

Welcome To KidRiffs™

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3/31/95

This file contains useful information not included in the Coloring Book manual.

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NOTE: If you have an IBM Aptiva system, please see item 4.13 below.

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1. Installation Tips

Please shut down all other applications before installing KidRiffs.

If Setup is interrupted due to a power surge or some other reason, please turn off your system, turn it on again, and restart Windows before attempting to install KidRiffs again.

If you are using a desktop shell replacement such as TabWorks (i.e. something which replaces Program Manager), KidRiffs may fail to install. In this case, the following approach may help:

- a) Reconfigure Windows (temporarily) to use Program Manager.
- b) Restart Windows (now running Program Manager).
- c) Install KidRiffs under Program Manager, and make sure it runs.
- d) Reconfigure Windows to use your desktop shell replacement again.
- e) Restart Windows (now running your favorite desktop shell).
- f) If necessary, create a KidRiffs group and icons manually. (Many desktop shells can auto-detect new Program Manager groups, or import a new group with a single command. See your desktop shell documentation or help for specific details.)
- g) Run KidRiffs under the new desktop shell.

See section 7.2 below for information about Setup and the SMARTDRV disk cache.

2. Performance

KidRiffs is designed to use the full capabilities of your system. Having other active applications may significantly reduce the performance of KidRiffs.

KidRiffs requires at least 8 megabytes of installed memory (RAM). You may need more if you are using a large disk cache or a replacement “desktop shell” which uses significant memory by itself. See section 7.2 for comments about disk caches.

Windows must be running in “386 Enhanced Mode”. Other Windows operating modes are not supported.

The following tips will help improve the performance of KidRiffs and most other Windows applications.

- * Set up a permanent Windows swap file. See section 7.3 of this file for more details. This allows Windows to swap information between memory and disk as efficiently as possible. Use the “386 Enhanced” icon in the Windows Control Panel to check on the status of your swap file and create one if it doesn’t exist. See your Windows documentation or the online help for the Control panel for more information.

- * Use a defragmentation program to optimize your hard disk. There are many such programs available. PC-DOS 6.x include a utility called DEFrag.

For more information on improving performance, check your Windows documentation and any utility software you may own.

3. Error Messages

3.1 Messages While Starting KidRiffs

The following system error messages might occur when you try to start KidRiffs:

- Symptom:** Message issued when you click the KidRiffs icon.
"There is not enough conventional memory available. Please close all other applications and restart Windows in order to free up conventional memory, and then restart KidRiffs."
- Cause:** Conventional memory is the first 640K - 1 Megabyte of DOS memory. It is treated differently from other kinds of memory, and you cannot increase it by adding more RAM. Windows needs parts of this memory to start an application and to provide different kinds of multimedia services. When you tried to start KidRiffs, Windows could not make enough of this kind of memory available.
- Action:** Close all applications, exit Windows, restart Windows, and then restart KidRiffs.
If that fails with the same message, run the memory optimizing setup software that comes with DOS. This is usually RAMBOOST with PC-DOS and MEMMAKER with MS-DOS.
- Symptom:** Message issued when you try to start KidRiffs using the Program Manager **Run** command:
"Error executing application. The file KIDRIFFS.EXE (or one of its components) could not be found. Please verify that the path and filename are correct."
- Cause:** The current working directory when the program is started is not the same directory where KidRiffs was installed.
- Action:** Use the KidRiffs icon to start the program.

The following error messages might be issued by KidRiffs during startup. These error messages occur when KidRiffs cannot find a resource it needs in order to run. When this occurs, a dialog box with the KidRiffs character is displayed, and KidRiffs then exits to Windows.

- Symptom:** When starting KidRiffs, the following error message is displayed:
"Only one instance of KidRiffs allowed!"
- Cause:** A copy of KidRiffs is already running.
- Action:** Use ALT+TAB to switch to the running copy of KidRiffs.
- Symptom:** Message issued by KidRiffs. **"KidRiffs INI file not found!"**
- Cause:** The KIDRIFFS .INI file has been moved, erased, or otherwise

- Action:** damaged.
Re-install KidRiffs.
- Symptom:** Message issued by KidRiffs. **"Unable to find MIDI output!"**
Cause: KidRiffs requires a MIDI device and has detected there are no MIDI devices installed.
Action: If your system does not have an active sound card, then install a sound card on the system (See section 4.9 below).
- Symptom:** Message issued by KidRiffs. **"KidRiffs requires 256 colors !"**
Cause: KidRiffs requires a video card that supports 256 colors with at least 640x480 resolution.
Action: If your video card does not support 256 colors, then install a video card that supports 256 colors. (See section 6.1 below.)
- Symptom:** Message issued by KidRiffs. **"Depot files not found!"**
Cause: KidRiffs can't find some of the files it needs to run.
Action: Re-install KidRiffs.
- Symptom:** Message issued by KidRiffs. **"Insufficient memory."**
Cause: KidRiffs has detected that your system does not have enough available memory to run.
Action: Make the swap file bigger, or install more RAM. (See section 7.3 below.)
- Symptom:** Message issued by KidRiffs. **"Insufficient free disk space."**
Cause: KidRiffs needs at least 256k (kilobytes) of available disk space to run.
Action: Free up at least 256K disk space on the local drive where KidRiffs is installed. Restart the program.
- Symptom:** Message issued by KidRiffs. **"KidRiffs CD-ROM not found in drive."**
Cause: KidRiffs cannot find the KidRiffs CD-ROM in the CD ROM drive.
Action: Place the KidRiffs CD-ROM in the drive. Restart the program.

NOTE: Do NOT remove the KidRiffs CD ROM from the drive while KidRiffs is running.

3.2 Messages While KidRiffs Is Running

- Symptom:** Message issued after clicking on a room from the park or while trying to access Kidriff help: **"Please insert the KidRiffs CD-ROM in your drive & press RETRY."**
Cause: The CD-ROM is not in the drive.
Action: Insert the CD-ROM in the drive and press the RETRY button. You may need to click several times in a row. This happens because it can take up to ten seconds for some systems to become "aware" that a CD is available.
- Symptom:** Message issued after clicking on a room from the park.
"Sorry, an error occurred opening the CD Audio device. Please close all applications using the CD device before restarting the program."

- Cause:** **For further assistance refer to the troubleshooting guide."**
The KidRiffs program was unable to load the CD Audio driver.
- Action:** Load the CD Audio Driver (see section 5 below).
- Symptom:** Message issued while KidRiffs is trying to play Wave audio.
"All wave devices that can play files in the current format are in use -- wait until a wave device is free and then try again."
- Cause:** The KidRiffs program was unable to play WAV audio.
- Action:** Quit KidRiffs; quit and restart Windows; then restart KidRiffs.

4. Sound Cards

4.1 No Sound is Audible

- 4.1.1 Check the volume. (If you have a separate amplifier or powered speakers, make sure they are turned on and the volume is turned up.)
- 4.1.2 If the volume is turned up and sound is still not audible, there may have been a problem with the sound card installation. Check to make sure that the sound card software is correctly installed, and re-install it if necessary. This is described further below under the heading "CHECKING SOUND CARD INSTALLATION".
- 4.1.3 If the sound card software is installed correctly, you may need to change a jumper setting on the card or press the card more firmly into its slot. **Make sure to turn off your computer before opening it**, and observe all other necessary safety precautions (check the computer manual and other appropriate documents for further details).

4.2 Sound is Distorted or "Fuzzy"

Distortion is usually caused by excessive volume settings. It can also be caused by excessive bass or treble settings.

You should check both software volume settings (using the mixer applet that probably came with your sound card) and hardware volume settings (volume controls on the back of the sound card and the amplifier or powered speakers).

Check the manuals that came with your sound card to learn how to set the volume and other controls.

4.3 Speech or Sound Effects Have Skips

If the audible speech or sound effects skip, or take a long time to begin, it usually means that the CD ROM drive is not fast enough to support multimedia programs. The program requires a CD-ROM drive that meets the MPC level II specifications.

4.4 Speech or Sound Effects Cut Off Suddenly

Clicking the mouse or pressing keys intentionally cuts off audible speech and sound

effects.

Other programs that use audio services may interfere with KidRiffs audio output. This can include small utility programs loaded automatically at startup. It is strongly recommended that you do not run any other programs while using KidRiffs.

4.5 MIDI and Spoken Help Are Audible, But Theme Music Does Not Play

KidRiffs uses CD Audio for theme music. If you cannot hear this music, check the following:

- * Audio output on CD ROM drive is not connected to your sound card.

Install either a special cable from the back of your CD ROM to a special internal connector on the sound card, or connect a cable (usually stereo 1/8" mini phone) from the headphone output on the front of the CD ROM drive to the AUX or LINE IN jack on the sound card rear bracket.
- * Volume level for CD Audio is turned all the way down.

Use the mixer applet that came with your sound card to set a desirable level. This volume setting might be called AUX, CD, or something else, depending on how the CD audio is connected. Check your sound card manual to find out how to control CD Audio volume using the mixer applet.
- * CD Audio driver is not loaded. See section 5 below.

4.6 Spoken Help and Theme Music is Audible, But MIDI Synth Audio Does Not Play

- Symptom:** No sound is heard from the keyboard or when playing a riff on a music stand.
- Cause:** MIDI output is not configured correctly.
- Action:** Check sound card installation as described later in this section.
If the sound card is not working correctly, see your sound card's manual for troubleshooting details.
If the sound card seems to be working correctly, some of the KidRiffs files on your hard disk might be damaged. Re-install KidRiffs.

4.7 Drums Sound Like Piano Notes or Another Pitched Instrument

- Symptom:** Drums in Concert Castle or Rhythm Room sound like a piano or other instrument.
- Cause:** MIDI Mapper is not configured correctly.
- Action:** Use Control Panel to access the MIDI Mapper. Edit the MIDI Mapper setup and route "Src" channel 10 to "Dest" channel 16. See your Windows documentation for more details on this procedure.

4.8 Improper Balance Between MIDI Synth, WAV Audio and CD Audio

- Symptom:** Volume balance is not correct. The volume levels are inconsistent

between riffs, keyboard, help audio, and/or the theme music. The notes you play and the music stand riffs are not loud enough, the theme music is too loud, the help and sound effects audio is too loud, etc.

Cause: Your sound card is not set for a good balance between the three kinds of audio used by KidRiffs.

Action: Use Sound Card "mixer applet" to improve general volume balance as described below.

KidRiffs uses three kinds of audio:

- * MIDI synthesizer audio
- * WAV audio
- * CD Audio

All the music you play directly is **MIDI synthesizer audio**. This includes notes and sound effects you play on the playboard and drums. It also includes riffs and CDs you play with the music stands.

WAV audio is used for some sound effects and for the audible (spoken text) help and suggestions you hear when you click on the Kid Riff character or the lightbulb.

CD Audio is used for the theme music you hear at program startup and when you enter a room from the Park.

The same volume settings can produce quite different degrees of loudness on different sound cards. This is particularly true when different kinds of audio (CD, MIDI, Wave) are used together. This means that you may need to adjust the volume settings used by KidRiffs to get the best results from your sound card.

Most sound cards provide a "mixer applet" to provide balancing between MIDI, WAV, and CD Audio sources. See your owners manual to get the name of the mixer applet and directions for using it.

4.8.1 General Procedure for Setting KidRiff Volume Levels Using A "Mixer Applet"

- a) Start up your sound card's mixer applet. Minimize the application.
- b) Start up KidRiffs by double-clicking the icon in the KidRiffs group.
- c) Once the park scene has appeared, enter the Instrument Inn. Check the loudness of the theme music.

The volume level of the theme music is set by the CD audio or auxiliary audio slider in the sound card mixer applet.
- d) Play the playboard. Try several different instruments. Click Play to hear a music stand riff. Check the loudness of the notes you hear. Set the Monkey Ears volume control to maximum and check again.

The volume level of the instruments is set by the MIDI or MIDI Synth slider in the sound card applet.
- e) Click on Kid Riff. Check the loudness of the spoken help.

The volume level of the spoken help is set by the WAV, VOC or voice

slider in the sound card applet.

- f) Use ALT+TAB to switch to the mixer applet. Set the levels as desired.
- g) Use ALT+TAB to return to KidRiffs.
- h) Return to the park, and then re-enter the Instrument Inn (so you can hear the theme music).
- i) Repeat steps d) through h) until a good mix balance is achieved.
- j) Exit KidRiffs and close the mixer applet. The volume levels will be saved.

If this procedure does not achieve a good balance, see `ADVANCED.WRI` for suggestions on customizing KidRiffs to work with your sound card.

4.9 Improper Balance Between Different MIDI Synth Sounds

Different sound cards have very different versions of "standard" MIDI synth sounds. This can affect volume balance between different MIDI Synth instruments (trumpet, guitar, drums, etc.) as well as overall sound quality.

KidRiffs is initially configured to work with Sound Blaster type MIDI FM Synth instruments as produced by the Voyetra Super SAPI FM Synth driver (a common industry driver). A different FM Synth driver will provide different versions of FM instruments, with correspondingly different volume levels. If you are using an FM Synth-based sound card and notice volume mismatches, you may want to modify the values in the `KIDRIFFS.INI` file in order to compensate (see `ADVANCED.WRI` for detailed instructions).

4.10 Checking Sound Card Installation

4.10.1 Make sure you can play MIDI from the DOS command line. Most sound cards are provided with a test utility or DOS program for playing MIDI, testing sound card configuration, etc. If MIDI does not work with these, then MIDI will not work in Windows.

4.10.2 Make sure you can play MIDI from Windows:

- a) Open the Accessories Group in Program Manager.
- b) Run Media Player.
- c) Select `MIDI Sequencer` from the Device Menu. A File Dialog will appear.
(If this command is not available, the MIDI driver is **not** installed!)
- d) Select the main Windows directory.
- e) Select `CANYON.MID`
- f) Select the Play button. The song should begin playing.

4.10.3 If the song plays, make sure that you can hear both drums and pitched instruments. If you can, MIDI is working. If you can hear pitched instruments but not drums, the MIDI Mapper may be set incorrectly (see item 4.7 above).

If the song does not play, continue checking sound card installation as described below.

- 4.10.4 Check the IRQ, Port and DMA settings by looking at sound card jumper or switch settings and comparing what you see against both the sound card manual descriptions and the settings reported by the sound card configuration utility. Refer to the sound card manuals for details on sound card configuration.
- 4.10.5 Make sure there are no conflicts between the sound card and other hardware in your system. To do this, you will first need to determine the IRQ, Port and DMA settings used by **all** hardware in your system (including both plug-in cards and features provided on the system motherboard). Then, compare the sound board settings against the list of settings you have collected for all other hardware in your system. It is **very** important that no two cards or hardware devices are set to use the **same** IRQ, Port and/or DMA setting. This is a common cause when you are getting no sound from the sound card. Note that a conflicting setting can prevent MIDI or wave audio from working correctly.
- 4.10.6 Check your sound card manual(s) for detailed instructions and test procedures.

4.11 Sound Blaster Pro

- Symptom:** No sound is heard from Playboard or when trying to play a music stand riff.
- Cause:** Incorrect MIDI Mapper device selected. By default, Sound Blaster Pro will use the **Sound Blaster Basic FM** setup in the MIDI Mapper.
- Action:** Open the MIDI Mapper within the Control Panel. Select the **Sound Blaster Ext FM** device.

4.12 Super SAPI FM Synth Driver

The FM MIDI Synth driver used by Sound Blaster and other sound cards ignores both note velocity and master volume commands when an Organ-type sound is selected. This is known to occur with the SB16FM.DRV driver and may occur with other SuperSAPI FM Synth drivers. This driver is widely used throughout the industry.

This means that the Monkey Volume (master volume) control does not affect organ sounds. It still affects other MIDI Synth and MIDI Drum sounds. Organ sounds only play at one level.

This may be resolved in a future release of the "SuperSAPI" driver. It does not appear to be present in other FM Synth drivers we have checked. Check with your Sound Card manufacturer.

4.13 ARIA Sound Card

- Symptom:** Page Fault occurs while using KidRiffs on a system equipped with an ARIA sound card (Prometheus Products Inc.)
- Cause:** Version of ARIA sound card driver prior to March 1995.
- Action:** Install the latest ARIA drivers. Versions of these files current when this file was written are included on the KidRiffs CD-ROM, by permission of Prometheus Products Inc. These files are called ARIA.DRV, GENMIDI1.BNK and GENMIDI2.BNK.

Use the DOS copy command or your favorite Windows file manager to copy the files from the ARIA directory on the KidRiffs CD-ROM into the following locations:

- a) Copy all three files from the CD-ROM to your Windows SYSTEM directory. If your system came with Windows preloaded, the full path for this directory is most likely C:\WINDOWS\SYSTEM.
- b) Copy all three files from the CD-ROM to your ARIA WIN directory. This directory is most likely C:\ARIA\WIN.
- c) Copy GENMIDI1.BNK and GENMIDI2.BNK **only** from the CD-ROM to your ARIA UTILS directory. This directory is most likely C:\ARIA\UTILS.

If this does not resolve the problem, contact your system vendor, or contact Prometheus technical support at (503) 692-9601 (voice); (503) 691-5199. You may also be able to resolve the problem by reducing your disk cache size to 512 K (see section 7.2 below).

5. CD-ROM Drives

The MCICDA.DRV CD Audio Driver must be installed in order for CD Audio to work. This is supplied with Windows, but is not installed with the default Windows application. Please use the Control Panel "Drivers" applet to install this driver if necessary. Note: you will need your original Windows disks in order to load the CD Audio Driver.

- 1) Make sure that the CD Audio driver has been installed:
 - Open the Control Panel.
 - Open the Drivers icon.
 - Select [MCI] CD Audio driver from the list box.
 - Select Add.
- 2) Verify that the CD Audio driver is correct and works.
 - Open the Media Player applet in the Accessories group.
 - Select Devices.
 - If the CD Audio driver appears in the list, select it and attempt to play the CD. If no sound is heard, check the cabling from the sound card to your speaker system.
 - If the CD Audio driver does not appear in the list, edit the MPLAYER.INI file in the \WINDOWS subdirectory. Remove the CDAudio entry, in the Devices section. Restart Windows, and add the driver via the Control Panel.

For other troubleshooting tips, please check other sections of this file: PROBLEMS STARTING KIDRIFFS and PROBLEMS WHILE RUNNING KIDRIFFS.

6. Video Cards

6.1 Display Requirements

KidRiffs requires a 256 color display with 640 x 480 resolution (minimum).

With many video cards, you can select a video mode that supports 256 colors using the following procedure:

- Open the Main group.
- Run Windows Setup.
- Select Options from the menu.
- Select a video mode from the Display dialog box that supports 256 color.
- Select OK to close the dialog.
- Close the Windows Setup applet.
- Restart Windows.

Your video card may come with a driver that includes a separate video setup "applet". Please check your video card manual for specific information.

6.2 Mach Video Driver

Symptom: Mach driver General Protection Fault (GPF).

Cause: Early versions of the Mach Windows 3.1 device drivers are known to fail under some circumstances.

Action: Install the latest Mach drivers. These can be downloaded from CompuServe, the Internet or contact ATI tech support at (905) 882-2626.

For other troubleshooting tips, please check other sections of this file: MESSAGES WHILE STARTING KIDRIFFS and MESSAGES WHILE RUNNING KIDRIFFS.

7. Other System-related Issues

7.1 *Power Management and Instant-On Features*

Some power management schemes and "instant-on" schemes can fail to restore sound card and communication card configuration correctly when power is restored. This can cause KidRiffs to fail in mysterious ways after power is restored.

We recommend that you disable any and all power management or instant-on features and reboot your computer from a normal power-off state before attempting to run KidRiffs or any multimedia program.

7.2 *RAMBOOST, SMARTDRV and Other Disk Caching Programs*

For a system with 8 Megabytes RAM, the RAMBOOST disk cache size defaults to 2048 KB. This default size should work well in many situations. However, a smaller cache size (1024 or 512K) will often help the performance of KidRiffs on systems using a Program Manager replacement shell or other system utilities that require significant amounts of RAM.

SMARTDRV and other disk caching programs should be set to use similar amounts of

RAM (512K or 1024K bytes may improve KidRiffs performance, or help to resolve problems with sound card software drivers).

Please consult your system documentation for directions on changing disk cache size. This generally involves editing your AUTOEXEC.BAT or CONFIG.SYS file.

7.2.1 *INSTALL and SMARTDRV*

The KidRiffs Setup program checks both total system RAM and the SMARTDRV cache size specified in the AUTOEXEC.BAT file. If your system has 8 MB RAM and cache size is larger than 512 K bytes, Setup will offer to change the SMARTDRV settings.

If you choose not to allow Setup to change your AUTOEXEC.BAT file, Setup will save the recommended changes in a separate file named AUTOEXEC.KID.

Note: Setup checks to see if there is more than one SMARTDRV entry in your AUTOEXEC.BAT (This can happen if your system has multiple configurations or "boot setups"). In this case, Setup will simply display an informational message; it cannot reliably modify the SMARTDRV entry, since Setup doesn't know which SMARTDRV entry will have been used when you run KidRiffs in future. If you have such a system, please make any necessary modifications to the AUTOEXEC.BAT file manually.

7.3 *Increasing Swap File size*

You may want to do try this if KidRiffs issues a "**Insufficient memory**" message.

To make the swap file bigger

- Open the Main group.
- Run Control Panel.
- Select [386 Enhanced] icon.
- Select the [Virtual Memory] button.
- Select the [Change] button.
- In the New Size field, enter at least 8000K.
- Select OK to close the Virtual memory dialog.
- Select OK to close the 386 Enhanced applet.
- Restart Windows.

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