

Hutchinson Multimedia Encyclopedia README file

Release 1.21

This README file contains information about "Hutchinson Multimedia Encyclopedia" that was unavailable when the Manual was printed and information that may be of help in solving some commonly found problems.

To read this file on-screen, use the Page Down and Page Up keys on your keyboard. You can also print the file by choosing the Print command from the File menu in any Windows word-processing program.

Encyclopedia Manual

The Manual is presented as a Winhelp file. Once you've installed "Hutchinson Multimedia Encyclopedia", you can access help by Pressing <F1>. There's also audio help which will be explained automatically the first time you run "Hutchinson Multimedia Encyclopedia".

Encyclopedia Installation

To install "Hutchinson Multimedia Encyclopedia", run Setup.exe from D:\ where D: is the drive letter of your CD-ROM.

"Hutchinson Multimedia Encyclopedia" can be installed on a network for workstations to access without having to have the software installed on their hard disk (3 to 11MB). To do this, the Network administrator should install "Hutchinson Multimedia Encyclopedia" from the CD-ROM onto a network drive (say P:). This must be done by running SETUP.EXE /A.

Workstations can then install a configuration file and a program icon onto their machine by running P:\HME\SETUP /N. The CD-ROM drive requested is the drive letter that will be used (over the network).

Obviously, you'll get the best performance if you install "Hutchinson Multimedia Encyclopedia" on a hard disk with its own CD-ROM.

Atlas Installation

During installation, you will be prompted to copy the Atlas files onto hard disk to improve performance. This will occupy about 8MB, so don't do it if you can't afford the disk space. The performance improvement however, is very significant.

If you decide to delete the files at a later date (from C:\HME\ATLAS), you'll need to re-install "Hutchinson Multimedia Encyclopedia".

Bitmap Installation

During installation, you will be prompted to copy the Bitmap files onto hard disk to improve performance. This will occupy about 9MB, so don't do it if you can't afford the disk space. Machines with 486DX processors, more than 4MB of RAM will probably not need to choose this option.

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If you decide to delete the files at a later date, you only need to delete all .DIB files from C:\HME (the software will then automatically take them from the CD-ROM).

INDEO 3.22 Installation

The Installation of the new Indeo 3.22 video drivers has been integrated into the installation of the application. When the Encyclopedia runs, the drivers will automatically be installed if you've not already got them installed.

ERRATA - The Atlas

The Atlas Audio help describing how to zoom in and out is incorrect. To zoom in, double click with your left mouse button. To zoom out, double click with your right mouse button.

If you double click with your left mouse button on a place name in yellow or white, you will be taken to the display screen giving you the encyclopedia information about that place. You can use the step back button to get back to the Atlas directly from the display screen.

If you can't read some text on the map, try moving your mouse over it; the name should then appear at the top right of the screen.

ERROR - "This application will not run at this screen resolution"

1024x768 resolution may only be used if "Small fonts" are selected.

OTHER INSTALLATION ERRORS

If you encounter other errors during installation, the simplest advice that often works is to exit Windows and then re-run Windows and immediately run the installation by running SETUP.EXE.

If installation fails when you're actually re-installing the encyclopedia on the machine, you may need to delete phonfont.* from the Windows\system directory.

ERROR - Memory Overflow while Printing Pictures

If you encounter this error when printing pictures, you could try reducing the printer resolution using Control Panel. If you're using a laser printer configured at 600 dots per inch, it may take more memory than you've got available to print the picture full size on your paper. Try reducing the resolution to 300 dpi.

You may also have to reduce to 300dpi if your pictures don't print as you would expect.

RUNNING ON A MACHINE WITH LESS THAN 8MB

While every effort has been made to ensure that this product will run on a low specification MPC machine, you may still experience problems if the machine has not been configured correctly.

To get the maximum available memory on your machine, we recommend the following...

- Hutchinson Multimedia Encyclopedia README file
- 1) Run windows with "WIN/3"
 - 2) Configure the largest "Swap file" you can.
 - 3) Use a permanent "Swap file" for increased speed.
 - 4) Don't run any other applications at the same time.
 - 5) Run at 640x480 (256 colours) screen resolution.

"Hutchinson Multimedia Encyclopedia" does its best to run on this configuration, but it will inevitably be slower than a machine with 4MB or more.

Additional Help for users of 4MB systems

On certain 4 MB systems, users may experience difficulty in displaying images. This may be accompanied by an error which reports that "HME95 caused a General Protection Fault in module DECO.DLL at 0006:1DCD" or similar. This problem may be cured by increasing the size of the Windows Swap file which provides virtual memory for Windows to use. The way in which this is done is described below.

1. The Windows swap file is a file held on the hard disc of the PC. Windows calculates the maximum permissible size of the file by looking at the free space available on the hard disc and doing some calculations. To maximise the performance of the Windows swap file, you want to have as much space available on the hard disc as possible. NOTE: you should not create a swap file on a compressed drive (a compressed drive is one which is created by utilities such as DoubleSpace, Stacker etc).

You should therefore think carefully about removing any software which you do not require. Having made as much space available as you safely can, you may have a hard disk defragmenting program which is used to pack all the free disk space into one block. Examples of such software are DEFRAG, provided with MS-DOS 6, and Norton Utilities SPEEDISK. For instructions on how these work, refer to the original documentation provided with the product.

2. You have now optimised the free space on your system. Configure your Windows swap file by starting up Windows, and running the Control Panel, which is found in the Main group. This will display a box containing a number of icons or applets. Double click on the "386 Enhanced" applet. This will open up another box, in which there is a button marked "Virtual Memory". Click on this, and the Windows swap file configuration information will appear.

You may select both the type and size of swap file. Select Permanent as the type of swap file, and look at the recommended size figure the system suggests. This needs to be above 6MB for the fix to be successful.

If the size recommended is less than 6MB, select Cancel in each box until you are back in the Control Panel. From there select the File menu, and select Exit from there to return to the Program Manager. You should then contact ATTICA's Technical Support desk.

If the swap file size is above 6MB, select OK. This will create (or alter) your swap file to the size specified. You will be prompted to restart Windows - select the Restart Windows button to implement the changes made.

You may then restart the Hutchinson Multimedia Encyclopedia '95, and the system should now display images correctly.

TRUE COLOUR IMAGES

"Hutchinson Multimedia Encyclopedia" includes "True Colour" images which means that on systems that support them, up to 16 Million colours can be displayed. These images are stored with Fractal Compression technology (supplied by Iterated Systems Inc). They will make best use of your display adaptor, so on systems displaying 32K or 64K colours, the pictures will look much better than in 256 colour modes.

IMPROVING PERFORMANCE

HOW TO MAKE "Hutchinson Multimedia Encyclopedia" RUN FASTER

"Hutchinson Multimedia Encyclopedia" uses your computer's memory (RAM) to display pictures and play music. If it runs slowly or you see out-of-memory errors, "Hutchinson Multimedia Encyclopedia" may not have enough memory. Below are some ideas to make "Hutchinson Multimedia Encyclopedia" run faster.

- * Close all applications you aren't using.
- * Set up a permanent Windows swap file. If you are running Windows in 386 Enhanced Mode (look in the Help About menu of Program Manager if you are not sure), set up a permanent Windows swap file on your hard disk. To set up a permanent Windows swap file on your hard disk, open Windows Control Panel (usually in the "Main" program group of Program Manager), and click on the icon "386 Enhanced". Then use the "Virtual Memory" button to see whether your current swap file is temporary or permanent, to check the size of the current swap file, and to make changes. Windows usually creates a temporary swap file by default, but if your disk is full or fragmented, this temporary file can become unavailable. This can effect performance, since Windows works best when it has allocated hard disk space to use at any time for swapping a file in or out of your computer's memory. It is therefore best to set up a permanent swap file, and to make the size of the permanent swap file at least 6MB. Look at the Help menu of the Windows Control Panel or in your Windows documentation for more information. You may find that your system runs slower with a swap file if you're lucky enough to have more than 16MB of RAM.
- * Defragment or optimize your hard disk by running a defragmentation program. Some of the more popular of these are PC Tools, Norton Utilities and Mace Utilities.
- * Add more RAM (memory) to your computer. You can determine how much memory is available by starting MS-DOS, typing "msd" and pressing ENTER. This starts a small program that will tell you how much memory you have. You need at least four megabytes (sometimes listed as 4096 kilobytes or KB) of RAM to run "Hutchinson Multimedia Encyclopedia". However, eight megabytes (8MB) of RAM (or more !) is highly recommended for optimum performance of "Hutchinson Multimedia Encyclopedia". If your computer has 4MB of RAM, adding RAM is one of the best ways to improve performance. Please see your computer dealer for information on buying and installing RAM on your computer.

* For more details on improving performance consult your Windows manual.

THE PICTURES DON'T LOOK VERY GOOD

Many video cards can operate in more than one display mode such as 16, 256 or 32,768 colour display mode. If your video card is capable of a display mode with more than 16 colours, you can run Windows Setup (usually in the Main program group in Windows Program Manager) to check your current display settings, and to change the display mode to see "Hutchinson Multimedia Encyclopedia" with better image quality. "Hutchinson Multimedia Encyclopedia" will look best and perform better in a display mode that shows 256 colours. Displaying more colours will often slow the machine down; "Hutchinson Multimedia Encyclopedia" contains 256 colour pictures and TrueColour (24-bit) pictures. Please check the manual that came with your video card or personal computer for information on how many colours your video card can display (while maintaining at least a VGA resolution of 640 x 480 or higher) before attempting to change your display setting in Windows Setup.

TROUBLESHOOTING TIPS: VIDEO DISPLAY CARDS AND DISPLAY PROBLEMS

In some situations, "Hutchinson Multimedia Encyclopedia" may encounter video display problems when using high resolution video drivers from various video card manufacturers. This problem can often be fixed by obtaining updated drivers from your video card manufacturer. Make sure the video drivers you are using were designed to be compatible with Windows version 3.1.

An alternative to obtaining a new or updated display driver is to change your video mode to a standard video mode such as 640 x 480 resolution, with as many colours as your video card can support at that resolution. To use "Hutchinson Multimedia Encyclopedia" while waiting for an updated video driver from your video card manufacturer, you can use the standard VGA driver that comes with Windows. This display mode is only 16 colours and some images may not look as well as they would in 256 colours. Also, image display takes slightly longer when running in 16 colour mode. For instructions on installing that, please see Help within Windows Setup in the Main program group in the Windows Program Manager.

COMMON SOLUTIONS TO MAKING SOUNDS PLAY

SOUND DOESN'T PLAY AT ALL

1. Check the volume.
2. If the volume is turned up and you still hear no sounds, something may be wrong with your sound board installation. Check to see that the sound board software is installed correctly and reinstall it if necessary.
3. If the software is installed correctly the sound board may need to be pressed more securely into its slot or have a jumper setting changed on the sound board.
4. If you have both a sound board and special software that bypasses the sound board to play sounds through the PC speaker we suggest you remove or disable the special software (the PC speaker driver). "Hutchinson Multimedia Encyclopedia" requires an MPC-compatible sound board to be installed and is not meant to run with just the PC internal speaker or any combination of that speaker and special software.

SOUND PLAYS BUT IS DISTORTED OR "FUZZY"

Sound distortion is often caused by sending a higher volume or amplitude of sound to the speakers than they are able to handle, or by turning the volume control on your sound board too high (distortion from the amplifier on the sound board). Sometimes speakers that are not of high quality will distort at a lower volume than better speakers will (compare a clock radio speaker to a big stereo system; the stereo speakers can play much louder with no distortion). For example, if the volume for your sound board or "WAVE file output" is set to near its maximum it will produce distortion just like a radio that is turned up too loud. To learn how to change your sound board settings check the manuals that came with your sound board. This is normally done with either a volume dial on the back of your sound board (in the rear of your computer where the speakers plug in) or with a program that is often called a "mixer", that is usually installed in the Windows Control Panel of the Main program group. Some sound boards use both types of controls and they must both be adjusted.

SOUNDS ARE CUT OFF

Your computer can only play one sound at a time therefore other sound producing programs could interrupt the sounds in "Hutchinson Multimedia Encyclopedia". Some sound producing programs may take over the audio capability and prevent other Windows programs from being able to make sounds. If you suspect you have such a program do not run it at the same time as "Hutchinson Multimedia Encyclopedia".

MAKING SURE THE SOUND CARD IS INSTALLED PROPERLY

1. Verify Port and IRQ settings by looking at the sound card and comparing the way it is set up to the way that the sound board software thinks it is set up. The sound board manual should explain how to read the sound board.
2. Make sure the sound card does not conflict with other hardware. This is done by comparing the setup of the sound board with the setups of other cards in your computer. It is important that no two cards try to use the same port or IRQ. This is a common source of problems when you are getting no sound at all.

CD-ROM Extension (MSCDEX) Explanations

The combination of the CD-ROM Extensions (MSCDEX) and a CD-ROM device driver allow you to connect a CD-ROM drive to a DOS-based personal computer (computers that run Windows are considered DOS-based also). The MSCDEX command is run from the AUTOEXEC.BAT file and the CD-ROM device driver is loaded in the CONFIG.SYS file. The CONFIG.SYS must contain the same name (for example, CD-ROM1) as the one used with the /D: parameter on the MSCDEX line. A text editor or word processor can be used to edit these files if the settings are incorrect. Be sure to save the files as Text Only.

Example for CONFIG.SYS file:

```
DEVICE=CD-ROM.SYS /D:CD-ROM1
```

Example for AUTOEXEC.BAT file:

```
MSCDEX /D:CD-ROM1
```

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Command-Line Switches For MSCDEX.EXE

Outlined below are the various parameters available for the CD-ROM Extensions and their usage.

Required Parameter

`/D:[name]`

Names the CD-ROM drive and corresponds with `/D:[name]` on the device driver line in the CONFIG.SYS file.

Optional Parameters

`/M:[value]`

Sets aside extra memory for reading data from the CD-ROM. This statement is similar to the DOS BUFFERS statement.

`/L:[drive]`

`[drive]` determines what logical drive letter to use for the CD-ROM.

`/E`

Tells MSCDEX to use expanded memory if available. MSCDEX uses LIM 3.2 or later with page frame address at D000.

`/S`

Instructs MSCDEX to patch DOS to allow sharing of CD-ROM drives on MS-NET compatible servers.

`/V`

Provides memory usage statistics, i.e., memory used by buffers, resident data, and resident code.

`/K`

Tells MSCDEX to use Kanji (Japanese) file structures, if present, rather than the default alphanumeric file structures.

Here are some examples:

1. This example installs the CD-ROM Extensions and the following options:

```
MSCDEX /D:CDROM1 /M:12 /L:G
*      Names the drive CD-ROM1
*      Allocates twelve CD-ROM Buffers
*      Makes drive G the CD-ROM drive
```

2. This example installs the CD-ROM Extensions and the following options:

```
MSCDEX /D:CDROM1 /M:12 /L:G /E /S /V
*      Names the drive CD-ROM1.
*      Allocates twelve CD-ROM Buffers.
*      Assigns the CD-ROM drive to Drive G.
*      Uses expanded memory.
*      Can be shared over an MS-NET network.
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```

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- * Displays memory usage statistics.

CD-ROM EXTENSIONS (MSCDEX.EXE) ERROR MESSAGES

CD-ROM extensions to MS-DOS (MSCDEX.EXE) along with the device driver for your CD-ROM drive form the software components of the CD-ROM subsystem. They are not available from Microsoft. Contact your CD-ROM drive manufacturer if you need to update either MSCDEX or your CD-ROM device drivers.

The information below is an explanation of error messages you could see if the MS-DOS CD-ROM extensions are not working properly. These error messages generally occur before your programs start and come up on the screen.

Critical Errors:

- * CDR101 Read Failed

This means an error was reported by the device driver. The most likely cause is an open drive door, or the hardware dependent device driver needs to be updated. If this error occurs when you are installing your CD-ROM drive it may indicate an improper installation of the CD-ROM drives controller card and/or software device driver. Contact your CD-ROM drive manufacturer for an update.

- * CDR102 EMS memory no longer valid

The EMS memory possibly is corrupt. You need to reboot the system. If this continues to occur after rebooting there may be a conflict between the EMS memory being used by MSCDEX and something else on your computer. Try removing other items which may be using EMS memory.

- * CDR103 Disc in drive is not High Sierra

All CD-ROM discs on a DOS or Windows-based system need to be in High Sierra or ISO 9660 format. If you attempt to read an audio disc or a disc configured for an Apple Macintosh you will see this message. It may also indicate a need to update the device driver. A quick test to find out if the problem is with the disc or the device driver is to insert another CD-ROM disc into the drive and see if it can be used. If the second disc works the first disc may be damaged.

Initialization Errors:

- * Incorrect DOS version

MSCDEX does not work with DOS Versions 1.x or 2.x. MSCDEX.EXE versions below 2.21 requires loading the SETVER.EXE utility in the CONFIG.SYS for proper functionality with MS-DOS version 5.0 or above. This driver is required because MSCDEX.EXE version 2.20 checks the version of DOS prior to loading. It will display Incorrect DOS Version SETVER.EXE is not loaded.

To work around this, load the SETVER.EXE utility by editing the CONFIG.SYS file and adding the following line:

```
DEVICE=C:\DOS\SETVER.EXE
```


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Note: IBM PC-DOS does not have MSCDEX.EXE in the setver table. It must be added manually by typing `setver mscdex.exe 4.01` at the prompt.

Ideally, MSCDEX version 2.21 or above should be used with MS-DOS version 5.0 and MSCDEX version 2.22 should be used with MS-DOS version 6.0.

* MSCDEX already started

MSCDEX is already installed. You can have only one instance of MSCDEX running at a time.

* Device driver not found: 'DEVNAME'

The device driver name given on MSCDEX's command line `/D:[name]` was not found. Make sure the directory path and name are correctly spelled and the device driver is correctly installed. Also, make sure the device driver is loading without displaying any errors.

* No valid CD-ROM device drivers selected

MSCDEX will not install if there is no `/D:[name]` specified with the MSCDEX command or if the one given is not found.

* Not enough drive letters available

You need to increase the number of drive letters available by using the LASTDRIVE command in the CONFIG.SYS file.

```
LASTDRIVE=Z
```

* Expanded memory allocation error

An error was reported by the Expanded Memory Manager. The Expanded Memory Manager may be corrupt; it may be necessary to reboot to install MSCDEX. If this continues to occur after rebooting there may be a conflict between the EMS memory being used by MSCDEX and something else on your computer. Try removing other items which may be using EMS memory.

* Illegal option "X"

An illegal command line option was specified. If this happens the illegal command will appear in quotes.

* Expanded memory not present or usable

This is a warning. You cannot use Expanded Memory if it is not there. MSCDEX will continue using normal memory.

* Not enough expanded memory, reducing number of buffers

This is only a warning. You cannot ask for more buffers than will fit in available memory.