11:Troubleshooting
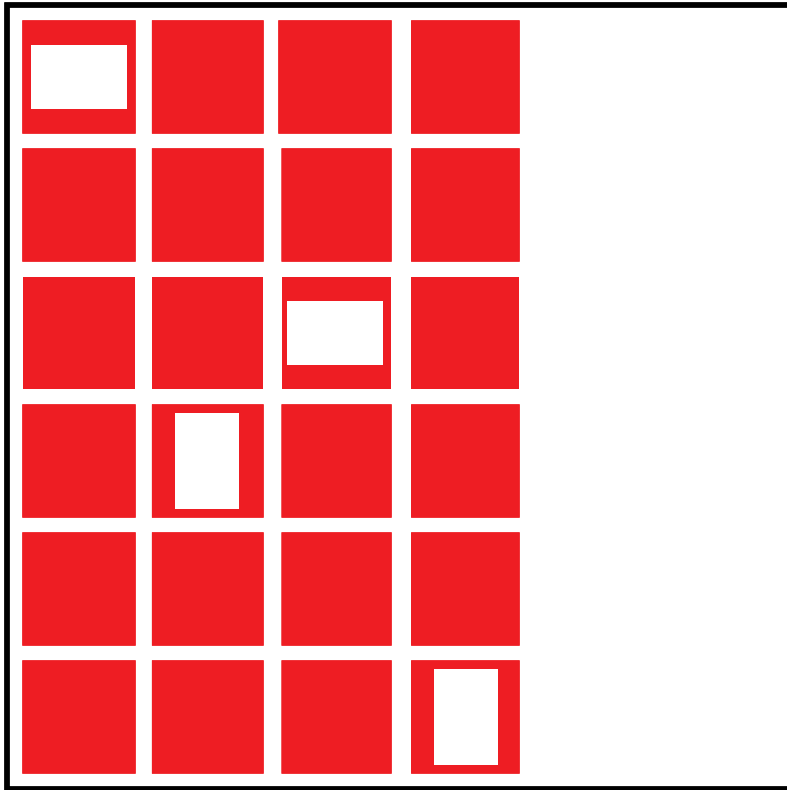
This chapter outlines potential problems that you may encounter while using Arrange-It software. The following table lists potential problems that you may encounter while using Arrange-It software, together with a brief description of the possible cause of the problem and a suggested course of action to remedy the problem.

Alert	Cause	Action
I can't load Arrange-It software.	You may not have the right equipment to run Arrange-It software.	Make sure you are using a PC compatible computer running MICROSOFT WINDOWS software 3.1 or later. You must have at least 8MB of memory or 8MB using virtual memory. You must also have a CD-ROM drive and a hard disk.
Items in the Edit menu are dimmed.	Items such as Cut, Copy, and Duplicate are only available if one or more nodes or path vertices are selected in a document window. Paste is only available if there are items on the Clipboard.	None.
Items in the Node menu are dimmed.	Items such as Edit, Align, and Show As Group are only available if one or more nodes are currently selected in a document window.	None.
Items in the Path menu are dimmed.	Items such as Color, Align Vertices, and Add Vertex are only available if one or more paths or vertices are currently selected in a document window.	None.
The Set Start Node and Set Restart Node items in the Node menu are dimmed.	This item is only available if a node is currently selected in a document window.	Select a Menu node and then choose Set Start Node from the Node Menu to indicate which node should be displayed when the presentation begins on the player. Choose Set Restart Node to indicate which node should be displayed when STOP is selected on certain player models.

Alert	Cause	Action
The Preview Presentation item in the Script menu is dimmed.	You have not selected a player model, the PLUGINS directory was not found when Arrange-It software was started, there are no emulator plug-ins in the directory, or a document window is not the current window.	If Plug-ins and Arrange-It software are in different directories, place them both into the same directory. If the PLUGINS directory is lost, reinstall Arrange-It software.
The Set Startup Image item in the Script menu is dimmed.	This item is only available if an image is currently selected in a collection window.	Select an image from the collection window.
The Show Startup Image item in the Script menu is dimmed.	No startup image has been set yet.	Use Set Startup Image to select an image to be displayed before the presentation begins on the player.
Invalid version number.	The collection or document file was created by an older version of Arrange-It software, and is not supported by the current version.	Recreate the collection by importing the images into a new collection or recreate the document by making new nodes.
File is corrupt or error reading file when opening a document or collection.	The most likely reason for Arrange-It software to give this message is that your collection or document file has become corrupted.	Recreate the collection or document file.
This file is not a collection.	A file with a .COL file extension was specified, but the file is not a collection file or is corrupt.	Select a different file.
This file is not a document.	A file with a .ARR file extension was specified, but the file is not a document file or is corrupt.	Select a different file.
This file is already in use.	You have attempted to overwrite a file that is already open.	Either select a different file name or close the existing file before overwriting it.
Playlist is corrupt, or unknown entry type encountered in playlist, or error reading INFO.PCD.	You have tried to import a playlist file that is not on a Photo CD disc, or your Photo CD disc is bad.	Locate the correct playlist file, or try again with a different Photo CD disc.
Error opening file when importing an image or sound.	The file could not be found or opened.	You may need to increase the FILES= line in your CONFIG.SYS file. Check the path to the file or run a suitable hard-disk utility to determine whether your file system has become corrupted.

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Can't open any more files.	WINDOWS software has too many files open at once.	Close other files or increase the maximum number of available files by increasing the FILES= line in your CONFIG.SYS file and restarting your computer.
Error reading file when importing an image or sound.	The file is corrupt or your disk drive is having problems.	Run a suitable hard-disk utility to determine whether your file system has become corrupted.
Imported file is in an unsupported format.	The file is of an unsupported type or has unsupported features.	Use an image or sound editing program to convert the file to a supported type.
Imported file is corrupt.	The file contains invalid values.	None. This file appears to be damaged.
Imported image is too large.	Arrange-It software supports images up to 3072 pixels wide and 2048 pixels high.	Use an image editing program to crop the image to fit.
Unrecognized file type.	The file is not in a recognized format.	Use an image or sound editing program to convert the file to a supported type.
Not enough memory available to run Arrange-It software.	There is not enough memory available.	Close other applications or increase the amount of virtual memory in Control Panels: 386 Enhanced.
Win 3.1 Required.	The computer is not running WINDOWS software 3.1 or higher.	Install WINDOWS software 3.1 or higher.
Failed to find PLUGINS directory.	Arrange-It software did not find a directory called "PLUGINS" in the application directory.	Check the application directory in the Program Manager by choosing Properties from the File menu. If the PLUGINS directory has been lost, then reinstall Arrange-It software.
File could not be saved. Not enough memory available right now.	There is not enough memory available to save the document.	Close other applications or increase the amount of virtual memory in Control Panels: 386 Enhanced.
File could not be saved. Error writing to disk.	The disk volume being written may be either locked or full.	Unlock the drive, select a different drive, or delete other files to make space. If the drive is neither locked nor full, then you should run a suitable hard-disk utility to determine whether your file system has become corrupted.

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Error creating file.	An attempt was made to create a file on a locked disk or to a volume that is read-only.	Select a different volume to save the file on. If the drive is neither locked nor read-only, then you should run a suitable hard-disk utility to determine whether your file system has become corrupted.
This document references items which do not exist.	An image or sound in a collection has been lost. This can happen if the collection is modified while the document is closed or if a different collection is substituted for the original collection.	Locate the correct collection or replace the node items manually.
Source file not found.	A node references a collection item whose original source file is not in the same place that it was when the file was imported.	Use Verify to locate missing collection items, or move the file back to its original path, or replace the item in the affected nodes.
Null image found in sequence node.	A sequence node contains the "Null Image."	Replace the "Null Image" with a valid collection item or remove the "Null Image" from the affected sequence nodes.
The source file has been modified since the item was imported.	The date and time of the last modification to the source file does not match the date and time that was read in when the file was imported.	Edit the collection, select the item, and click Update.
The selected node is orphaned and cannot be reached by any path.	There is no way to get to this node from the start node.	Connect a path from another node to this node. If you leave this node unconnected, the image will be added to the final Photo CD disc, but this node will not appear in the playback.
The start node is not a menu node.	A sequence node was created first or selected as the start node.	Select a menu node and select Set Start Node from the Node menu.
The hot spot for a menu path overlaps another hot spot in the same node.	The node contains overlapping hot spots. Hot spots are assigned default positions and will begin to overlap after 81 menu paths have been created.	Edit the menu node and position the hot spots or remove unnecessary paths so that the hot spots do not overlap.

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The selected item will be removed from all nodes and from the startup image.	Attempt to remove an item from a collection.	Once this action is done, the only way it can be undone is to Revert the collection and close the document without saving changes. This will discard other changes as well, so you should be certain that you really want to do this.
This collection contains items which are in use.	Closing a collection used by a document while the document is open.	Once this action is done, the only way it can be undone is to close the document without saving changes. This will discard other changes as well, so you should be certain that you really want to do this.
This document contains references to incorrect item types.	The collection file does not match the original collection file.	Locate the original collection file or reimport the missing items and update the document manually.
You have not selected a player model in Preferences.	Attempt to Preview Presentation without selecting a player model first.	Choose Preferences from the Edit menu. Select the Preview icon from the category list box. Select a player from the list of available models. Click OK to use the selected model for this session or click Save As Default to use the selected model each time that Arrange-It software is run.