Installation Problems?

If you experience problems installing this product, please try the following suggestions. If problems persist, refer to Readme.wri for information about reporting problems.

Nothing happens when I double click the Setup.exe icon:
When you double click the Setup.exe icon, a wait cursor is shown for about a second and then a dialog should appear that shows initialization status. Initialization can take up to a minute on some systems. Pre-release versions of Windows 95 did not show the dialog and it appeared that the installation did not work. Be patient and wait for the installer to initialize. If you start two copies of the installer, simply exit from the second. No changes are committed until the last dialog is OK'd.

Setup Initialization error:
This may be a generic error dialog or a failure to load a file at initialization. There are two common cases. First is that there is a file lock on a file that is being updated or replaced. Exit all windows applications and try the install again. The other cause is that you are trying to install on an operating system that does not support the installer or this product. 32 bit products require Win95 or WinNT.

Video Drivers:
Some video cards and drivers may prevent the installer from working. Try setting your video driver to MS Windows standard VGA video driver before installing and return it to the original setting afterward.

Virus programs:
Many virus programs will prevent completion of all steps in the install procedure. Turn off the virus program for the installation and return it to the previous setting afterwards. Note that we check both the master disks and samples from distribution for viruses before shipping a product.

Lotus SmartSuite and Norton Desktop:
Both programs are known to interfere with the install process. Disable these for the install process. If you have another type of Desktop manager, try turning it off for the installation process.

Win32s:
You must have a 32 bit operating system to install this product. It is a 32 bit OLE custom control and requires a 32 bit development environment for use.