

## Contents

**Important Note:** The inclusion of references to any particular operating system does not guarantee full compatibility with such systems. Please refer to the outer package of this software to confirm the suitable systems.

The following Help Topics are available:

[General Windows 95/98 Trouble Shooting](#)

[Other Useful Information](#)

[Contacting Technical Support](#)

## General Windows 95/98 Trouble Shooting

This topic presents some steps you can take before you contact Technical Support. Please open the **File** menu and click **Print Topic**. A hard copy of this topic is useful, since you will be working with your system and restarting your computer.

Before starting this guide please ensure that your machine meets the minimum system requirements stated on the Learning Company software package.

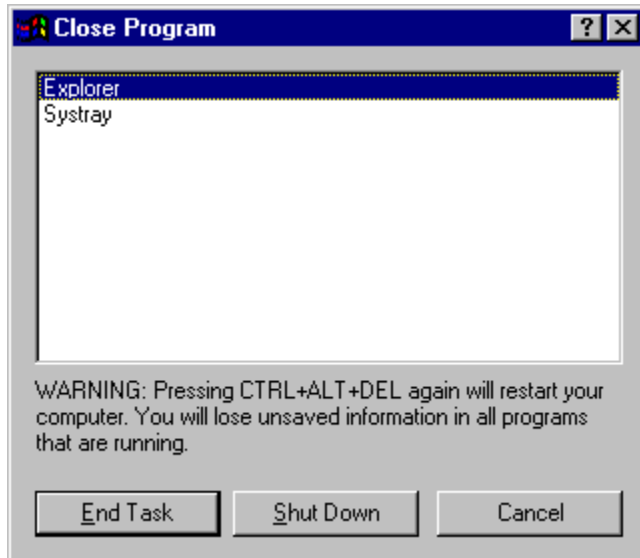
\*\*\*\*\* CAUTION - DISCLAIMER \*\*\*\*\*

NOTICE: The Learning Company, Inc. will not be responsible for any damage or other consequences resulting from changes made to system configuration files. You make any changes at your own risk. Even if you are familiar with modifying your system and/or files, we recommend you make backup copies of any files you intend to modify.

\*\*\*\*\* CAUTION - DISCLAIMER \*\*\*\*\*

### 1. CLOSE PROGRAM BOX

Check for other programs running in the background. This is the most common cause of problems you may encounter. To open the Close Program Box press **Ctrl+Alt+Del** (just once).



If the Close Program Box lists anything other than **Explorer** and **Systray**, highlight the item and click the **End Task** button. This temporarily unloads the program from memory, until you restart Windows. Repeat this procedure as necessary, until only **Explorer** and **Systray** are left. At this point, it is advisable to uninstall and reinstall the program as per section 7 of this guide.

**This should fix the majority of problems although if you still have problems then follow through the rest of this guide.**

### 2. CHECKING THE HARD DRIVE FOR PROBLEMS

- A. Run the program Scandisk on the **C:** drive (and the drive where this program is installed, if it is not drive **C:**). To run Scandisk, click from the **Start** menu, to **Programs**, to **Accessories**, to **System Tools**, to **Scandisk**. Fix any problems Scandisk detects.

- B. Run the program Disk Defragmenter on the **C:** drive (and the drive where this program is installed, if it is not drive **C:**). To run Disk Defragmenter, click from the **Start** menu, to **Programs**, to **Accessories**, to **System Tools**, to **Disk Defragmenter**. If your hard drive is fragmented by even 1% it is important to run this program. Click **Start** to proceed.

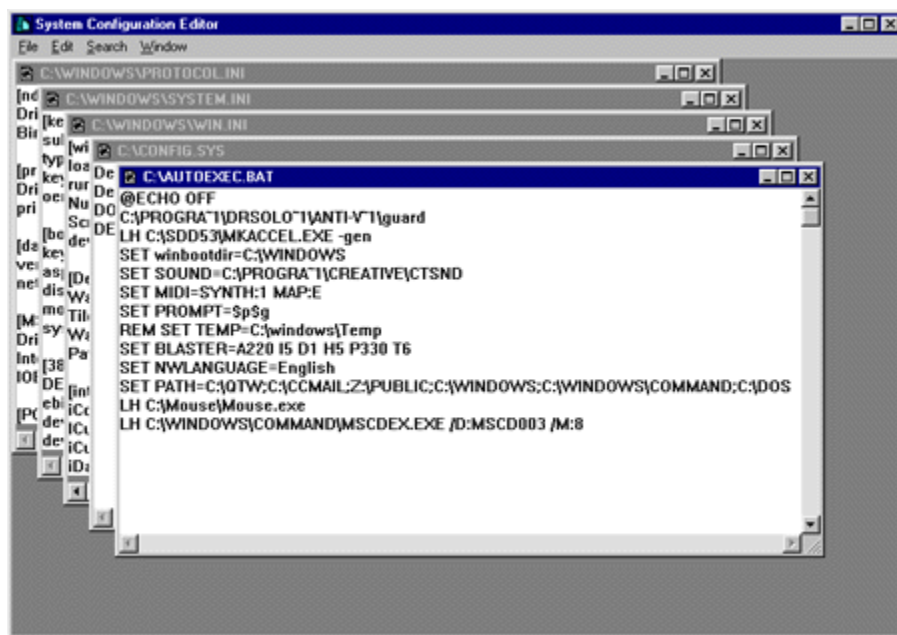
*Note: If Scandisk or Disk Defragmenter is not a option from your Start menu, then this utility may not be installed in your machine. Consult your Windows documentation for installation instructions.*

### 3. CHECKING THE SYSTEM FILES

*Caution: The following steps walk you through editing some of your computer's configuration files. Caution should be used.*

From the **Start** menu, select **Run**. In the **Open** command line, type **SYSEDIT** and press **Enter**.

SYSEDIT displays the contents of your AUTOEXEC.BAT, CONFIG.SYS, WIN.INI, SYSTEM.INI, and other miscellaneous .INI files.



- A. In the AUTOEXEC.BAT, see if you have a SET TEMP= statement. Some examples are below:

```
SET TEMP=C:\WINDOWS\TEMP
SET TEMP=C:\DOS\TEMP
SET TEMP=C:\TEMP
```

If this line is listed in your AUTOEXEC.BAT, make sure that it refers to a temporary directory name like "TEMP" and not an application directory like SET TEMP=C:\DOS.

**\*\* If the SET TEMP= statement is not in your AUTOEXEC.BAT, Windows 95/98 default this setting to SET TEMP=C:\WINDOWS\TEMP. If this is the case, please proceed to section B \*\***

Also make sure this "unique" directory name exist on the hard drive. For the SET TEMP= line to work, the directory must exist. Verify the directory exists, by doing the following:

Go into Windows Explorer (click on START, go to Programs, and double click on Windows Explorer). The directories on drive C: should appear on the left side of the screen. Look for a directory with the same name / path as the one which follows SET TEMP=.

Example: If SET TEMP=C:\WINDOWS\TEMP is in your AUTOEXEC.BAT: In Explorer, double-click the Windows folder and look for another folder called TEMP. If this does not exist then click on the FILE pulldown menu (in the Windows Explorer Window), go to NEW and choose FOLDER. Now type in the name of the "unique" directory as listed in the SET TEMP= line.

**B.** If the SET TEMP does not exist or after verifying the SET TEMP parameter is set to a unique directory name that exists on the hard drive, make certain this directory does not contain any files. To do this, double-click on the folder specified by SET TEMP=, or open Windows Explorer and open the Windows\Temp folder if the SET TEMP line did not exist, then drag any files listed in it to the Windows 95/98 Recycle Bin with the exception of any files you have personally stored there; remove these files to another directory.

If you made changes to the AUTOEXEC.BAT file, then Click on the FILE pulldown menu (in the SYSEDIT Window) and choose SAVE.

**C.** In the CONFIG.SYS, see if you have FILES= & BUFFERS= lines. In Windows 95/98 these lines are NOT necessary as they are pre-loaded through the IO.SYS, but if they are listed, make sure there values are not below Microsoft's defaults of FILES=60 & BUFFERS=30. These values can be higher, but lower values could cause memory problems.

If you made changes, then Click on the FILE pulldown menu (in the SYSEDIT Window) and choose SAVE.

**D.** In the WIN.INI, under the [WINDOWS] section, look for the LOAD= & RUN= lines. When Windows 95/98 loads up, these lines MAY load up extra drivers / programs into Windows that might not show up in the Close Program Box.

If these lines are not empty, then temporarily REMark them out. At the beginning of the line place a ';'.

Example:     LOAD=C:\MSINPUT\POINTER.EXE   NAVTSR     becomes  
              ;LOAD=C:\MSINPUT\POINTER.EXE   NAVTSR

If changes were made, then Click on the FILE pulldown menu (in the SYSEDIT Window) and choose SAVE, then click FILE again, and choose EXIT. If no changes were made, click FILE then choose EXIT.

#### **4.     RESTART MACHINE (SHIFT KEY OPTION)**

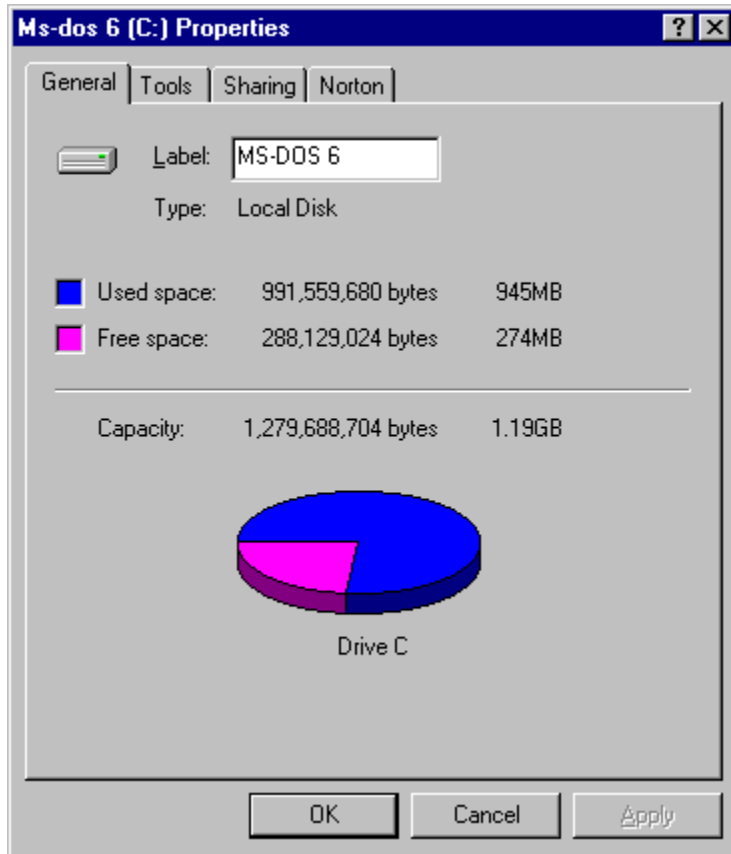
Even if you didn't make any changes, restart your machine now. From the **Start** menu, click **Shut Down**, then choose the **Restart The Computer?** option. When you see the Windows logo appear, hold down the **left Shift** key, until Windows fully loads. This helps prevent some memory resident programs from loading into Windows.

*Note: This is not the same as booting into Safe Mode.*

#### **5.     CHECKING FREE HARD DRIVE SPACE**

Open **My Computer** and right-click the hard drive icon (usually the **C:** drive or the drive where Windows

is installed). Click **Properties**. The Properties window appears.

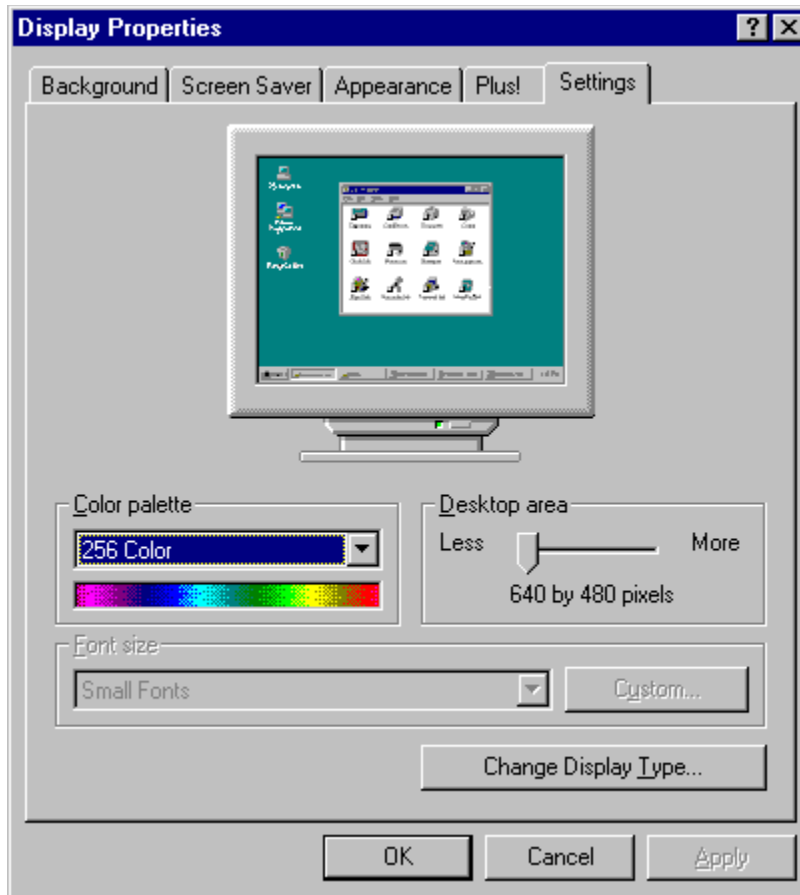


Make sure there is about 30 MB of free uncompressed hard drive space. Windows uses this free hard drive space to create "Virtual Memory" for the program to run.

## 6. CHECKING VIDEO DISPLAY DRIVER

Click from the **Start** menu, to **Settings**, to **Control Panel**. In the Control Panel window, double click the **Display** icon. In the Display Properties window, click the **Settings** tab. The Display Properties window refreshes as shown below.

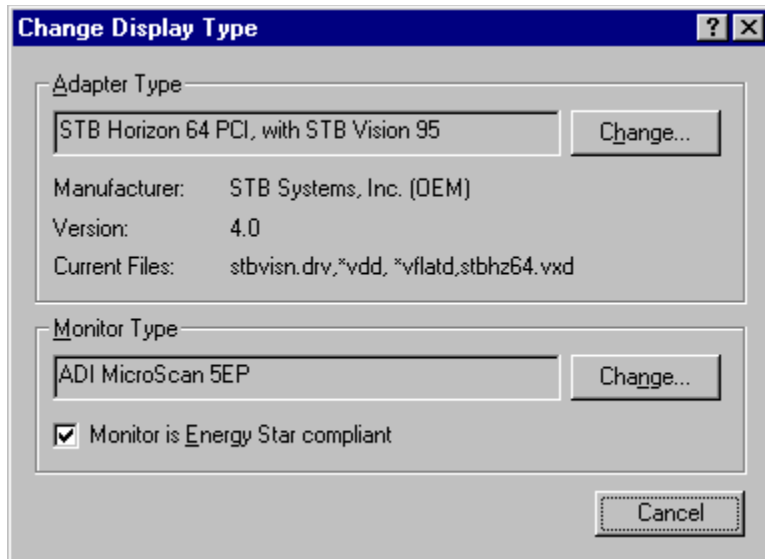
*Note: Take extreme caution in making any changes to your video card drivers. Unless you are familiar with changing your display driver, The Learning Company strongly recommends following the instructions as outlined in your video card manual or contacting the video card manufacturer or computer company for assistance. If you choose a incorrect video card driver, you may find your Windows screen corrupted.*



Please take steps A, B, and C below.

A. Verify you are running in the correct resolution/colours. Most Windows programs run in either 800x600 256 colours or 640x480 256 colours). Check the system requirements for the The Learning Company program you are running and make sure your video resolution is set accordingly.

B. Click **Change Display Type**. On the following screen, check the Adapter Type, Manufacturer, and Version.



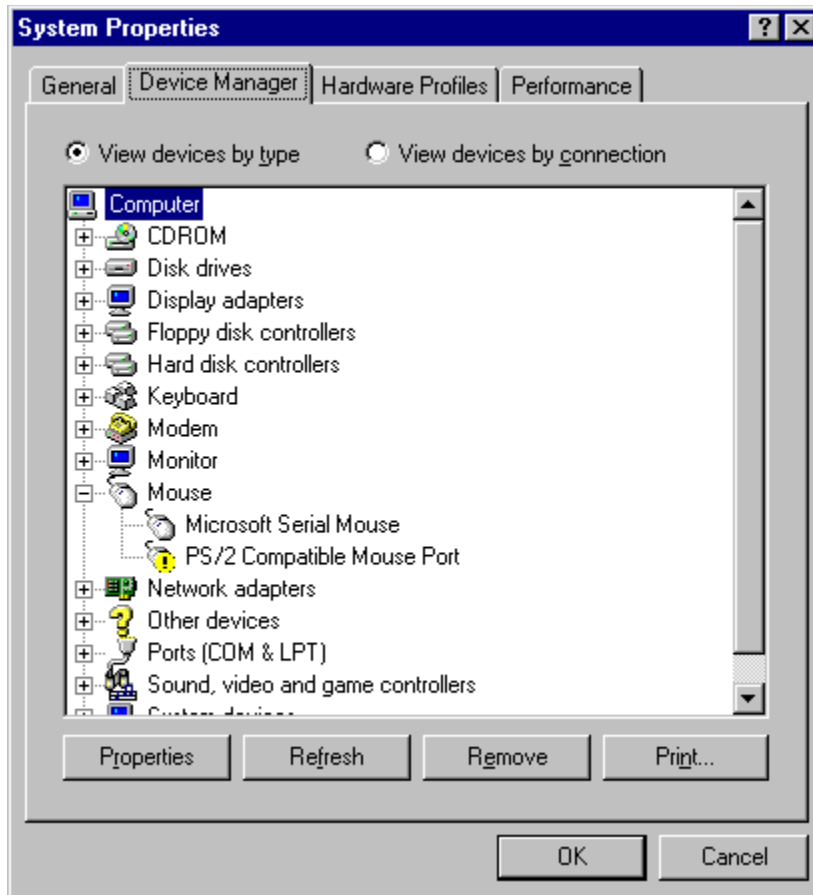
**Do you have the current version of the video drivers?** As most companies update their drivers several times a year, The Learning Company recommends checking with the video card manufacturer or computer company regularly. **Earlier software drivers for your video card can cause conflicts (GPF's, Lockups, and so on) with the software you are running.**

*Note: Windows95 video drivers start with version 4.00.*

Does the Adapter Type listed match the name of your video card? Does the Manufacturer match the name of your video card manufacturer? Most video card drivers are named after the name brand of the card. If the driver listed is not the name of your video card and/or the manufacturer of the driver is not the manufacturer of your video card, you may be using the wrong driver. Contact your video card manufacturer or computer company for verification. [Hardware Manufacturers](#)

## 7. DEVICE MANAGER CONFLICTS

On your Windows screen, *right-click* the **My Computer** icon. Now click **Properties**. The System Properties window appears. Click the **Device Manager** tab.

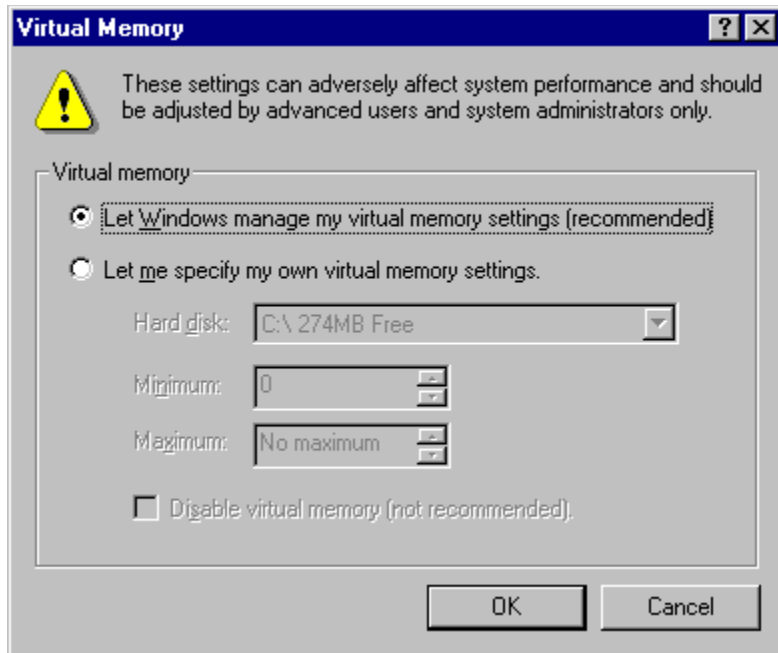


The Device Manager shows all hardware in your machine that is recognised by Windows. Look for a yellow exclamation point next to one or more of the hardware components listed here. A yellow exclamation mark essentially indicates that the device is not working properly; either because it was setup incorrectly or because of a conflict with something else on the system. In such a case, you should contact your computer retailer or manufacturer of the device in question for further assistance.

## 8. CHECKING THE SWAP FILE

Step 7 took you to the System Properties window (right-click **My Computer**, then click **Properties**). Now click the **Performance** tab. Click the **Virtual Memory** button. Make sure the following option is checked: **[X] Let Windows manage my virtual memory settings (recommended)**.





## 9. DELETE AND REINSTALL

After everything has been checked, verified, and changed if necessary, it's time to delete and reinstall the program. If the program installed incorrectly or became unstable after it was installed, reinstalling on top of the program keeps that instability. Therefore it's important to uninstall or delete the program from the hard drive before reinstalling.

### TO REMOVE A WINDOWS 95/98 NATIVE PROGRAM

Insert the CD and select Uninstall from the program's splash screen.

Alternatively the following options may be available:

Click from the **Start** menu, to **Programs**, to the program title folder. Once the program's icons appear, click the **Uninstall** icon. Follow the onscreen directions.

Click from the **Start** menu, to **Settings**, to **Control Panel** and double-click on the **Add/Remove Programs** icon. Then double-click on the relevant title.

### TO REMOVE A WINDOWS 3.x PROGRAM

Open **My Computer**, double-click the hard drive icon, and drag the The Learning Company program title folder to the Windows **Recycle Bin**.

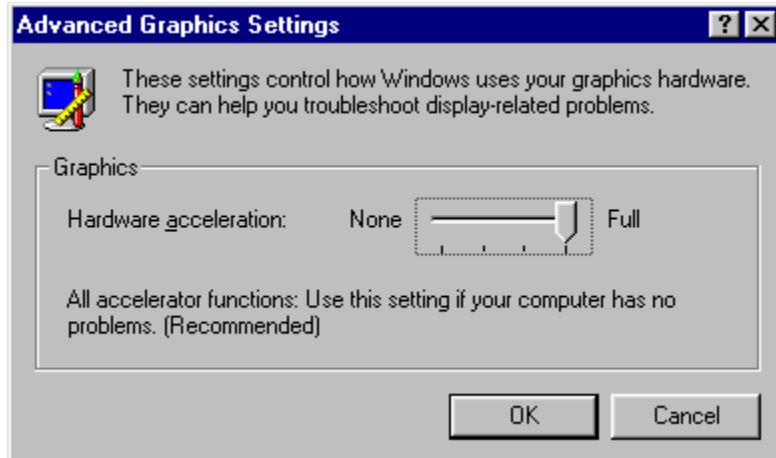
*Note: The program files will not be fully erased until you empty the Recycle Bin. To empty the Recycle Bin, right-click it and choose Empty Recycle Bin.*

If you are still encountering problems please try:

[Other Useful Information](#)

If your problem is related to graphical corruption please also try the following:  
**HARDWARE ACCELERATION**

On your Windows screen, *right-click* the **My Computer** icon. Now click **Properties**. The System Properties window appears. Click the **Performance** tab, followed by **Graphics**.



Try each of the four options in turn as this can sometimes prevent graphical errors.

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## Hardware Manufacturers

Contact details for some hardware manufacturers, if your manufacturer is not listed please contact your PC's supplier for advice.

**Acer:**

<http://www.acer.com>

**ATI:**

<http://support.atitech.ca>

Telephone: 00353 1 807 7826 (Ireland)

**Aztech Labs:**

<http://www.aztechca.com/>

Telephone: +44 (0)1189 814121(UK)

**Cirrus Logic:**

<http://www.cirrus.com/>

**Compaq:**

[http:// www.compaq.com](http://www.compaq.com)

**Creative Labs:**

<http://www.creativelabs.com>

**Dell:**

<http://www.dell.com>

**Diamond:**

<http://www.diamondmm.com>

Telephone: +44 (0)1189 444 444 (UK)

**Ensoniq:**

<http://www.ensoniq.com>

**Gateway:**

<http://www.gw2k.com>

**Gravis:**

<http://www.gravis.com>

**Hercules:**

<http://www.hercules.com/>

**HP:**

<http://www.hp.com>

**IBM:**

<http://www.ibm.com>

**Matrox:**

<http://www.matrox.com/>

**Miro:**

<http://www.miro.com/>

Telephone: +44 (0)1895 442003 (UK)

**Oak Technologies:**

<http://www.oaktech.com>

**Orchid:**

<http://www.orchid.com>

**Packard Bell:**

<http://www.packardbell.com>

**S3:**

<http://www.s3.com/>

**STB:**

<http://www.stb.com>

Telephone: +44 (0)181 897 0662 (UK)

**Toshiba:**

<http://www.toshiba.com>

**Trident:**

<http://www.tridentmicro.com>

**Tseng:**

<http://www.tseng.com>

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## Other Useful Information

### KNOWN ISSUES:

During the testing of Organic Art Deluxe we discovered a few anomalies with certain accelerated Video cards and driver versions.

#### *ATI Rage Pro*

Certified driver version# 4.10.1720 works with no problems yet the newer certified driver version# 4.10.2440 seems to be problematic and can cause crashes, corrupt or missing textures. You can also refer to the Hardware Acceleration section of [General Windows 95/98 Trouble Shooting](#) or simply just use software rendering.

#### *3dfx Banshee*

Very occasionally we noted missing or corrupt textures. If motion blur is set to its highest level some on screen textures may slightly distort in some scenes.

We recommend running the Organic Art Deluxe 'Designer' in 800 x 600 resolution or higher, if running in 640 x 480 the inform preview window can not be displayed.

Some scenes are very complicated and maximizing the amount of 'Ribs' and 'Branches' will increase the amount of rendering time required to redraw the scene - this could take a long time on minimum specification PC's giving the impression that the machine may have crashed.

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## Contacting Technical Support

*Have you completed all the steps detailed?*

**Many issues can be solved by referring to the help within this guide.**

[General Windows 95/98 Trouble Shooting](#)

[Other Useful Information.](#)

If you have any further questions, please contact us at the office nearest you:

[USA](#)

[United Kingdom](#)

[France](#)

[Germany](#)

[The Netherlands](#)

[Australia](#)

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## United Kingdom

Tech Support e-mail: [uksupport@learningco.com](mailto:uksupport@learningco.com)

Phone: 09062165432 (Calls cost 25p/min & may be monitored. Correct at Apr 1999)

Facsimile: 09062165433 (All calls cost 25p/min. Correct at Apr 1999)

Mail: The Learning Company  
PO Box 121  
Crawley  
RH11 9YP  
ENGLAND  
Attn: <product name>

*We regret that we cannot offer game hints and tips, as the service is provided for technical difficulties only.*

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## USA

Online Support Request Form: [www.learningco.com](http://www.learningco.com)

Technical Support Email: [help@tlcsupport.com](mailto:help@tlcsupport.com)

Online Technical Library: [www.learningco.com/support](http://www.learningco.com/support)

Automated 24-hour  
Technical Support Service: 800-409-1497

24 Hour Fax: 319-395-9600

Technical Support Call Center: 319-247-3333  
Business Hours: 9:00 AM - 9:00 PM

Mailing Address  
The Learning Company  
1700 Progress Drive  
PO Box 100  
Hiawatha, IA 52233-0100 USA  
Attn: <product name>

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Fax ++49 89/14827-411

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e-mail: [supportfr@learningco.com](mailto:supportfr@learningco.com)  
Web : <http://tlc-edusoft.fr>

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NSW 2067  
Australia

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