(This README file was created with Microsoft Write, using Standard VGA Fonts, Windows 3.1 . On certain systems, if the standard fonts are not available the formatting may not be correct.)

README File for 3D PRO Intro Version 1.0
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This file includes updated information for the documentation provided with 3D PRO Intro Version 1.00. The information in this file and in the Help system is more up-to-date than that in the manuals.

Please review this and <u>all other documentation files</u> installed in the program group carefully. They contain important new information not found anywhere else.

System Requirements

3D PRO Intro V1.0 requires the following software and hardware:

Minimum hardware requirements: An Intel486™ DX 25-MHz processor-based PC with 4 megabytes of RAM and a VGA display adapter supporting 256 colors.
Software Requirements: MS-DOS* and Microsoft Windows 3.1 or 3.11.

Known Limitations In This Release

The following software limitations are known to exist with this release:

- The minimum Windows mode used by 3D PRO Intro needs 256 colors. Please install 256 colors SVGA window driver for your SVGA card. Please read the section on 256 Colors SVGA Driver for more information.
- On some machines with the ATI Mach32 graphics controller, the first 3D PRO Intro starts up may have the wrong colors. Please restart again to have the correct colors.
- When extruding complex objects with large number of vertices, 3D PRO Intro may fail to extrude the 3D objects properly. This problem will be corrected in the next release. The more advanced 3D PRO does not have this limitation.

256 Color SVGA Driver

3D PRO Intro needs to have a minimum Windows mode of 256 colors. Please contact your computer system or video card manufacturers for the latest 256 SVGA Windows driver.

For your convenience, we have included a standard Microsoft Windows SVGA driver on the 3D PRO Intro installation disk. The file: SVGA.EXE, is located in the directory, SVGA.

1. Please copy SVGA.EXE onto a empty floppy disk
2. Run the program directly from the new floppy to create a video driver installation disk.
3. Please read the file: README.TXT on the disk for further instruction.

Troubleshooting with 3D PRO Intro

General

3D PRO Intro, VR Workshop, and other Media Synergy products are extensively tested before release. Fundamental problems (such as frequent "crashes" in an application) are generally the result of hardware or software incompatibilities on a specific system. These incompatibilities are usually the result of inappropriate setup of a system, not the use of a specific product. The proliferation of third-party products which run alongside Windows makes setup a complex issue.

3D PRO Intro application is Windows 3.1 specific, and place great demands on a PC setup, especially for display. As a result, they are less tolerant than many other applications: do not be misled if the system is OK running other applications which are compatible with Windows 3.0 or higher.

If you reply YES to any of the following questions, then you may need to look at your system configuration in more detail (see *System Setup Troubleshooting* for guidelines on finding the cause of your problem).

· Is your basic DOS setup different to that recommended for Windows?
· Are you using a non-standard disk cache utility as a replacement for Smartdrv supplied with Windows?
· Are you using a disk compression utility (such as Stacker)?
· Are you using a "shell" which replaces Program Manager (such as Norton Desktop)?
· Are you using a third-party memory manager (such as QEMM386)?
· Are you using a third-party display driver for your screen (i.e. NOT a standard Windows driver)?
· Are you using third-party drivers for additional hardware (printer, network, mouse, scanner)?

System Setup Troubleshooting

The Microsoft Windows operating environment is a complicated matter and problems can occur if your PC is not setup correctly or is using old or non-standard device drivers etc. If you understand terms such as **config.sys** and **autoexec.bat** then you may be able to resolve system setup problems by following the guidelines below. If you don't understand these terms then you should contact Microsoft technical support if you think your problem is related to Windows, or Media Synergy technical support if you think that your problem is specific to a Media Synergy product.

For the purposes of this section it is assumed that you are using Windows 3.1 and MS DOS 6.00, installed in their default directories. If your system is different to this then you'll need to make appropriate corrections/adjustments to the recommendations and suggestions. In brief, the idea is to simplify your PC's setup, see if the problem is no longer present, and then incrementally restore your PC's original setup, testing to see which component makes the problem re-occur. Please follow our recommendations

carefully and always work from a "system" floppy disk, rather than modifying the system files on your hard disk.

1. Are you using one of the standard 256-colors SVGA display drivers, as supplied with your original Windows disks. Use the "System Setup" icon in the main program group to check. If you are using a third party SVGA driver, switch to using one of the standard drivers now.

2. Do you have any "special" hardware installed in your PC such as network cards, scanner cards or other interfaces. If so then remove whatever you can, check with the suppliers that any which you leave do not require any special settings to work correctly with Windows and that there are no conflicts between any of the interface cards. For the purposes of fault diagnosis we recommend you remove all that you can without rendering your PC inoperative.

3. Create a "system" floppy disk with a CONFIG.SYS and AUTOEXEC.BAT as shown below:

AUTOEXEC.BAT

```
C:\WINDOWS\SMARTDRV.EXE a- b-
PATH=C:\;C:\DOS;C:\WINDOWS
SET TEMP=C:\WINDOWS\TEMP
PROMPT $P$G
```

CONFIG.SYS

```
FILES=50
BUFFERS=20
DEVICE=C:\WINDOWS\HIMEM.SYS
STACKS=9,256
```

If your hard disk is using an on-line disk compression utility then your floppy disk will need to have the correct settings for this. It is a good idea to check with the suppliers of your disk compression utility to ensure that the version you have is 100% compatible with Windows and that the settings you are using are correct.

4. Now re-boot your PC using the floppy system disk and see if you get the problem(s) you did earlier. If the problem is no longer present then you should gradually change back your PC's setup, checking to see what makes the problem appear again. This is time consuming, but is the simplest way to find what component of your system is causing the problem.

For further help contact Microsoft or Media Synergy technical support as appropriate.

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