Quicken 5.0 for Windows Read Me File

Contents

I. Helpful hints

1. Small font drivers and register fonts for less than 12 pt. are recommended to avoid display problems.
2. The Account List can be printed by clicking the All Types tab in the Account List window, and then selecting Print List from the File menu.
3. The Transfer Form does not let you transfer to investment accounts.
4. If you need to free up more hard drive space, you may delete the following check art files without harming the program:
    ART1.WMF   ART2.WMF   ART3.WMF   ART4.WMF   ART5.WMF   ART6.WMF   ART7.WMF
    Deleting these files will not allow you to have scenic backgrounds on the checks. If the above art files are deleted, you must click on Options in the Write Checks window and clear the "Artwork on Check Entry Screen" checkbox. Otherwise, the window won't display properly.
5. If you are having display problems, we suggest contacting your video card manufacturer to see if an updated Windows video driver is available.

II. Installation error messages and problems

Note: Some common installation problems may be caused by insufficient memory (less than 4MB of RAM), free hard disk space less than 15 MB, or conflicts with Terminate and Stay Resident programs (TSRs). Resolving these situations before continuing will save time.

1. **Error "ISINST_30 Caused a General Protection Fault in module Dialogs.dll"**
    Setup encountered a problem when it attempted to determine the amount of available hard disk space. You will need to restart Windows and use the command
        a:\setup bypass
    to start the setup process.

2. **Anti-virus software**
    After installing Quicken 5 for Windows, anti-virus programs may report that some files have changed. This is normal, as Setup will update some existing Windows files. For example, when upgrading from a previous version of Quicken for Windows, files such as QW.EXE will change since it has been replaced with the QW.EXE for Quicken 5 for Windows.

    Many anti-virus programs will prevent access to a file that has been changed. In this case, you will need to scan your hard drive and choose to update when one of the changed files is detected. It is generally recommended that anti-virus programs be disabled when Windows software is installed.

    VSAFE (MS DOS 6.X): Try unloading VSAFE by typing VSAFE /U at the C:\> prompt or insert the letters REM at the beginning of the VSAFE line in your autoexec.bat file.

    NAV (Norton Anti-Virus): Insert the letters REM at the beginning of the NAV line in your autoexec.bat file.

3. **Known conflicts with memory resident software while installing**
    Terminate and Stay Resident software can interfere with Quicken for Windows installation. Temporarily deactivate these applications while installing Quicken and reactivate them after Quicken has installed successfully.

4. **Installing under Windows 3.1, then upgrading to Windows 95**
    If you install Quicken 5 for Windows on Windows version 3.1 or 3.1, then upgrade to Windows 95, you will need to follow these steps to ensure the Windows 95 Registry is updated:
    *   Locate the file QWSHELLX.REG in the Quicken directory.
    *   Double-click on QWSHELLX.REG.

5. **Running Windows NT 3.51 with the beta Explorer shell**
    If you are using the beta Explorer shell for Windows NT 3.51, you must disable Explorer and install through Program Manager.

III. Using Quicken's online features

1. If you are an online bill payment or online banking user, remember that your Intuit Membership password can be different from your banking PIN: the password is your choice and the PIN is assigned until you change it. To find your banking PIN, refer to the Online Reference Guide, which you will receive after you sign up for these services.
2. If you have a system with two modems, the autoconfigure feature will only find the first modem comm port. If you prefer to use the other modem, choose Set Up Modem from the Online menu and enter the settings (Port and Speed) for your other modem. You may also need to change your modem initialization string. The string set by autoconfigure was for use with your first modem. You can specify the modem initialization string by clicking on the Advanced button in the Set Up Modem dialog box.
3. CheckFree reminder: if you convert from CheckFree to online bill payment, realize that your fixed payments will continue to be paid by CheckFree! If you do not want these payments to continue to be paid, stop the fixed payments before switching to online bill payment.
4. If you are a Quicken Credit Card user and you have not downloaded a statement in over a month, download your statements before converting to this version of Quicken.
5. If you disable online services for an account, you may lose some setup information. If you enable the account again, you will have to reenter the account and routing numbers.
6. When defining a line of credit account for online banking, you have two choices within Quicken. It can be set up as a credit card account or a checking account. Then, choose line of credit as the account type.
7. If you are running version 1.15 or below of Win32s, you will be unable to install Netscape Intuit Edition unless you either upgrade to version 1.20 of Win32s or you remove Win32. You can determine which version of Win32s you have in one of two ways:
    *   Check the WIN32S.INI file in your Windows system directory.
    *   If you are running Windows for Workgroups, select the WIN32S16.DLL file from the Windows system directory in File Manager. Then from the File menu, choose Properties. The Version line contains the major version and the build number.

IV. Printing problems

1. If Quicken behaves as if you have printed successfully but nothing comes out of the printer, please do the following:
    *   Check the printer and the Print Manager for stalled print jobs.
    *   Verify that the font is TrueType or a printer-resident font.
2. If the report header/page number is missing or compressed, then select File, Printer Setup, Report/Graph Printer Setup and change the left and right margins to .5".

3. Press F1, click "Contents", click "Troubleshooting", then click "Printing" to display many helpful tips on common printing problems.

V. General Protection Faults

General Protection Faults (GPFs) are messages that are generated by Windows. Here are troubleshooting tips for the most common causes in Quicken:

1. **Insufficient memory-insufficient system resources.**
   Press Ctrl-Esc to go to the Windows Task List. Exit all applications except for the Program Manager to free memory and system resources used by other applications.

2. **Conflicts with Terminate and Stay Resident programs (TSRs) and problems with certain device drivers.**
   Check for potentially incompatible TSRs or drivers in your autoexec.bat and config.sys files. You can test for incompatibilities by "remarking out" TSRs and drivers and restarting your computer. If this solves the problem, restore the TSRs or drivers one by one until the incompatibility is found. "Remarking out" means inserting the letters REM at the beginning of the line which loads the TSR or device driver. IMPORTANT: Do NOT remark out lines that will affect hard disk compression, disk partitioning, external drives, etc.

   You can also try setting up a 'minimum' configuration by renaming your existing autoexec and config to autoexec.old and config.old and creating new ones that look like this:

   ```
   CONFIG.SYS                    AUTOEXEC.BAT
   device=c:\windows\himem.sys        path=c:\dos;c:\windows
   files=40                      prompt $p$g
   buffers=30                         set temp=c:\
   stacks=9,256
   ```

3. **Running the FaxWorks Call Center in the background causes an EMM386.EXE fault.**
   Turn off the FaxWorks Call Center when running Quicken.

VI. Using previous versions of Quicken Home Inventory and Quicken Quotes

To use Quicken 5 for Windows with Home Inventory version 3, you will need to run the QHI3R8 update utility that was installed with Quicken 5 for Windows.

1. Exit Windows. (If you are using Windows 95, restart your computer in MS-DOS mode by choosing Start, Shut Down, then select Restart the computer in MS-DOS mode.) DO NOT ATTEMPT TO USE THE UPDATE FROM THE DOS PROMPT WHILE IN WINDOWS. The update will not install correctly, and other problems may develop.

2. To run the update, change to the directory where Quicken 5 is installed, and type QHI3R8 followed by the path of your Quicken Home Inventory 3 for Windows directory and the directory in which you installed Windows. Then press Enter.
   Example: C:QUICKENW>QHI3R8 C:\QUICKENW C:\WINDOWS

   Once the update is complete, you will have release 8 of Quicken Home Inventory 3 for Windows.

Quicken 5 for Windows is compatible with Quicken Quotes versions 2 and 3 with the following limitation. Quicken Quotes version 3's Automated Download feature is no longer supported with a Quicken data file with a password. You must either remove the password on the Quicken data file or change the Automated

Download setting to Save To File, then import the file into Quicken during your next Quicken session. (Refer to the Quicken 5 for Windows online Help for details on importing Prices. Search for the keyword ASCII.)