

3D Madness

Troubleshooting Information

The Setup program for the disc doesn't run properly.

The usual cause of this is a damaged disc. You can contact us to get a replacement disc (contact information is at the end of this file). Of course, before you contact us, try-try-again. Also, clean the CD-ROM *properly*—if a program won't run, it's possible that the disc is dirty.

Video for Windows doesn't install properly.

It's possible that you have a damaged CD-ROM, but it's more likely that you have a problem with your video system. Try running the Video for Windows runtime installation manually... run `\\FW\\VFWSETUP.EXE`. If that still doesn't work, then you need to talk with the manufacturer of your video card and/or computer.

The menu program doesn't start at all

If you double-click on the program's icon in the book's Program Manager group and nothing happens, run the CD-ROM's setup program again.

Do you have at least 4 megabytes of RAM (memory)? If not, Windows will run very slowly and the menu program may not have enough memory to run. Also, make sure you don't have other applications running when you start the menu program.

If you do have 4 megabytes or more of RAM, and the program doesn't load, it's likely that you have a damaged disc (which is pretty rare, but does happen). See the end of this file for information on how to get a replacement disc.

The menu program runs slowly or it doesn't run properly.

Do you have at least 4 megabytes of RAM (memory)? This may sound familiar, but Windows does not run well on anything less than 4 megabytes of RAM (and 4 is barely adequate). If you only have 4 megabytes, the program may run slowly.

Make sure you're not running other programs at the same time. If you try to run the menu program, display a video clip, run a word processor and run Solitaire at the same time... well, you'll probably experience a sloooooow system. These other programs eat into your memory and take up some video resources as well.

Your video display card will also determine how well videos, photos and pictures display on the screen. Some video systems are amazingly fast, others are amazingly slow, and most systems are in-between. Make sure you have the latest video drivers for your card installed. It's amazing that some computers (even new ones) have video drivers installed that are a year or more old. You can check on CompuServe or other online services for these drivers. Many video card manufacturers have forums (areas) online where you can get tech support, download the latest drivers, etc.

If you only have a single-spin CD-ROM drive, the menu program and everything that's displayed in it **will** run slowly. If you're running DOS 6.0 or higher, you can add your CD-ROM drive to your SmartDrive disk cache, which will speed things up a little (see your DOS manual for details on how to do this). Otherwise, the only solution is to buy a faster CD-ROM drive.

Video or animation clips will not play.

You probably don't have the Video for Windows runtime drivers installed. Did you let

these drivers install when you setup the CD-ROM, and did you restart Windows at the end as the program suggested?

Try re-installing the drivers by running the \FWVFWSETUP.EXE program. When you restart Windows, open the Media Player program and open a video file from the CD-ROM (try looking in the \ANIMS\BOOK directory). Video files have the extension .AVI.

If the video still doesn't play, you might have a problem with your video card or your video card's display drivers (yes, that nasty "driver" word again). Contact the maker of your video card or computer for help.

Pictures, animations and videos look ugly when they're displayed.

You probably have a 16-color Windows video driver installed. Run the SETUP program (or WINSETUP, on some systems) in your Windows directory to see what kind of video driver you have. Look at the **Display:** setting—if it says VGA, you're only displaying 16 colors. You need to change to the SVGA (256 colors) driver, or a driver specially made for your video system. See your computer's manual, or your Windows manual, for more information on how to do this.

How can I look at the contents of the CD-ROM?

Open File Manager in Windows. Choose **Disk | Select Drive** from the menu, and click on the drive letter that represents your CD-ROM drive. For many systems, this will be drive D.

The menu program has an error message when I'm running it

If you receive a message like this:

Cannot find startup system book "c:\mmtb3\mtb30.sbk".

None of the startup system books will be loaded.

when you start the program, that means you have Multimedia ToolBook 3.0 installed on your system, and something is out of whack with its setup. There is a file named MTB30.INI (in your Windows directory) that contains configuration information for ToolBook 3.0 and for some programs that run using ToolBook. The menu and glossary programs on the disc were written using Multimedia ToolBook 3.0, but they don't need to use any of the settings in this INI file. The error message you're receiving is probably due to having the INI but not having the actual ToolBook files on your hard drive. You can either rename the MTB30.INI file in your Windows directory, or you can click OK when you get the error message... the ToolBook applications on the CD-ROM should still load and work properly.

If you still can't solve the problem...

We can't help you with computer problems or Windows problems, but we *can* assist you with a problem you have with the CD-ROM itself and the software on it. Here's how to get in touch with us:

On CompuServe, GO SAMS to reach the Macmillan Computer Publishing forum, home of Sams Publishing and our sister book imprints. You can leave us a message in the "Multimedia" message section, addressed to **SY SOP**. If you want the message to be private, address it to ***SY SOP**. Please don't send electronic mail (e-mail)... post the message in a message section so that others can benefit from your question and our answer.

You can also call our support department at (317) 581-3833.