Solutions to Problems using AXIA

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Error Messages Occurring When AXIA is Running

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Problems That May Occur Without Error Messages

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Unusual Problems

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Problems Installing AXIA from CD-ROM

Installation sequence:

1. the **AXIA** install program begins by telling you which product you are installing.
2. it then prompts you for a drive to install itself onto, giving C:\ as the default
3. next it prompts you for a directory to install itself into, giving you a default choice.
4. thereafter the install program copies files from the CD-ROM onto your hard drive.
5. when complete, a large window appears and informs you that **AXIA** has finished installing itself and will now install **Microsoft Video for Windows** if necessary.

**If you received an error message in steps 1 to 5,
please call AXIA Tech Support
at: 1 - 800 - 969 - 2942**

6. if you do not have **Video for Windows** installed on your PC or if you have an old version, the install program will begin installing the **Video for Windows** files.
7. when complete, the install program will tell you that the **Video For Windows** setup is successful, and will ask you to restart **Windows**.

**If you received an error message in steps 6 to 7,
please reinstall Video for Windows manually as follows:**

> Re-installing Microsoft Video for Windows

If the installation was successful except that no icons were created, please examine the following topic:

> Desktop Problems

"VSTUB" Errors

VSTUB caused a General Protection Fault in Module - - - - - - .DRV

(The identifying term here is **.DRV**)

This message would appear early after launching an **AXIA** product from an icon. It results from conflict between **AXIA** and some video drivers. An **upgrade floppy disc** which fixes this problem is available free of charge from **AXIA** upon your request.
NOTE: please inform us of your address when making this request !

VSTUB caused a General Protection Fault in Module VWVM11.DLL ...

This message would appear early after launching an **AXIA** product from an icon and is the result of an incomplete installation of **Microsoft Video for Windows**. Please re-install **Microsoft Video for Windows** as per the instructions below:

Re-installing Microsoft Video for Windows

"MIDI" Messages

MIDI stands for **Musical Instrument Digital Interface**. A MIDI file contains information that the computer translates into the sound of musical instruments. In order for MIDI piano information to sound like a piano instead of bagpipes, the **MIDI Mapper** (which translates the information) needs to be set up correctly. The most common MIDI error message is due to the MIDI Mapper not being set up to standard values.

The most common MIDI message indicating MIDI setup problems is:
This file may not play correctly with the current midi setup.

How to Change MIDI Settings

Information on how and where to adjust your existing MIDI settings can be found by running the **Read Me** program in your **AXIA** program group. Please ensure that the **Working Directory** for the **Read Me** program is the correct one for your **AXIA** product. This information is contained in the following **Icon Setup ...** descriptions:

Icon Setup for AXIA Know Your Waterfowl
Icon Setup for AXIA Know Your Combat Jets
Icon Setup for AXIA Know Your Owls
Icon Setup for AXIA Know Your Common Bird Songs

Changing MIDI settings can be a little complex. **AXIA** only uses MIDI music as background music when it is opening a topic, and occasionally when it is playing a multimedia presentation (story). MIDI is not essential to running either of these processes and can be safely turned off for **AXIA** products without affecting any other program you may have on your computer. Turning off MIDI for **AXIA** will not in any way affect the playing of **AXIA**'s other sounds (ie: bird calls, voices, etc).

How to Turn MIDI off for **AXIA**

How to turn MIDI off for AXIA

Computers with only 4 Megabytes of RAM

Computers running only 4Megs of RAM can have problems trying to play MIDI within **AXIA** due to their limited memory. There are 2 solutions:
1. purchase and install more memory
2. or, turn MIDI off for **AXIA**

"Runtime" Errors

ByteArray class >> System Primitive failed

This message can occur as soon as **AXIA** is launched from an icon. It has occurred on high-powered computers with video drivers supporting millions of colors (ie: 24 bit color). It appears to be a clash between **AXIA** and the video driver. The solution is to select a video driver supporting 64K/32K (ie: 64,000/32,000) colors.

MCIWndDLL class >> cannot open dll, error code: ...

This message can occur as **AXIA** is loading your first topic choice. It results from an incomplete installation of **Microsoft Video for Windows**. To properly install **Video for Windows** please follow the instructions contained in the topic below:

Re-installing Microsoft Video for Windows

Re-installing Microsoft Video for Windows

In the event that the install program does not install **Microsoft Video for Windows** correctly, please perform the following procedure to install it manually from the CD-ROM.

In **Windows Program Manager**,
      click on the **File** menu item,
      and choose **Run**.

      In the **Run** window, type the following in the **Command Line** box:
          D:\vfwrt\setup
      where **D** is your CD-ROM drive letter.
      Click on the **OK** button and follow the prompts.
      Allow the computer to reboot when asked to do so.

Microsoft Video For Windows will then be installed correctly.

How to Turn MIDI off for AXIA

MIDI music can be turned off for an **AXIA** product in 2 ways:

1. from within **AXIA** by changing the **AXIA** User Preferences.
2. by editing the **AXIA** product's *.ini file

1. Changing the User Preferences from within AXIA

When inside the **AXIA** Window with the menuBar, click on the **Preferences!** menu item.

When the **User Preferences** Window appears, choose '**Midi**' from the list on the left side.

The contents of the area to the right of the list will change to 2 button options: **enabled** and **disabled**.

> Select **disabled** to turn MIDI off.
> Select **enabled** to turn MIDI on.

Click on the **OK** button to save the preferences.

2. Editing the AXIA*.INI File

Each **AXIA** product other than **AXIA** **Know Your Waterfowl** has MIDI music that can be turned off. Look in the **Windows** directory for a file that begins with the same name as the **AXIA** product directory and has the file extension **.ini** .

Edit this file as follows: under the section [midi] , change music=1 to music=0 (ie: zero) and then save the file. When you run that **AXIA** product thereafter, MIDI will be turned off.

> *Example*: for **AXIA** **Know Your Owls**, the **AXIA** product directory on your hard drive is **axiaowls**. The corresponding file in the Windows directory is **axiaowls.ini**. Inside the **axiaowls.ini** file, change

> [midi]
> music=**1**

to

> [midi]
> music=**0**

and then save the **axiaowls.ini** file. This turns off the MIDI for **AXIAOWLS** until you turn it on by reversing the above change.

"MCI" Errors

MCI stands for **Media Communications Interface**. It allows your computer to play sounds, videos and to control external devices like video disc players.

MCI errors encountered when running **AXIA**, tend to result from one of three problems. These are listed from most to least common:

1. Incomplete Installation of Microsoft Video for Windows

This will result in messages like:

> **Your Video for Windows is too old ...**
> **This device is not supported ...**

The solution is to re-install **Microsoft Video for Windows** as described below:

> Re-installing Microsoft Video for Windows

2. MIDI problems

These can result in messages like:

> **The specified alias is already being used in this application ...**
> **Cannot use the 'notify' flag with auto-opened devices ...**
> **Any compatible waveform playback device may be used ...**

The solutions are addressed in the topic "**MIDI Messages**" accessed below:

> "MIDI" Messages

3. Sound Card is not MCI - Compatible

This can result in messages like:

> **All wave devices that can play files in the current format are in use ...**

when **AXIA** is attempting to play a series of sounds. **AXIA** requires an MCI - compatible sound card to ensure that the various combinations of sounds can be played successfully.

The solution is to read the documentation for your sound card. The sound card may have the option of being re-configured as MCI - compatible. If the sound card is not at all MCI - compatible, then you will need to purchase and install a true MCI - compatible sound card.

AXIA Dies Suddenly Without Error Messages

This has been reported on computers with only 4 Megabytes of memory. **AXIA** runs for awhile and then suddenly dies and pops the user completely out of **Windows** and back to **DOS**.

The reason is that the computer is set up to use **EMS Expanded Memory** in addition to Extended Memory. EMS Expanded Memory is an earlier form of computer memory management. It is much slower than Extended Memory. **AXIA** needs 4 Megabytes of **Windows** memory in order to run correctly. The use of EMS Expanded Memory limits the amount of **Windows** memory available to **AXIA**, reducing **AXIA**'s ability to run correctly.

Please note that some games and older programs may require the use of EMS Expanded Memory, and may not run without it.

Solution options include:

1. purchase and install more memory

2. reconfigure your computer to run without EMS Expanded Memory.
If you are running DOS 6.0 or greater,
- use **DOS** tools like **memmaker.exe** to reconfigure your computer.
If you are running an earlier version of DOS,
edit your config.sys file so that the line that reads:

DEVICE=C:\DOS\EMM386.EXE **EMS**

will read:

DEVICE=C:\DOS\EMM386.EXE **NOEMS**

and then reboot your computer.

If you have games or other older software that need EMS Expanded Memory, you will need to reverse the above procedures to run them when not running AXIA. The purchase of more memory is the recommended solution and will give the best results for both AXIA and other programs.

Desktop Problems

If you are using one of the following Desktops and are experiencing problems installing **AXIA** please ensure that an icon group was created for your **AXIA** product and that the properties for each icon are those shown below.

CPTools Desktop
Norton Desktop
Tabworks

Icon Setup for AXIA Know Your Waterfowl
Icon Setup for AXIA Know Your Combat Jets
Icon Setup for AXIA Know Your Owls
Icon Setup for AXIA Know Your Common Bird Songs
Icon Setup for AXIA Know Your Birds of Prey Vol. 2

If you are using **Microsoft Office** and are experiencing problems running **AXIA** please examine the relevant topic below:

AXIA and Microsoft Office

Icon Setup for AXIA Know Your Owls

(assuming that you install onto the **C**:\ drive, and into **C:\axiaowls**, otherwise substitute your customized path for **C:\axiaowls** below. The CD-ROM drive is assumed in this explanation to be **D**:\ drive. If your CD-ROM drive is a different letter, substitute your drive letter for the **D**:\ drive used below. Please note that a space exists before the **D**:\ terms in all of the Command Line texts below. A space also exists after the **D**:\ term in the Command Line texts for **Owls**, **Axia Slide Show**, and **How to Use Axia**).

Item: **Owls**
Command Line: **C:\axiaowls**\bin\axia.exe **D**:\
Working Directory: **C:\axiaowls**
Shortcut Key: none
icon: **C:\axiaowls**\bin\axiaicon.ico

Item: **Axia Slide Show**
Command Line: **C:\axiaowls**\bin\pictures.exe **D**:\ pictures.dat
Working Directory: **C:\axiaowls**
Shortcut Key: none
icon: **C:\axiaowls**\bin\slidshow.ico

Item: **How to Use Axia**
Command Line: **C:\axiaowls**\bin\axia.exe **D**:\ Ahtua.afs
Working Directory: **C:\axiaowls**
Shortcut Key: none
icon: **C:\axiaowls**\bin\htua.ico

Item: **Read me**
Command Line: C:\WINDOWS\Write.exe **D**:\other\readme.wri
Working Directory: **D**:\midi\scripts
Shortcut Key: none

Icon Setup for AXIA Know Your Waterfowl

(assuming that you install onto the **C**:\ drive, and into **C:\axiawf**, otherwise substitute your customized path for **C:\axiawf** below. The CD-ROM drive is assumed in this explanation to be **D**:\ drive. If your CD-ROM drive is a different letter, substitute your drive letter for the **D**:\ drive used below. Please note that a space exists before the **D**:\ terms in all of the Command Line texts below. A space also exists after the **D**:\ term in the Command Line texts for **Waterfowl**, **Axia Slide Show**, and **How to Use Axia**).

Item:	**Waterfowl**
Command Line:	**C:\axiawf**\bin\axia.exe **D**:\
Working Directory:	**C:\axiawf**
Shortcut Key:	none
icon:	**C:\axiawf**\bin\axiaicon.ico

Item:	**Axia Slide Show**
Command Line:	**C:\axiawf**\bin\pictures.exe **D**:\ pictures.dat
Working Directory:	**C:\axiawf**
Shortcut Key:	none
icon:	**C:\axiawf**\bin\slidshow.ico

Item:	**How to Use Axia**
Command Line:	**C:\axiawf**\bin\axia.exe **D**:\ Ahtua.afs
Working Directory:	**C:\axiawf**
Shortcut Key:	none
icon:	**C:\axiawf**\bin\htua.ico

Icon Setup for AXIA Know Your Combat Jets

(assuming that you install onto the C:\ drive, and into C:\axiajets, otherwise substitute your customized path for C:\axiajets below. The CD-ROM drive is assumed in this explanation to be D:\ drive. If your CD-ROM drive is a different letter, substitute your drive letter for the D:\ drive used below. Please note that a space exists before the D:\ terms in all of the Command Line texts below. A space also exists after the D:\ term in the Command Line texts for **Jets**, **Axia Air Show**, and **How to Use Axia**).

Item: **Jets**
Command Line: C:\axiajets\bin\axia.exe D:\
Working Directory: C:\axiajets
Shortcut Key: none
icon: C:\axiajets\bin\axiaicon.ico

Item: **Axia Air Show**
Command Line: C:\axiajets\bin\pictures.exe D:\ pictures.dat
Working Directory: C:\axiajets
Shortcut Key: none
icon: C:\axiajets\bin\slidshow.ico

Item: **How to Use Axia**
Command Line: C:\axiajets\bin\axia.exe D:\ Ahtua.afs
Working Directory: C:\axiajets
Shortcut Key: none
icon: C:\axiajets\bin\htua.ico

Item: **Read me**
Command Line: C:\WINDOWS\Write.exe D:\other\readme.wri
Working Directory: D:\midi\scripts
Shortcut Key: none

Icon Setup for AXIA Know Your Common Bird Songs

(assuming that you install onto the **C**:\ drive, and into **C:\axiacbs**, otherwise substitute your customized path for **C:\axiacbs** below. The CD-ROM drive is assumed in this explanation to be **D**:\ drive. If your CD-ROM drive is a different letter, substitute your drive letter for the **D**:\ drive used below. Please note that a space exists before the **D**:\ terms in all of the Command Line texts below. A space also exists after the **D**:\ term in the Command Line texts for **Axia CBS**, **Axia Slide Show**, and **How to Use Axia**).

Item:	**Axia CBS**
Command Line:	**C:\axiacbs**\bin\axia.exe **D**:\
Working Directory:	**C:\axiacbs**
Shortcut Key:	none
icon:	**C:\axiacbs**\bin\axiaicon.ico

Item:	**Axia Slide Show**
Command Line:	**C:\axiacbs**\bin\pictures.exe **D**:\ pictures.dat
Working Directory:	**C:\axiacbs**
Shortcut Key:	none
icon:	**C:\axiacbs**\bin\slidshow.ico

Item:	**How to Use Axia**
Command Line:	**C:\axiacbs**\bin\axia.exe **D**:\ Ahtua.afs
Working Directory:	**C:\axiacbs**
Shortcut Key:	none
icon:	**C:\axiacbs**\bin\htua.ico

Item:	**Read me**
Command Line:	C:\WINDOWS\Write.exe **D**:\other\readme.wri
Working Directory:	**D**:\midi\scripts
Shortcut Key:	none

AXIA and Microsoft Office

There have been reports of conflicts between **AXIA** and **Microsoft Office**. The only known solution is to run **AXIA** without **Microsoft Office**. This is most easily done in **Program Manager** by moving the **Microsoft Office** icon from inside the **StartUp** group to another icon group. This prevents **Microsoft Office** from being called automatically whenever you start up **Windows**. It can still be launched at any time from within **Windows** when **AXIA** is not running. The **Microsoft Office** icon can always be moved back into the **StartUp** group whenever it is desired to run **Microsoft Office** exclusive of **AXIA**.

Error Messages Occurring When AXIA is Running

When an **AXIA** program is running, the user may encounter an error message as a result of some kind of problem. These error messages have been grouped together by common identifying words in the error message. Each of these topics identifies the messages concerned, their cause(s) and their solutions.

"MCI" Errors

"MIDI" Messages

"Runtime" Errors

"VSTUB" Errors

See also:

Problems That May Occur Without Error Messages

Unusual Problems

Problems That May Occur Without Error Messages

Sudden Death, no Error Messages

Under certain conditions **AXIA** has been known to lock up and pop the user out of **Windows** without any warning error messages.

AXIA dies suddenly without error messages

Slow Death, no Error Messages

If your computer is not using a **Windows** Swap File you will eventually experience trouble in the form of:

- pictures that do not appear (ie: all you ever see are grey screens when you zoom pictures or navigate the main menu)
- after a series of pictures not appearing, **AXIA** can hang up or pop the user back to **DOS**.
- general **Windows** "out of memory" errors

Missing Windows Swap File

Missing Windows Swap File

The **Windows** Swap File allows you to run several **Windows** programs at the same time by moving (swapping) information back and forth between memory and a swap file on the hard drive. The repeated flashing light on your hard drive and hard drive "thrashing" are evidences of this file being used. Without it, **Windows** cannot run multiple programs or large programs unless the computer has very large amounts of RAM memory. Even then, the presence of a **Windows** Swap File is like insurance for situations where the program(s) memory requirements exceed the amount of installed RAM.

AXIA needs the **Windows** Swap File to be present in order for pictures, etc. to be displayed without problems.

Please consult your **Windows** manuals under the index subjects **"Swap Files"** or **"Virtual Memory"** for instructions on setting up a **Windows** Swap File.

Unusual Problems

Foreign Material on the CD-ROM

If **AXIA** appears to run properly except that at the same point in the program an error message appears that says:

Cannot read from Drive   D:\

where **D:** is the CD-ROM drive, it is extremely likely that there is some kind of contamination on the surface of the CD-ROM. Heavy fingerprint smudges and flecks of chocolate have been known to cause this problem. The solution of course is to clean the surface of the CD-ROM and to keep it free of such contamination.

The Bottom of the AXIA screen is cut off

The **AXIA** screen (with the 2 picture windows) looks like it is cut off at the bottom. The lists of items are cut short and their scroll bars are cut off. Other text boxes on the screen look like they are out of place.

This arrangement has occurred because your computer's video display driver is set up to display large fonts. Please change your current display driver to its companion "small fonts" driver. This can be done through the **Windows** Setup icon or by running "setup" from the **Windows** directory under **DOS**, and changing the "display" settings. Please consult your **Windows** manuals and Video Card Manuals for more details.

Icon Setup for AXIA Know Your Birds of Prey (Vol. 2)

(assuming that you install onto the **C**:\ drive, and into **C:\axiabop**, otherwise substitute your customized path for **C:\axiabop** below. The CD-ROM drive is assumed in this explanation to be **D**:\ drive. If your CD-ROM drive is a different letter, substitute your drive letter for the **D**:\ drive used below. Please note that a space exists before the **D**:\ terms in all of the Command Line texts below (except **US Fish & Wildlife Video**). A space also exists after the **D**:\ term in the Command Line texts for **Axia Birds of Prey**, **Fuertes**, **Guide to Hawks**,   and **How to Use Axia**).

Item: **Axia Birds of Prey**
Command Line: **C:\axiabop**\bin\axia.exe **D**:\
Working Directory: **C:\axiabop**
Shortcut Key: none
icon: **C:\axiabop**\bin\axiaicon.ico

Item: **Fuertes**
Command Line: **C:\axiabop**\bin\pictures.exe **D**:\ fuertes.dat
Working Directory: **C:\axiabop**
Shortcut Key: none
icon: **C:\axiabop**\bin\slidshow.ico

Item: **How to Use Axia**
Command Line: **C:\axiabop**\bin\axia.exe **D**:\ Ahtua.afs
Working Directory: **C:\axiabop**
Shortcut Key: none
icon: **C:\axiabop**\bin\htua.ico

Item: **Guide to Hawks**
Command Line: **C:\axiabop**\bin\axia.exe **D**:\ Ahawks.afs
Working Directory: **C:\axiabop**
Shortcut Key: none
icon: **C:\axiabop**\bin\axiaicon.ico

Item: **Read me**
Command Line: C:\WINDOWS\Write.exe **D**:\other\readme.wri
Working Directory: **D**:\midi\scripts
Shortcut Key: none

Item: **Installation Help**
Command Line: C:\WINDOWS\Winhelp.exe **D**:\help\install.hlp
Working Directory: **D**:\help
Shortcut Key: none

Item: **Hawks Glossary**
Command Line: **C:\axiabop**\bin\glossary.exe **D**:\topogl\topogr.gl
Working Directory: **D**:\topogl
Shortcut Key: none

Item: **US Fish & Wildlife Video**
Command Line: **C:\axiabop**\usfw\usfw.exe
Working Directory: **D**:\usfw
Shortcut Key: none

Item:	**Hawk Strip**
Command Line:	**D**:\other\viewer.exe **D:**\other\5murray.bmp
Working Directory:	**D**:\other
Shortcut Key:	none