

## Driver Education and Windows Troubleshooting

A.D.A.M. Software Inc. tests its products thoroughly before releasing them. Most technical problems we anticipate will relate to outdated device drivers for video boards, sound boards, CD-ROM drives, or MSCDEX drivers. Please try to install the most current device drivers before contacting A.D.A.M. Technical Support.

This guide outlines problems you might have, and recommends procedures and resources for their resolution. It will be helpful if you have working knowledge of Windows procedures to change display and sound drivers.

### Video Problems

If you are experiencing video display problems, we recommend that you update your Windows video driver to the most current version available.

To change your Windows video drivers you may need any or all of the following: Your *Microsoft Windows User's Guide*, Microsoft Windows disks, and the manual and/or disk(s) included with your computer or video board.

Your *Microsoft Windows User's Guide* describes the normal method for installing Windows video drivers. Before changing your video driver, write down the name of the currently installed display driver in case you want to switch back to this setting. Make certain that you are selecting the proper driver for your board. If you are not sure if the driver is correct, contact the manufacturer of your computer or video board for assistance.

Some video board manufacturers require that you use their installation procedure to copy and/or decompress their drivers from disks provided with your video board to a directory on your hard drive. In this case, follow the instructions for your video board manufacturer's installer, then follow the steps outlined in the *Microsoft Windows User's Guide*.

Note: We have found that Microsoft's Super VGA drivers often resolve General Protection Fault problems related to video. Please ensure your video board/card is Super VGA compatible.

### Updating Windows Drivers

You can get the most recent device drivers in many ways. The dealer who sold you your hardware should have access to the most recent drivers. Additionally, most hardware manufacturers have BBS numbers that enable you to download their drivers and other information via modem. Most hardware manufacturers have forums on the online services where you can access their technical support or driver libraries via modem. Note: Frequently called video manufacturer phone numbers are provided at the end of this guide.

Microsoft has made available the Windows Driver Library (WDL), which offers support for many displays, sound cards, and printers not provided with Windows 3.1. If you have a modem, the drivers are available at no charge on CompuServe, Genie, Microsoft OnLine, and the Microsoft Download Service (MSDL). The telephone number for the MSDL is 206/936-MSDL (6735). No connect-time charge applies for using this service.

On CompuServe, the WDL is in the Microsoft Software Library, which you can reach by typing **go msl** at any system prompt. On the Genie and Microsoft OnLine systems the WDL is in the Microsoft Software Library. The WDL is also available via the Internet at <ftp.microsoft.com>.

### Sound Problems

If you are unable to hear music or sound effects from the program, check if you can hear other sound events. To do this, choose Settings from the Start menu and then choose Control Panel. Next, double-click on the Sounds icon. Click on an event that has a speaker by it. Click the Play button next to the preview box. If you do not hear event sounds, check to make sure your cables

are fastened securely and that the volume controls on your sound device and speakers are set high enough to be audible. If you are still unable to hear sound, check the manuals that came with your sound device for further assistance.

### **General Troubleshooting**

Always ensure that your computer meets the program's System Requirements. If not met, you may receive a General Protection Fault. Please refer to the program's User's Guide for System Requirements.

Once you experience a General Protection Fault or hanging of the operating system, we recommend that you free as much memory as possible by closing all other applications. The steps to close open applications are detailed in your *Microsoft Windows User's Guide*.

### **Windows 3.x**

#### **Problems Running the CD**

- Are you running a CD for Windows on a Windows machine?
- Can the CD-ROM drive read other CDs? If not, check the cabling. If the cabling is okay, reinstall the CD-ROM drive software, then try running the CD again.
- Do you see visible scratches or chips? If so, contact your place of purchase to arrange a defective exchange.

#### **General Protection Fault messages**

Although many causes can prompt a General Protection Fault (GPF) message to appear, the most common is related to the display (video adapter hardware or card) driver setting. The program requires that the display driver setting be 256 colors. If another option (such as millions of colors, 24-bit mode, 15-bit mode, 16-bit mode, 32,000 colors, or 64,000 colors) appears, change it to 256 colors. The program cannot run with a lower number; a higher number can cause errors and slow program speed.

To check the display driver setting, from the Program Manager open the Main group, double-click Windows Setup, and note the Display option setting shown in the Windows Setup window. If the display driver setting is 256 colors and you continue to receive GPF messages, do any of the following:

- Check the SYSTEM.INI and WIN.INI files for Device BitMap and Device BitMap Draw lines and turn them off.
- If Device BitMap and Device BitMap Draw lines do not exist or you change them and continue to receive GPFs, contact your video card manufacturer for more recent drivers.

If you encounter problems such as GPFs or improper screen display, try using the Super VGA video drivers supplied by Windows for Workgroups. These drivers work well with many different types of video hardware and they often help solve video driver related problems. If you are not running Windows for Workgroups, Microsoft has made the Super VGA drivers available on online services such as America Online. To change to the Super VGA drivers, run Windows Setup in your Main program group (or SETUP.EXE in your Windows directory from the DOS prompt). Change the Display option to one of the Super VGA 256 color modes. First try 640x480 resolution, then restart Windows. If Windows does not restart properly, run SETUP.EXE in your Windows directory from the DOS prompt and select your previous video driver setting.

#### **Screen Savers**

Some screen savers can cause the screen to be improperly redrawn or palette problems (psychedelic colors) to occur. If this happens, disable your screen saver while running the

program.

### **Programs that Change the Screen Palette**

Switching between the program and programs that change the screen palette may cause incorrect palettes (psychedelic colors) to occur. If this happens, exit the program before switching to those programs.

Using a color picture for your Windows Wallpaper (background) can sometimes cause screen palette problems. To remove the background, open the Main group, double-click Control Panel, double-click Desktop, and choose None in the Wallpaper list box.

### **Program Manager Replacements**

Some Program Manager replacements may have trouble starting or running the program. Program Manager replacements that are 100 percent compatible with the Windows Program Manager do not cause any problems. If you experience problems and are using a Program Manager replacement, try using the Windows Program Manager.

### **Desktop Enhancement Programs**

Some desktop enhancement programs that change your cursors, or use dialog boxes, or change the look of your Windows desktop may conflict with the program. If you experience problems such as program crashes, or inability to start the program, turn off the enhancement program(s).

## **Windows 95**

### **Problems Running the CD**

- Are you running a CD for Windows on a Windows machine?
- Can the CD-ROM drive read other CDs? If not, check the cabling. If the cabling is okay, check to see if the CD-ROM device is working properly. To do this, open the System control panel. In the System Properties dialog box, click the Device Manager tab. Double-click the CDROM hot-spot graphic. Select the name of your CD-ROM device and click the Properties button. In the dialog box that opens, check the 'Device status' area. If the device is working properly, you will see the text "The device is working properly." If the device is not working properly, a description of the problem and a suggested solution might appear. Check with the manufacturer of your CD-ROM device for further assistance.
- Do you see visible scratches or chips? If so, contact your place of purchase to arrange a defective exchange.

### **General Protection Fault messages**

Although many causes can prompt a General Protection Fault (GPF) message to appear, the most common is related to the display (video adapter hardware or card) driver setting. The program requires that the display driver setting be 256 colors. If another option (such as millions of colors, 24-bit mode, 15-bit mode, 16-bit mode, 32,000 colors, or 64,000 colors) appears, change it to 256 colors. The program cannot run with a lower number; a higher number can cause errors and slow program speed.

To check the display driver setting, open the Display control panel. Click the Settings tab and note the 'Color palette' setting. If the display driver setting is 256 colors and you continue to receive GPF messages, do any of the following:

- Contact the manufacturer of your video device for information about disabling Device BitMaps.

- If you continue to receive GPF messages after disabling Device BitMaps, you might need to update the drivers for your video device.

If you still have problems, contact A.D.A.M. Technical Support.

### **Screen Savers**

Some screen savers can cause the screen to be improperly redrawn or palette problems (psychedelic colors) to occur. If this happens, disable your screen saver while running the program.

### **Programs that Change the Screen Palette**

Switching between the program and programs that change the screen palette may cause incorrect palettes (psychedelic colors) to occur. If this happens, exit the program before switching to those programs.

Using a color picture for your Windows Wallpaper (background) can sometimes cause screen palette problems. To remove the background, open the Display control panel and choose '(None)' in the Wallpaper list box.

### **Windows 95 Explorer Replacements**

Some Explorer replacements may have trouble starting or running the program. Explorer replacements that are 100 percent compatible with Windows 95 do not cause any problems. If you experience problems and are using an Explorer replacement, try using the Windows 95 Explorer.

### **Desktop Enhancement Programs**

Some desktop enhancement programs that change your cursors, or use dialog boxes, or change the look of your Windows desktop may conflict with the program. If you experience problems such as program crashes, or inability to start the program, turn off the enhancement program(s).

## **Hardware and Driver Manufacturer Telephone Numbers**

BBS = Bulletin Board System

TS = Technical Support

Main = Corporate Offices

Ahead Systems, Inc.  
BBS# (510)623-0961  
Main# (510)623-0900

AST  
Phone: (800)876-4278  
Fax: (714)727-8845

ATI Technologies, Inc.  
BBS# (905)764-9404  
TS# (905)882-2626  
Main# (905)882-2600

Berkeley Systems  
Phone: (510)540-5535  
Fax: (510)540-5115

Boca Research, Inc.  
BBS# (407)241-1601  
TS# (407)241-8088  
Main# (407)997-6227

Cirrus Logic  
BBS# (510)440-9080  
TS# (510)623-8300

Creative Labs  
BBS# (405)742-6660  
TS# (405)742-6622  
Main# (405)742-6600

Dell Computer Corp.  
Phone: (800)274-1140

Diamond Computer Systems, Inc.  
BBS# (408)730-1100 2,400  
BBS# (408)524-9301 9,600  
TS# (408)736-2000

Digital Equipment Corporation  
Phone: (603)884-5111  
Fax: (603)884-5284

Gateway2000  
Phone: (605)232-2000  
Phone: (800)523-2000  
Fax: (605)232-2023

Hercules Computer Technology, Inc.  
BBS# (510)623-7449  
TS# (510)623-6050

Hewlett-Packard  
Phone: (800)752-0900  
Fax: (408)720-3560

Intel Corporation  
TS# (503)264-7000

Media Vision  
BBS# (510)770-0968  
BBS# (510)770-0527  
TS# (800)638-2807

Microsoft Corporation  
Phone: (206)882-8080  
Phone: (800)426-9400  
TS# (206)637-7098  
BBS# (206)637-9009  
Fax: (206)936-7329

Mitsumi  
TS# (408)970-9699  
BBS# (408)970-0761

NEC Information Systems, Inc.  
Phone: (800)632-4565

NEC CD-ROMs  
TS# (800)388-8888

Number Nine Computer Corporation  
Phone: (617)492-0999  
Fax: (617)864-9329

Orchid Technology, Inc.  
BBS# (510)683-0555  
TS# (510)683-0323  
Main# (510)683-0300

Panasonic  
TS# (800)222-0584

Paradise/Western Digital Imaging  
TS# (800)832-4778  
TS# (714)932-4900  
Fax: (712)932-6498  
BBS# (714)753-1068 9600 bps  
BBS# (714)753-1234 2400 bps

Phillips  
BBS# (719)593-4081  
Main# (800)777-5674

Plextor/TeXel  
BBS# (408)986-1569  
TS# (800)886-3935

Quarterdeck Office Systems  
Phone: (213)392-9851

Roland Corp.  
Main# (213)685-5141

Sony  
BBS# (408)955-5107  
TS# (800)326-9551

STB Systems, Inc.  
Phone: (214)234-8750  
Fax: (214)234-1306

Symantec Corporation  
Phone: (408)253-9600  
Fax: (408)253-4092

Technology Works/National Design, Inc.  
BBS# (512)974-9329  
TS# (800)933-6113

Trident Microsystems, Inc.  
BBS# (415)691-1016  
TS# (415)691-9211

Main# (512)794-8533

Truevision, Inc.

Phone: (317)841-0332

Fax: (317)576-7700

Turtle Beach Systems

BBS# (717)767-5934

TS# (717)767-0200

Zenith Data Systems

Phone: (800)472-9234

Fax: (800)472-7211

Tseng Labs

BBS# (215)579-7536

TS# (215)968-0502

Voyetra Technologies

TS# (914)966-0600

Fax# (914)966-1102

BBS# (914)966-1216