

Corel services and support

Corel services and support

Corel is committed to providing customers with high-quality technical support. Corel provides the following technical support options:

- [Classic technical support](#)
- [Priority technical support](#)
- [Basic services](#)
- [World Wide Web Site \(WWW\)](#)
- [Corel TutorLine](#)
- [Worldwide technical support](#)
- [Customer service worldwide](#)

The terms of Corel technical support offerings are subject to change without notice.

{button ,AL(`OVR1 Corel services and support';,0,"Defaultoverview",)} [Related Topics](#)

Classic technical support services

1-613-728-6173 (North America only)

One free technical support incident is available to Corel customers from Corel Technical Support. A support incident is defined as the resolution of one technical question, problem, or issue, regardless of the number of calls required to resolve it. Corel representatives are available to respond to your call from Monday to Friday, 8:30 a.m. to 7:30 p.m. eastern standard time.

During and after your Classic technical support period, you can also use the [Priority support services](#) and the [Basic services](#).

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Priority support services

The following Priority support services are available:

- With **Pay-As-You-Go Priority Support**, you can access Priority Technicians 11 hours a day, five days a week (Monday through Friday, 8:30 a.m.-7:30 p.m. Eastern Standard Time). Pay-As-You-Go Priority Support is available on a per-incident basis and can be purchased at the time of use, with a major credit card. Telephone calls should be made to 1-800-856-5650. This service is available for \$25.00 (US.)
- **Personal Priority Support** lets you obtain support for up to and including five incidents over a 12-month period. Unused incidents are invalid after the specified time frame. This service is available for \$99.99 (US.)
Personal Priority Support can be purchased on a 11x5 basis (8:30 a.m.-7:30 p.m., EST, Monday through Friday), and all calls are reported to Priority Technicians on toll-free (1-800) lines.

[OVR1 Corel services and support](#); [Defaultoverview](#)"} Related Topics

Basic services

Corel offers the following technical support options, most of which are available 24 hours a day, 365 days a year. These services are useful if you prefer not to pay for support or encounter problems during off-hours.

IVAN (Interactive Voice Answering Network)

The Interactive Voice Answering Network contains answers to commonly asked questions about Corel products and is available 24 hours a day, 365 days a year. It is regularly updated with the latest information, tips, and tricks. You can also request that IVAN's solutions be faxed to you. There is no charge for this service beyond the cost of the telephone call.

US/Canada 1-613-728-6173

Rest of world +353-1-708-2525 (Ireland)

Automated FAX On Demand

Technical Support maintains an Automated FAX On Demand system of numbered documents that contain up-to-date information about common issues, tips, and tricks. This service is available 24 hours a day, 365 days a year.

(613) 728-0826, extension 3080

You will be asked for a document number and your fax number. The document you request is automatically faxed to you. To have a catalog of documents faxed to your, call the Automated FAX on Demand system number and request document 2000.

Bulletin Board System (BBS)

If you have a modem and communications software package, you can access Corel's BBS. You can use the BBS to download files, including printer drivers, troubleshooting information, and utilities. You can also transfer problem files to Customer Support through the BBS.

North American BBS (613) 728-4752

European BBS (+353)-1-708-2700

{button ,AL(`OVR1 Corel Services and Support;',0,"Defaultoverview",)} [Related Topics](#)

CompuServe

Interact with other users and Corel volunteers to obtain product information and support. CompuServe is available 24 hours a day, 7 days a week, including holidays. Corel volunteers will respond from 8:30 am to 5:00 pm Eastern Time, from Monday to Friday, excluding holidays.

If you have a CompuServe membership, you can access Corel technical information by entering one of the following at the CompuServe prompt:

GO COREL (for English)

GO CORELGER (for German)

GO CORELFR (for French)

GO CORELLATIN (for Spanish)

GO CORELNL (for Dutch)

GO CORELSCAN (for Scandinavian)

{button ,AL(`OVR1 Corel Services and Support;',0,"Defaultoverview",)} [Related Topics](#)

World Wide Web Site (WWW)

The World Wide Web address for Corel products on the Internet is <http://www.corel.com>. At this location, you can quickly search Corel's Searchable Knowledge Base. From the database, you can read, print, or download documents that contain answers to many of your technical questions or problems.

The following support services are also available on the World Wide Web:

Support Newsgroups

The Support Newsgroup, accessible from the Corel Web site, is intended to provide users the opportunity to exchange information, tips, and techniques with other users of Corel products. The newsgroup is located at <http://www.corel.com/support/newsgroup.htm>.

File Transfer Protocol (FTP)

You can download printer drivers and other files through our anonymous FTP site at <ftp.corel.com>.

AnswerPerfect

Customers can now submit support incidents (questions) by email to Corel's Web site for the introductory price of \$9.95 US per incident, payable by credit card. This service is for English language products only. Corel is committed to responding to AnswerPerfect support incidents within one business day.

You can access AnswerPerfect support at <http://www.corel.com/support/answerperfect.htm>.

{button ,AL(`OVR1 Corel services and support;',0,"Defaultoverview",)} Related Topics

Corel TutorLine

This service is available to North American residents only.

Now you can access a "how-to" service that will allow Corel's support staff to guide and tutor you through the features and functionality of Corel GALLERY 1,000,000. Corel TutorLine does not provide support for technical issues, but serves as an extension to the online and paper documentation.

(900)733-8789 (\$2.00 U.S./minute)



Note

- Persons under the age of 18 must have the consent of a parent or legal guardian to use this service.
- The first three minutes are free.

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Worldwide technical support

Corel customers residing outside North America can contact Corel Technical Support representatives in Dublin, Ireland, or a local Authorized Support Partner. Technical support outside North America is available to you at the following locations. If your country is not listed below, please check the Support section on our World Wide Web site at <http://www.corel.com>. You can also call (353)-1-7082500 for information about contacting Technical Support.

Priority technical support services

To request an up-to-date listing of Corel Authorized Support Partners worldwide, and a copy of Corel Priority Technical Support Policy, contact Corel Technical Support at (353)-1-7082500.

Latin America

Argentina	(541) 954-6500
Brazil	011 5505 4725
Chile	562 236 1023
Columbia	5716196012
Mexico	01-800-024-2673

Europe

Austria	01-589-241-30
Belgium(French)	02-714-41-30
Belgium(Dutch)	02-714-41-31
Czech Republic	420-2-312-3871
Denmark	35-25-80-30
Finland	92-29-060-30
France	(1)-40-92-76-20
Germany	0180-52-58-211
Hungary	36 1 327 57 37
Italy	06-523-542-37
Ireland	01-7082600
Netherlands	020-581-4426
Norway	22-97-19-30
Poland	48-0-71-347-72-79
Portugal	05053-13330
Russia	095-361-2000
Spain	91-661-3627
Sweden	0680-711-751
Switzerland(French)	0848-80-85-90
Switzerland(German)	0848-80-85-90
United Kingdom	0171-298 85 16
Rest of Europe (Ireland)	(353)-1-7082600

Middle East

Dubai	971.4.523.526
Israel	02-6793-723

Asia Pacific

Australia	02 9898 6860
Hong Kong	8100-3729
India	91 11 3351948
Indonesia	001 803 65 7266
Japan	03-5645-8379
Malaysia	1-800-80-1090

New Zealand	09 526 1155
Singapore	1-800-773-1400
South Korea	82-2-639-8778
Taiwan	886 2 2550 9500

Africa

South Africa	0860-223388
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 **Note**

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Before calling Corel Technical Support

Before calling Corel Technical Support, please have the following information available. This information assists the Technical Support representative in helping you more quickly and efficiently:

- Brief description of the problem, including the exact text of any error messages received and the steps to recreate the problem
- Type of computer, monitor, pointing device (for example, mouse or tablet), printer, and video card (display adapter) in use
- Version of Microsoft Windows and the Corel product in use. In Windows Explorer, click Help, and choose About Windows 95 or About Windows NT
- List of any programs loaded into RAM. Check the Startup folder in the Programs menu to determine if you are running any other applications.

{button ,AL(`OVR1 Corel services and support';0,"Defaultoverview",)} Related Topics

Viewing program and system information

Corel GALLERY 1,000,000 provides easy access to information about the application and your system.

Program information consists of the application name, version number, serial number, and user name. This information doesn't change. You'll find it particularly useful if you ever need help from Corel Technical Support Services.

System information consists of details about any of the following categories: system, display, printing, Corel .EXE and .DLL files, and system .DLL files. For example, you can see how much memory you have on the drive to which you want to save a file. You can save any system information in a text file called SYSINFO.TXT.

To view program and system information

1. Do one of the following:
 - In Corel GALLERY, click Help, About Corel GALLERY.
 - In Corel Photo House, click Help, About Corel Photo House.
2. Click the System Info button to view system information.
3. Choose a category from the Choose A Category list box.



Note

- Click Save to store system information for printing. System information is saved in the file SYSINFO.TXT. A message box tells you where the file is saved.

Customer service worldwide

Corel Customer Service is operated by a number of third-party companies on behalf of Corel. If you would like more information about Corel products or services, please call one of the telephone numbers listed below. If your country is not listed, please call the general number listed below. General customer service and product information can also be accessed through the World Wide Web at <http://www.corel.com>. You can email Customer Service at custerv2@corel.ca.

Corel Head Office

Corel Corporation
Corporate Headquarters
1600 Carling Ave.
Ottawa, Ontario
Canada
K1Z 8R7

Fax:1-613-761-9176
1-613-761-1295

Country	Call this number
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General (Ireland)	+353-1-706-3912
Argentina	0-800-3-9192
Australia	1-800-658-850
Austria	0660-5875
Belgium	0800 11930
Canada	1-800-772-6735
Denmark	800 187 55
Finland	0800-1-13502
France	0800 90 65 12
Germany	0130 815074
Hong Kong	810-COREL
Ireland	1800-242800
Italy	06-52362602
Japan	03-5645-8567
Luxembourg	0800-2213
Mexico	1-800-024-2673
Netherlands	06-022-2084
New Zealand	0800-COREL-1
Norway	800 11661
Portugal	05055-3001
South Africa	0800-23-4211
South Korea	82-2-639-8778
Spain	900 95 35 38
Sweden	020 791 085
Switzerland	0800-55-8224
United Kingdom	0800-581028
United States	1-800-772-6735

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Troubleshooting Tips

Enhancing System Performance

Here are a number of considerations for improving the performance of Corel Gallery 1,000,000:

- The microprocessor and clock speed are important performance considerations. e.g., a Pentium 90 with 32 Mbs RAM will run applications more quickly than a 486-33 with 8 Mbs RAM.
- Be certain you have at least 20-50 megabytes of free disk space on the drive where Window *.TMP files will be created (you can determine the location of this directory by running the SET command at the DOS prompt).
- Ensure that you have 50-100 megabytes of free disk space on the drive where you store your files.
- Follow the suggestions in the chapter on 'Optimizing Windows' in your *Microsoft Windows User's Guide*.
- Establishing a SWAP file to provide Windows with 'extra memory'. See your Windows 95 User's Guide for more details.
- Consider adding a video card with extra memory to your system to shorten screen re-draw time.

{button ,AL(` OVR1 Troubleshooting Tips;`,0,"Defaultoverview",)} Related Topics

Troubleshooting techniques

While working in Corel Gallery 1,000,000 or Corel Photo House, you may encounter problems printing, saving files, opening files, importing, exporting, etc. Each individual problem may have a different cause, but some general steps apply to troubleshooting your problem. In many cases, it can save you a call to Technical Support.

1. Can you duplicate the problem?

Repeat the operation which caused the error condition. This is the first step in troubleshooting. Occasionally, a temporary memory problem will interrupt a program function. Re-trying the operation may allow you to complete the task while determining whether or not the error condition is temporary or chronic.

No

- It is difficult to identify the cause of problems that can't be reproduced. Use the application normally until the error condition repeats itself.

Yes

- If you can duplicate the problem, it may be specific to a file, program, or the system. Note all details of system/software use and configuration in effect at the time the error condition occurred. This will provide Technical Support with information to assist you more effectively if you decide to call. Proceed to Step 2.

2. Is the problem system specific?

Determine whether or not the problem is specific to your system. If you have access to another computer, try the function or file there. If the problems are printing related, use a different printer. If the error condition is present on more than one system, troubleshoot file-specific issues. If not, review the system settings, installation configuration, and hardware operation. If you do not have access to another system running Corel Gallery 1,000,000 or Corel Photo House, proceed to the next step.

3. Is the problem file specific?

If you are having problems saving, printing or exporting, etc., try opening another file of the same type and perform the same function. If the new file works properly, you are most likely dealing with a file that contains one or more corrupted objects, or the file may be too complex for the particular function you are trying to perform. Review the notes below on Dealing With Complexity Issues or Dealing With Corrupted Objects or Files.

If you are having problems opening or importing a particular type of file, try opening or importing other files into the same application. You might also perform the same functions with the problem file in other applications. e.g., if you have trouble importing a TIFF file into Corel Gallery 1,000,000 or Corel Photo House, try taking it into a different Windows application. The goal is to determine whether the problem is contained in that particular file, or caused by something external to the file.

4. Is the problem software specific?

If the problem is not file specific, it is being caused by either the Corel Gallery 1,000,000 program (or Corel Photo House program), other software on the system e.g., drivers, Windows, etc., or by the system hardware.

If possible, use the same files and functions on another system running Corel Gallery 1,000,000 (or Corel Photo House) to determine if the problem is system-specific as opposed to being software generated. If this test is not possible, try to determine if the problem occurs while working in Corel Gallery 1,000,000 (or Corel Photo House) only. You can do this by performing similar functions, i.e. printing or importing, into other Windows applications. If problems persist in other applications, then the cause is within the computer system, rather than being generated by Corel Gallery 1,000,000 (or Corel Photo House). Sometimes video or printer drivers can cause erratic computer operation, or there may be errors caused by a particular Windows setup.

Dealing With Complexity Issues in Files

- Re-open the file.
- Break Apart or re-locate overlapping objects (e.g., text, filled objects). This will eliminate problems arising from masks, clipping holes, etc.
- Remove any extraneous outlines from objects.
- For printing, exporting, or saving problems, try selecting some of the objects and using the Selected Objects Only feature to determine the complexity of objects, or maximum number of objects allowed in this file by available memory.
- Click on Edit | Select All to see if any unexpected or stray objects appear outside the image. Remove the objects.

Dealing With Corrupted Objects in Files

- Open the problem file. Select one object, then use SHIFT + TAB to scroll through the objects on the page. Sometimes a very small object that you didn't notice will become selected. This object may be corrupted. Delete the object or drag it off the page. Save the remaining objects using 'Selected Only' on the Save screen.
- Another way to locate a corrupted object within a file is to marquee-select half the objects, then print, save, export as required, using the Selected Objects Only feature. If a problem occurs again, marquee-select a smaller number of objects the corrupted object has been located by process of elimination. Delete the object, and replace it if necessary.
- Save the file to a different file format if you are having trouble saving, printing or exporting. Re-open or import the file and try again.
- For large files, the error condition can be reproduced by selecting the corrupted object and isolating it on the clipboard. Marquee-select half the objects on your page and cut them to the clipboard. If no error occurs, marquee-select another area and repeat the same steps. When the image section which contains the corrupted object has been identified, select fewer objects from that area and continue with the cut to clipboard process until you have located the corrupted object. Delete the object, and replace it if necessary.

{button ,AL(`OVR1 Troubleshooting Tips;',0,"Defaultoverview",)} Related Topics

What to do if your print job doesn't print

Printer Drivers

Corel Gallery 1,000,000 does not develop or distribute printer drivers. We rely on the printer manufacturer or Microsoft to provide drivers that are supported in the Windows 95 environment. If you can print in Windows, you should expect the same results printing from Corel Gallery 1,000,000.

Printing Tips and Tricks

The printer drivers that ship with Windows 95 are developed in whole or in part by Microsoft and operate within specifications for that operating system. Some printers are currently being released without drivers specifically developed for Windows 95, and as a result, some printers will operate with limited capacity, erratic behavior, or with reduced features. This may explain some difficulties you encounter.

If the problem is too serious to wait for a new driver release, try using a native Windows 95 driver for a similar printer from that manufacturer.

When you print a file from Corel Photo House:

1. Corel Photo House processes the information.
2. When processing is completed, the print job will be passed to the Windows Print Spooler.
3. The print job will then be passed to the printer.

At any one of these stages, the process may be interrupted. It is important to determine at which of the above three steps printing stopped.

The following troubleshooting tips will help you find the problem and resolve it.

Printing Stops in Corel Photo House

- Exit and re-start Corel Photo House.
- Has the file printed before? Can the problem be duplicated?
- Is it one file or all files which are having print problems?
- Verify that the default printer is correct.
- While working in Corel Photo House, temporary files are created and placed on your system. Delete any temporary files found in the TEMP directory and empty the Windows Recycle Bin. Verify that you have adequate free disk space.
- Check System Resources and Free Memory in the Help menu of the Windows Program Manager. If these values are low, exit and re-start Windows. Close any other Windows applications that are running.
- Try disabling the Print Spooler.

Printing Stops at the Windows Operating System

- Open Control Panel | Printers and highlight the printer in use. Right (or secondary mouse click) on the highlighted printer to activate the drop down menu. Select Properties. Find the reference to **TransmissionRetryTimeout=45**. Set this value to **999** (this sets the time that Windows waits for the printer to report that it is ready to receive more data). A value of 999 is equal to an infinite amount of time. Perform this operation with Corel Office (or Corel Photo House) closed.
- Check Load and Run statements in WIN.INI. Programs and utilities can be set to run automatically when Windows is started by adding references to these lines. Type a semi-colon (;) in front of either line if these statements are loading any programs or devices. Remember to save, exit and restart Windows after making changes to the WIN.INI.
- Remove programs from the Windows Startup group.
- While working in Corel Photo House, temporary files are created and placed on your system. Delete any temporary files found in the Windows temp directory. Verify that you have at least 20-50 MB of free disk space.
- Make sure you are using a current printer driver.
- Will the file print from other Windows applications? If not, the Windows setup or computer hardware/software configuration may be causing the problem.

Printing Stops in the Printer

- Maximize time-outs on the printer if possible. Refer to your printer documentation for instructions.
- Check time-outs on the network, if applicable.
- Check to see how much RAM is resident in the printer. A minimum of 1.5 megabytes is required to print a full page of graphics to a 300 dpi device. To print fairly complex files, we recommend a minimum of 4 megabytes

of RAM in the printer. (Note: some files may require more than 4 megabytes).

- Do you print directly or through a switchbox or network? If possible, try connecting directly.
- Make sure you are using a current printer driver.

{button ,AL(`OVR1 Troubleshooting Tips;',0,"Defaultoverview",)} Related Topics

Printed Output Is Incorrect

- If you print a file from Corel Photo House and the output is incorrect:
- Check cables and connections for potential communication problems. A telltale sign of communication problems are ASCII characters appearing on your page where graphics should be appearing, i.e. happy faces, stars, etc.
- If printing with a Postscript Device, determine whether or not the system is using genuine Adobe Postscript or a Postscript emulation. You will sometimes encounter problems with Postscript emulation, especially when printing fonts.
- Verify that you are using a current printer driver.
- Check the Automated FaxBack System section for topics dealing with specific printing problems.

Postscript Printers - Specific Checklist

Download the Postscript Error Handler under the Windows Control Panel | Printers Icon | Printer Properties for your Postscript printer | Options | Advanced. If the postscript printer is having difficulty interpreting the file, an error code will be produced.

{button ,AL(' OVR1 Troubleshooting Tips;',0,"Defaultoverview",)} Related Topics

Clipboard: General pasting limitations

Unsupported Metafile Features

The following Windows Metafile features may be cut/copied to the clipboard from other programs, but cannot be pasted into Corel Photo House:

- Background commands (SetBkMode and SetBkColor)
- Pattern fills (only uniform fills are currently supported)
- Clipping regions
- Flood fills
- Individual pixel manipulations
- No ROP2 modes, other than R2_COPYPEN (i.e., no combining of pen colors)
- WINDING polygon fill mode (ALTERNATE mode is supported)

Pasting Text

The amount of text, plus the spacing and text attributes Corel Photo House assigns to text pasted from other applications varies with the chosen font.

Artistic Text

- Spacing: Document Defaults

If the application from which the text originated is closed, the text is inserted based on the method used (Paste or Paste Special).

ASCII / ANSI text will be pasted using the document defaults for Artistic and Paragraph text, however, RTF text will paste and retain the font, size, line, and character attributes (i.e. underline, strikeout).

[Related Topics](#)

Unexpected Condition Error Messages

Please check the following items after restarting your machine:

- Can you repeat the error?
- Does it occur at the same time consistently?

If the answer to either question is yes, please make note of the steps taken to reproduce or cause this error, along with information about your system configuration and call Technical Support.

If the answer is no, try the troubleshooting suggestions provided in the "Diagnosing Invalid Page Faults (IPF's) and system lockups" section.

{button ,AL(` OVR1 Troubleshooting Tips;`,0,"Defaultoverview",)} Related Topics

Diagnosing Invalid Page Faults (IPF's) and system lockups in Windows 95

USER ADVISORY

This document is designed solely to assist the user in the detection and correction of memory conflicts, incorrect system configuration or device incompatibilities. The importance of adhering to recommended recovery precautions as listed cannot be overstated. The Corel Corporation assumes no expressed or implied liability for any system or software damages resulting from the use or misuse of this information.

The operation of current computer systems depends upon the dynamic and interactive manipulation of data. Optimal performance of system hardware is essential for the correct operation of Corel software. Before attempting to diagnose and correct Invalid Page Fault (IPFs) errors within the Windows 95 environment, the following precautions are strongly recommended:

- A. Create a Startup Disk. This is invaluable for the recovery of basic computer function in the event of complete system failure. The Startup Disk may be created during the Windows 95 installation process or after installation is complete by selecting "Start | Settings | Control Panel | Add-Remove Programs | Startup Disk | Create" from within Windows 95.
- B. Copy the SYSTEM.DAT, USER.DAT, CONFIG.SYS, AUTOEXEC.BAT, WIN.INI and SYSTEM.INI files, plus any CD-ROM or other device drivers to a subdirectory on the STARTUP diskette, or to an additional diskette if there is not enough space on the Startup Disk.

A system IPF may be eliminated by one of the following independent trouble-shooting steps, or by a combination thereof. It is advisable, therefore, to try to re-create the IPF after completing each of the steps. This will indicate whether or not the problem has been solved and will prevent the user from taking unnecessary steps.

1. Verify that the system conforms to Corel's minimum hardware/system requirements.
2. Exit all applications. Select Shut Down... | Restart the computer. Try to duplicate the error which caused the original failure. The error condition may not re-appear if it was caused by a momentary memory conflict.
3. Disable the Windows Background, Screen Saver, and any third-party applications to free up active memory space.
4. Remove all applications from the Startup folder.
5. If the lockup occurs when typing text of any kind, re-install the particular font in use. Remove the font from the Control Panel | Fonts list, and re-install the font from the original source.
6. Use STEP #6 for Installation related problems:

All applications require an area of hard disk space to be set aside for the creation of temporary files used during the course of normal operations. At the DOS Command Prompt, enter the command SET to find the TEMP directory path(s). The TEMP directory path will be displayed:

```
TMP=C:\WINDOWS\TEMP  
TEMP=C:\WINDOWS\TEMP
```

The TEMP directory must be located on a drive with ample space for expansion. Windows 95 supports TEMP files on compressed drives by default. Try relocating the TEMP directory to an uncompressed drive by modifying or constructing appropriate statements in the AUTOEXEC.BAT file.

```
SET TEMP=D:\TEMP  
SET TMP=D:\TEMP
```

7. Use STEP #7 for Application specific issues:

- **Make sure to create a BACKUP of this file before proceeding to make any changes.**

It is advisable to allow the application to create TEMP files across multiple drives and/or directories, in cases where TEMP files grow excessively large. Not having enough TEMP space can sometimes cause file corruption. Therefore, in order to have Corel TEMP directories override the Global AUTOEXEC.BAT TEMP statement, the user should: Remark (REM) out the statements in the AUTOEXEC.BAT file for the SET TMP and SET TEMP variables (by placing the statement REM before them). Open the CORELAPP.INI file and locate the

[TempPaths] section. Place the alternate temp paths in this location. i.e.,

[TempPaths]

Cleanup=1

0=C:\TEMP

1=D:\TEMP

2=E:\TEMP (...etc.)

Save this file and restart the system.

8. Run the Scandisk* utility by selecting Start | Programs | Accessories | System Tools | ScanDisk. The "Automatically fix errors" box should be selected. This will repair lost clusters and corrupted sectors of the hard-disk.
9. The drive partitions should be defragmented. Defragmentation consolidates the information stored on the hard drive so that it is more easily accessed, and prevents read/write errors when the hard drive is activated. Select "Start | Programs | Accessories | System Tools | Disk Defragmenter*".
10. Check system resources by invoking "Start | Programs | Accessories | System Tools | Resource Meter*". This will place the resource meter in the bottom right hand corner of the display. Double-clicking this icon will display system statistics. Low values for System Resources, User Resources, or GDI Resources indicate that system performance is deficient, and may be the cause of IPF errors.
11. Re-boot the system. When the "Starting Windows 95" appears press F8. Choose Step-by-Step Confirmation. Select NO to avoid executing the AUTOEXEC.BAT and CONFIG.SYS files. Select YES when prompted for all other questions.
12. Install the Standard VGA display driver. Select "Start | Settings | Control Panel | Display | Settings | Change Display Type... | Change Adapter Type | Show all devices | Standard display types | Standard Display Adapter (VGA)". If the video card installed on the system is not supported by Windows 95, have a backup copy of the driver on hand.
13. Verify that all devices (CD-ROM, Display Adapters, Monitor, Mouse, Sound) are operating properly. Select "Start | Settings | Control Panel | System | Device Manager". By double clicking on a device and viewing the properties of that device the Device Status may be viewed. Any device with a memory conflict will display a yellow 'flag' with an exclamation point inside it.
14. Select System Performance, Control Panel | System | Performance. Select the following settings:
Graphics -> Turn OFF any video acceleration. This prevents possible memory conflicts.
Virtual Memory -> Virtual Memory (Swap File) is space reserved on the hard drive for RAM memory to store information it requires on an ongoing basis. You may specify your own settings to increase this space as follows: Select Let Me Specify My Own Virtual Memory Settings. Re-locate the virtual memory to a NON-COMPRESSED drive, and specify a Minimum of 10MB and No Maximum for the upper limit. Re-boot the computer when prompted. Windows will revert to managing the virtual memory by expanding or contracting it within the boundaries of your specified settings.
15. Un-Install the application. Select Start | Settings | Control Panel | Add-Remove programs | Select the application to Un-Install, or run Corel's own Un-Install utility located in the Corel folder. Re-boot the computer and re-install the application when finished.
16. Safe Mode removes all specific system configuration settings, and loads generic Windows 95 device drivers. It is a method of determining if system settings and device-specific drivers, etc., are interfering with the normal operation of hardware and software. To operate in Safe Mode, re-boot the computer. When the "Starting Windows 95" appears press F8. Select Safe Mode. This will bypass all startup routines including registry entries, CONFIG.SYS and AUTOEXEC.BAT files, and the [Boot] and [386Enh] sections of the SYSTEM.INI file. The standard VGA display driver will also be installed at this time. If the installed video card is not supported by Windows 95, be sure to have a backup copy of the driver on hand. **Note: The user will notice reduced system speed and lower display resolution during this test. Safe Mode may also disable any CD-ROM devices. Re-booting the computer will return the system to the default configuration at any time.**
17. Re-boot the computer. When "Starting Windows 95" appears, press F8 and select Command prompt only. Start Windows 95 by entering these commands on consecutive re-boots, or enter either of these commands if a specific condition is suspected:

WIN /D:F -> This disables 32 bit disk access. Use this for disk access problems.

WIN /D:X ->This disables the adapter area (from A000 to FFFF) which Windows 95 scans for unused space. This may resolve memory problems on systems using video accelerator cards.

18. Empty the RECYCLE BIN (if activated) of unwanted files. Invoke Recycle Bin | Properties and select "Use one setting for all drives". Select 0%, then select "Do not move files to the Recycle Bin..." This procedure prevents Windows 95 from filling the hard disk with copies of deleted files. Because the Recycle Bin utilizes hard disk

space, disabling its functionality allows resource intensive software to access this space more efficiently.

NOTE

All subsequently deleted files will be irretrievable.

To free up additional disk space for TEMP files, check each drive in the Explorer for a Hidden directory called "Recycled" (View | Options | Show all files). Remove any unnecessary files from these directories. Windows 95 will prevent the deletion of any files currently in use.

19. Through the Windows Control Panel select System | Performance | Advanced Settings | File System | Troubleshooting and select "Disable new file sharing and locking semantics".



Note

- If these programs are not on the Desktop or Start Menu, they can be installed via "Control | Panel | Add/Remove Programs | Windows Setup | Accessories | Details..."

{button ,AL(` OVR1 Troubleshooting Tips;',0,"Defaultoverview",)} Related Topics

