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This B4USTART supplement contains important information on the following subjects:

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Introduction

This **B4U**START file provides you with information you may need to get Hijaak PRO installed and running properly in your chosen environment. It includes compatibility and configuration information we have acquired through in-house testing and customer feedback. The inclusion of a problem description in this document does not represent an intention to fix, or not to fix, the problem in a future release.

Because of the virtually unlimited number of possible computer configurations, there may be configuration-related difficulties that are not described in this document. Hijaak PRO users who have any difficulty with the product are urged to consult this document and follow the steps listed below in preparation for a call to Inset's Systems Engineering Department.

This document will be updated regularly, and made available to you along with product patches on the Inset Systems BBS at (203)740-0063. You can also GO INSET on CompuServe and find downloadable information there as well.

Before You Call

Before you call our technical support group, please read this document for any installation, configuration or compatibility information. You may also refer to the Troubleshooting option from either the Help menu within Hijaak PRO, or from the Troubleshooting icon in the Windows Program Manager, which explains the "Why?" and "What do I do?" questions in hypertext mode.

If you need to contact technical support after referring to the above sources of help, a little advance preparation will allow your technical support call to be handled quickly and efficiently. It would help if you could be sitting at your computer as you place your call. The Support Specialists will need to know certain information about your computer system:

- Hijaak PRO product and version
- Computer make and model
- Printer/plotter make and model
- Graphics card type
- Fax card make and version (if applicable)
- Names of application programs used with Hijaak PRO
- Contents of your system's CONFIG.SYS and AUTOEXEC.BAT files

When you call our technical support group, you will be asked for your last name and the zip code in which the product is registered, (or will be registered). We ask for this information in order to track the reason for your call, as well as track product usability required to improve the quality of our future products.

Environment

System Requirements

For information on Hijaak PRO system requirements, please refer to the *System Requirements* section of *Chapter 1: Installation* in the **Hijaak PRO User's Guide**.

DOS Environment Path

Hijaak PRO looks for a DOS environment path during conversion of PCL files. The path does not have to include Hijaak PRO, but it must exist for proper operation.

Using Hijaak PRO DOSCAP with DOS 5 and EMM386.SYS

EMM386.EXE, supplied with MS-DOS Version 5, emulates expanded memory with extended memory and manages the upper memory area. The FRAME option allows you to specify the location of the page frame. If that option is assigned the value FRAME=NONE, only Upper Memory Blocks may be used rather than EMS. This configuration is *incompatible* with Hijaak PRO's DOSCAP and will cause a system crash. If you are *not* using DOSCAP, you do not need to worry about this option.

Installation

Creating the Hijaak PRO Subdirectory

Hijaak PRO installs its files into C:\HJPRO, unless you specify a different subdirectory name. It creates the subdirectory, if necessary, but can only create a subdirectory one level below an existing subdirectory.

Compatibility

Network Support

Hijaak PRO is developed and tested on a Novell network running NetWare 3.11. It has not been tested with any other networks. For information on using Hijaak PRO on a Novell network, please see the NETWORK.WRI file.

Stacker Version 1.x, 2.x and 3.x

Hijaak PRO will not install on a machine running Stacker V1.0. Although the first disk installs, subsequent disks are not recognized. We have tested Stacker Versions 2 and 3, and both versions run successfully with Hijaak PRO.

Windows Screen Savers

Various Windows Screen Savers may cause conflicts in Hijaak PRO. If a screen saver activates while Hijaak PRO is the active program, unpredictable results may occur. If you encounter any problems, it is suggested to set your screen saver for a longer timeout, or avoid using a screen saver entirely.

SuperStor Version 2.0

Hijaak PRO was installed and run successfully on a SuperStor Version 2 drive when tested in-house. Several problems were experienced when using SuperStor Version 1. If you do encounter problems, it is suggested that you re-install Hijaak PRO on a non-compressed drive or update your SuperStor version.

Using Hijaak PRO DOSCAP with 4DOS

4DOS by J.P. Software can be configured to swap itself to disk when EMS or XMS is not available. This disk swapping conflicts with Hijaak PRO DOSCAP program and may cause a system crash. To avoid this situation, configure 4DOS to swap to EMS or XMS, or to remain resident.

Microsoft DOS 6.0 DBLSPACE

Hijaak PRO has been tested with the DBLSPACE utility packaged with DOS 6. Product installation and operation were not affected by DBLSPACE. However, if install problems are encountered, it may be best to try installing to an uncompressed drive.

Installation Errors

ALTINST - HiJaak PRO's Alternate Installer

The Hijaak PRO alternate installer, ALTINST, is a batch file you can use to install the program in the event a problem with the regular Windows installer occurs. For instance, if you encounter "Error reading disk 2", or the repeated message "Please insert disk labeled Hijaak PRO disk 2" when using the Windows installer, ALTINST will allow you to by-pass the regular install in order to get Hijaak PRO up and running for use.

STEP 1: COPYING THE FILES TO YOUR HARD DISK ...

To use ALTINST, you first need to make sure you exit Windows completely. Once you have a DOS prompt, create a temporary directory on your hard drive. For example, you can create a temporary directory called C:\HJPTEMP. If the directory does not exist when you run ALTINST, we will create it for you. If the directory already exists and it has files in it, the files in that directory may be overwritten.

Put the first install diskette in a floppy drive. Type A: or B: (which ever drive the floppy is in) to change to that drive. Then type the following:

ALTINST [drive:\temporary directory]

where [drive] is a hard disk letter and [temporary directory] is a directory name on that hard disk.

The appropriate files will be copied off the disks, and ALTINST will prompt you for disks 2 and 3 as they are required.

STEP 2: RUNNING THE WINDOWS INSTALL PROGRAM ...

Once the file copying is complete, you need to run Windows and run the Windows-based install program for Hijaak PRO from the temporary directory. ALTINST will usually supply the correct command line to type at the File...Run prompt.

The Windows install program will now run as normal, so please refer to the Hijaak PRO manual for details on installation options.

Hijaak import filters not functioning properly after installation

Make sure that after Hijaak Pro is installed, it is executed at least once. This is done to register all the file format extensions in the win.ini in the Extensions section. The user should then restart Windows to make sure Windows sees the changes to the .ini files.