

Installation notes:

The following notes concern all Chestnut video titles. Before contacting us for technical support, please refer to this file to assist you in resolving any problems you encounter.

This bulletin has information on the following items:

“OUT OF MEMORY”

POOR FRAME RATE

“UNABLE TO WRITE COMPOBJ.DLL”

“FILE NOT FOUND”

Various Error Messages while using Lantastic, QEMM, DR-DOS, DOS 6.0, Stacker

“UNABLE TO CREATE LINK” ERROR MESSAGE

2nd MOVIE REEL WON'T RUN

OTHER ERRORS AND PROBLEMS

Problem/Error Message:

“OUT OF MEMORY”

User encounters “out of memory” error message when user tries to play videos regardless of the amount of system RAM.

Solution: you need to load the program “SHARE”, a Microsoft DOS/Windows add-on that is included with DOS. *SHARE is NOT a shareware program!* It is a Microsoft program that allows their Windows OLE2 multimedia linking to function. It resides in RAM (TSR) and has been known to cause a few problems in non-Microsoft programs. As SHARE is a Microsoft program, we have no control over incompatibilities between SHARE and your existing software. There are two ways to run this program.

Solution #1:

1. Exit Windows to DOS. *Do NOT do this in a Windows DOS box!*
2. Type “SHARE” at your DOS prompt. *If you do not have a path set to your DOS directory, type "C:\DOS\SHARE<enter>"*

Solution #2:

2. You can add the following line to the end of your AUTOEXEC.BAT file:

```
LH C:\DOS\SHARE.EXE
```

If you are running DOS 6.2, you may want to run MEMMAKER after making changes to your autoexec.bat file. For additional information, refer to your DOS and Windows manual's chapters on AUTOEXEC.BAT files, SHARE, and optimizing performance.

Problem:

POOR FRAME RATE

The data on the CD is designed to be played on an MPC level 1 system (150Kb/sec data thrupt). Although your system may be rated as MPC-1 compliant, your system may have fallen below this threshold. If your video title plays back on your system at a poor frame rate, try the following:

Solution:

- 1.) Video: Configure your VGA card as 640x480, 256 colors. Higher or lower modes can decrease performance. Your video card's software usually installs an icon in the Control Panel. *Check your video card manual for information on selecting video drivers.*
- 2.) Disk Cache: Set your Smartdrive for at least 1 megabyte. Refer to your DOS manual for the proper syntax. A typical autoexec.bat line for smartdrive is:

```
(DOS 6.2) LH /L:0;2,45504 /S C:\DOS\SMARTDRV.EXE 4096 4096
```

```
(DOS 5.0) LH C:\WINDOWS\SMARTDRV.EXE 4096 4096
```

If you are running DOS 6.2, run MEMMAKER after making changes to your autoexec.bat file. *If you are running DOS 6.0 or higher, don't use the Windows Smartdrive. Use the DOS smartdrive.*

3.) Configure your AUTOEXEC.BAT so that your CD-ROM drive's driver is loaded before Microsoft's SMARTDRV.

4.) Turn off or minimize Windows' virtual memory usage. Use the Control Panel 386 Enhanced icon.

5.) If you have DOS 6.2, verify that you are using Microsoft CD-ROM extensions version 2.23 or higher.

6.) If you have a DOS version less than 6.2, consider upgrading to the latest DOS version.

7.) Be sure you have the latest "Video drivers" for your video board. Contact your dealer or the Video board manufacturer to get updated drivers.

Other notes: At least a 386SX processor is required. Some single-speed drives will cause frame dropping, double-speed drives do not. You can copy a video file to your hard drive for the fastest possible performance. *For additional information, refer to your DOS and Windows manual's chapters on optimizing performance.*

Error Message:

“UNABLE TO WRITE COMPOBJ.DLL”

During the installation of *Video for Windows* the setup gets to about 8% complete before it bombs out with an error - **UNABLE TO WRITE COMPOBJ.DLL** - This is due to the fact that the program used to launch the Video for Windows setup program, uses the COMPOBJ dynamic link library.

Solution:

Install the *Video for Windows* using the file manager.

- 1) Open file manager.
- 2) Select the CD ROM drive.
- 3) Select the **winvideo** subdirectory
- 4) Find the file called **“SETUP.EXE”**
- 5) double click on the **SETUP.EXE** file.
- 6) The *Video for Windows* program should successfully load now.

Error Message:

“FILE NOT FOUND”

Accessing Video files from the CD-ROM drive using Windows' Media Player gives a error message such as **"File not found - check directory and path..."**

Solution: This is a driver conflict. Your CD-ROM drive driver software is interfering with Microsoft's Video or Microsoft's OLE2 drivers.

- 1) This problem is frequently encountered on systems running DOS 6.0 and 6.2 with a MediaVision Pro Audio Spectrum Sound card being used as a SCSI controller. If you have a MediaVision SCSI card, MediaVision will provide you with updated drivers which solve this bug. You can reach MediaVision at (800)638-2807.
- 2.) Drives using sound card interfaces are also prone to this problem. If this occurs, contact both your drive and sound card manufacturers for updated drivers.
- 3a.) If you are using DOS 5.0 or 6.0, verify that you are using Microsoft CD-ROM extensions version 2.21 or higher.
- 3b.) If you have DOS 6.2, verify that you are using Microsoft CD-ROM extensions version 2.23 or higher.

4.) If you have DOS 6.0, consider upgrading to DOS 6.2.

Various Error Messages while using Lantastic, QEMM, DR-DOS, DOS 6.0, Stacker

A wide number of error messages, general protection faults, and system lockups have been reported while using 3rd party memory managers, old DOS versions, DOS 6.0, and LAN software.

Solution #1 (workaround):

Install the *Video for Windows* using the file manager.

- 1.) Open file manager.
- 2.) Select the CD ROM drive.
- 3.) Select the **winvideo** subdirectory
- 4.) Find the file called "**SETUP.EXE**"
- 5.) double click on the **SETUP.EXE** file.
- 6.) The *Video for Windows* program should successfully load now
- 7.) You'll need to run the video files through the **Microsoft Media Player** in the accessories group. Refer to your Windows manual for more information on the Media Player.

Solution #2:

- 1.) Remove the conflicting software.
- 2.) Reboot the system
- 3.) Install the CD in the standard manner
- 4.) Re-install the software from step 1.

Solution #3

- 1.) Remove the conflicting software permanently

Note: CDRP does not support third party software. If you continue to have problems with third party software, you should contact the software supplier.

Error Message:

"UNABLE TO CREATE LINK"

User encounters "**unable to create link**" error when user tries to run main program.

Solution: If you receive an "unable to create link" error, you have a program resident that conflicts with OLE2 used by our front-end. Identify the culprit by process of elimination and notify its manufacturer of the incompatibility. If the conflicting program cannot be removed from your system, the video files can still be viewed using the Microsoft's Media Player program, included on the CD-ROM.

Solution #1 (workaround):

Install the *Video for Windows* using the file manager.

- 1.) Open file manager.
- 2.) Select the CD ROM drive.
- 3.) Select the **winvideo** subdirectory
- 4.) Find the file called "**SETUP.EXE**"
- 5.) double click on the **SETUP.EXE** file.
- 6.) The *Video for Windows* program should successfully load now
- 7.) You'll need to run the video files through the **Microsoft Media Player** in the accessories group. Refer to your Windows manual for more information on the Media Player.

Solution #2:

- 1.) Remove the conflicting software.

- 2.) Reboot the system
- 3.) Install the CD in the standard manner
- 4.) Re-install the software from step 1.

Solution #3

- 1.) Remove the conflicting software permanently

Note: *CDRP does not support third party software. If you continue to have problems with third party software, you should contact the software supplier.*

Problem:

2nd MOVIE REEL WON'T RUN

After running the first reel of a multi-reel movie, the second reel prompt does not appear, and/or the system locks up. The cause of this is unknown, research continues. However, there is a work-around.

Work-around: Use Windows Media Player to play videos. The videos should successfully run from Media Player.

1. Click on Media Player Icon.
 2. Select Open from File menu
 3. Select the CD ROM drive.
 4. Select the video clip or reel you wish to run
 5. Play video
 6. For more information on using Media Player, refer to your Windows manual.
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OTHER ERRORS AND PROBLEMS

In order for us to provide the best and most accurate support, send or fax this completed form, along with a printout of your AUTOEXEC.BAT and CONFIG.SYS files to:

CDRP, Inc.

101 Rogers St. Suite 204

Cambridge, MA 02142 -1049

Fax: (617) 494-6094

Technical support (617) 577-7553

Email: chestnut@ world.std.com

User information:

Name:

Company:

Address:

City - St/Province - Zip/Postal Code - Country (if outside USA)

Tel (Voice)

Fax

E-mail

Description of the problem

CD-ROM Title:

Version number:

Problem encountered (exact error message):

Are you experiencing this same problem with other CD-ROMs? If so, which ones?

Running under DOS or Windows:

- if running under Windows, supply a printout of your WIN.INI and SYSTEM.INI files

Interface Information

Sound card brand/model

CD-ROM drive brand/model

CD-ROM drive letter

Driven by SCSI sound card dedicated card parallel port other _____**System Information**

Type (386DX33, 486DX50, etc) _____

Amount of RAM:

Hard drive "C" type: SCSI IDE MFM ESDI

if SCSI, interface brand and model _____

DOS version

Windows version

Include the following PRINTOUTS with this form:

AUTOEXEC.BAT

CONFIG.SYS

WIN.INI

SYSTEM.INI

plus: if you have Windows, print out a copy of your Microsoft Diagnostics by typing:
MSD<enter> alt-F alt-P <spacebar> <enter>

plus: supply a printout of your system memory by typing: MEM/C >PRN