

## Read Me First

### See also

[Before You Contact Technical Support](#)

[How To Contact Technical Support](#)

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

NOTICE: Mindscape, 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, first print out a hard copy of the topic **Before You Contact Technical Support**, and make backup copies of any files you intend to modify.

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

Take notes as you go through the ten steps in **Before You Contact Technical Support**. Should you need to contact Technical Support, this information will be necessary.

Before you try the ten steps, please contact Technical Support's Automated 800 Line. This line answers commonly asked questions.

**1 (800) 409-1497**

# Before You Contact Technical Support

## See also

[Read Me First](#)

[How To Contact Technical Support](#)

This topic presents ten basic 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.

## 1. CHECKING THE HARD DRIVE FOR PROBLEMS

Run 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.

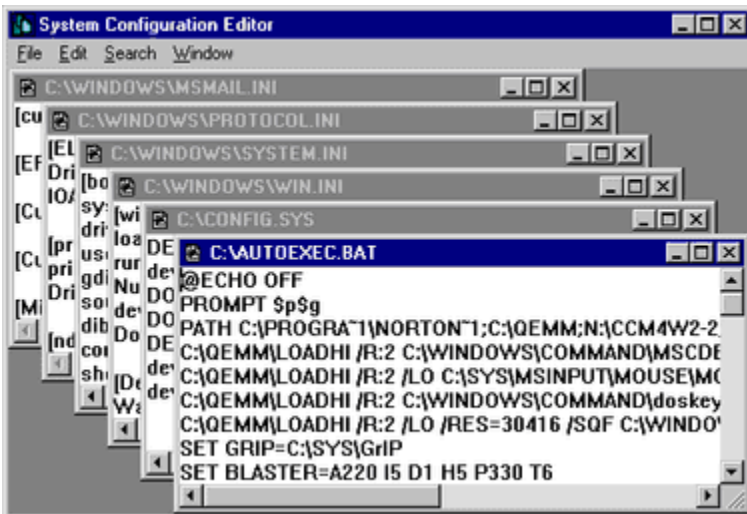
*Note: If Scandisk is not a option from your Start menu, then this utility may not be installed in your machine. Consult your Windows 95 documentation for installation instructions.*

## 2. 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.



Please take Steps A, B, and C below to check and correct system files, as needed.

A. Checking the AUTOEXEC.BAT File

In Windows 95 the SET TEMP= line loads up at startup through the IO.SYS as SET TEMP=C:\WINDOWS\TEMP. For this reason, the SET TEMP= line is not necessary in the AUTOEXEC.BAT. Check your AUTOEXEC.BAT for any additional SET TEMP= lines. If you find any additional SET TEMP= lines, then temporarily REMark them out, by placing a **REM** at the beginning of the line.

Example:

**SET TEMP=C:\TEMP**

becomes

**REM SET TEMP=C:\TEMP**

Save changes, using the System Configuration Editor **File** menu, **Save** command.

B. Checking the CONFIG.SYS File

In the CONFIG.SYS, see if you have FILES= and BUFFERS= lines.

In Windows 95 these lines are not necessary, as they are pre-loaded through the IO.SYS. If they are listed, make sure their values are not below Microsoft's defaults of FILES=60 and BUFFERS=30. These values can be higher, but lower values could cause memory problems.

Save changes, using the System Configuration Editor **File** menu, **Save** command.

C. Checking the WIN.INI File

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

If these lines are not empty, then temporarily REMark them out, by placing a semicolon (;) at the beginning of the line.

Example:

**LOAD=C:\MSINPUT\POINTER.EXE NAVTSR**

becomes

**;**LOAD=C:\MSINPUT\POINTER.EXE NAVTSR****

Save changes, using the System Configuration Editor **File** menu, **Save** command. Then click **File** again, and choose **Exit**.

If no changes were made, click **File** then **Exit**.

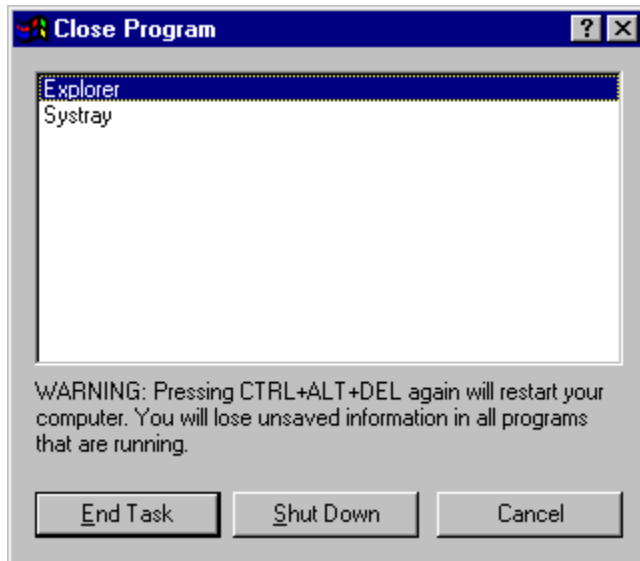
### 3. RESTART MACHINE (SHIFT KEY OPTION)

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 95 logo appear, hold down the *left Shift* key, until Windows 95 fully loads. This helps prevent some memory resident programs from loading into Windows 95.

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

#### 4. CLOSE PROGRAM BOX

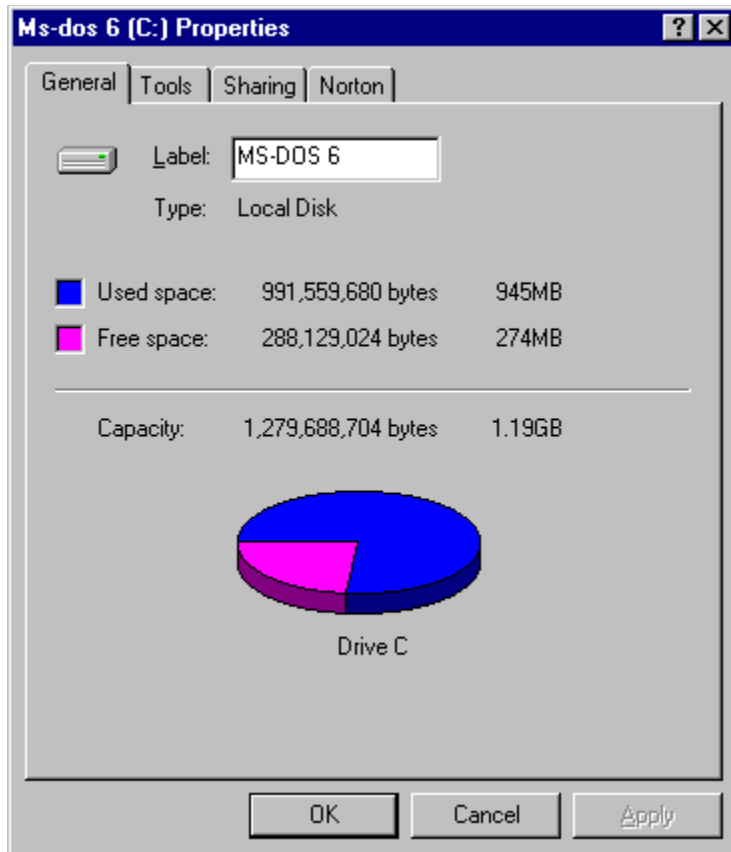
Check for other programs running in the background. This is the most common cause of problems you may encounter. To open the Close Program Box press **Ctrl+Alt+Del** (just once).



If the Close Program Box lists anything other than **Explorer** or **Systray**, highlight the item and click the **End Task** button. This temporarily unloads the program from memory, until you restart Windows 95. Repeat this procedure as necessary, until only **Explorer** or **Systray** are left.

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

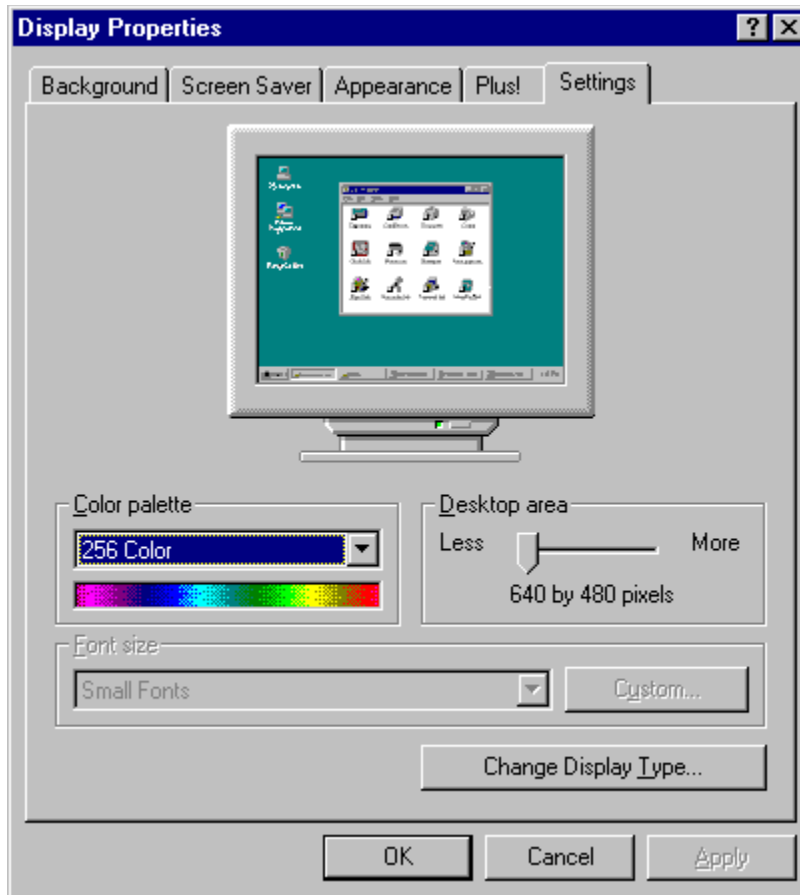


Make sure there is about 20 MB of free uncompressed hard drive space. Windows 95 uses this free hard drive space to create "Virtual Memory" for the program to run.

## 6. CHECKING VIDEO DISPLAY DRIVER

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

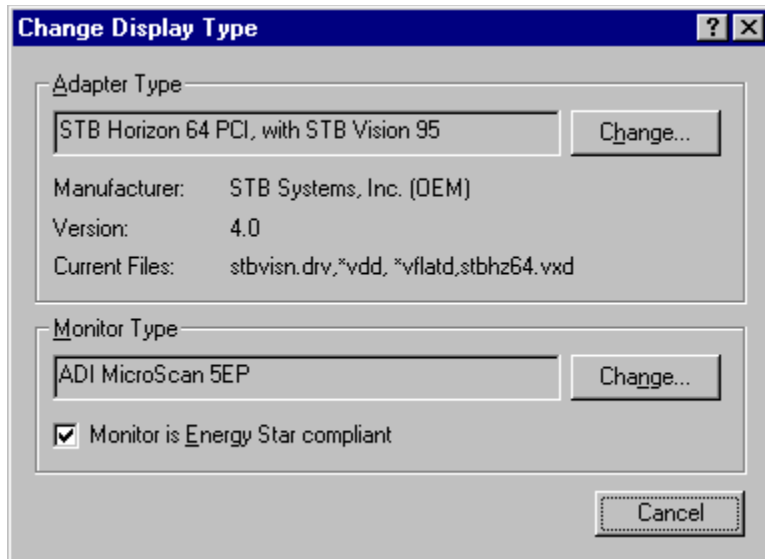
*Note: Take extreme caution in making any changes to your video card drivers. Unless you are familiar with changing your display driver, Mindscape strongly recommends following the instructions as outlined in your video card manual or contacting the video card manufacturer or computer company for assistance. 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 256 colors (resolution should not matter, but we generally recommend 800x600 or 640x480). Check the system requirements for the Mindscape 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, Mindscape 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: Windows 95 video drivers start with version 4.00.*

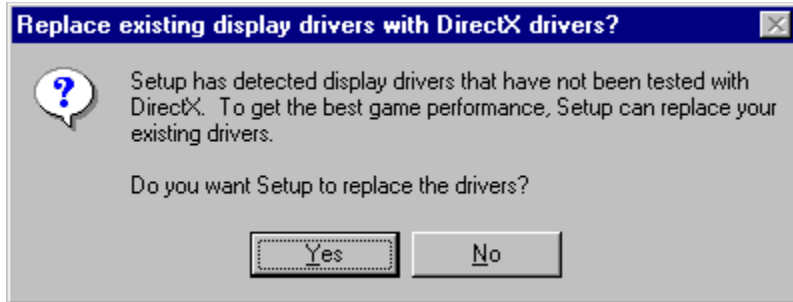
Does the Adapter Type listed match the name of your video card? Does the Manufacturer match the name of your video card manufacturer? Most video card drivers are named after the name brand of the card. If the driver listed is not the name of your video card and/or the manufacturer of the driver is not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

## **7. CHECKING FOR MICROSOFT'S DIRECTX**

Microsoft's DirectX consists of drivers and commands, which enhance sound, video, modem, and network game play under Windows 95. For DirectX to work correctly in your machine, Microsoft requires sound card and video card manufacturers to register DirectX compatible drivers. Unfortunately, not all sound cards and video cards are DirectX compatible. When this happens, Microsoft's DirectX install can reset the video driver to one corresponding with the default chip type drivers.

Example: Diamond 64 pci using the S3 chipset. Microsoft's DirectX install may reset the video driver from the specific Diamond card drivers to the S3 drivers.

When DirectX installs, you may see the following question box:



If you get this message, answer **No**, unless informed otherwise by the hardware manufacturer.

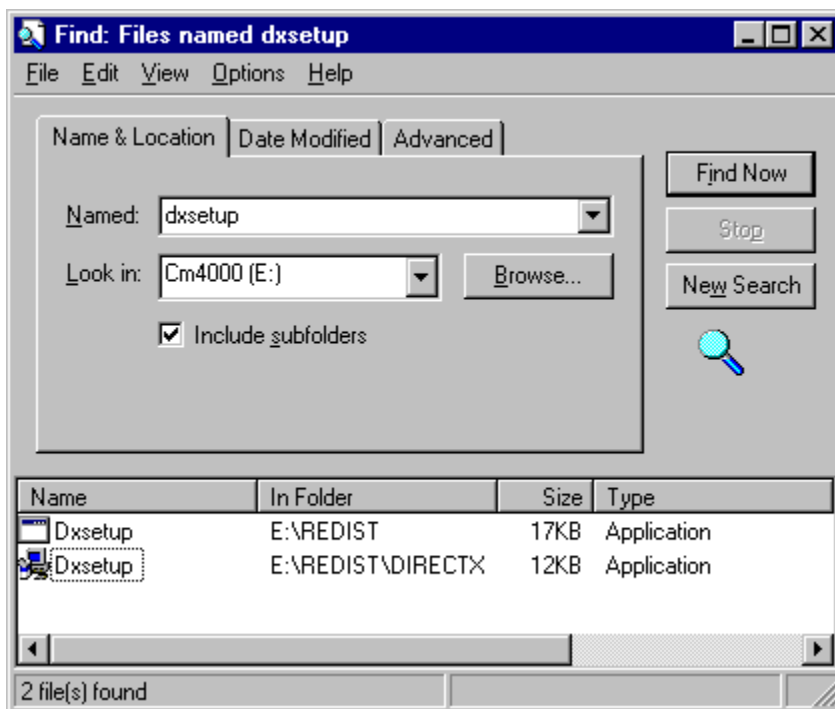
Follow these instructions to determine if your sound card and video card drivers are DirectX compatible.

Click from the **Start** menu, to **Find**, to **Files or Folders**. In the Find window choose the following settings:

NAME: DXSETUP

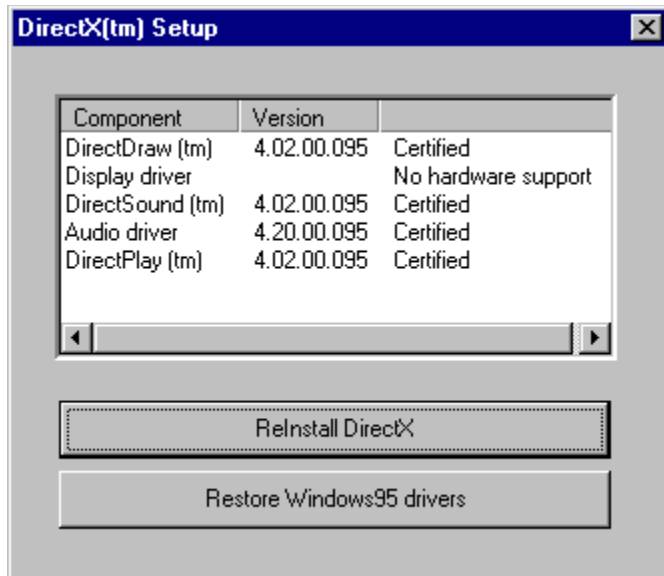
LOOK IN: (your CD-ROM Drive letter)

Click on FIND NOW and DXSETUP should appear.



Double-click **DXSETUP**. In case you see two DXSETUP's, choose the one that has a computer icon next to it. On the DirectX™ Setup screen, look at the Display driver and Audio driver lines. They should both say **Certified**. If not, then they will probably say **No hardware support**. For the latter, contact that hardware manufacturer of the video or sound card for updated drivers before reinstalling this program or DirectX.

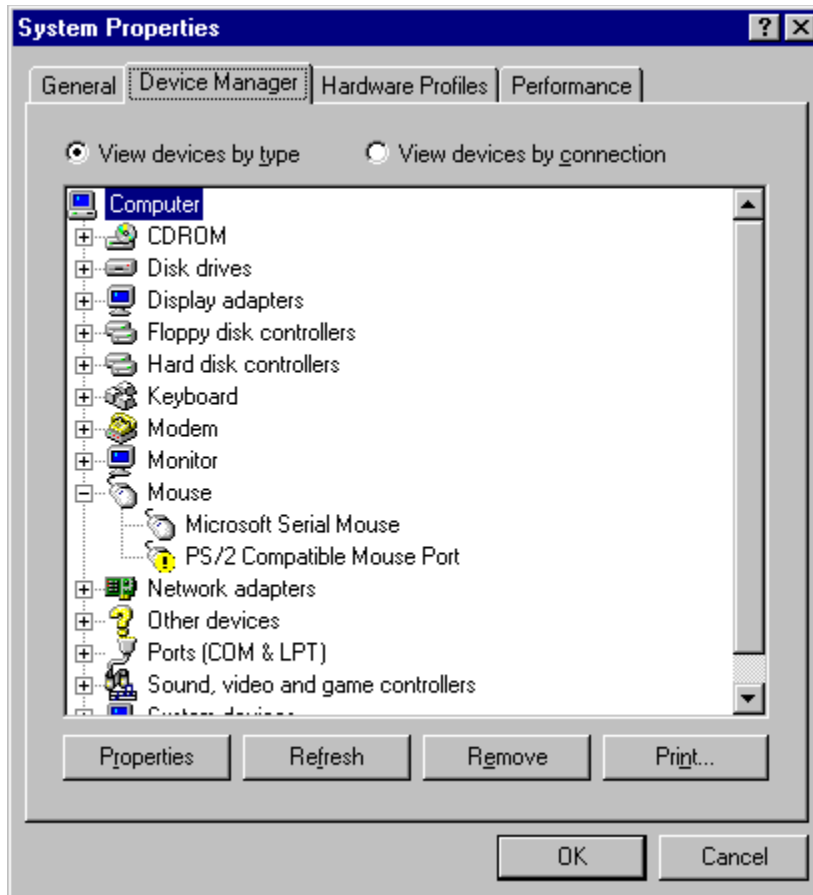




In the above example, the Video Card drivers are not DirectX compatible.

## 8. DEVICE MANAGER CONFLICTS

On your Windows 95 screen, right-click the **My Computer** icon. Now click **Properties**. The System Properties window appears. Click the **Device Manager** tab.

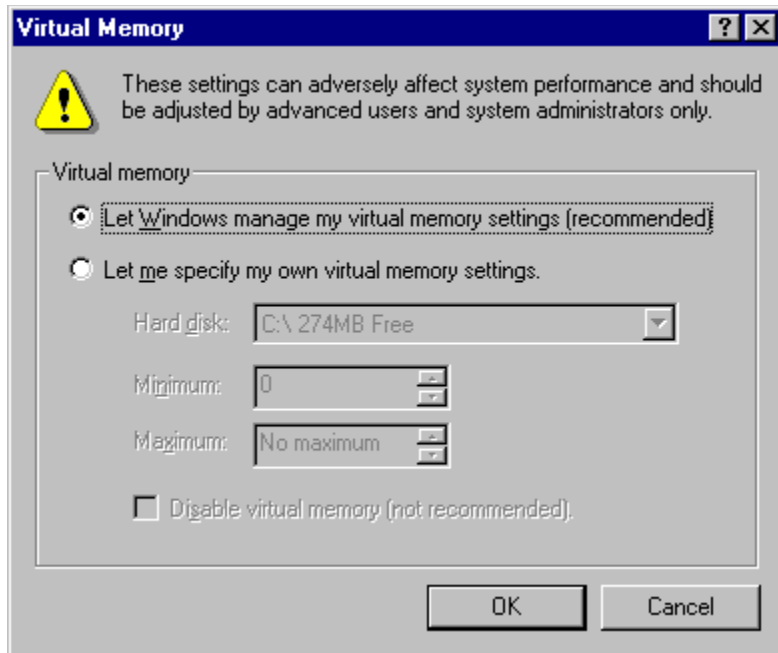


The Device Manager shows all hardware in your machine that is recognized by Windows 95. Look for a yellow exclamation point next to one or more of the hardware components listed here. A yellow exclamation mark essentially indicates that the device is not working properly; either because it was setup 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.

## 9. CHECKING THE SWAP FILE

Step 8 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:

**Let Windows manage my virtual memory settings (recommended).**



## 10. 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 NATIVE PROGRAM

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

If this is a CD-ROM program, insert the CD and select Uninstall from the program's teaser screen.

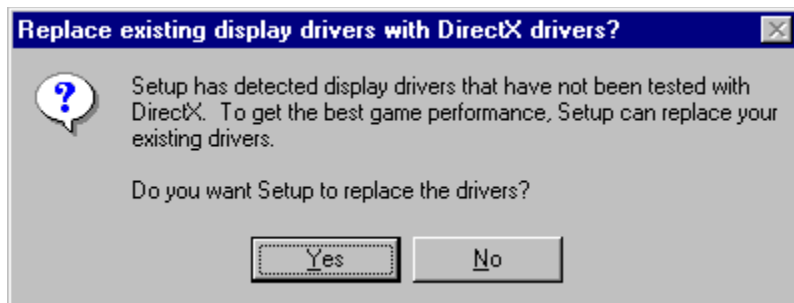
### TO REMOVE A WINDOWS 3.x PROGRAM

Open **My Computer**, double-click the hard drive icon, and drag the Mindscape program title folder to the Windows 95 **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.*

When you reinstall the Mindscape program, make sure you answer **Yes** to any upgrade questions the program's install asks (see exception listed below).

You may get the following question box:



If you get this message, follow the directions outlined in Step 7 above, Checking For Microsoft's DirectX.

# How To Contact Technical Support

## See also

[Read Me First](#)

[Before You Contact Technical Support](#)

[Mindscape USA](#)

[Mindscape UK](#)

[Mindscape Australia](#)

[Mindscape Germany](#)

If the ten steps in **Before You Contact Technical Support** did not resolve your problem, it's time to contact Technical Support. Please open the **File** menu and click **Print Topic**. Have the following information ready:

- 1 Answers or verification to everything tried in [Before You Contact Technical Support](#). Include all values you are asked to check.
- 2 Copies of your CONFIG.SYS, AUTOEXEC.BAT, SYSTEM.INI, and first page only of the WIN.INI files. You can have these ready in printed form (for telephone discussion or mail) or as text only files (for E-mailing).
- 3 Device Manager Printout. (In Device Manager, click **Print** and select the option **All Devices and System Summary**.)
- 4 List of all items in your Startup folder. (Click from the **Start** menu, to **Programs**, to **Startup**.)
- 5 Name of the Mindscape program.
- 6 Version of the program.
- 7 Media type: CD-ROM or diskette.
- 8 Platform of program: Windows or Windows 95.
- 9 Exact problem and steps necessary to reproduce it. Include any error messages. Be as precise as possible in describing the problem and where it happens.
- 10 Computer make and model , such as IBM Aptiva, Packard Bell Legend, and so on.
- 11 CPU chip and speed, such as 486 DX4 100, P90, and so on.
- 12 RAM [memory], such as 8 MB, 16 MB, and so on.
- 13 Video Card Manufacturer and model number, such as Diamond Stealth 64 PCI, Cirrus Logic 542x, and so on.
- 14 Sound Card Manufacturer and model number, such as Creative Labs Sound Blaster 16 PnP, Ensoniq Ultrasound, and so on.
- 15 CD ROM Drive Manufacturer and model number, such as Texel DM 5924 external, NEC 6x, and so on.
- 16 For print problems: Printer Manufacturer and model number, such as HP Laserjet 4 Plus, NEC Silentwriter model 95, and so on.
- 17 For modem problems: Modem Manufacturer and model number, such as US Robotics Sportster 14,400, Hayes Accura 14,400, and so on.
- 18 For network problems: Network name and version, such. Novell Network version 4, Lantastic, and so on.

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

[Mindscape USA](#)

[Mindscape UK](#)

[Mindscape Australia](#)

Mindscape Germany

## **Mindscape USA**

800 Automated Support: 800-409-1497 24 Hours  
Phone: 415-898-5157 8:30 AM - 5:00 PM Pacific Time  
Fax: 415-897-5186 24 Hours  
BBS: 415-897-2867 24 Hours  
Mail: 88 Rowland Way  
Novato, CA 94945  
attn: Tech Support

### **Online Services**

Internet: Web page: <http://www.mindscape.com>  
TS-Email: [Support@mindscape.com](mailto:Support@mindscape.com)  
America OnLine: keyword=MINDSCAPE  
CompuServe: GO MINDSCAPE

## Mindscape UK

*Note: For support of Mindscape programs in German, please contact [Mindscape Germany](#).*

Phone: 44-1-444-239-600 M-F 9.30-13.00 and 14.00-16.30  
Facsimile: 44-1-444-248-996 24 Hours  
Mail: Mindscape International, UK  
Priority House, Charles Ave.  
Maltings Park, Burgess Hill  
West Sussex RH15 9PQ  
ENGLAND

### **Online Services**

Internet: Web page: <http://www.mindscapeuk.com>  
TS-E-mail: [Uktechsupport@mindscape.com](mailto:Uktechsupport@mindscape.com)



## **Mindscape Australia**

Phone: 61-2-899-2277  
Facsimile: 61-2-899-2348 24 Hours  
Mail: Mindscape International, Australia  
5-6 Gladstone Road  
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New South Wales 2154  
AUSTRALIA

### **Online Services**

Internet Email [73414.470@compuserve.com](mailto:73414.470@compuserve.com)

## **Mindscape Germany**

Phone: (49) 208-992-4114 M, W, F 1500-1800 PM  
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GERMANY

### **Online Services**

Currently, Mindscape Germany does not have any Online services. Please correspond with their Technical Support via Mail, Facsimile, or Telephone.

