

SmartCat Release 1.10

Welcome to SmartCat. SmartCat is a sophisticated disk cataloging system for Microsoft Windows. For information on its many and varied functions choose one of the options below:-

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The following keyboard shortcuts are supported:-

Edit - Copy to Clipboard - SHIFT + INS

Maintain - Add Disk - CTRL+A Maintain - Delete Disk - CTRL+D Maintain - Update Disk - CTRL+U Maintain - Renumber Disk - CTRL+R Maintain - Modify Comment - CTRL+C Maintain - Process File - Enter

View - Volume Contents - CTRL+V View - Archive Internals - CTRL+I

View - Statistics - CTRL+S

View - Merge File Correlation - CTRL+M

Search - Simple Search - ALT+S Search - Complex Search - ALT+C Search - Find Duplicates - ALT+D



Commands

Select one of the following Menu Items, or use the browse icons on the help button bar to move sequentially through the menu commands:-

<u>File</u>

<u>Edit</u>

<u>Maintain</u>

<u>View</u>

<u>Search</u>

Options

<u>Window</u>



File Menu Commands

New Catalog

Selecting New Catalog clears the current Catalog. If there are any unsaved changes a prompt is issued to allow the catalog to be saved if required.

Open Catalog

Selecting Open Catalog presents a dialog box from which a catalog stored on disk can be loaded. If a catalog is currently open and there are any unsaved changes a prompt is issued to allow the current catalog to be saved if required.

Save Catalog

Selecting Save Catalog saves the current catalog to disk. The catalog remains open and you can continue to work on it. SmartCat uses an <u>intelligent saving technique</u> and will not delete the old copy of a catalog until it is sure it has correctly written the new one.

Save Catalog As

Selecting Save Catalog As presents a dialog box in which specifications of where the current catalog should be saved can be entered.

Merge Catalog

Selecting Merge Catalog presents a dialog box from which a catalog stored on disk can be specified. That catalog is then merged with the current catalog. There are certain restrictions when the current catalog is the result of one or more merge operations. For a more detailed description of these restrictions refer to the section <u>Merged Catalogs</u>. Note that there is a limit of 24 on the number of consecutive merge operations

Printer Setup

Selecting Printer Setup presents the usual Printer Setup dialog box for the currently selected printer. To change the currently selected printer use the Printers option of the <u>Windows Control Panel</u>.

Print

Selecting Print will cause the details in the currently active window to be sent to the printer. If for example a Disk Window, containing details of the contents of a cataloged disk, was currently the front window then those details would be sent to the printer. The print will be in the same sort order that the data displayed in the window is in. For details of how to modify the sorting order refer to the <u>options</u> menu command.

Exit

Selecting Exit will terminate the program. If there is any unsaved data a warning will be presented and the option to save the data given.



Edit Menu Commands

Copy

Selecting the Copy command will copy the contents of the current front window to the <u>Windows Clipboard</u>. If for example a Disk Window, containing details of the contents of a cataloged disk, was currently the front window then those details would be sent to the Clipboard. The data will be placed on the Clipboard in the same sort order that the data displayed in the window is in. For details of how to modify the sorting order refer to the <u>options</u> menu command.



Maintain Menu Commands

Add Disk

Selecting the Add Disk command causes the Add Disk Dialog Box to appear. The dialog box has options for specifying :-

The Drive to use to catalog a disk. Only those drives present on your system are displayed. You can choose whichever you wish. Obviously it only makes sense to catalog hard drives once. If you want to refresh any information held about hard drives use the "Update Disk" option.

Whether to analyse the internal contents of ZIP,ARC,ARJ,LZH and PAK format archive files. Each archive type is presented as an on-off toggle option, and clicking on it with the mouse will switch its state. We would expect you would usually want to select these options, but there may be times when a corrupt archive may cause problems and it will be necessary to prevent SmartCat from attempting to read it (although if it is defective it may be more sensible to delete it or fix it!).

Whether to permit or query unlabelled disks. If you select query then an attempt to catalog a disk which is unlabelled produces a further dialog box, from which you can select to label the disk, allow it to be cataloged without a label, or cancel the cataloging operation. Choosing to permit unlabelled disks causes the disk to be cataloged as [unlabelled]. Allowing the cataloging of multiple unlabelled disks slightly increases the risk of processing an incorrect file.

The Reporting Mode required. If set to "verbose" each file encountered is reported in the message area at the bottom of the dialog box. If set to quiet no files are reported. If set to auto files are reported when cataloging disks on drives "a" and "b", but not otherwise. Updating the message area for each file can slow down cataloging a hard drive quite considerably, but can be very useful for problem determination purposes.

If a preliminary Virus Scan required. If set to "yes" a Virus Scanning program will be called before the disk is cataloged. The choice of virus scanning program is user configurable, and further details can be found in the <u>customization options</u> section.

Clicking on "OK" then causes SmartCat to read the volume label of the disk. If an unlabelled disk is found and the Unlabelled disk query option was selected the option to continue, label the disk, or cancel the process is given. The current catalog is then searched for a disk with a duplicate label, and if one is found the options to continue or cancel are presented. Assuming continue, or no duplicates, the directories on the disk are read and each file found is cataloged. If requested, the contents of Archive files are also cataloged.

When the disk is cataloged the dialog box remains on screen, ready for another dik to be inserted and cataloged. When all disks have been cataloged the "Cancel" button should be selected to end the process.

Delete Disk

Selecting the Delete Disk command removes from the catalog the disk which is currently selected in the <u>catalog window</u>. A confirmation box is presented giving you a final chance to confirm the action.

Update Disk

Selecting the Update Disk command displays the same dialog box as in the "Add Disk" command. Having chosen the required options and pressed the "OK" button, the volume label of the disk in the drive is compared to the catalog record for the disk which is currently selected in the catalog window. Assuming the labels match the disk is then processed as for the "Add Disk" command, and the records for the disk replace those originally in the catalog.

Renumber Disk

Selecting the Renumber Disk allows you to change the catalog number of the disk which is currently <u>selected</u> in the <u>catalog window</u>. A dialog is presented which allows you to enter a new number. Providing the number you select does not already exist it will replace the current volume number. The volume number must lie in the range 1 - 9999.

Modify Comment

Selecting Modify Comment allows you to addd, delete or change the disk comment associated with the disk which is currently <u>selected</u> in the <u>catalog window</u>. A dialog is presented which allows you to enter a new comment. If you wish to delete an already existing comment simplyy delete all the characters by pressing the backspace key when the dialog first appears and then select "OK".

Process File

Selecting the Process File option displays a dialog box which allows you to specify actions to take against the file which is currently <u>selected</u> in the <u>search window</u> or a <u>disk window</u>. For further information see the section <u>processing files</u>. Note that selecting this menu command is equivalent to <u>double-clicking</u> on an file in a search or disk window.



View Menu Commands

Volume Contents

Selecting the Volume Contents command will create a new <u>disk window</u> which will display the contents of the currently <u>selected</u> volume in the <u>catlog window</u>.

Archive Internals

Selecting the Archive Internals command will create a new <u>search window</u> which will display the contents of the currently <u>selected</u> archive file in the <u>disk window</u> or <u>search window</u> which currently <u>has the focus</u>. If the currently selected file is not an archive then the menu option will not be available.

Statistics

Selecting the Statistics command will display a dialog box which will give statistical details of the <u>catalog window</u> or <u>disk window</u> or <u>search window</u> which is currently <u>has the focus.</u>

Merge File Correlation

Selecting the Merge File correlation command will display a dialog box which will give a cross-reference of the volume numbering in the <u>catalog window</u> to the catalog files they are associated with. This option is only available after a catlog <u>merge</u> has been undertaken.



Search Menu Commands

Simple Search

Selecting the Simple Search command will display a Dialog Box in which you can enter a filename pattern to search the catalog for. The search argument you enter can include the standard DOS $\underline{\text{wildcards}} * \text{and} ?$. The results of the search will appear in a $\underline{\text{search window}}$, from where you can $\underline{\text{process}}$ any of the resulting files. See the $\underline{\text{example}}$ for further explanation

Complex Search

Selecting the Complex Search command will display a Dialog Box in which you can enter a combination of arguments (one or more) on which to base the search of the catalog. The search arguments are combined on an AND basis, i.e. a file must meet all the specified arguments to be included. Possible arguments include:-

The filename pattern to search the catalog for. argument you enter can include the standard DOS <u>wildcards</u> * and ?.

The minimum filesize (in bytes).

The maximum filesize (in bytes).

The earliest filedate. The format of date required depends on the setting in the International section of the <u>Windows Control Panel</u>. If you are having trouble entering dates an incorrect setting in Windows is probably the reason.

The latest filedate.

The results of the search will appear in a $\underline{\text{search window}}$, from where you can $\underline{\text{process}}$ any of the resulting files.



Options Menu Commands

Catalog Sort Order

Selecting the Catalog Sort Order command presents a further sub-menu which allows the specification of the sort order required for the <u>catalog window</u>. If the catalog window currently <u>has the focus</u> then the new sort order will take effect immediately. If another window has the focus, then the new sort order will take effect when the catalog window gains the focus.

The specified sort order also affects the order in which entries will be printed or copied to the Windows Clipboard .

Sorting is possible by volume number, volume name, volume freespace or by the date the volumes were cataloged.

Disk Sort Order

Selecting the Disk Sort Order command presents a further sub-menu which allows the specification of the sort order required for the <u>disk window(s)</u>. If a disk window currently <u>has the focus</u> then the new sort order will take effect immediately. If another window has the focus, then the new sort order will take effect as disk window(s) gain the focus.

The specified sort order also affects the order in which entries will be printed or copied to the <u>Windows Clipboard</u> .

Sorting is possible by file name, file extension, file size, file date or directory name.

Search Sort Order

Selecting the Search Sort Order command presents a further sub-menu which allows the specification of the sort order required for the <u>search window(s)</u>. If a search window currently <u>has the focus</u> then the new sort order will take effect immediately. If another window has the focus, then the new sort order will take effect as search window(s) gain the focus.

The specified sort order also affects the order in which entries will be printed or copied to the Windows Clipboard .

Sorting is possible by file name, file extension, file size, file date, disk name, disk number or directory name.

Catalog Display Style

Selecting the Catalog Display Style command presents a further sub-menu which allows the specification of the display style required for the <u>catalog window</u>. The available options are to display disk comments, or to display data about the disk such as freespace, time and date of cataloging etc. If the catalog window <u>has the focus</u> then the new sort order will take effect immediately. If another window has the focus, then the new sort order will take effect when the catalog window gains the focus.



Window Menu Commands

The Window menu subcommands implement the normal window management commands for <u>MDI windows</u>, with some extensions particularly relevant to SmartCat. For further information about general window management refer to your Windows documentation.

Cascade

Selecting Cascade re-arranges all non-minimized windows in an overlapping fashion.

Tile

Selecting Tile re-arranges all non-minimized windows in a tiled fashion, where all the space in the client window is used, but no windows overlap each other.

Tile on Top (Windows 3.1 only).

Selecting Tile on Top re-arranges all non-minimized windows in a tiled fashion, where all the space in the client window is used, but no windows overlap each other. With Windows 3.1 the windows are arranged with priority given to a horizontal arrangement. With Windows 3.0 the effect is the same as the "Tile" option.

Arrange Icons

Selecting Arrange Icons causes any minimized (iconised) windows to re-arrange themselves neatly at the bottom of the client window.

Minimize all Windows

Selecting Minimize all Windows causes all open windows to assume the minimized (iconised) state.

Restore all Windows

Selecting Restore all Windows causes all minimized windows to assume the normal state.

Close all Search Windows

Selecting Close all Search Windows causes all <u>search windows</u> (minimized, maximized or normal) to close.

Close all Disk Windows

Selecting Close all Disk Windows causes all <u>disk windows</u> (minimized, maximized or normal) to close.

Close all Windows except Catalog

Selecting Close all Windows except Catalog causes all open windows (except the <u>catalog</u> <u>window</u>) to close. You cannot close the catalog window.



Select the procedure you require:-

Loading a catalog file Saving a catalog file Merging Catalogs Cataloging Disks **Updating Cataloged Disks** Deleting Disks from the catalog Renumbering Disks **Displaying Disk Contents** Investigating archive files Viewing statistical information Searching the catalog <u>Processing files</u> Printing Copying information to the clipboard Sorting file information Managing the windows



General Information

If you are like most users its probably a forlorn hope to suggest that you read the help file from start to finish before you dive in, but can we suggest that before you proceed to catalog all your floppy disks you at least read the next section about the best way to organize your disks, and the section on customizing SmartCat to work with various archive extraction programs.

Categorising your disks

Getting the best from SmartCat needs some thought about the best way to organize your collection of floppy disks. Even if you only have a few floppy disks now, it won't be long before your collection grows substantially.

Whilst SmartCat doesn't have any particular limit to the number of disks it will catalog in a single catalog (apart from the amount of memory you have, and the amount of disk space available to store the catalog) it probably isn't sensible to keep all your disks cataloged in one catalog. We would suggest you catalog your disks based on their "category". Some of your disks will have come from Software Manufacturers, such as your DOS and Windows distribution disks, and you are never likely to write new or amended files to them. Others will be disks that have come from Shareware libraries, and again writing to them would be unlikely. Others may have come from magazine cover disks, and would form a logical third category. Then there will be those that you use as working disks, and perhaps others you keep customer data/work on.

We would suggest that you divide your catalogs based on the categories you consider most sensible for your particular way of working. SmartCat supports the <u>merging</u> of catalogs for searching and reporting purposes, so you can always simulate a single catalog if you need to.

Labeling your Disks

SmartCat doesn't print disk labels. We think that printing labels would be a bit of a waste of time. For a large number of your disks you probably want to be able to see the original label, and wouldn't want to stick another label on top. Then what about those disks with hundreds of files, which ones would you print on the label? For those reasons we suggest you simply write the volume number that SmartCat allocates the disk when you catalog it onto the original label with a felt tip pen or similar. If you then store your floppies in numerical order within category it will be a simple task to find any one of them. Alternatively, most stationers sell small, nicely printed stick-on labels in ascending numerical sequence which you can stick discretely over a corner of the original label.



Customisation Details

SmartCat can be customised to suit your needs, and the way you like your system to work. The main areas where you can customise SmartCat are in the way it performs pre-catalog virus scanning, the way it performs extraction from archives, and what effect pressing any of the "User" buttons in the Process File dialog box has. All are customised by modifying the SMARTCAT.INI file which is distributed with the product.

Pre-Catalog Virus Scanning

In your SMARTCAT.INI file you will find the following line:-

ExSCAN=SMCATDOS.BAT SCAN %d /NOMEM

The detail after the = sign is the command SmartCat will issue to cause a virus scan of the disk. The %d parameter will be replaced with the drive designation (i.e. a:) for the drive to be used for cataloging. As delivered SmartCat will call the supplied SMCATDOS.BAT file which in turn will call the McAFee Scan program with the memory checking option disabled. Note that the SCAN program is not supplied as part of SmartCat, but is available from all good shareware sources. If required you can modify this command to suit your needs, perhaps by calling an alternative virus scanner.

Archive Processing

In your SMARTCAT.INI file you will find the following 5 lines:-

ExZIP=SMCATDOS.BAT PKUNZIP -O

ExLZH=SMCATDOS.BAT LHA E /C

ExARC=SMCATDOS.BAT ARC-E

Expak=Smcatdos.Bat pak e

Exari=SMCATDOS.BAT ARI E

Each of these lines represents the beginning of the command that SmartCat will issue to invoke the relevant archive extraction program. SmartCat appends the archive file name and target path name as required. If you wish you can modify these commands to more suit your way of working. For example you may wish to use the ARC program to extract "ARC" files rather than the "ARC-E" program which is the default. If so modify the ExARC line to read "ExARC=SMCATDOS.BAT ARC E". Similarly, the commands above assume the extraction programs can be found somewhere in a directory in your <u>PATH</u>. If this is not the case you may wish to add drive/directory information to these commands. Note that the archive extraction programs are not supplied as part of SmartCat, but all are freely available as shareware from good shareware sources.

Defining "User Buttons"

In your SMARTCAT.INI file you will find 8 pairs of the following type of lines:-

User1Btn=&View

User1Cmd=Notepad.exe %f

The UsernBtn= line defines, for each user button, what will appear on the button face. The & immediately preceds the character which will become the button's "hot-key" (although there aren't many left to choose from, and if you duplicate one that already exists in the dialog box the original will take precedence). If the file is actually in an archive, SmartCat will automatically add the character X to the start of the button text (and will extract the file first

if you push the button!)

The User1Cmd line defines what command will be issued when the button is pressed. In the command the characters %f can be used and SmartCat will insert the name of the file at that point. The characters %t can be used to indicate the target pathname selected in the process file dialog box.

For example, assuming you had a super-wizzo editor called WIZZO, and you wanted to modify user button 4 to call it, you would need something along these lines:-

User4Btn=&Wizzo User4Cmd=WIZZO %f

Note that as delivered the first user button has been set up as &View, and it calls the NOTEPAD program. The second user button has been set to call the McAFee virus scanning program SCAN via the SMCATDOS.BAT interface batch file. All the other user buttons are set up to call the WRITE program.



Registration Details

SmartCat is <u>shareware</u> If you have not registered your use of this product you have a right to use the software for a period of 30 days for evaluation purposes, after which you must register it or delete it from your system.

Details of how to register your copy, including details of an agent in your territory, are included in the ORDRFORM.TXT file on the distribution disk. If you have any difficulty please contact us for advice:-

Oakley Data Services, 3, Oakley Close, Sandbach, Cheshire CW11 9RQ England.

Telephone/Fax (+44) (0)270 765272. CIS E-Mail 100024,1763.

Please indicate the version of the program you currently have (shown on the "about" screen from the Help menu, as "release 1.10" or similar).



Merged Catalogs

SmartCat supports the ability to merge multiple separate catalogs (up to 24 times) to enable searches to be undertaken, reports produced, and statistics analysed about all the floppy disks you have. After the first catalog is loaded further catalogs can be merged into it by use of the Merge Command in the <u>file menu</u>.

The Display of volume numbers will also change slightly. Each volume number will be preceded by a single alpha character in the range 'A' to 'Z' indicating from which catalog the specified disk comes. The character 'A' will be used for the original catalog, 'B' for the first catalog that was merged, 'C' for the next and so on. If you merge so many catalogs you can't remember which was which the <u>view menu</u> has a correlation option which presents a dialog box correlating the letters to the catalog files.

There are however, some restrictions when dealing with a catalog which is the result of one or more merge operations. In such cases the catalog cannot be saved or modified by adding, deleting, updating or renumbering disks.



Processing Files

Once you have located the file(s) you are interested in, either in a <u>disk window</u> or a <u>search window</u> you can process the file in a number of ways. Having put the disk in question into the drive (unless the file is on a hard disk) <u>double clicking</u> on the file name will present a dialog box from where you can specify what action you wish to take.

The dialog box that is presented details at the top the name of the file, the number of the disk it is on, the volume label (if it has one), and the default drive in which it expects to find it.

To the right of the dialog box is a list box showing the available drives on your system, and you can select an alternative drive from which to process the file if desired.

To the left of the dialog box is another list box, and just above it the words "Target Path:-". The target path defines where any action which creates a further file or files will place those files. For example, the "Explode" option, which extracts all the files from an archive, will place the resultant files as specified by the "Target Path" specification. You can change the target path specification by use of the list box. The target path you specify is remembered from session to session.

Slightly to the right of the centre of the dialog box are two on/off toggle options. Minimize on Use, if checked, causes SmartCat to shrink to an icon if another program is launched by use of the Run or Process buttons. Confirm Deletes, if checked, issues a warning before any destructive operation is undertaken on any file.

Towards the bottom of the Dialog Box are 16 buttons. The first 9 provide different options, and are enabled and disabled as appropriate for the type of file selected. If the selected file is part of an archive, the text of some of the buttons will change to be preceded by an "X" signifying that the file will first be extracted from its archive to the target path before the action is undertaken.

Delete will attempt to delete the file.

Rename will attempt to rename the file.

Copy will attempt to copy the file to the specified target path.

Move will attempt to copy the file to the specified target path, and then delete the original.

Run (which is only enabled if the file is executable), will attempt to execute the file.

Process (which is only enabled if the file is associated with a particular program (use the File Manager File | Associate option to associate files to programs) - see your Windows documentation) attempts to launch the associated program with this file as its input.

Extract attempts to extract this file from the archive it is in to the target path. This option is only enabled if the file is in an archive.

Explode attempts to extract all the files from this archive to the target path. This option is only enabled if the file is itself an archive.

Print attempts to print the file to the current Windows printer.

The last seven buttons are user-definable. For more information see the <u>customization</u> <u>options</u> section.

The Windows Control Panel is a program supplied as part of Windows itself which allows you to configure various parts of your system. The program can usually be found as part of the MAIN group in the Program Manager.

SmartCat first attempts to write the new copy of the catalog with the name SMARTCAT.TF~. If this is successful it then deletes the original copy of the catalog and renames SMARTCAT.TF~ to the required name. For this reason there needs to be sufficient free space to write the new copy before the old copy is deleted.

The Windows Clipboard is a repository which programs can use to share information. One program (such as SmartCat) can place data on the Clipboard, and another program (such as Write, Notepad etc.) can retrieve that data. To retrieve the data in another program refer to the other program's documentation. Most programs supply a command "PASTE" on their "EDIT" menu which will retrieve the data on the Clipboard and insert it into a document. There is also a program supplied as part of Windows itself called the Clipboard Viewer which allows you to manipulate the data on the Clipboard. The Clipboard Viewer program can usually be found as part of the MAIN group in the Program Manager.

An item in a list box is selected if it is displayed in reverse video. To change the currently selected item, on which most menu commands operate, click with the mouse on the item you wish to become selected.

The window which contains the list of disks contained within the catalog. The catalog window is an $\underline{\text{MDI Window}}$. There can only be one catalog window.

The window which contains the list of files on a particular disk in the catalog. The disk window is an $\underline{\text{MDI-Window}}$. There can be as many open Disk Windows as required, memory permitting.

The window which contains the list files resulting from a search of the catalog, or a list of the contents of an archive file. The search window is an $\underline{\mathsf{MDI-Window}}$. There can be as many open Search Windows as required, memory permitting.

A particular style of window which appears in an MDI Compliant application, and exists within a bounding window known as the client window. An MDI Window can be resized, minimised and maximised and moved inside its owning client window, but cannot move outside it. It is effectively "owned" by the client window. The Windows Program Manager and File Manager are MDI Compliant programs, as is SmartCat.

Clicking twice in rapid succession on an item with the left mouse button. This usually has the effect of selcting an item and then performing some default action on it. In the case of the SmartCat program, double-clicking on a file causes the Process-File dialog to appear.

A window has the "focus" if it is "at the front". It will usually have a caption bar that is highlighted, and is the window which commands usually affect.

Dos Wildcards are the characters * and ?. The * character will match any one or more characters in the position it occurs or afterwards, to the end of the filename section, either the name itself, or the extension. The ? character will match any character in the single position it is coded.

- *.EXE would match files PROGMAN.EXE, HC.EXE etc.. etc..
- **F*.BAT** would match files FRED.BAT and FRUIT.BAT but not APPLE.BAT.
- **?A?.*** would match files CAT.PCX, BAD.EXE, MAT.COM, but not BET.EXE.

Your PATH is the list of directories that will automatically be searched to attempt to locate a program if explicit drive/directory information is not included in the command. PATH is a command that appears in your AUTOEXEC.BAT file. Refer to your DOS documentation for more information.

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You benefit because you get to use the software to determine whether it meets your needs, before you pay for it. Authors benefit because they are able to get their products into your hands without the expenses it takes to launch a traditional retail software product.

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Problem Determination

SmartCat has gone through a thorough testing process, but like any complex piece of software there may be the odd bug still lurking. SmartCat also depends to some extent on the integrity of the data (i.e the disks, and the files thereon) that are presented to it to catalog.

If you discover a problem there are some things you can do to help narrow down the cause:-

If the problem occurs while cataloging a disk first determine if the disk is actually readable by the DOS DIR command (or the Windows File Manager). If they can't read it, it is almost certain the Directory Structure is corrupt. If the disk can be read OK by a DIR command and the Windows File Manager, try cataloging the disk again with SmartCat but having turned OFF all the archive analysis checkboxes. If SmartCat can now cope with the disk it is almost certain that one of the archive files on the disk is corrupt. A process of elimination, together with careful observation of the message box in the Add Disk Dialog box should enable you to narrow the problem down to a specific file. Once you have determined which file causes the problem try to process it with its native utility and produce a list of the files the archive contains. If this also fails you don't have many choices, either attempt to repair the archive (some archives, like ZIP files, have a matching repair utility (PKZIPFIX)) or try and extract what you can before you scrap it.

If DIR and the Windows File Manager can cope with the disk, and there don't appear to be any corrupt archives, please (if you are a registered user!) contact us for advice. We may already have a fix, or we may ask you to send us the offending disk/file for further investigation.

If you have any other problem not related to cataloging disks please let us know and we will do our best to resolve them.