

Complete Web Studio
Version 2.0
Readme File
August 5, 1999

About This Document:

Thank you for purchasing Complete Web Studio.

This document contains last-minute information about Complete Web Studio and other information about the program not found in the Help Files. This README file includes information that pertains to general problems and questions you may have concerning this software or your computer. Should you experience any problems with Web Studio, please refer to this file for additional help on answering questions about the program and solving technical difficulties.

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I. MINIMUM REQUIREMENTS

- Microsoft Windows 95/98 or Windows NT
- Pentium 100 or higher Central Processing Unit (CPU)
- At least 16 MB of RAM, 32 MB preferred
- At least 50 MB of free space on your hard drive (Not including IE, included on CD)
- 4X CD ROM drive, 8X preferred
- Microsoft's Internet Explorer 4.0 or higher

Preferred:

Pentium 150+, 32 MB RAM

AT&T WorldNet Service: Web Studio includes installation software for AT&T WorldNet Services. This is an Internet Service Provider (ISP) and requires a modem for use. You must have your Web Studio CD in your computer's CD drive to run this program.

II. GENERAL TECHNICAL ISSUES

Web Studio 2.0 known issues:

Problem - Slide Shows do not work when using .bmp files.

Solution - The Slide Show will only work with JPEG and GIF files! In addition, there must be no spaces in the file names.

Problem - Paragraph indentation's are lost when previewing Web site.

Solution - This happens when Web Studio is generating HTML 4.0 code. To solve this, either turn the text into a graphic by dropping a Special F/X on it (suggestion: drop reverse twice) or generate your pages in HTML 3.2 only (found in Web site properties).

Problem - Difficulty uploading.

Solution - For more help and specific upload instructions to some of the more popular Web hosts visit our Web site uploading page at <http://www.sierra.com/sierrahome/web/titles/webstudio/post/>.

Problem - Can't view the last line of my text.

Solution - Reopen the text box and hit return at the end of the text to create another line. Now, preview the site and your text should appear.

Problem - Can't open .TIF files in Web Studio

Solution - Web Studio 2.0 does not offer support for .TIF files. Convert the graphic into .bmp, .jpg, or .gif format and then add it to Web Studio.

Problem - The sounds off/on button does not work when the Web site is previewed.

Solution - The Sounds off/on button applies while you are working on the Web Studio desktop. When the Web Studio browser previews your Web site the sounds will play. Close browser to end sound.

Problem - Dragging and dropping a photo from a browser places a link on the Web Studio Web page.

Solution - The photo had a link on it in the browser window. Web Studio can only accept photos and graphics via drag and drop that do not have links attached to them. To use a "linked" image, right-click and choose copy and paste it to your Web page.

Problem - Dragging a hyper-link from a word processing program produces a text object but no link.

Solution - Web Studio does not support the import of an item with multiple properties associated with it. You can drag and drop the text object but the hyperlink will have to be added manually.

Problem - Adding a pre-existing slide show from another program to the Web Studio slide show produces nothing.

Solution - Web Studio's slide show works with graphics only. (See above)

Problem - The transparent color selected for a Cool Stuff object does not appear when the Web site is previewed.

Solution - Cool Stuff objects can not have their transparent settings changed.

Problem - When I delete a page from the Page List (page 3 in a list of five for example) that page is forever missing.
The pages do not re-order.

Solution - Deleting a page is final and cannot be undone. What you are seeing here is that the program gives a name to a page (page 1, 2, 3, etc.) as it is added to your site. When you delete a page titled Page 3, you are deleting the third page that was created. Web Studio will not automatically rename pages, even pages with numbers.

Problem - Unable to resize certain icons in Cool Stuff tab.

Solution - The Day, Date, Search and Time icons do not resize. This is by

design due to the unique nature and properties of these icons. The license under which this Java applet is included in Web Studio does not permit us to correct this issue.

Problem - When posting to the Internet, only 14 characters show up in the title of my site.

Solution - Filenames being uploaded to the internet are sometimes truncated to 14 letters since older UNIX systems (which still operate as web servers in some places) will not allow filenames longer than 14 letters.

Problem - Some symbols cannot be used in names when posting to the Internet or saving to the Internet.

Solution - The following symbols cannot be used in web page names when posting to the Internet or saving files due to standard Internet and Windows protocol: `"'!@#%^&*()-=+|}{[`

Problem - Unable to change capitalization of page names.

Solution - This is by design due to the fact that Standard Internet protocol makes page names case-insensitive.

Problem - When I type a message into Fancy Fonts:

1. It is all in caps, yet not all of the fonts are displayed in Caps.
2. I can't use punctuation.

Solution - Every "fancy" font contains only the twenty-six letters of the alphabet. Fancy fonts also don't support special characters, underlining, bold, italic, bold-italic or different font sizes. Each letter is an individual graphic that is then displayed as one large graphic that can be resized and special effects applied to it.

Problem - I can't edit text after applying a Special F/X to it.

Solution - When an effect is dropped onto text, the text object is turned into a graphic.

Problem - When a Special F/X is applied to a transparent object, the effect is applied to the entire selected object, not just the image.

Solution - When an object has a transparent background color, it is treated as white when a Special F/X is applied to it.

For example, when the darken effect is applied to the graphic, the transparent area results in gray. With other effect the same type of thing happens because the effect is applied to the ENTIRE object, not just the text. If you want to have a transparent object after you apply an effect, simply choose the next transparency color.

Problem - Some of my graphics or animations show the background through the image when my background is other than white.

Solution - Graphics that are made to look "cut out" have had transparency turned on automatically. The transparent color is usually white. Other areas in the graphic that use white will also appear transparent. Right click on the graphic and uncheck Transparency. This will also turn the background color back to white.

Problem - Trouble running the "Getting Started" Tutorial.

Solution - If you have difficulty running the "Getting Started" Tutorial from Web Studio go directly to the CD-ROM drive in Windows Explorer. Open the

Tutorial folder and double-click on Tutorial.exe.

Problem - Bookmarks from Netscape do not show up in the Links tab.

Solution - If the bookmarks from Netscape do not appear in the Links tab you can import them into Internet Explorer 5.0 and they will then appear (IE 4.0 does not have this option). IE 5.0 is available on the Web Studio disk for install. If you change your Netscape bookmarks you will have to import them again to show your new links.

Problem - HP 1600 printers printing in black and white.

Solution - To solve this, choose to preview your Web site, right-click over the Web page and choose Print.

Problem - Moving Galleries while making Web site causes current page to disappear.

Solution - Go to the Window menu and choose the Web page. If it still does not appear, select another page from the Window menu and then select the missing page again.

Problem - Using NT 4 and can't install IE 5.

Solution - Service Pack 3 or higher is required for NT 4 to install IE 5. Check www.microsoft.com for more details.

Problem - AOL, RootsWeb, Geocities, and Xoom "Cool Stuff" does not work on my Web page.

Solution - You must have an account with one of the above mentioned for their specific "Cool Stuff" objects to work.

Problem - How do I quit the multimedia tutorial, "Getting Started"?

Solution - You can quit the tutorial at any time by hitting the ESC key.

Problem - Can't drag images from some browsers to pages in Web Studio.

Solution - Most Web browsers support this feature, but some do not. Internet Explorer (bundled with Web Studio) does support this functionality.

Problem - Sounds won't stop playing in Web Studio.

Solution - To stop a background sound from playing over and over again click on the page itself. Alternately, right click over the background and choose "Page properties". Select the Background Sound Tab and change the "When to Play" setting from "Continuously" to "Once when page loads".

Problem - Items collected with iCollect are not working with My Stuff.

Solution - The items downloaded with iCollect must be saved in a library before you use them. If you do not save the library, iCollect will delete the file when the program is exited.

III. GENERAL TROUBLESHOOTING

NOTE: Before you begin troubleshooting, we strongly recommend completing steps 1 through 3 before doing anything else. This will help ensure that the Program is installed under an optimal environment and eliminate many basic problems. Corrupted or bad installations can cause a variety of problems; it is best to eliminate this possibility before you begin additional troubleshooting steps. The following steps can be used on any

of Sierra's On-Line's Family of Products unless otherwise indicated.

1. Check for Corrupt Files or other problems on the hard drive.
Before you do anything else, run one of the following DOS Commands (listed below) on the hard drive where the Program is installed. These commands will check for lost allocation units, corrupted files, cross-linked files, and other disk errors, which can corrupt files and/or the Program's installation. These commands will also correct the errors they find. For more information on these commands consult your DOS manual.

Windows 95

Go to START, RUN, and then type SCANDISK and click OK.

2. Check hard disk space.
Run the CHKDSK command from the DOS prompt (regardless of the DOS version you are using) and check the available hard disk space ("Bytes Available on Disk"). Make sure you have sufficient space on the hard drive to install the Program. Programs installed on a compressed hard drive will need twice as much compressed disk space. (Example: If you use any disk compression, and you wish to install a Program that requires 10MB of disk space, be sure you have AT LEAST 20 MB of space available, preferably 25 MB to allow not only a safe margin, but also room for saving charts, family photos, and reports.)
3. Re-install the Program.
After completing the above steps, it is a good idea to re-install the Program. Delete all the files and sub directories for the program from the hard drive. It is highly recommended that you boot up with a basic boot disk prior to re-installing the program. This will help insure that no memory resident problems (especially virus checkers) will interfere with the program's installation.
4. Check Available Memory.

You can check available memory in Windows 95 by selecting Start, Programs, under Windows 3.1 click on Main and click on the MS-DOS prompt icon. From the DOS prompt icon, type "MEM" and hit enter. Note the values that are displayed.

IIIa. General Protection Faults

General Protection Faults are Windows errors that are typically caused by a memory conflict between one or more drivers or programs.

Before you begin trouble-shooting General Protection Faults, you must have a basic boot disk for your system. Boot disk instructions are available from FAX (document #2470). A file called BDALL, which contains a boot disk creator utility and a complete set of boot disk instructions for a variety of systems, is also available. This file can be downloaded from our BBS at (206) 644-0112, or you can contact us in Technical Support from FAX at (206) 644-7697 or phone at (206) 644-4343 and have the disk sent to you.

Finally, you will want a backup copy of your WIN.INI and SYSTEM.INI files on this disk. Copy them to the boot disk using the following commands:

COPY C:\WINDOWS\WIN.INI A: <ENTER>
COPY C:\WINDOWS\SYSTEM.INI A: <ENTER>

NOTE: If your Windows directory is on another drive and/or using a name other than WINDOWS, use the correct name and/or letter of the drive instead of C:

General Protection Fault Trouble-shooting Steps

1. First, correct all FAT table errors and lost allocation units by running SCANDISK or CHKDSK. Refer to Section Vc. General Troubleshooting, and read the instructions for Step 1 if you need additional information.
2. Make sure your Windows System Resources are over 60%. In Windows95 click on START, SETTINGS, CONTROL PANEL, and click on the SYSTEM icon. Click on PERFORMANCE. If resources are below 60%, close any and all other Windows applications before continuing to the next step.

In Windows95 shut your system down. Restart your system and when you see the message STARTING WINDOWS 95 hit your F8 key and this should bring up a menu. Select SAFE MODE.

If running Windows without the WIN.INI file active corrects the problem, make sure the LOAD= and the RUN= lines in the [WINDOWS] section of the WIN.INI file are blank, or insert a semi-colon (;) at the beginning of each line. (You can edit the WIN.INI with a text editor program like Windows Notepad.) This will prevent any other Windows software from loading. If this fails to correct the problem, Sierra On-Line recommends calling either MICROSOFT, or if you received your DOS/WINDOWS software with you computer system, you will need to contact the hardware manufacturer. They should be able to help you isolate the conflict between your WIN.INI file and your SIERRA program.

3. Reinstall your Sierra Windows program, or the program that causes the GPF. Sometimes corrupted files and drivers (especially sound and/or video drivers in the case of Sierra On-Line Software) can cause GP faults, and re-installing them may correct the problem. Often times, updating to the latest available versions of these drivers will correct problems as well. Contact the software manufacturer if you need assistance re-installing and/or updating drivers.
4. Eliminate any memory-resident software. Close any and all other applications, make sure the STARTUP group is empty, and disable any and all screen savers (including the standard Windows screen saver) and shell replacement programs like Norton Desktop for Windows, PC Tools, etc. Also, don't run Windows from a menu program like DOS shell or similar programs.
5. To check for a Video driver conflict, change your Video driver to "VGA". A number of Video Drivers from third party vendors will conflict with some Sierra Windows programs. IMPORTANT NOTE: If your SIERRA ON-LINE program requires a 256-color driver, use Microsoft's "SVGA" (640by 480, 256 color) driver if you have it available. If you do not have this driver available, use another driver for your video card and see if it makes a difference. You can contact Microsoft's BBS to obtain the driver from them.

6. Check for other possible conflicts with other, third-party software drivers. You can edit your SYSTEM.INI file and temporarily comment out any and all third party drivers, e.g. Adobe Type Manager, third party printer drivers, Bitstream, etc. You can use Windows Notepad to edit the SYSTEM.INI file, and insert a semi-colon (;) at the beginning of each line, that loads a third party driver. In your SYSTEM.INI file, the [BOOT] section should be set to a standard Windows default, which is listed below:

```
shell=explorer.exe
system.drv=system.drv
keyboard.drv=keyboard.drv
mouse.drv=mouse.drv
display.drv=vga.drv
comm.drv=comm.drv
sound.drv=mmsound.drv
```

7. Eliminate potential conflicts with DOS drivers by creating a basic boot disk that loads only those drivers necessary to start your system and Windows. A minimum boot configuration is listed below :

```
AUTOEXEC.BAT          CONFIG.SYS
Path=c:\;c:\DOS;c:\WINDOWS  Files=50
Prompt $p$g           Buffers=30
Set temp=C:\           Device=C:\DOS\HIMEM.SYS
                        Device=C:\DOS\EMM386.EXE NOEMS
                        Stacks=9,256
```

Depending on your particular systems, the files above may not be sufficient for your system to boot normally. If you need additional assistance creating a boot disk, please refer to the Tsguide.doc located on the Generations Program Disk. Creating a Windows Boot Disk.

If creating a boot disk corrects the problem, then your GP fault is caused by one of the memory resident DOS program or Windows drivers that your system loads.

This list is by no means exhaustive, but it does represent the most common solutions to General Protection Faults encountered with Sierra Windows Software. For additional assistance, you may wish to contact Microsoft or your hardware dealer (if Windows came pre-installed on your computer).

IIIb. Changing Video Drivers and Font Sizes

IMPORTANT NOTE : While we can tell you HOW to change your video driver, we cannot determine the appropriate driver for the specific brand and model of video card you have installed in your computer. When selecting a video driver, you must select a video driver specific to the video card installed in your computer. Please refer to documentation that came with your specific video card installed in your system.

Most often, when you purchase a new video card, the Windows drivers will be included on floppy disks. If the video card came pre-installed with an entire computer system, the drivers should have been installed for you by the hardware manufacturer or included on floppy disks.

Changing Video Drivers from your Windows95 Desktop:

1. Click your right mouse button on an open area of your desktop.
2. Click on PROPERTIES.
3. On the DISPLAY PROPERTIES screen click on SETTINGS
4. From this screen, you can change the number of colors if your card has that ability under the color palette section. If you have any problems changing your color palette to 16-bit color or need more information, consult your Windows documentation, or contact the hardware or video card manufacturer. Additionally, if you do not have the appropriate video drivers available to you, you will need to contact the hardware or video card manufacturer to obtain them.

If you have any problems changing your video driver or need more information, consult your Windows documentation, or contact the hardware or video card manufacturer. Additionally, if you do not have the appropriate video drivers available to you, you will need to contact the hardware or video card manufacturer to obtain them.

Changing from Large Fonts to Small Fonts:

Under Windows 95 follow steps 1-3 for changing video drivers and chose FONT SIZE.

IV.CONTACTING SIERRA

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- A) Customer Service, Support, and Sales
- B) Technical Support
- C) Legal Information

- A) Customer Service, Support, and Sales

United States

U.S.A. Sales Phone: (800) 757-7707
International Sales: (425) 746-5771
Hours: Monday-Saturday 7AM to 11 PM CST,
Sundays 8 AM to 9PM CST
FAX: (402) 393-3224

Sierra Direct
7100 W. Center Rd
STE 301
Omaha, NE 68106

United Kingdom

Havas Interactive
Main: (0118) 920-9111
Monday-Friday, 9:00 a.m. - 5:00 p.m.
Fax: (0118) 987-5603
Disk/CD replacements in the U.K. are £6.00,
or £7.00 outside the UK. Add "ATTN.: Returns."

2 Beacontree Plaza,
Gillette Way,
Reading, Berkshire
RG2 0BS United Kingdom

France
Havas Interactive
Téléphone: 01-46-01-46-50
Lundi au Jeudi de 10h à 19h
Vendredi de 10h à 18h
Fax: 01-46-30-00-65

Parc Tertiaire de Meudon
Immeuble "Le Newton"
25 rue Jeanne Braconnier
92366 Meudon La Forêt Cedex
France

Germany

Havas Interactive
Tel: (0) 6103-99-40-40
Montag bis Freitag von 9h - 19Uhr
Fax: (0) 6103-99-40-35

Robert-Bosh-Str. 32
D-63303 Dreieich
Germany

On-Line Sales

CompuServe United Kingdom:	GO UKSIERRA
CompuServe France:	GO FRSIERRA
CompuServe Germany:	GO DESIERRA
Internet USA:	http://www.sierra.com
Internet United Kingdom:	http://www.sierra-online.co.uk
Internet France:	http://www.sierra.fr
Internet Germany:	http://www.sierra.de

Disk and or Manual Replacement:

Product Returns:
Sierra On-Line Returns
4100 West 190th Street
Torrance, CA 90504

Sierra On-Line Fulfillment
4100 West 190th Street
Torrance, CA 90504

NOTE: To replace your disk(s) please send only Disk #1 (or the CD) and copy of your dated Receipt, if less then 90 days. After 90 days please include a \$10 handling fee along with Disk / CD #1. For Documentation, please include a \$ 5.00 handling fee and a photocopy ONLY of disk #1. Payment should be made at the time of your request. Sorry, no credit cards.

* Returns to this address valid in North America only.

B) TECHNICAL SUPPORT

North America

Sierra On-Line offers a 24-hour automated technical support line with recorded answers to the most frequently asked technical questions. To access this service, call (425) 644-4343, and follow the recorded instructions to find your specific topic and resolve the issue. If this fails to solve your problem, you may still write, or fax us with your questions, or contact us via our Web site.

Sierra On-Line
Technical Support
P.O. Box 85006
Bellevue, WA 98015-8506

Main: (425) 644-4343
Monday-Friday, 8:00 a.m.- 4:45 p.m. PST
Fax: (425) 644-7697

<http://www.sierra.com>
support@sierra.com

United Kingdom

Havas Interactive offers a 24-hour Automated Technical Support line with recorded answers to the most frequently asked technical questions. To access this service, call (0118) 920-9111, and follow the recorded instructions to find your specific topic and resolve the issue. If this fails to solve your problem, you may still write, or fax us with your questions, or contact us via our Internet or CompuServe sites.

Havas Interactive
2 Beacontree Plaza,
Gillette Way,
Reading, Berkshire
RG2 0BS United Kingdom

Main: (0118) 920-9111
Monday-Friday, 9:00 a.m. - 5:00 p.m.
Fax: (0118) 987-5603

<http://www.sierra-online.co.uk>

France

Havas Interactive
Parc Tertiaire de Meudon
Immeuble "Le Newton"
25 rue Jeanne Braconnier

92366 Meudon La Forêt Cedex
France

Téléphone: 01-46-01-46-50
Lundi au Jeudi de 10h à 19h
Vendredi de 10h à 18h
Fax: 01-46-30-00-65

<http://www.sierra.fr>

Germany

Havas Interactive
Robert-Bosh-Str. 32
D-63303 Dreieich
Deutschland

Tel: (0) 6103-99-40-40
Montag bis Freitag von 9 - 19Uhr
Fax: (0) 6103-99-40-35
Mailbox: (0) 6103-99-40-35

<http://www.sierra.de>

Spain

Havas Interactive
Avenida de Burgos 9
1°-OF2
28036 Madrid
Spain

Teléfono: (01) 383-2623
Lunes a Viernes de 9h30 a 14h y de 15h a 18h30
Fax: (01) 381-2437

Italy

Contattare il vostro distributore.

C) Sierra Warranty & Legal Information

Sierra's end user license agreement, limited warranty and return policy is set forth in the EULA.txt, found on the CD, and is also available during the install of the product.

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