

Encarta World Atlas

1999 Edition Information

Most of your questions will be answered in the online help for Encarta World Atlas. To access the online help click the Help menu in the upper-right corner of the Encarta World Atlas window, select Help Contents, and follow the instructions in the Help window.

This Readme document contains late-breaking news about Encarta World Atlas and offers solutions for problems that may crop up.

□□□□□□ **To read the Readme document on your screen**, press the PAGE DOWN and PAGE UP keys on your keyboard.

□□□□□□ **To get to specific information quickly in the Readme document**, click *Edit* and then click *Find*. Then type the topic title exactly as it appears in the Table of Contents and click *Find Next* to go right to the topic.

□□□□□□ **To print the entire document**, simply click *File* and then click *Print*. Click *OK*.

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Getting Encarta World Atlas to run at its best

The Encarta World Atlas Installation and Resources Disc is used for most of the tasks carried out in Encarta World Atlas. When running the program, always make sure that this CD is in the drive. The Installation and Resources disc is required for installation and the Virtual Flights feature of Encarta World Atlas. This disk also contains additional troubleshooting utilities.

Make sure your CD-ROM drive gives you peak performance

To make sure that Windows is set to run your CD-ROM drive at its best, follow these steps:

1. Click *My Computer* with the right mouse-button.
2. Click *Properties* and click the *Performance* tab with the left mouse button. File and System should be set to '32 bit access.'
3. Click the *File System* button and then click the *CD-ROM* tab.
Set the *Supplemental cache size* to *Large* and that the *Optimize access pattern for* is correctly set for the type of CD-ROM drive in your system. Look in your computer or CD-ROM manual to find the appropriate setting.

Free disk space is required to run Encarta World Atlas

Encarta World Atlas requires a certain amount of free disk space for it to function properly. The amount required is dependent on the operating system used (Windows 95/98 or Windows NT), the amount of memory (or RAM) your computer has, and the memory settings on the computer. In general, the more RAM you have the less free disk space you need. Encarta World Atlas works best with at least 32 megabytes (MB) of free disk space if you use Windows with the default settings and have Windows manage the memory.

Suggestions, please!

Map suggestions

Encarta World Atlas provides the most extensive geographic database ever compiled in print or on CD-ROM. The lowest display altitudes in Encarta World Atlas give you an incredibly detailed view of the world, where you will find many small geographic features. Some of these small features are drawn from comprehensive databases of geographic locations built by various government agencies. Some of these features were never intended to be viewed at such a close range, and you may see some anomalies in their positioning and naming. Despite these issues, our cartographers decided to include them so that you can, for the first time, have access to the rich data that is available from these agencies.

We value your feedback on map features. If you have suggestions for helping us improve the Encarta World Atlas map, please send them to:

Map Editor
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052
FAX: (425) 936-7329
Internet: mapedit@microsoft.com

Other suggestions

If there are features you would like to see in future editions of Encarta World Atlas or if you have any comments about the current version, please send them to:

Encarta World Atlas Suggestions
c/o Microsoft Corporation
One Microsoft Way
Redmond, WA 98052
FAX: (425) 936-7329
Internet: mswish@microsoft.com

Note: The above addresses are for suggestions only. For product support please contact: <http://www.microsoft.com/uk/support>, or the support phone number listed in Encarta World Atlas Help.

Solving Encarta World Atlas problems

Register as an Encarta World Atlas user

Right after you set up Encarta World Atlas on your computer, the Setup program gives you the choice of registering online if you have a modem. If this on-line registration doesn't work, you can run the Setup program again to register or mail in the registration card that comes in the Encarta World Atlas box. Registering will allow us to more effectively help you in case you run into any problems.

Pictures and video or flights don't look their best

Here are a couple of things to try if pictures look grainy or flawed, or if videos are garbled:

□□□□□□ You can fix most problems by updating the driver that lets Windows and your video card communicate.

Look for the manufacturer's phone number in the manual that came with your computer or video card and request a new driver. Many manufacturers maintain Internet websites that offer the latest drivers for free download, check your manual for the URL address. You may also obtain an updated video driver from the Microsoft Download Service, an electronic bulletin board that you can access via modem at (425) 936-6735.

- Some video cards will cause the Virtual Flights to look off-colour when running in 32-bit colour depth. To avoid this problem, please change your colour depth to 24-bit, or 16-bit.

If you have audio or video problems

If you encounter unexpected audio or video problems, you may need to install Windows compression and decompression (CODEC) files. Follow the steps below to install the files.

To install Windows compression files

- Click the Start button, point to Settings, and then click Control Panel.
- In the Control Panel dialog box, double-click Add/Remove Programs.
- Click the Windows Setup tab, and then click Multimedia in the Components list.
- Click the Details button, and ensure there is a check mark next to the Audio Compression and Video Compression items in the Components list.

You don't see the place you're looking for on the map

With a million place names, Encarta World Atlas can show only a limited number at one time without making the map too crowded. Follow these steps if you want to find a place you don't see:

1. Type the name of the place you want to visit in the Find edit box at the top left corner of the World Atlas.
2. If the place name is listed in the Find list, click the place name. Encarta World Atlas will draw the map again, and the place you're looking for will almost always appear. If Find does not list the place, try a different spelling or name variant.

Sound

If you're uncomfortable trying any of the following suggestions on your own, you may want to ask your dealer or a more experienced friend to help.

You don't hear any sound

Start with the solutions (and a brief explanation of the problem) in the online help. If those suggestions don't solve the problem, try running the trouble-shooting tools provided on the Installation and Resources Disc, under <CDROM Drive Letter>:\support. If that doesn't help, try the following:

□□□□□□ Make sure the sound card is pressed securely into its slot.

□□□□□□ Make sure the sound card switches and settings are correct - that is, the sound card was installed properly. Refer to the manual of your computer system or the sound card manual for help.

□□□□□□ Make sure the sound card doesn't conflict with other hardware by using the Hardware Conflict Troubleshooter that was designed specifically to help with hardware conflicts in Windows.

1. In Windows, click *Start* and then click *Help*.
2. Double-click *Troubleshooting*.

3. Double-click *If you have a hardware conflict* and follow the directions on your screen.

Sound is distorted, skips, or cuts off

Start with the solutions (and a brief explanation of the problem) in the online help. If those suggestions don't solve the problem, try these:

□□□□□□ If the sound is distorted, try adjusting the sound card volume with a program that is often called a "mixer."

To get to the mixer, go the Multimedia icon in the Control Panel and select the Audio tab.

□□□□□□ If the sound occasionally skips or cuts off, the CD-ROM drive probably isn't fast enough-Encarta World Atlas requires a double-speed drive. You can keep using your CD-ROM drive, but you will continue to hear the sound break up or skip.

□□□□□□ Most sound cards can play only one sound at a time. Some sound-producing programs, like a screen saver or any program that makes a sound in the background, may take over the sound capability of your computer and interrupt Encarta World Atlas sounds. If you suspect you have such a program, do not run it at the same time as Encarta World Atlas.

□□□□□□ If you have a **Media Vision™ Pro Audio 16 sound card** and the sound is scratchy, the Direct Memory Access (DMA) may be set too low. A DMA setting of 7 will correct any scratchy sounds. For instructions on how to change the DMA settings, refer to your sound card manual.

Encarta World Atlas stops running suddenly

You may find that sometimes Encarta World Atlas freezes up, the screen goes blank, or Encarta World Atlas tells you it can't find data.

Clean the CD

You may be having problems with your video display

See "Pictures and video don't look their best" in this document for two possible solutions.

You may be having problems with your CD-ROM drive

Check the drive itself. Here are three things to try.

□□□□□□ Make sure the Encarta World Atlas CD-ROM disc is inserted into the CD-ROM drive. (Encarta World Atlas won't run at all unless the disc is in the drive.)

□□□□□□ Make sure that the drive is connected to your computer correctly and is functioning from Windows. To find out, double-click *My Computer* on the desktop and then double-click the drive with a picture of the CD-ROM disc (usually drive D). Windows will tell you if it's "not available."

□□□□□□ If you have an external CD-ROM drive, make sure the power is turned on.

If, after you try these three things, Encarta World Atlas still tells you it can't find data, check to see if your CD-ROM drive is installed properly. Refer to the manual that came with your computer system or CD-ROM drive for help, or contact the company that supplied the drive.

Look for a hardware conflict. Make sure the CD-ROM drive doesn't conflict with other hardware by using the Hardware Conflict Troubleshooter.

1. In Windows, click *Start* and then click *Help*.
2. Double-click *Troubleshooting*.
3. Double-click *If you have a hardware conflict* and follow the directions on your screen.

Real mode CD-ROM drivers

Real mode device drivers may downgrade performance. Installing 32-bit drivers will improve Encarta World Atlas's performance. Contact your computer or cd-rom manufacturer for assistance and driver availability.

IntelliPoint software

The *Snap to* feature can cause the mouse cursor to jump around on the screen when you do certain things in the Encarta World Atlas. To fix the cursor problem, turn off the *Snap to* feature following these steps:

1. In Windows, click *Start* and point to *Settings*.
2. Click *Control Panel* and double-click *Mouse*.

In the lower right corner of the *Mouse Properties* box, you'll see *Microsoft IntelliPoint* mentioned.

3. Click the *Activity* tab and click *Snap to* so there's no "x" in the box.
4. Click *OK*.

IntelliPoint software may not function if you have F-Prot v 2.25 installed on your machine.

In some content, scrollbars will not respond properly to the IntelliPoint Wheel. This is due to the wheel not picking up the existence of the scrollbar in an HTML page. To avoid these internal scrollbars, run EVG in 800x600 or greater screen resolution.

Beta Operating systems and applications

Beta applications and operating systems may cause unusual behavior in Encarta World Atlas. Please report any issues to the beta development team and not to Encarta World Atlas.

Names for Favorites in Encarta World Atlas

If your Encarta World Atlas Favorites have any of the following characters, they will be changed to a dash (-) when saved: \ / : * & ? < > | ".

Name That Place Game

If you uninstall and then re-install Encarta World Atlas, high scores from the Name That Place Game are not saved.

Encarta World Atlas URLs and Internet Explorer's History

URLs from Encarta World Atlas can not be accessed by clicking them in Internet Explorer's History folder.

Encarta World Atlas and Internet Explorer

Encarta World Atlas installs Internet Explorer in order to display multimedia and articles. This installation will not affect any of your current settings for browsing the Web, nor will it change the default browser. If you uninstall Internet Explorer after installing Encarta World Atlas, you will lose important functionality. Rerun Encarta World Atlas's Setup program to re-install Internet Explorer.

Due to the fact that Encarta World Atlas uses Internet Explorer for content and multimedia display, there are a few cases where you may be able to get to the Internet while still within the World Atlas application. In these cases Microsoft is not responsible for any content or information found therein, unless the site is officially sanctioned as a Microsoft website or affiliate.

Encarta World Atlas and Encarta Research Organizer

When you install Encarta Research Organizer from the Encarta Reference Suite, a product demonstration is available. This is not included with the version of Research Organizer which appears with the standalone Encarta World Atlas.

IF YOU RECEIVE A FATAL ERROR WHEN PASTING INTO RESEARCH ORGANIZER

If you receive a fatal error after you paste text into Encarta Research Organizer, you may have outdated OLE drivers. In the Support directory on the Installation and Resources compact disc, double-click the application DCOM95.exe to install the updated OLE drivers

Installing Encarta World Atlas

If you install Encarta World Atlas 99, and then attempt to install Encarta World Atlas 98, World Atlas 99 will not run correctly. To avoid this problem, please be sure to uninstall Encarta World Atlas 99 before attempting to install an earlier version.

If you install Encarta World Atlas on Windows 98, and you already have Encarta World Atlas 98 installed, the older version may cease to function. This is related to Encarta World Atlas 98's dependency on some system files which have since been updated for the latest version of Internet Explorer and Windows 98.

Uninstalling Encarta World Atlas

If you uninstall Encarta World Atlas, you need to restart your computer in order to completely uninstall the product.

Note: Not all Windows Registry Keys are removed during uninstall. This will not affect system performance, and in some cases is necessary to ensure that other applications run correctly.

Printing in Encarta World Atlas

While most of what you see in Encarta World Atlas is printable, some aspects cannot be printed. You may encounter the following issues:

- Video Images cannot be printed from the product.

- Workaround: Use printscrn to print the whole screen.

- You must have a printer installed to print from Encarta World Atlas

- Choosing to print all links from the Country Contents pages, may print up to 200 pages. There are links from this page to content in various parts of the product. Turn off the *print all links option* to save time and trees.

Internet Explorer 4.0 Issues

You may encounter problems running Encarta World Atlas if your Security option is set to High in Internet Explorer 4.0. To fix this, set your Security option to Medium.

Internet Explorer 5.0 Beta Issues

If you already have Internet Explorer 5.0 Beta installed on your computer, you may encounter some error messages during EVG installation. Accepting these by clicking "OK" will result in a successful installation. We were not able to fully address this issue as Internet Explorer 5.0 was not released at the time we released Encarta World Atlas. This may no longer happen with the full Internet Explorer 5.0 release.

Unexpected behavior in home screens

If you experience unexpected behavior when you view a Home Screen, you may have an old or damaged installation of the Macromedia Shockwave Director software. In the SUPPORT folder on this compact disc, open the SHKWAVE folder and double-click the application SW61INST.exe to install version 6.01 of the Director control.

Trouble shooting tools available in Installation and Resources Disc

Microsoft Reference Troubleshooters (Reftst99.exe)

This tool helps you diagnose many problems you may encounter in the software by asking you questions about the problems you are experiencing.

To install the troubleshooters

1. Insert the installation disc for your product.
2. Close the program if it opens automatically.
3. Double-click My Computer.
4. Right-click the icon for your CD-ROM drive, and then click Open.
5. Double-click the Support folder, and then double-click the file called Reftst99.exe
6. Follow the instructions on the screen.

Microsoft Technical Support Media Test Tool (mtstool.exe)

This tool helps you diagnose, test, and solve problems with audio, video, and other multimedia.

To install the Microsoft Technical Support Media Test Tool

1. Insert the installation disc for your product.
2. Close the program if it opens automatically.
3. Double-click My Computer.
4. Right-click the icon for your CD-ROM drive, and then click Open.
5. Double-click the Support folder, and then double-click the file called MTSTool.exe
6. Follow the instructions on the screen.

Microsoft System Information (MSInfo)

This tool helps you diagnose and solve problems with CD-ROM drives, and provides information that can help you if you need to contact technical support.

To start MSInfo

1. Make sure the program is open.
2. Click Help, and then click About <product name>.

The About box opens.

3. Click System Info.

To test CD-ROM Performance

1. Click CD ROM, and then click the drive letter for the CD-ROM drive you want to test.

There will be more than one letter only if your computer has more than one CD-ROM drive. If you're using Windows 98, click Components, click Multimedia, and then click CD ROM.

2. Compare the values you see with the values listed below:

Data Transfer Rate

To comply with the Multimedia Personal Computer Level 2 (MPC2) specification, this value must be at least 300.0 KB/s. The Data Transfer Rate must be 600.0 KB/s or faster if you want to run a program that requires a quad-speed CD-ROM drive.

CPU Util @ 300KB/s

To comply with the MPC2 specification, this value must be no higher than 60 percent. For best performance, this value should be no higher than 30 percent, and a value less than 10 percent is ideal.

Data Transfer Integrity

This value should always be "Tested OK."

If your CD-ROM drive does not meet these accepted values, see *Adjusting the Settings of Your CD-ROM Drive* to learn about ways to improve the performance of your CD-ROM drive.

Finding your license number

To find the license number for the product (also known as the product ID, PID, or serial number), click *Help* on the tool bar at the top of Encarta World Atlas and then click *About Encarta World Atlas*. The number is displayed on the dialog that appears.