-ROM drivers are loaded when the system boots up via the **config.sys** and **autoexec.bat** files, just as they were in MS-DOS or Windows 3.1.

The EASTWOOD product requires an optimum balance of the video, CD-ROM, and sound cards, and this precludes the use of Real Mode drivers.

5.2 CD-ROM Performance

There are many CD-ROM drives that are **not** supported by the initial release of Windows 95. There are two ways to identify if you have a Real Mode CD-ROM driver:

- Open the **System** applet via the **Control Panel**, then select the **Performance** tab. If you are using Real Mode drivers, you will see a message beside **File System** stating "Some drivers are using MS-DOS Compatibility." In addition, a list of those drives with MS-DOS files systems will be present. To find more information, select the drive letter corresponding to your CD-ROM drive, then select **Details**. If you do not have Real Mode drivers, beneath the list of items under **Performance Status** you should see a message stating "Your system is configured for optimal performance."
- Open the **System** applet via the **Control Panel**; on the **Devices** tab, if you see an icon for the CD-ROM drive, you are using Windows 95 (Protected Mode) drivers. Conversely, if there isn't an icon representing your CD-ROM drive in the devices list, then you are using Real Mode drivers.

5.3 Sound Card Performance

A few sound cards were not supported as Windows 95 devices by the initial release of Windows 95. Many of these have since been updated. Contact your sound card manufacturer, computer manufacturer or Microsoft for information about updated drivers.

5.4 Video and Display Performance

Contact your manufacturer if your video card has a Real Mode driver. If your hardware can support VESA SVGA, Windows 95 should have installed, as a minimum, the "Standard Display types: Super VGA" driver.

5.5 Memory (RAM)

EASTWOOD requires a **minimum** of 8 Mb of RAM **as reported by Windows 95**.

EASTWOOD requires memory for performance, and less than 8 Mb RAM will significantly reduce the performance quality. A warning message is generally issued if your system has insufficient **physical** RAM available. Symptoms of low RAM include poor general performance, "running low on memory" error messages, and constant use of your hard disk.

***There is a difference between RAM installed and RAM available to WINDOWS 95.**

To determine how much RAM is available to Windows, open the **System** applet via the **Control Panel**. The available RAM is shown on the **General** tab under **Computer**. This may not agree with your "installed" RAM for the following reasons:

- SmartDrive or RAMdrive are installed: these allocate a buffer for disc cache or RAMdrive.
- Real Mode drivers are installed: these take RAM for buffers, etc.

In both these cases, this memory is not "seen" by Windows and is not available for any Windows applications.

Examples:

- If your **autoexec.bat** file contains the line "SMARTDRV 1024," 1 Mb of RAM has been allocated for SmartDrive to use. If the total physical memory installed is 8 Mb, only 7 will be reported to Windows and be available for Windows applications.
- The Panasonic install program for the TEAC55a (a very common 4X CD-ROM drive) will install Real Mode drivers and will take as default 25% of **physical** RAM for disk caching. In an 8 Mb computer, this will leave only 6 Mb for Windows applications. This is **problematic**: caching will improve CD-ROM performance but will decrease available memory. EASTWOOD requires 8 Mb of **available memory**. The best solution is to obtain Windows 95 drivers and/or increase installed memory.

5.6 Virtual Memory

Windows 95 creates a pool of virtual memory and cached commands for each running application. This is done by using physical RAM and then free hard disk space, which is often referred to as a "swap file" or "page file." We have found that on a typical 8 Mb machine, Windows 95 will demand about 45 Mb of free disk space in order to keep EASTWOOD running smoothly. We suggest you make sure that at least 45 Mb of free hard disk space is available:

1. Open the **System** applet in **Control Panel**
2. Select the **Performance** tab and click on the **Virtual Memory** button

The default setting, which is recommended, is **Let Windows Manage my Virtual Memory Settings**. Windows will then temporarily use all available hard drive space for virtual memory. The grayed-out box **Hard Disk** will show a value representative of the free hard disk space available. This should be greater

EASTWOOD README File

than 45 Mb. If it is not, delete unnecessary files or use a Windows 95-compatible disk compression utility before proceeding.

5.7 General Performance Improvement Suggestions

Even if your system appears to meet the minimum requirements, you may be able to improve performance in one or more of the following ways:

- Shut down all other applications, including programs such as MSN (Microsoft Network), screen savers, virus scanners, and of course any other multimedia applications.
- If you are using a third-party desktop, such as Packard Bell Navigator, PC-Tools, Norton Navigator, etc., shut it down and use the standard Windows desktop instead.
- Change your **Color Palette** (by selecting the **Display** applet from the **Control Panel** and selecting the **Settings** tab) to 15-bit (32,768 colors) or 16-bit (65,536 colors). Running with 24-bit or 32-bit color will decrease performance.
- Adjust the **CD-ROM File System Properties** to match your installed CD-ROM drive. To do this, click on the **System** applet icon in the **Control Panel**, then choose the **Performance** tab. Finally, press the **File System** button and locate the **CD-ROM** tab; adjust the cache size according to the following table:

Physical RAM size

Optimize Access Pattern setting

Cache size setting

8 MB to 12 MB

Double-Speed drive

626K

12 MB or more

Quad speed or higher

1238K

For example, if you have a double-speed CD-ROM drive, set the **Optimize Access Pattern** to double-speed drives.

- Check your CD-ROM performance. Just because it is a 2X drive does not mean that it can transfer **data** at 2X rates (300K bytes per second). The easiest way to verify your drive's performance is to look on the CD (using **Explorer**) for a large file, and measure how much time it takes to copy this to the hard drive. Divide the file size by the time (in seconds) taken to transfer the file. This will give you the transfer rate of your CD-ROM drive in bytes per second. If your drive cannot deliver at least 280,000 bytes per second, it's probably faulty.

If memory has been taken by Real Mode drivers, free it by doing one of the following:

- Replace drivers with Protected Mode drivers
- Reduce the buffer sizes allocated by these drivers
- Add more memory

See “**General Performance Tuning: Device Drivers**” for more detailed information on Real Mode driver issues.

6.0 Common Questions and Answers

Can I use a keyboard instead of a mouse or pointing device?

In Windows 95 there are accessibility options for people with disabilities or who do not have a pointing device. Basically, Windows 95 can use the keyboard instead of a mouse. This allows full access to equivalent mouse movements and clicks via the keyboard. If this component is not on your computer, look up "installing, accessibility components" in the Windows 95 Help Index.

Why do I have 2 CD-ROM discs?

This application is a high-quality multimedia CD-ROM title that requires two complete discs for the volume of material included.

If I have two CD-ROM drives, will I still have to swap discs?

If you have two or more CD-ROM drives, disc swapping will not be required as long as both EASTWOOD CD-ROM discs are in the drives. Swapping the discs around from one drive to another (on a multi-drive system) while EASTWOOD is running may cause problems.

When do I need to swap the CD-ROM discs?

This application has been designed to help reduce the number of times CD-ROM disc swapping is required. While running the application, the cursor will change to indicate that you must swap discs to access that section of the application. You will be prompted to insert the appropriate CD-ROM disc.

Important: As a general rule, you should remove the CD-ROM disc *only* when instructed to do so. Uninstructed or random swapping of the CD-ROM disc will likely result in a “CD-ROM disc is not in the drive” error message.

How do I recover from a “disc is not in the drive” error message?

Don't panic! Simply reinsert the appropriate disc, wait for the system to recognize that the disc is in the drive, (typically, lights on the CD-ROM drive will alert you of the drive status) and then press ENTER.

How should I clean fingerprints and smudges from my CD-ROM discs?

Using a soft, dry, lint-free cloth, wipe the disc from the inner to the outer hub. Do not wipe in a circular motion. Do not clean with a water soaked cloth. Do not clean the label side of the disc. Use of a CD-ROM

EASTWOOD README File

caddy is highly recommended during transport and operation (if possible). **Important:** Always handle the disc by the outer edge and/or the inner (hole) edge. Never touch the data surface. Through aggressive testing we have found that sometimes even small scratches on a CD-ROM disc can cause errors reading data. To help avoid rendering CD-ROM discs unreadable, handle them with care.

How can I set up my system for optimal sound quality?

Sound distortion can be caused by having the volume control set too high for your sound board, speakers, or even for the Windows 95 volume control. To adjust the volume on your sound card, follow the instructions provided by your sound card vendor. You may adjust the Windows 95 volume by double-clicking the speaker icon in the Windows 95 task bar. To access the task bar while running EASTWOOD full screen, press CTRL + ESC on your keyboard. We have found that high quality speakers or a stereo system connected to your sound card increase the enjoyment of the application.

Why does the text appear poorly formatted or difficult to read in parts of the program?

EASTWOOD uses the Times New Roman TrueType font to display text in many areas of the program. If you have removed this default font from your system, some of the text in EASTWOOD may not appear correctly on your screen. Re-install the font, and text will appear as intended in the application.

Why would EASTWOOD appear posterized, displaying odd colors?

Your system doesn't meet the **video** requirements (15-bit video or better) described earlier in this file. The color palette needs to contain at least 32,768 colors in order to display the high quality artwork and video properly. Please see **Error Messages and What They Mean** to resolve this problem.

My system is configured for 16-color VGA, and I can't change it. How do I run EASTWOOD?

Upon Windows 95 installation, if Windows 95 does not recognize your VGA card, it will install a default VGA driver which is only capable of 16 colors. You cannot run EASTWOOD in 16 colors. Contact Microsoft, your computer manufacturer, or your display card manufacturer for an updated driver. See **5.4, Video and Display Performance**.

How can I turn the sound off temporarily while running EASTWOOD?

Press the 's' key on the keyboard to disable the background sound while running EASTWOOD. Other sounds will still be heard. Press the 's' key again to re-enable the background sound.

Did my volume level drop a notch after running EASTWOOD?

It is possible that sometimes the volume level for the WAV output device could drop a notch after running EASTWOOD. If you feel that the volume has decreased, you might want to verify its correct setting.

EASTWOOD README File

1. Click the **Start** button
2. Click **Run** and type **sndvol32.exe** in the **Open** box
3. Click **Ok**

NOTE: The "sndvol32.exe" tool is installed by default when Windows 95 detects a sound card. There are a few different ways to access the volume controls. If this tool is not installed, you can install it using the **Add/Remove Programs** tool in **Control Panel**.

Why did my screen resolution change when I ran EASTWOOD?

For optimal viewing, this multimedia application starts in 640x480 mode. If you would like to change it back to the previous resolution, you may press the **F4** key on your keyboard. Some video drivers do not function properly with this feature and may not change your resolution correctly. If you decide not to use this feature, EASTWOOD will revert to your original resolution when you exit the program.

How do I minimize EASTWOOD when it is full screen?

The minimize command can be accessed by pressing ALT + SPACEBAR.

Why would I get a white box reading "Video Not available cannot find 'vids:cvid' decompressor" when I expected to see a video clip?

This feature of Windows 95 has been removed or is missing. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon
3. Choose the **Windows Setup** tab
4. Select the **Multimedia** check box in the **Components** list
5. Choose **Ok** and follow the instructions

Why do Movie Posters display the 'change CD-ROM' animated cursor even though I have a disc in the drive?

This will occur if you start EASTWOOD without a CD-ROM disc in the drive. You should press **Ok** in response to the **Insert disc** message once you have the correct CD-ROM disc in the drive. The warning message will not be dismissed until the appropriate CD-ROM disc is placed in the drive.

7.0 How to contact STARWAVE Technical Support

On the Internet:

Find answers to frequently-asked questions (FAQ) via Starwave's Online Technical Support at:

<http://www.starwave.com>

You can also register your product online and preview our other exciting CD-ROM products here.

Phone Support:

Technical Support is available from 9 a.m. to 6 p.m. Pacific time, Monday through Friday, and from 9 a.m. to 1 p.m. on Saturdays.

Telephone: (206) 881-0711

FAX: (206) 861-0977

Fax us your questions - be sure to include your return fax number -- and we'll reply to you by fax within 48 hours.

We can address your problem more quickly if you have the following information ready when you call:

- Have you used any other CD-ROM applications before?
- What were you doing when you encountered the problem?

System configuration:

- Operating System (Windows 95 or Windows NT 3.51):
- Computer make/model: MHz: RAM:
- Hard Disk Space Free:
- Contents of your **config.sys** and **autoexec.bat** files:

Other sources of information:

Windows 95 Internet Knowledge Base - This is a good place to start if you are looking for updated drivers for Windows 95:

<http://www.microsoft.com/kb/indexes/win95.htm>

Creative Labs Internet site - This is a good place to find current driver information for all Sound Blaster cards:

<http://creaf.com/www/support/support.html>

Additional FAQ's and links to information concerning various multimedia equipment:

<http://viswiz.gmd.de:80/multimediaInfo/#FAQs>

8.0 Error Messages and What They Mean

Your processor does not meet the minimum system requirements (486/66 CPU) to run the

EASTWOOD README File

application. Setup cannot continue.

You do not have a 486 or better microprocessor.

Your processor may not meet the minimum system requirements (486/66 CPU) to run the application. Setup will continue, but your performance may be less than optimal.

We have found that your system is running near 486/66 MHz performance. If you indeed have a 486/66 MHz or better processor, it is quite possible that TURBO mode is not enabled. Consult your computer system documentation to fix this and then try to run the application again.

Your system reports less than the minimum memory required (8 Mb of RAM) to run the application. Setup will continue, but your performance will be less than optimal. If your computer has 8 Mb of RAM, check the README file for tips on how to solve this problem.

We have found that your system has less than 8 Mb of RAM available to Windows. For suggestions on how to correct this situation, please see "**Memory (RAM)**" under "**Performance Tuning and Troubleshooting Tips.**"

This application requires a pointing device (such as a mouse). Your system does not have a pointing device, or your pointing device is not properly installed.

We were not able to detect a pointing device or Accessibility Options installed on your system. This application requires a pointing device to scroll and click on various "hot" items. You should install a mouse or enable the Accessibility Options. Look up "installing, accessibility components" in the Windows 95 Help Index.

The MSADPCM audio compression driver is not installed. Use the Add/Remove Programs option in the Control Panel to install this driver before attempting to run the program.

This error message means that the multimedia features of Windows 95 have been removed or are not fully installed. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon
3. Choose the **Windows Setup** tab
4. Select the **Multimedia** check box in the **Components** list
5. Click the Details button
6. Select the **Audio Compression** component in the **Components** list box

EASTWOOD README File

7. Choose **Ok** and follow the instructions

The CinePak video compression driver is not installed. Use the Add/Remove Software option in the Control Panel to install this driver before attempting to run the program again.

This error message means that the multimedia features of Windows 95 have been removed or are not fully installed. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon
3. Choose the **Windows Setup** tab
4. Select the **Multimedia** check box in the **Components** list
5. Click the Details button
6. Select the **Video Compression** component in the **Components** list box
7. Choose **Ok** and follow the instructions

Your computer does not have the required amount of free disk space. Setup cannot continue. Free up enough disk space and run Setup again.

We did not find enough free disk space on your hard drive to install the program's files. This problem can be solved in several ways. Please note: it will also be important to make sure that your system has adequate space for its swap file to ensure proper performance when you later attempt to run EASTWOOD. For more information, refer to "**Memory (RAM)**" under "**Performance Tuning and Troubleshooting Tips.**" Any or all of the following options may be helpful:

- Remove unwanted files from your hard drive (don't forget to empty the **recycle bin**).
- If you have more than one hard drive, direct the EASTWOOD install program to place its files on another hard drive.
- Install a Windows 95 compatible disk compression utility.

This application requires Windows to be configured to display at least 32,000 colors (15-bit). Use the Display option in the Control Panel to change the current settings before running the application.

We have detected that you have a video card and driver installed that is capable of 32,768 colors, but you have selected a mode with fewer colors. To solve this problem, configure your video driver for **High Color** (15- or 16-bit mode) in the **Display Settings** applet. Follow these steps to change your video display configuration:

1. Use the right mouse button to click the desktop (in an empty space), then choose

EASTWOOD README File

- Properties** on the menu that appears
2. Click the **Settings** tab
 3. Change the **Color Palette** setting to **High Color** (15- or 16-bit color)
 4. Click **Ok**

Windows cannot display the required number of colors as installed. Use the Display option in the Control Panel to choose a display driver capable of displaying at least 32,000 colors (15-bit) before running the application.

-or-

Windows is not configured to display an appropriate number of colors (at least 32,768). Use the Control Panel to change Display Settings to 32,768 colors (15-bit).

We were unable to detect a video card or driver capable of displaying 32,768 colors. Refer to your video adapter documentation if you are unsure what video modes your video adapter will support.

This application requires 16-bit stereo support. Your system does not have a 16-bit sound card or your 16-bit sound card is not properly installed. Setup will continue but you must check that your sound card is properly installed before running the application.

Most newer sound cards support 16-bit audio. Refer to your sound card documentation if you are unsure if it supports 16-bit audio. 16-bit audio typically requires additional hardware resources. It is quite possible that a DMA conflict between your sound card and another device is causing your problem. Confirm that there isn't a conflict by checking the resources being used in the **Control Panel's System** applet or contact your sound card manufacturer for troubleshooting and support.

The Setup Program was unable to update the system registry. Setup will continue but the system uninstall utility will not be able to remove this application.

The registry was inaccessible during the install process due to restricted user access. This happens on a system where full access has been restricted to the current user. If you log on as a user with Administrative or Power User rights, you can re-install to ensure that UnInstallShield will work later. Typically this happens only on Windows NT systems.

Windows cannot play audio as installed. You may be able to use the Add New Hardware option in the Control Panel to install this feature.

Your sound card and driver is not detected. Confirm that you have a sound card and/or a hardware conflict hasn't disabled your sound card. To confirm that there isn't a conflict, check the resources being used in the **Control Panel's System** applet, or contact your sound card manufacturer for troubleshooting and support.

Windows cannot play video as installed. Use the Control Panel to install this feature.

EASTWOOD README File

This error message means that the multimedia features of Windows 95 have been removed or are missing. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon
3. Choose the **Windows Setup** tab
4. Find the **Multimedia** check box in the **Components** list and select it
5. Choose **Ok** and follow the instructions

Another application is currently using audio. Please close that application now or continue without audio.

Another application is using the audio resources on your system. Check to see if Media Player or another multimedia application is running. If so, close the application and then restart EASTWOOD. **Important: This could also be caused by a lengthy sound setting for the MAXIMIZE event. We recommend that you remove this sound event while using EASTWOOD. If you have Microsoft Plus! for Windows 95 installed, sound events for maximizing a window will be enabled.**

To remove the Maximize sound event:

- 1 Click the **Start** button, and then point to **Settings** and choose **Control Panel**
- 2 Double-click the **Sounds** icon
- 3 In the **Events** list, select the **Maximize** event
- 4 In the **Name** list, choose **(none)** as the sound

You can save your sound settings by clicking Save As and then naming the sound scheme you created. That name will appear in the Schemes list, so you can easily restore these settings at any time.

This application requires Windows 95 or Windows NT 3.5.1 or later. Setup cannot continue.

Upgrade to Windows 95 or Windows NT 3.51.

EASTWOOD is not properly installed. Please run EASTWOOD Setup again.

Some important files have either been deleted from your hard drive, corrupted, or were not copied properly during the install. Uninstall EASTWOOD and run Setup again from the CD-ROM.

EASTWOOD README File

You are running low on virtual memory. You may need to delete some files from your hard disk, quit from other applications, or use the System option in the Control Panel to increase the size of your page file.

EASTWOOD checks the availability of virtual memory when it switches scenes. This error indicates that we have detected less than 90% of system resources available during scene switching. For more information see "**Virtual Memory**" under "**Performance Tuning and Troubleshooting Tips.**"

CStdFile Exeption: C:\DRS\svc\Win\Wincdifs.cpp:...<file name>

This will happen if EASTWOOD is not able to find a file it requires. You may have accidentally deleted this file from the hard drive, or it may have become corrupt. To resolve this problem, simply re-install EASTWOOD. See section on **Installing EASTWOOD Manually.**

9.0 Windows NT User Supplement

Compatibility with Windows NT

This product is primarily designed for Windows 95. It will function adequately on most Intel-based Windows NT platforms as long as the following criteria are substituted for the minimum system requirements of this product on Windows 95:

- Operating system: Windows NT 3.51 or later. The product **will not function** on earlier versions of Windows NT. It is strongly recommended that you update to the latest service pack (as of 10/1/95, this is "Service pack 2"); you can obtain this from Microsoft at <http://www.microsoft.com>.
- RAM : 16 Mb, or greater
- Virtual Memory : Set your **Paging File Size** to at least 50 Mb. If your Windows NT system already makes extensive use of the pagefile, you may want to increase this further.

Error Messages in Windows NT

Error messages in this product are Windows 95-oriented. Although these reflect similar conditions and issues for Windows NT, do not interpret the directions literally. See **Error Messages and What They Mean** for a complete list of error messages with Windows 95 explanations.

Installation Issues for Windows NT

- AutoPlay installations are not supported under Windows NT at this time.
- Unless you are a member of the Administrators or Power Users groups on your computer, the installation program will not be able to update the registry. A warning message will be issued and UnInstallShield will not be available as an automatic function. Additionally, the group and icon for EASTWOOD will not be generated.

How to Install EASTWOOD on Windows NT

With the Disc ONE CD-ROM in your drive:

1. From **Program Manager**, select **Run** from the **File** menu
 2. Type **D:\SETUP.EXE** in the command line box (where D is the letter of your CD-ROM drive)
 3. Click the **Ok** button and follow the instructions on your screen
-

Automated Uninstall on Windows NT

From **Program Manager** click the **Uninstaller** icon located in the **EASTWOOD Common** group. This will automatically remove all program files and icons as well as registry entries from your system. (See also notes under **Installation Issues for Windows NT** above.)

Manual Uninstall on Windows NT

1. Delete the **EASTWOOD Common** group by highlighting the **EASTWOOD Group** icon, followed by pressing the **Delete** key. This **ONLY** removes the **icons** and group.
 2. Locate the **Program Files\Starwave\EASTWOOD** directory and delete the files and the directory.
 3. **The following is very dangerous and should be attempted only by advanced users. If you have any doubts, do not attempt the following steps. Just leave the Registry as is, and no problems will occur.** Run the **Registry Editor** to delete the registry entry **EASTWOOD**, which can be found in: **HKEY_CURRENT_USER\SOFTWARE\STARWAVE\EASTWOOD**
-

Running EASTWOOD on Windows NT

If you have an icon for EASTWOOD, you can simply double-click on the icon to run the application. If you can't find the icon for some reason, you can use **File Manager** to locate the '**Program Files\Starwave \EASTWOOD**' directory and double-click on the EASTWOOD.EXE file.

Screen resolution doesn't change with the F4 key in Windows NT

On-the-fly resolution switching is not supported under Windows NT, therefore the F4 key will have no effect.

Microsoft is a registered trademark of Microsoft Corporation.
MS-DOS is a registered trademark of Microsoft Corporation.

EASTWOOD README File

Windows is a trademark of Microsoft Corporation.

THE INFORMATION PROVIDED IN THIS READ ME IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND.

WITH RESPECT TO THIS CD-ROM PRODUCT, STARWAVE DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL STARWAVE CORPORATION OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER INCLUDING DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF STARWAVE CORPORATION OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES IN WHICH CASE THE FOREGOING LIMITATION MAY NOT APPLY. IN NO EVENT SHALL THIS DISCLAIMER BE CONSTRUED TO MODIFY THE SO-CALLED SHRINK-WRAP LICENSE AGREEMENT ACCEPTED BY THE USER OF THIS PRODUCT.

Copyright © Starwave Corporation 1995. All Rights Reserved.