

## WINDOWS TROUBLE SHOOTING GUIDE

If you are having any problems with your CD-ROM, please read this document.

Message :           Not enough memory ...

Problem :

When launching application, the message "Not enough memory ..., exit running applications or install more virtual memory!" appears. Several elements in your configuration can cause problems.

Correction :

If you have 8 m° ram

**In Windows 3.1 or 3.11**, if you're using a disk cache like "Smartdrive", please ensure that it's correctly configured. The default settings of Smartdrive, by example, is to take 2m° of extended memory. We recommand to give 512 k° of extended memory when used with Windows. For example, this is the command line you could write in your "autoexec.bat" file, located on c:\.  
lh c:\dos\smartdrv.exe 1024 512.

**If used with Windows 3.11**, another cache exists. You can reach it when opening the control panel and "extended 386".  
Click on the "Virtual memory..." button.  
Click on the "Change>>" button.  
Under new size, you find a dialog box called "cache size".

You can also try to increase virtual memory size. locate the "Control panel" icon and start it by double clicking on the icon.  
Click on the "386 enhanced" icon.  
Click on the "Virtual memory..." button.  
Click on the "Change>>" button.  
Change the size of the virtual memory in the "New size" box. A good value could be 18000 K°.

Message :   This application needs 256 colors.

Problem :

When launching application, the message "This application needs 256 colors" appears.

Correction :

Run the settings video card software provided with your video card. If there is no (on old video cards), choose the good driver for your card that will give 256 colors . locate the "Windows Setup" icon and start setup by double clicking on the icon. Select "Change System Settings" from the option menu. Scroll down the "Display" pop-up menu (by clicking the arrow to the right) and select the good driver. When finished, choose "Restart Windows" to complete the process.

#### If using Windows 3.11

In Windows, locate the "Windows Setup" icon and start setup by double clicking on the icon. Select "Change System Settings" from the option menu. Scroll down the "Display" pop-up menu (by clicking the arrow to the right) to the Super VGA 640x480 256 colors driver.

Important tips! You have to choose the right driver for your video board. If you don't know your exact driver then please contact your video board retailer for more information.

Message : There is no sound output device.

Problem :

When launching application, the message "There is no sound output device" appears.

Correction :

Your sound board is not detected by Windows, please install it with disks provided with your sound board.

In general, all sound cards installations softwares install a driver that you can access at the top of the list by clicking on the control panel, then on the "gestionnaires" icon.

Message : General protection fault.

Problem :

When launching application, the message "General protection fault" appears.

Correction :

Some video boards have to be configured especially for QuickTime.

#### 1. MATROX video boards

In the file SYSTEM.INI.  
in the section [MGA.DRV] :  
DevBits=OFF instead of DevBits=ON.  
(If this line is not present, please add it).

## 2. ATI video boards (Gateway 2000, Elonex)

- \* Launch ATIDesk.
  - \* Uncheck "WinSwitch".
  - \* Click on "FlexDesk+"
    - Configure desktop resolution to 640x480, and 256 colors.
    - Click on the "Advanced" button.
      - Choose "Environment" : Automatic.
      - Choose "Palette" : On.
      - Choose "Composition" : Off.
    - Click on "OK".
- While Pressing on your keyboard : CTRL Shift,  
press consecutively "O" "P" and "T".

A dialog appears, click on OK.

A new dialog appears.

Click on Default.

In the second column:

- Choose VGADAC ON.
- Choose DeviceBitmap OFF.
- Choose Dithering OFF.

Click on OK for each dialog.  
Choose "Restart Windows".

## 3. Others video boards

In Windows, locate the "Windows Setup" icon and start setup by double clicking on the icon.  
Select "Change System Settings" from the option menu.  
Scroll down the "Display" pop-up menu (by clicking the arrow to the right) to the  
Super VGA 640x480 256 colours driver.

Important tips! You have to choose the right driver for your video board. If you don't know your exact driver then please contact your video board retailer for more information.

When finished, choose "Restart Windows" to complete the process.

Message : QuickTime is not installed.

Problem :

When launching application, the message "QuickTime is not installed" appears.

Correction :

You just have to launch the Setup again (D:\INSTALL).

During the setup, answer "Remove" for each older Quicktime version detected.

Message : Integer divide by 0.

Problem :

When launching application, the message "Integer Divide by 0" appears.

Correction :

Your video board is not supported by QuickTime, please read the QuickTime "ReadMe" for more informations.

Message : cannot read media (dir...)

This message can appear for different causes

At the beginning of the application : Quick time is not installed or not completely installed. To complete this installation go in "QTW" directory on the cd install Quick time. The install software of Quick time is named "setup.exe" for Quick time 2.01 et Qtinstal.exe for Quick time 2.03.

If it appears while running the application , the cd is damaged or dusty.

Other problems : sound troubles while playing animations.

Problem :

Some SoundBlaster pro drivers are not supported by QuickTime for Windows, please read the QuickTime "ReadMe" for more information.

It can also occur when there is a lack of memory. Please report to the "not enough memory" section.

This title has been created with the Apple Media Kit. It requires QuickTime for Windows©.

For video and sound driver and card compatibility please consult the QuickTime for Windows© Read Me.

The default settings have been selected to be compatible with most of the hardware configurations. To improve performances, you can try to change the following settings:

-in QTW.INI in your Windows directory, replace

```
[Video]
Optimize=Driver
```

with

```
[Video]
Optimize=Hardware
```

-in AMT.INI in your Windows directory, replace

```
[Video]
Transparency=Bitmap
```

with

```
[Video]
Transparency=Driver
```

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End of ReadMe