

You have successfully received Technical Support fax #4011. This document contains 3 pages.

CorelDRAW! 4.0 Installation Issues

This fax lists common installation problems and their solutions. In addition, it outlines several install related issues you may encounter when running CorelDraw 4.0.

Problem: "Requires 60K of disk space on drive D: (your cd-rom drive), 0 bytes are available". This message occurs on systems with 1 floppy drive, 1 hard drive and 1 CD ROM drive, or on laptops with a PCMCIA port that acts as a hard drive or other drive. It will also occur on systems with 1 floppy, a hard drive and a removable drive.

Answer: If you use a removable media drive, ensure that there is a cartridge in the drive. If you do not use a removable media drive, create a ramdrive with at least 64K. This is achieved by adding a line to your CONFIG.SYS file as follows:

DEVICE= C:\DOS\RAMDRIVE.SYS 64 /e

Ensure that the ramdrive line is placed before the CD ROM line (or the PCMCIA line) so that it assigns the next available drive letter to the ramdrive. The following drive letter will then be assigned to the CD ROM. ie. if the ramdrive is drive D: the CD ROM will be drive E:. Once this change has been made, save CONFIG.SYS and reset the computer. You may remove the ramdrive statement, once the install is complete, except if you are running SETUP2.

Problem: Setup error "Bind Time Error"

Answer: This error can occur in a number of situations:

- trying to install CorelDraw 4.0 under Windows 3.0 (must be Windows 3.1)
- using third party disk caching and memory management programs (use HIMEM.SYS and SMARTDRIVE for installation)
- WordPerfect 5.2 for Windows overwrites the DDEML.DLL file, which can cause a bind time error or "Error reading DDEML.DLL". Delete

DDEML.DLL and copy DDEML.DLL from CorelDraw 4.0 CD #1 to WINDOWS\SYSTEM, or re-install Windows on top of itself. Then, run Setup again.

Problem: "DSHELL Error" during Setup.

Answer: Check the volume label of diskette 1 or CD 1 by issuing the DOS directory command. If the volume label on the CD is DRAW4A_CD1 or on the diskette is DRW4ADSK1, Customer Service at 1-800-836-3729 (U.S. calls only) or 613-728-8200 for a new set of diskettes or new CD. Shipping fees will be charged.

Problem: Setup aborts when attempting to register CORELSHW.REG. Only the following program icons are created: Release Notes, CorelDRAW, CorelCHART and CorelSHOW.

Answer: This results from choosing a Custom Setup in which CorelSHOW samples are de-selected. As a work around, delete and re-install the program without de-selecting the CorelSHOW samples. Another work around is to manually create the remaining icons. Then, register the programs with Windows by going to the \COREL40\CONFIG subdirectory in File Manager. Double click on all filenames with .REG extensions.

Problem: When updating scanner drivers following an installation of CorelDraw 4.0, Setup does not detect the already installed scanner driver.

Answer: During installation, Setup adds a scanner reference to AUTOEXEC.BAT if it detects a scanner for which CorelDraw 4.0 provides a driver. This line ends with 2 trailing spaces. If these trailing spaces have been deleted, then Setup will not recognize the statement during a scanner update. Add the spaces back in, re-boot and try the update again.

Problem: COREL3.* circuit files are not installed by Setup. This will cause colors printed from Corel applications, to certain desktop color printers, to appear washed out.

Answer: Copy the COREL3.* files (COREL3.SMT, COREL3.RGB and COREL3.CMY) to the COREL40\CUSTOM subdirectory. These files can be found on diskette #1, or on CD-ROM #1. To use the new circuit files, click on File; Print; Color; Load from CorelDraw applications.

Problem: No vector patterns are available in CorelChart.

Answer: A network installation from CD results in an incorrect statement in the CORELCHT.INI of individual workstations. ie Vector_path= an non-existent subdirectory. Either create the subdirectory stated in the path and copy vector files from the CD into it, or point the path to the appropriate subdirectory on the CD.