Contents

A. Last Minute Update

The following information became available after the installation material and help files were created. We apologize for any inconvenience.

A1.　ArtApart: Incompatibility with puzzles saved by older versions

ArtApart puzzles that were saved while running an older version of ArtApart cannot be completed in the new version. If you wish to complete those puzzles without starting over, please do so before installing this new version.

· 　Message 'This is not a puzzle file.' when trying to restore a game.
　Choose 'New' from the 'Menu' and load the original image.

Symptom:　Message 'This is not a puzzle file.'
Resolution: In the menu, choose 'Game', 'New', and select the original image.

A2.　ArtApart: How to Add a Gallery for Entertainment Digest

If you purchased Entertainment Digest in addition to the full version of ArtApart, you can add a gallery with pictures contained in Entertainment Digest.

Start ArtApart (full version) and select New from the Game menu. Choose `[Add Gallery]` from the drop-down list and select the `EDVOL*.TMB` file in the `DATA` subdirectory.

A3.　Running the Product under Windows 95

This product has been designed specifically to run as 16-bit software under Windows 3.1.x or Windows for Workgroups 3.1.x. You may experience the following issues under Windows 95:

· 　The product makes no use of long filenames.
　We recommend that you do not rename any of the product's files.
· 　Installing the 32-bit version of ArtApart.
　SETUP automatically detects Windows 3.1x and Windows 95. If you originally installed the product under Windows 3.1x and later upgraded your system to Windows 95, you should re-run Setup to install the 32-bit version.

A4.　Running the Product under Windows/NT 3.5

This product has been designed specifically to run as 16-bit software under Windows 3.1.x or Windows for Workgroups 3.1.x. You may experience the

following issues under Windows/NT:

· The path for loading an image may be pointing to the root directory, if you press the Select Picture button on the New Game dialog.
Choose the product's `DATA` subdirectory in the New Game dialog.
· The 'Select Piece Size and Placement' dialog will not display the slider to choose the choose the piece size.
Use the 16-bit ARTAPART.EXE instead of ARTAP32.EXE..

A5.   Running the Product under Insignia Solutions' SoftPC
Some programs contained in this product use function calls of the enhanced-mode Windows API that apparently are not supported by the SoftPC emulation. An error message will be displayed and the product will not run.

Currently there is no workaround. The product requires the use of IBM PC compatible hardware.

B. Hints and Tips

B1. Installation Not Successful
If Setup does not complete the installation successfully, we recommend that you take the following steps before contacting Argos Gameware for assistance:

· Double-check the system requirement listed on the back of the packaging.
· Save your work in progress and exit Windows.
· Shut down your system and restart it after 3 seconds.
· Close all applications until only Program Manager remains. In Windows 95, the Taskbar should be empty.
· Rerun Setup.

If Setup still does not run properly, it may be affected by other hardware or software that is installed on your computer. Please review the paragraphs "Starting a Minimum System" and "Operating Systems other than Windows" in this document. If you still can't resolve the problem, please detail it on the Technical Support Form (TECHSUPP.WRI) found on the CD-ROM and forward it to us.

B2. Starting a Minimum System

To isolate a potential conflict with other hardware or software installed on your computer, you may wish to restart your Windows system with a "minimum configuration." The chapters "Troubleshooting Windows" in the Microsoft Windows Resource Kit or "General Troubleshooting" in the Microsoft Windows 95 Resource Kit provide step-by-step directions.

For those who are already familiar with MS-DOS and Windows configuration files, we have summarized the most important steps as recommended by Microsoft:

Windows 3.1

·   Format a system diskette.
·   Copy your AUTOEXEC.BAT, CONFIG.SYS, WIN.INI and SYSTEM.INI files to that diskette.
·   Verify that you can successfully boot from that diskette.

·   Change your CONFIG.SYS so that it contains only the following lines:
```
DEVICE=C:\WINDOWS\HIMEM.SYS
DEVICE=C:\WINDOWS\EMM386.EXE NOEMS X=A000-EFFF
FILES=45
BUFFERS=20
SHELL=C:\DOS\COMMAND.COM  /E:1024 /P
```
Insert the applicable command line to define your CD-ROM drive
```
DEVICE=C:\WINDOWS\IFSHLP.SYS
```
(only if Windows for Workgroups 3.11)

·   Change your AUTOEXEC.BAT so that it contains only the following lines:
```
NET START
```
(only if Windows for Workgroups 3.11)
Insert the applicable command line to define your CD-ROM drive
```
PROMPT $P$G
PATH=C:\WINDOWS;C:\DOS;C:\;
SET TEMP=C:\DOS
```
·   Open your WIN.INI and make certain that the lines `Load=` and `Run=` contain no parameters.
·   Remove any optional software from the Startup folder in Program Manager
·   Do not load any TSR (Terminate and Stay Resident) programs or virus checking software.
·   Reboot your system and start Windows.
·   Rerun Setup.

Windows 95

·   Restart your computer.
·   When the "Starting Windows 95" message appears, press F8.
·   From the menu choose either "Safe Mode" to bypass AUTOEXEC.BAT and CONFIG.SYS completely, or choose "Step-by-Step Confirmation" and you

will be able to selectively load any 16-bit drivers that your CD-ROM or SCSI devices might require.

· Rerun Setup.

B3. Operating Systems Other Than Windows
Operating systems other than MS-DOS or Windows '95 modify or emulate certain portions of the Windows environment. If you experience any problems, try running the software on an IBM compatible PC with MS-DOS and Windows or Windows '95. Should the problem not reoccur, you need to contact the supplier of your Windows emulation software or operating system for a more compatible version.

B4. Relocating Software to a Different Directory
The software cannot simply be moved to a different directory after the initial installation. Instead, use Setup and reinstall the software to the new location. You will need to manually delete the software from the its old directory.

B5. Running on a Network
Your license only allows the software to be installed on one standalone PC; it is not authorized for network use. We recommend that you install the software on your local hard drive.

B6. Conserving Disk Space
The software uses a number of auxiliary program files that could be shared with other products installed on your computer:

    ACCUSOFT.DLL
    ACCUIMR5.DLL
    CTL3DV2.DLL
    CTL3D32.DLL
    MFC250.DLL
    MFC30.DLL
    MSVCRT20.DLL
    PDQCOMM2.VBX
    PDQCOMMX.DLL
    VBRUN300.DLL
    CMDIALOG.VBX

Setup will attempt to copy these files from the product directory to the Windows System directory. If older versions of these files already exist in the Windows or Windows System directory, Setup will save the older versions in the product's Backup subdirectory before replacing them.

If any of these files are in use by Windows during the installation, Setup may be unable to replace them. In that case, Setup will create a CHANGES.BAT in the Product directory. You have the option to run CHANGES.BAT at your own convenience to move the files from the Product to the Windows directories at a later time.

B7. General Protection Faults (GPF)

If you are experiencing GPFs, an outdated third-party hardware driver may need to be updated. If the problem seems related to sounds or printing, you may wish to contact the manufacturer of your printer or sound board for updated drivers. If the problem does not occur with the generic VGA driver off the Windows installation diskettes, then the manufacturer of your video board may be able to assist you.

If you cannot establish a connection between the occurrence of a GPF and any third party drivers, we recommend that you review the paragraph "Starting a Minimum System."

B8. Common Questions and Answers

Software displays slow or grainy

Some programs include high quality graphics designed with 256 colors. If you run your computer with a standard VGA driver, your computer will need to dither each screen to 16 colors. If your monitor supports 256 colors, you may consult your Windows documentation on how to use Windows Setup to install the latest 256 color driver for your video board. Windows 95 users can use the Display icon in Control Panel to change the color depth.

Software displays dark on high-resolution monitors

The standard 16 VGA colors display differently with various video boards, video drivers and monitors. You may try adjusting the brightness and contrast settings on your monitor.
You may also try to determine whether the dark colors are caused by your video board or driver. Consult your video board manual or the Windows documentation on how to use Windows Setup to install the generic Microsoft VGA or SVGA drivers.
If the colors are more satisfactory with the generic drivers, you should request an updated color-compatible driver from the manufacturer of your video board.

Some text displays in unreadable font

Some programs use the MS Sans Serif font that Windows 3.1 automatically installs in VGA and 8514 resolution. These fonts are sometimes replaced or omitted by the installation of certain video drivers, or other operating systems emulating the Windows environment. In that case, consult your Windows documentation on how to install those fonts with the Windows Control Panel.

Foreign keyboards and accented characters

Foreign keyboards may contain extra characters that are not recognized by some programs. We recommend using only standard U.S.-English characters in text fields. Some programs may be available in a local language version from your retailer.

Other Software is No Longer Working Properly

Setup will update a number of auxiliary program files in the Windows or Windows System directory. These programs are frequently shared by other products installed on your computer. It is occasionally possible that the other software requires an outdated version of that program file for proper functioning. Setup saves any files in the product Backup directory before replacing the file in the Windows directories. You may try to copy these files from the Backup directory to the product directory of the other software to the Windows directory or to the Windows System directory.
See also the paragraph "Conserving Disk Space."

Sound effects are not audible or play in poor quality

The product will rely on standard Windows interfaces to play Sound (.WAV) files The following procedure will help you determine, whether your Windows is correctly set up.

·   Search your hard disk for any .WAV files (commonly found in the Windows or Windows Media directories).
·   Start the Sound Recorder (SOUNDREC.EXE or SNDREC32.EXE).
·   Open and play the .WAV file.
     If the sound effect is still not audible or plays in poor quality, your sound drivers and hardware are probably not installed or configured properly.

Although it may seem obvious, it is a good idea to double-check the Volume Control application (e.g. SNDVOL32.EXE) and make certain that the Wave, Line-In and Aux sliders are in a center position and not muted.