

Diagnosing Problems

This Help file provides tools to assist you in solving problems that you encounter with your software. It includes instructions on how to install and use the tools included in the Support folder on the CD or DVD provided with your product.

Following is a list of the support tools available:

- [Microsoft Reference Troubleshooters](#)
This tool helps you diagnose many problems you may encounter in the software by asking you questions about the problems you are experiencing.
- [Microsoft Technical Support Media Test Tool](#)
This tool helps you diagnose, test, and solve problems with audio, video, and other multimedia.
- [Microsoft System Information \(MSInfo\)](#)
This tool helps you diagnose and solve problems with CD-ROM drives, and provides information that can help you if you need to contact technical support.

If these items do not help you solve your problem, refer to the Help provided with the software. Or, if you have access to the Internet, go to the Microsoft Technical Support Web site at:

<http://support.microsoft.com/support/>



Or, click here to go directly to the Microsoft Technical Support Web site.

Microsoft Technical Support Media Test Tool

The Microsoft Technical Support Media Test Tool enables you to verify that your computer is able to play certain pieces of multimedia that have been saved in various formats.

NOTE To install this tool you must have Microsoft Internet Explorer 3.02 or above installed on your computer.

To install the Microsoft Technical Support Media Test Tool

1. Insert the installation disc for your product.
2. Close the program if it opens automatically.
3. Double-click **My Computer**.
4. Right-click the icon for your CD-ROM drive, and then click **Open**.
5. Double-click the **Support** folder, and then double-click the file called **MTSTool.exe**
6. Follow the instructions on the screen.
7. Once the installation is complete, locate and run the tool from your hard disk (typically C:\Program Files\Common Files\MTS Tool\MTSTool.exe) and follow the instructions on the screen for testing each type of media.

Microsoft Reference Troubleshooters

The Microsoft Reference Troubleshooters guide you through diagnosing and solving a problem you may have with your program. The troubleshooters ask you questions and offer suggestions to solve the problem based on symptoms you report.

NOTE To install this tool you must have Microsoft Internet Explorer 3.02 or above installed on your computer.

To install the troubleshooters

1. Insert the installation disc for your product.
2. Close the program if it opens automatically.
3. Double-click **My Computer**.
4. Right-click the icon for your CD-ROM drive, and then click **Open**.
5. Double-click the **Support** folder, and then double-click the file called **bs2Ktst.exe**
6. Follow the instructions on the screen.
7. Once the installation is complete, locate and open the "Troubleshooter" HTML file that was installed on your hard disk (typically C:\Program Files\Common Files\MS Reference Troubleshooters\troubleshooter.htm) and follow the instructions on the screen.

NOTE The Support folder contains versions of the troubleshooters that were current at the time the software was released. If you would like to get the latest versions of the troubleshooters and you have access to the Web, go to the multimedia troubleshooters on the Microsoft Technical Support site at:

<http://support.microsoft.com/support/tshoot/tshooterlist.asp?PR=enc>



Or, click here to go to the multimedia troubleshooters on the Microsoft Technical Support site.

Microsoft System Information (MSInfo)

Microsoft System Information (MSInfo) is a basic tool for gathering system configuration information that allows you to perform diagnostic tests on your computer to assist you in solving problems.

MSInfo is intended primarily to help technical support engineers determine information that could indicate problems with your system. However, one of the ways you can use MSInfo yourself is to test your computer's CD-ROM drive if you're having a problem using a program on a CD. Use the instructions below for opening MSInfo from Microsoft Bookshelf, Encarta Encyclopedia, or Encarta Virtual Globe.

To start MSInfo from Encarta Encyclopedia or Encarta Virtual Globe

1. Make sure the program is open.
2. Click **Help**, point to **Troubleshooting**, and then click **System Information**.

To start MSInfo from Bookshelf

1. Make sure the program is open.
2. Click **Help**, and then click **Getting System Information**.

To test CD-ROM Performance

1. Click **CD ROM**, and then click the drive letter for the CD-ROM drive you want to test. There will be more than one letter only if your computer has more than one CD-ROM drive. If you're using Windows 98, click **Components**, click **Multimedia**, and then click **CD ROM**.
2. Compare the values you see with the values listed below:

Data Transfer Rate

To comply with the Multimedia Personal Computer Level 2 (MPC2) specification, this value must be at least 300.0 KB/s. The Data Transfer Rate must be 600.0 KB/s or faster if you want to run a program that requires a quad-speed CD-ROM drive.

CPU Util @ 300KB/s

To comply with the MPC2 specification, this value must be no higher than 60 percent. For best performance, this value should be no higher than 30 percent, and a value less than 10 percent is ideal.

Data Transfer Integrity

This value should always be "Tested OK."

If your CD-ROM drive does not meet these accepted values, see [Adjusting the Settings of Your CD-ROM Drive](#) to learn about ways to improve the performance of your CD-ROM drive.

Adjusting the Settings of Your CD-ROM Drive

1. On the desktop, right-click **My Computer**, and then click **Properties**.
2. On the Performance tab, click **File System**.
3. On the **CD-ROM** tab, move the **Supplemental Cache Size** slider all the way to the left (the **Small** position).
4. In the **Optimize Access Pattern For** box, click **No Read-Ahead**. (See Warning below.)
5. Click **OK**, and then click **Close**.
6. When you are prompted to restart the computer, click **Yes**.
7. Retest your CD-ROM drive by following the steps in the topic [Microsoft System Information \(MSInfo\)](#). Then, if necessary, repeat these steps to make further adjustments. For ongoing problems with CD-ROM drive performance, contact the manufacturer of your CD-ROM drive.

Warning:

In the **Optimize Access Pattern For** box, click only **No Read-Ahead** or the setting that matches the speed of the CD-ROM drive. If you click a setting that is faster than the speed of the CD-ROM drive, you may experience one or more of the following problems:

- Performance of the CD-ROM drive decreases significantly.
- Media files on CD-ROM skip or stutter when you play them.
- You receive "Error reading file" or "Cannot read from drive" error messages when you attempt to open a file on a CD-ROM.
- The computer stops responding (hangs) when you attempt to open a file on a CD-ROM.

