

## INTEROFFICE MEMORANDUM

<u>DATE:</u>	January 18, 1991	<u>FROM:</u>	Info. Center
<u>PRODUCT:</u>	WordPerfect	<u>VERSION:</u>	5.x
<u>RELEASE DATE:</u>	All		
<u>SUBJECT:</u>	Error Message While Installing WordPerfect		

with Windows

### **Error Message** -"Unrecoverable Application" and "Error Terminating Current Application"

These are two separate and entirely different errors. Be sure to specify the exact error when dealing with problems under Microsoft Windows 3.00.

#### **"Unrecoverable Application Error"**

This error message means that a Windows application (not a DOS application) has caused a fatal problem in protected mode (usually a general protection violation), causing the application to be terminated.

#### **"This Application Has Violated System Integrity"**

This error message indicates that a DOS application (not a Windows application) has caused a fatal problem while being run under Windows, causing the application to be terminated. This is also usually a general protection violation, but it can be any unpreventable memory overwrite problem.

These error messages are received when installing an application (e.g., WordPerfect, DrawPerfect, etc., but also includes any other software programs available and not just WordPerfect Corporation products) to Microsoft Windows version 3.00.

#### **Below are listed potential causes of both error messages:**

This error occurs only in standard and enhanced modes of Windows 3.00 version. It indicates that a Windows application has caused a protection violation (that is, an application has written to a memory space to which it does not have access, potentially corrupting other code in that area of memory).

If you receive this error, the Windows 3.00 system will be unstable until you exit Windows, reboot the system, and restart Windows. After one application causes such an error, memory will be corrupted. This could cause other applications to subsequently receive the same error, even though they are not actually the cause of the problem.

The following are possible causes for an "Unrecoverable Application Error" and "Terminating Current Application" error:

1. You are running an application that was designed for Windows versions 2.00, 2.03, 2.10, 2.11 under Windows 3.00 in standard or enhanced mode.

If an application has not been properly designed to function correctly under Windows 3.00 protected modes, it will cause an error. If an application is designed for Windows versions 2.00, 2.10, and 2.11, it will generate a dialogue box when executed that advises you of this error. Such applications should be run only under Windows 3.00 real mode as the dialogue box suggests.

2. You have selected an incorrect machine and/or network while using the Setup program.

Some machines and networks require you to override the default detection made by Windows 3.00 Setup and make a specific selection. If the correct selection is not made, Windows will not operate correctly.

Machines that must be specifically selected in Windows Setup include the following:

- All 80386- and 80486-based AST machines
- All 80386-based Zenith machines
- All Hewlett Packard machines
- Everex Step 286/25
- NCR PC 386SX
- NCR PC 925
- NEC PowerMate SX Plus
- NEC ProSpeed 386
- Toshiba 1600
- Toshiba 5200

Networks that must be specifically selected in Windows Setup include the following:

- 3Com 3+Open LAN Manager (XNS only)
- 3Com 3+Share
- Banyan VINES version 4.0
- LAN Manager versions 1.x (or 100-percent compatible)
- IBM PC LAN program

If you did not choose your machine or network specifically during Setup, you

should exit Windows and run the DOS version of Setup from the WINDOWS directory. This will allow you to make the proper selection without having to completely reinstall Windows 3.00

3. You have incompatible TSRs (terminate-and-stay-resident programs) or unsupported network drivers in the CONFIG.SYS or AUTOEXEC.BAT files.

Temporarily remove all suspect drivers and TSR programs to bring the system to a minimum configuration for testing purposes. If this eliminates the problem, then the problem was caused by one of the drivers or TSRs that was removed. Replace the removed lines in the file and replace them one by one until the problem reappears, thus showing which line was causing the problem.

4. You have a page-mapping conflict in enhanced mode.

This cause applies only to enhanced-mode Windows. Test the problem under standard mode by running Windows with the WIN/S parameter. If the problem does not occur in standard mode, it may be a page-mapping conflict in the adapter segment area of memory (between A000 and EFFF hexadecimal). Edit the SYSTEM.INI and insert the following line in the [386ENH] section.

```
EMMExclude=A000-EFFF
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This will exclude the entire adapter segment from mapping. This line is not case sensitive. If inserting this line solves the problem, you may want to determine the position of all hardware adapters in the adapter segment and exclude them specifically rather than excluding the entire region. Multiple EMMExclude lines may be used if necessary. If you are using a Micro Channel (MCA) bus machine such as an IBM PS/2, you may determine the adapter location by booting with the machine's Reference Disk. If you are using a standard (ISA) bus machine, consult your adapter documentation and/or manufacturer's technical support service for information on memory locations used, if any.

5. You have an incorrect DOS version.

Machines should have the proper DOS version for their hardware type. OEM (Original Equipment Manufacturer) versions of DOS such as COMPAQ DOS, or IBM PC-DOS should not be used except on their respective OEM hardware platforms (e.g., COMPAQ DOS only on COMPAQ machines, IBM PC-DOS only on IBM machines).

On other machines, the proper DOS should be determined by the following rule: If

the manufacturer has an OEM version of DOS, it should be used. If the manufacturer does not have an OEM version of DOS, generic Microsoft MS-DOS should be used.

Machine Bios may be a factor as well, and should be confirmed compatible Bios with Windows 3.00.

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