READ ME for Eyewitness Photo Gallery, version 1.0

Introduction

About DK Multimedia

DK Multimedia titles are available wherever CD-ROMs are sold. New titles will be available on a regular basis. For more information, contact us at DK Multimedia, 9 Henrietta Street, London, WC2E 8PS.

You may also visit us on the World Wide Web at:

http://www.dk.com

About this Read Me file

The information in this file is designed to address most of the problems you may encounter when using any multimedia title. If you are having problems with *Eyewitness Photo Gallery*, please take a look at the items listed in the table of contents to see if your particular problem is addressed. If you are still having problems, please call our technical support number with details of the problem including any error messages that were produced and the full specification of your computer.

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To move around this file, press Page Up and Page Down, or click in the vertical scroll bar. You can print this file by selecting the Print command from the File menu.

Context-sensitive help on making the best use of all the features within *Eyewitness Photo Gallery* is available once you have started the product. Click on the help '?' button in the top, right-hand corner of the screen. (You will also find a reminder of some of the main points in this document.)

Table of Contents

This file contains information on the following topics:

1 Setup and Uninstall Notes

1.1 Minimum System Requirements

In order to run *Eyewitness Photo Gallery* you will require a

multimedia computer with the following minimum requirements:

A multimedia PC, with 386SX/25MHz or higher microprocessor, 4Mb RAM, MPC-compatible CD-ROM drive, mouse, SVGA 256 color display, and Microsoft® Windows® version 3.1 or later.

1.2 If Setup Fails with an Error Message

If the Setup program fails with an error message you should ensure that no other programs are running while you try to install *Eyewitness Photo Gallery*. You can check this by pressing Ctrl + Esc in Windows 3.1/3.11 or by pressing Alt + TAB in Windows 95.

If Setup fails with an error message indicating a 'General Protection Fault' or 'Cannot change properties of...' then you should check whether Norton AntiVirus software, or any other virus checking software, is installed on your machine. It is recognized that the presence of Norton AntiVirus, and certain other virus checking software, causes problems with the *Eyewitness Photo Gallery* Setup program. To overcome problems with Norton AntiVirus, type the letters 'REM' (followed by a space) at the beginning of any lines that have the text 'NAV' in them in the 'AUTOEXEC.BAT' and the 'CONFIG.SYS' files. Also, type a semicolon ';' at the beginning of the line containing the 'LOAD =' entry in the 'WIN.INI' file. (The letters 'REM' at the beginning of a line in the 'AUTOEXEC.BAT' and 'CONFIG.SYS' files, and the semicolon at the beginning of a line in the 'WIN.INI' file, cause the line to be ignored.) You can edit these files by choosing 'File' then 'Run' from the program manager in Windows 3.1/3.11 or by choosing 'Run' from the 'Start' menu in Windows 95. Once you have selected 'Run' you should type 'SYSEDIT' in the text box, and press return. You can choose the file you wish to edit from the 'Window' drop-down menu. Once you have edited the files and saved your changes you should exit Windows® and restart your computer, then try to run Setup again. Similar steps can be taken to overcome problems with other virus checking software.

Put these changes back once the Setup program is complete and *Eyewitness Photo Gallery* is successfully installed on your computer.

1.3 Setup for Windows® 95 Users

If you are running Windows® 95, *Eyewitness Photo Gallery* can take advantage of Autorun, which should automatically start the installation procedure when you insert the disc into your CD-ROM drive. *Eyewitness Photo Gallery* should also run automatically when

the CD is placed in the CD-ROM drive subsequent to the initial Setup. If the installation procedure does not automatically start, or the *Eyewitness Photo Gallery* program does not automatically run when the disc is inserted in the CD-ROM drive then you should first check that Autorun is enabled. To do this:

1. Go to the 'Start' menu and choose 'Settings', then 'Control Panel'.

2. Choose 'System' from the 'Control Panel' to bring up a 'System Properties' window.

3. Choose the 'Devices Manager' tab, and select your particular CD-ROM drive from the CD-ROM device list.

4. Click the 'Settings' tab in this window, and ensure that 'Auto Insert Notification' is checked.

If 'Auto Insert Notification' is checked, and Setup does not start automatically the first time you insert the *Eyewitness Photo Gallery* CD in the drive then you can start the Setup program manually. To do this, go to the 'Task Bar' and click on 'Start', then 'Run'. Type 'D:\ SETUP' in the text box (where D is the letter of your CD-ROM drive). Click 'OK' and then follow the instructions that appear on your screen. On subsequent occasions the *Eyewitness Photo Gallery* program can also be run from the Start Menu by selecting 'Programs', then 'DK Multimedia', then by selecting *Eyewitness Photo Gallery.* You should also contact your CD-ROM drive manufacturer for the latest drivers.

1.4 Running Eyewitness Photo Gallery with Windows® 95

1.4.1 The Task Bar

The 'Task Bar' at the bottom of the screen in Windows 95 can force *Eyewitness Photo Gallery* off the top of the screen, meaning that not all of the *Eyewitness Photo Gallery* screen is visible. This happens because Windows 95 tells all programs the screen is actually smaller than it is, so that they do not cover the 'Task Bar'. The full *Eyewitness Photo Gallery* screen may be viewed by selecting the top edge of the 'Task Bar' with the left mouse button and dragging it down and out of sight before running *Eyewitness Photo Gallery*. Alternatively, right-click on an empty area of the 'Task Bar', then click on 'Properties' using the left-hand mouse button and turn on the

'Auto Hide' option.

Changing to a higher screen resolution will also solve this problem.

1.4.2 Media Player errors

Eyewitness Photo Gallery will work with Windows 95, however, the Setup program will try to update the Registration database for Media Player (MPLAYER.EXE) and its help file (MPLAYER.HLP). This causes Windows 95 to report the following error when you run Media Player:

"Media Player settings have been changed by another program. As a result, Media Player will not work correctly.

To fix this problem, click Yes. To exit without fixing this problem, click No."

You should simply click 'YES' to solve this problem.

1.5 Uninstall

The *Eyewitness Photo Gallery* CD-ROM contains an Uninstall program which is automatically installed in the DK Multimedia program group on your computer. If you decide that you no longer wish to have *Eyewitness Photo Gallery* on your computer, you can use Uninstall to remove it. Simply double-click on the 'Uninstall' icon to display a list of titles on your computer which can be uninstalled. Highlight the titles you wish to uninstall, then click the 'Delete' button. Uninstall does the rest for you!

2 Screen Display Notes

2.1 Screen Resolution

DK Multimedia products have been designed to look their best with a screen resolution of 640 x 480 pixels. All screen images are created in this size, and will completely fill the screen at this resolution. This means that running your screen at a higher resolution (such as 1024 x 768) will result in a smaller image of *Eyewitness Photo Gallery* being displayed. (It is NOT possible to maximize the product to fill screens with a resolution higher than 640 x 480.)

2.2 256 Colors

Eyewitness Photo Gallery uses 256 color screen images and we recommend that you set your display driver to 256 color mode or more. Windows 3.1 and 3.11 users can run the Windows Setup program from the Main program group to identify your current driver display setting, and if necessary, to change your display driver. Windows 95 users can do this by choosing 'Settings' from the 'Start' menu, then choose 'Control Panel'. Double-click on the 'Display' icon, then click on the 'Settings' tab. Check the amount of colors your display is using in the 'Color Palette' scroll bar.

If, for any reason, you select an incorrect or unsupported driver:

Windows 3.1/3.11 users
Go to the system prompt and change directory to your Windows directory by typing 'C:', then press 'ENTER'. Now type 'CD C:\ WINDOWS'. Press 'ENTER' again, then type 'SETUP'. You can now reinstall your original driver.

Windows 95 users
Start Windows in 'Safe mode'. Do this by holding down the F8 key when the 'Starting Windows 95' message appears on the screen. Choose 'Safe mode' from the menu. You can now reinstall your original driver.

2.3 16 Colors

If your computer is running in 16 color mode, and your display card supports 256 colors, you should change to 256 colors or more. This will enhance the image quality of *Eyewitness Photo Gallery* which is designed to look its best in 256 colors. Instructions are given below for Windows 95 users, and for Windows 3.1 and 3.11 users with Cirrus Logic and Diamond Stealth display adapter cards, explaining how to change to 256 colors, or more if you wish. (Please note that changing to more than 256 colors will not enhance the image quality of *Photo Gallery.*) All other users should refer to their display adapter card documentation to do this.

2.3.1 Windows 95 users:

1. From the 'Start' menu, choose 'Settings' and then 'Control Panel'.
2. Double-click on the 'Display' icon. A 'Display Properties' dialog box will appear.
3. Click on the 'Settings' tab.
4. Make sure that under 'Desktop Area', the figures below the slider

control say '640 x 480 pixels'. If this is not the case, move the slider until '640 x 480 pixels' is displayed.

5. Under 'Color Palette', choose '256 colors' (8 bit), or 'High Color' (16 bit).

2.3.2 Windows 3.1 and 3.11 users with Cirrus Logic cards:

1. In Program Manager, double-click on the 'VGA Utilities' icon.

2. A 'VGA Utilities' program group should appear. It will contain either a 'SetRes' icon or a 'WinMode Utility' icon, depending on the type of Cirrus Logic card you have. Double-click on this icon. If you do not have a 'VGA Utilities' icon then you should look for either a 'SetRes' or 'WinMode' icon.

3. Select '640 x 480' from the list of available screen resolutions.

4. Select '256' (8 bit) from the list of colors available.

2.3.3 Windows 3.1 and 3.11 users with Diamond Stealth cards:

1. In Windows Program Manager, double click 'Windows Control Panel' in the Main program group.

2. Double click the 'InControl Tools' Diamond icon.

3. Select the 'Display' button to see options for color depth, and select '256' color mode.

2.4 Images Appear In Monochrome

Some color display cards may display *Eyewitness Photo Gallery* images in black and white. If this happens, you should upgrade your color display driver. Contact the supplier or manufacturer of your display card to check that you have the latest display drivers.

2.5 Images are truncated

Some display drivers are designed to provide large fonts. If your system is using one of these, any image in the main window will appear slightly truncated. You can run the Windows Setup program to change the default display driver to one that does not default to large fonts.

2.6 ATI cards

Some of the advanced features of ATI cards may be incompatible with *Eyewitness Photo Gallery*. In particular, for the more powerful ATI cards, you may find that the '256-color palette' of the 'ATI Control Panel' must be set to 'ON'. For more information, see your display card documentation.

2.7 Saving Images in JPEG format

JPEG is a lossy form of compression. Saving images in this format may cause a reduction in the image quality. If your monitor is set to 8-bit color you may see speckles on the image background. Depending on your graphics card, you may be able to change the settings by opening the Desktop Display control in the Control Panels. Should you be unable to change your monitor setting, save the image in another format. This problem is specific to JPEG and is not present in other formats.

3 CD-ROM Problems

3.1 Care of Compact Discs

Contrary to early reports, compact discs (CDs) are very easily damaged if treated carelessly. Such damage has a much greater effect on the digital data of a CD-ROM than on the information of a music CD. A dirty or damaged CD-ROM is quite likely to malfunction. With CD-ROM drives becoming ever faster and more disc sensitive, this is becoming an increasing problem.

The surface of the disc can quickly gather dirt and is very easily scratched. To protect the data from scratches, finger-prints, dust particles, and smears, do not touch the readout side (unlabeled side) of the disc or place it face down on a hard surface.

Should the CD become dirty, clean it with a soft cloth lightly moistened with CD cleaning fluid or ethyl alcohol, working from the center to the edge. Do not use any type of solvent, such as benzine, lacquer thinner, anti-static agents or LP record cleaners as they may damage the surface.

Never leave the disc in a place subject to direct sunlight, high temperature or high humidity. Recommended storage conditions are:

• Temperature: 10ºC to 50ºC (50ºF to 122ºF)
• Humidity: 10 percent to 80 percent

3.2 Problems With CD-ROM Drives

If *Eyewitness Photo Gallery* has problems finding the data files it needs from its CD-ROM, you will see a message asking you to select the drive that contains the files. To find what has caused the problem, do the following:

1. Check that the *Eyewitness Photo Gallery* CD has been correctly inserted into the CD-ROM drive.

2. Check that *Eyewitness Photo Gallery* is looking in the right place for the CD-ROM Drive. If, for example, the drive letter has changed as a result of a system change, such as adding or removing a RAM Disk or another device, then *Eyewitness Photo Gallery* will fail to find its CD-ROM drive. You can check that the drive letter is correct by using Windows File Manager to see which letter is assigned to the CD-ROM drive.

3. If you have an external CD-ROM drive, ensure that it is plugged in, turned on, and connected to your computer. You may need to check the documentation that came with the drive.

4. Verify that your CD-ROM drive is MPC-compatible.

4 Running Out Of Memory Or Running Slowly

Eyewitness Photo Gallery uses your computer's system memory to display pictures. If you find that *Eyewitness Photo Gallery* runs slowly, or if you come across out-of-memory errors, the program probably does not have enough memory. Consider doing the following to improve your computer's performance:

1. Close any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSR's) you may have installed.

2. Check that your computer has at least 4Mb of memory. You can do this by leaving Windows, and typing 'MEM' at the system prompt. Look for total memory in the Total column. If the figure reads 4096Kb or more, then you have at least 4Mb of memory. If you have less than 4Mb (minimum 4096Kb) of memory, then you need to install some more.

3. Check that Windows has sufficient memory available for *Eyewitness Photo Gallery*. You can do this by selecting 'About Program Manager' from the 'Help' menu in Program Manager. If you

are running *Eyewitness Photo Gallery* under Windows 95 you can do this by double clicking on the 'My Computer' icon, then select 'Help', and then select 'About Windows 95'. The memory available should be a least 8,192Kb (don't be confused by looking for more memory in this step than you did in step 3 above. The extra memory here indicates the presence of a Windows swap file). You may find more memory becomes available if you restart Windows. If the figure is less than 8,192Kb this indicates that either you have no Windows swap file or that the swap file is too small. If this is the case, you should follow step 5 below.

4. If you are running Windows in Enhanced mode, set up a permanent Windows swap file on your hard disk of at least 4,000Kb. You can do this by following the instructions in your Windows documentation.

5. If you are running in color modes higher than 256-colors (8 bit), you should set your color mode to 256 colors. Refer to 'Using more than 256 colors' in section 2, 'Screen Display Notes', for instructions on changing the color mode.

6. On machines with only 4Mb of memory, restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less. If you are running Windows for Workgroups 3.11 and using 32-bit disk access, make sure that the SMARTDRV settings in your AUTOEXEC.BAT file enable SMARTDRV to cache your CD-ROM drive efficiently. Consult your Windows documentation for further information on how to check and adjust these settings.

7. If you are running DOS 6.0 or higher, then you can run the MEMMAKER utility to optimize the memory in your computer. (For example, if you answer 'No' to the question 'Do you use any programs that need Expanded Memory?', MEMMAKER will free further conventional memory by inserting the switch NOEMS in the appropriate line in your PC's CONFIG.SYS file.) Consult your Windows documentation for further information on using MEMMAKER.

8. Speed up your hard disk by defragmenting it. There are a number of tools available to carry out this task, including the 'DEFRAG' command found in MS-DOS version 6.0 and later.

9. Check that 'MSCDEX' which appears in the 'AUTOEXEC.BAT' file is version 2.23 or later, and appears before the 'SMARTDRV' entry. You can do this by typing 'MSCDEX' at the system prompt in MS-

DOS. If no version number is given, then you can be sure that your version of 'MSCDEX' is older than version 2.23. Versions of 'MSCDEX' older than 2.23 should be upgraded.

10. The High Quality images are just that - High Quality! They are 2048 x 2048 pixels, 24-bit color at 300dpi! Uncompressed, they can be up to 15Mb each. Thus saving off these images on low-spec machines can take quite a while. On low-spec machines we recommend using the Large size (460 x 460 pixels, 8 bit color at 72dpi).

5 Printing

Printing screens from *Eyewitness Photo Gallery* may take several minutes, depending on the type of printer you use. Since screen resolution and printer resolution are often different, the printout may not match the quality you see on the screen.

If you are not happy with the position on the page or the size of your print out, try using the copy function to copy and paste the picture into another application such as a word processor or paint package, before printing.

You can change the settings of your printer from within *Eyewitness Photo Gallery* by clicking on the image you wish to print, and then by clicking on 'Print Now'. Once you have selected your chosen printing options, and clicked 'OK', the Print Setup dialog box will appear. (Please note: an explanation of the Print Setup dialog box is available in your Windows documentation.)

Some dot-matrix printers may not print pictures properly with the 'Low / Faster' quality setting in the 'Print Setup' dialog box. On these printers change the quality setting in the Printer Settings... dialog box to 'High / Slower'.

Because the pictures can be quite large, you may have difficulty copying or printing in low-memory conditions. In this case, follow the advice in section 4 of this file, and try again.

If any of the following printing problems occur:

- Nothing happens after the 'Printing' message
- Corrupt output
- Blank paper output

the following steps should be taken, in the order given. Stop when your problem is solved.

1. Try printing from a different application to see if all printing is affected. Also make sure that you have the correct driver - you should contact your printer manufacturer or vendor to check this.

2. Try different modes of printing, for example, different print quality such as draft, fine, line art. The options available will vary depending on the type of printer (check your printer Setup documentation for information on how to do this).

3. Change the color depth used by the screen driver to 256-colors or more. Instructions for some driver types are given in section 2.

4. Ensure that 'TEMP' is set in the 'AUTOEXEC.BAT' file to a valid directory, for example, a line in the 'AUTOEXEC.BAT' could say 'SET TEMP=C:\WINDOWS\TEMP'. This directory must exist and there must be room on your hard disk for this 'temp' file to be created.

5. Check your hard disk with the 'Scandisk' program, provided with DOS, and choose to repair all errors it flags. Then re-install the printer driver. Windows 3.1/3.11 users should type in 'SCANDISK' at the DOS prompt. Windows 95 users should choose 'Programs' from the 'Start' button in the 'Task Bar'. From 'Programs', choose 'Accessories', then 'System Tools'. The Scandisk program can be run from here.

6. Obtain the most up-to-date printer driver available. Contact your printer supplier/manufacturer to do this.

7. Try another compatible printer driver.

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