

SHEPHERD SOFTWARE

WAVSORTER 3.0

TECH. SUPPORT BULLETIN #1

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COMMONLY ASKED TECHNICAL SUPPORT QUESTIONS

1. When I start WavSorter, I receive the error message "Invalid Object Use".

This error means that WavSorter cannot find VBRUN200.DLL or one of the MicroSoft .VBX files included with WavSorter (MCI.VBX and THREED.VBX). WavSorter will not run properly with older versions of the MicroSoft .VBX files (those with dates **older** than 4/28/93), nor will it run with VBRUN100.DLL or VBRUN200.DLL. Make sure you have installed the .VBX files included with WavSorter in your Windows "system" directory. Also make sure you have VBRUN300.DLL in your Windows "system" directory.

2. When I try to play a .wav file, I receive an error message with ERROR 263 in the upper right hand corner of the message box.

This error means you do not have the drivers [MCI] Sounds and [MCI] Sequencer installed. If you have a sound card present when you install Windows 3.1, these drivers are added automatically. If you install a sound card after you've installed Windows 3.1, you must add these drivers manually. To add the drivers, do the following:

In Control Panel, choose "Drivers", click on the "Add..." button, select [MCI] Sound, and click the "OK" button; repeat for [MCI] MIDI Sequencer.

3. When I try to play a sound file (.wav or .mid), I receive an error message with ERROR 326 or ERROR 343 in the upper right hand corner of the message box.

This error occurs when you attempt to play a sound file (.wav or .mid) through your PC Speaker. You must have a sound card (SoundBlaster, AdLib, Pro Audio Spectrum, etc.) installed in order to use WavSorter. If you do have a sound card installed but still receive this error, check to make sure you have the MCI drivers installed. To add the drivers, do the following:

In Control Panel, choose "Drivers", click on the "Add..." button, select [MCI] Sound, and click the "OK" button; repeat for [MCI] MIDI Sequencer.

4. I can play .wav files through my PC speaker, but cannot use WavSorter to play files.

You must have a sound card (SoundBlaster, AdLib, Pro Audio Spectrum, etc.) installed in order to use WavSorter.

5. When I play a sound file, the end of each file is "cut off."

This is due to using incorrect drivers. You must have the MCI drivers, [MCI] Sounds and [MCI] Sequencer, installed. If you have a sound card present when you install Windows 3.1, these drivers are added automatically. If you install a sound card after you've installed Windows 3.1, you must add these drivers manually. To add the drivers, do the following:

In Control Panel, choose "Drivers", click on the "Add..." button, select [MCI] Sound, and click the "OK" button; repeat for [MCI] MIDI Sequencer.

6. When I try to play a directory or folder, WavSorter plays the first sound file in the sound queue and then stops playing. I then have to click the "Stop" button in order to reset the "Play" and "Play Directory" buttons so I can play another file.

This situation occurs when something prevents your sound card from notifying WavSorter when a file is done playing. First, make sure you're not closing the sound queue when a file starts playing. This clears the queue, prevents WavSorter from resetting the buttons and OpLight, and generates an "Invalid Device ID" error the next time you play a file.

If you're not closing the sound queue while a file is playing, then the problem is due to not having the MCI drivers, [MCI] Sounds and [MCI] Sequencer, installed. If you have a sound card present when you install Windows 3.1, these drivers are added automatically. If you install a sound card after you've installed Windows 3.1, you must add these drivers manually. To add the drivers, do the following:

In Control Panel, choose "Drivers", click on the "Add..." button, select [MCI] Sound, and click the "OK" button; repeat for [MCI] MIDI Sequencer.

7. When I drag a file to a folder, there's a noticeable "jump" when the drag icon crosses the midpoint of the window. Also, if I move the cursor over another file in the file list box, that file is highlighted and copied or moved

instead of the file I started the drag operation with.

The "jump" phenomenon is due to the way WavSorter differentiates between a click and just holding down the mouse button to drag an object. A timer is used to delay the start of a drag operation while WavSorter checks to see whether the user has clicked the mouse button or is holding the button down. The length of the timed delay varies according to the double-click speed, as set by the user in Control Panel. If you'd like WavSorter to begin drag operations more quickly, simply adjust the double-click speed in Control Panel. Do this by choosing "Mouse" in the Control Panel window, then adjust the double-click speed to a faster setting. Another solution is to wait until the cursor changes to a drag icon before beginning your drag operation.

The reason a file is highlighted when you move the cursor over it while dragging is due to the fact Visual Basic interprets the presence of the cursor over a filename as indicating you want to select that file. Since WavSorter performs a copy, move, or delete operation on the **highlighted** file, this will result in an unintended operation being performed if you've moved the cursor over another filename in the file list box before the cursor changes to a drag icon. To prevent inadvertently highlighting a file, wait until the cursor changes to a drag icon before dragging the file.

8. When I start WavSorter for the first time, I receive an "Invalid Path", "Device Unavailable", or "Drive Not Ready" error.

When WavSorter starts, it checks its current .ini file (default.ini for the evaluation copy of WavSorter) for the last path selected. If the person who uploaded WavSorter included his or her default.ini file, you will receive this error because WavSorter cannot find the last path selected; it does not exist on your system.

To avoid this problem, simply delete the default.ini file from your WavSorter directory. WavSorter will create a new default.ini file configured for your system and preferences the first time you save changes to your configuration (from the Options Menu, choose "Configuration..." and click on "Save Configuration", or simply choose "Yes" when asked if you want to save changes when exiting WavSorter).

9. After using WavSorter, and saving my configuration, I receive an "Invalid Path", "Device Unavailable", or "Drive Not Ready" error.

The cause of this error is very similar to the one described in number eight above. It means WavSorter cannot find the path that was currently selected the last time you exited WavSorter and saved changes to your configuration. This will

occur, for example, if the last path selected was on a floppy drive, network drive, or CD-ROM and the drive is now either unavailable (as in a network drive) or you have a different floppy or CD-ROM disk in the drive. This error will also occur if you've deleted the directory that was last selected since the last time you exited WavSorter and saved changes to your configuration.

When you receive this error, do **one** of the following:

1. Choose "Cancel" when you receive this error, in which case WavSorter will continue loading and will use your WavSorter directory as the default directory.

OR

2. Choose "Cancel" when you receive this error, exit WavSorter without saving changes to your configuration, re-connect to the network drive which has the directory you want on it, and start WavSorter again.

OR

3. Insert the floppy or CD-ROM disk which has the directory you want on it into the drive, make sure the device is ready (e.g., door closed or tray in) and choose "Retry".

If you've deleted a directory which was assigned to a folder, it's a good idea to remove that directory assignment. Do this by clicking on the folder that has the invalid or non-existent directory assigned to it, choose "Folder..." from the Edit Menu, click on the "Clear Folder Setup" button in the Edit Folder window, and click on "OK".

10. The file list box does not display all the files in a directory or folder.

There is a file type box just above the file list box in WavSorter which controls which files are displayed. The file type list box "filters" files according to their extension (the letters or numbers which appear directly to the right of the period in a filename). The file list box displays only those files whose extension matches the letters or numbers in the file type box. For example, if you've specified "*.wav" in the file type box, then only those files with the **.wav** extension will be displayed in the file list box. If you want to display all the files in a folder or directory, then specify "*.*" in the file type box.

You can search WavSorter help for more information about the file type box, filtering, and DOS file extensions. To do this, choose "Contents" from the Help Menu, click on the "Search" button -- a list of words and phrases similar to an index will be displayed -- scroll down the list to "filtering", click on "filtering" to select it, click on the "Show Topics" button, and then click on the "Go To" button.

Or, if you prefer, you can use Magic Target Help to display information about

the file type box. To do this, first choose "Contents" from the Help Menu to start WavSorter help, then choose "Magic Target Help" from WavSorter's Help Menu (the cursor will change to a crosshair), and then click on the file type box with the crosshair.

11. The Directory Statistics and Folder Statistics information doesn't match what is displayed in the file list box.

The Directory Statistics and Folder Statistics information reflects the actual contents of the directory or folder whereas the file list box displays a "filtered" list of files. See number 10 above for information about the file type box.

12. When I copy, move, or delete a directory's or folder's contents, only the files displayed in the file list box are copied, moved, or deleted.

Since WavSorter is intended as a tool for sorting files, it is designed to allow you to "filter" files to work with according to their extension (see number 10 above). For example, you might want to work with only the .wav files in a directory or folder. By displaying and operating on only those files with the ".wav" extension, WavSorter provides the ability to "sift" or "screen" files automatically and perform operations on them without having to "tag" or "select" multiple files manually. If you want to copy, move, or delete all the files in a directory or folder, simply specify "*.*" in the file type box before beginning the operation you want to perform.

You determine which files are displaying and operated upon by specifying in the file type box the extension with which you want to work. There are two ways to do this:

1. If you want to choose a pre-defined extension, click on the small arrow directly to the right of the file type box. Choose the extension you want from the list by clicking on it, and then press ENTER.

OR

2. If you want to specify an extension which is not on the list, click on the file type box itself (not the little arrow), type in the extension you want (including DOS wildcards--asterisks), and press ENTER. For example, if you want to work with only those files with the ".txt" extension, you would type in "*.txt" (without the quotes) and press ENTER.