Help.WRI

While most of you (99%) will experience no problems, we provide this information for those who might need the following information, not only for our product but possibly to help with other software from other publishers.
If there are problems running Hot Skins, here are some possible solutions:

a. Any GPF's or system crashes that indicate xxxxx.DRV: This is the video card software.
ALL video card manufacturers have a BBS where they provide updated driver software. Please contact the video card manufacturer and obtain a new release of the software.
Make a backup of the SYSTEM.INI file (to floppy) and change from the video driver currently in use to the standard VGA video driver.

b. The only program that should be running should be Program Manager. Quit all other programs running in Windows. Check the Startup group and the Load and Run lines in the WIN.INI file. If there are any programs listed on those lines, comment them out with semi-colons.

c. Increase the amount of RAM in the system. Asymetrix' Toolbook system requirements are more than 5MB. Along with a 'fat' windows' setup, more memory will be needed by many applications, not just ours.   8MB of RAM is recommended (as the package says).
The computer may have less than 8MB of RAM, or Windows' may be overloaded
with extensions, too many fonts (or whatever) where only small programs will run; not large interactive multimedia programs. A system with only 4MB of RAM that's running Windows may not have enough memory left over for those 'serious' applications.

d. Although Hot Skins runs directly from the CD-ROM (only a Windows' program group and icon are required on the PC), the computer may already have an earlier version of Asymetrix' Toolbook that had been installed by another application.
If the computer experiences GPF's in MTB30UTL.DLL, that would confirm the presence of an earlier version. Locate the mtb30utl.dll file on the hard disk and replace it with the mtb30utl.dll provided on the CD-ROM. (The older software will run OK with an updated DLL).

e. To determine if the problem is with Asymetrix' Toolbook in general or if it's specific to Hot Skins, double-click on the MTB30.RUN.EXE file on the Hot Skins CD-ROM using File Manager. It should ask to choose a book to run. If it hangs, the problem is NOT specific to Hot Skins. If it doesn't hang, then choose the HotSkins.EXE and see what happens.
One way or the other, this will narrow down the scope of the problem.

f. As a BONUS to users, Magic Multimedia provides a "Multimedia de-bugging and Configuration screen" as part of their Windows' applications. Whenever problems are encountered, load the Hot Skins CD-ROM just to use the Configuration screen. It will determine whether or not all files are re-installed correctly, especially after a system crash that results in the WIN.INI file being modified by some other application.
P.S. You should have a backup copy of the WIN.INI, SYSTEM.INI, CONFIG.SYS and AUTOEXEC.BAT stored away on a floppy disk for a rainy day.