

*EnterAct*TM *Screen Saver*

Entertainment and Interactive software TM

TROUBLESHOOTING

Before calling Technical Support please carefully review the Users Manual and this file to determine if the situation you face is already addressed. There may be additional specific information and suggestions in the [README](#) file for your particular screen saver product.

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Doc: 15-Mar-95

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Disclaimer

Despite the best efforts of Microsoft and others, the use of the Windows operating system does not guarantee that all applications can run on all computers. Various factors, like driver revisions and hardware interactions, result in occasions where perfectly functional and properly operational applications simply will not execute in a satisfactory fashion on some machines. While the situation with Windows is generally superior to that of DOS, some conflicts can and do still arise.

Please review and implement each of the suggestions in this HELP system carefully. Hopefully you will find yourself within the greatest majority of users who can resolve any difficulties that might be observed.

SETUP program.

It is best to exit all other applications before starting any [SETUP](#) installation. If you have a CLOCK program running this may cause some conflicts with [SETUP](#). If so, exit and restart Windows, then terminate your CLOCK, then run [SETUP](#) again.

The [SETUP](#) program itself has certain system requirements: Microsoft Windows 3.1 in standard or enhanced mode, or Windows-NT, 500K of free hard-disk space at startup, VGA or better video system. The screen saver itself will require additional disk space once the [SETUP](#) installation process begins.

If [SETUP](#) will not execute after meeting the above requirements then review your System Resources. You may need to adjust your Virtual Memory or other resources. See the rest of this HELP (especially the System Hangs), and the Microsoft Windows Users Guide for additional details on resource management.

Out of memory

If the screen saver displays a message about *Not Enough Memory*, or otherwise fails to run properly, your PC may not have enough available memory ([RAM](#)) or [System Resources](#) to support the saver. This may also be the cause if the saver simply refuses to load even when you press the TEST button. You may be able to restore operation by quitting other running applications, or by installing additional memory in your PC to increase the amount of [RAM](#) in your system, or by increasing the size of the [Virtual Memory](#). If you are using a RAMDISK consider removing this driver for better overall Windows performance.

If you enable the *Use Message* capability you should avoid making messages that are very long, or that use overly big fonts. Try disabling message displays to see if your symptoms improve. If they do improve then consider making your message smaller and shorter.

You can reduce the amount of memory required by the screen saver, and improve animation speed at the same time, by disabling or limiting optional animations and Sound in those modules that support these settings.

The advanced animation techniques of some modules in the screen saver require that significant memory and system resources be available when the saver starts. If your [RAM](#) or [System Resources](#) appear low then you may want to increase the size of your [Virtual Memory](#). In the *Main* group select *Control Panel*, then select *Enhanced*, then select the *Virtual Memory* menu to adjust the size of this resource. You may need to run a disk defragmenter (like DEFRAG from Microsoft) in order to make more disk space usable for Virtual Memory. Please note that a *Permanent* swap file may provide superior performance to a *Temporary* swap file. Refer to the Microsoft Windows Users Guide for additional details on expanding the resources available to your environment.

Refer to [Kaleidoscope](#) for additional details.

Saver too slow

If animations are slow or erratic, or take too long to load, you may need to optimize your Windows environment by enabling a Permanent swap file. In the *Main* group select *Control Panel*, then select *Enhanced*, then select the [Virtual Memory](#) menu to control this setting. Refer to the Microsoft Windows Users Guide for details on this command. These and other memory limitations can slow the animations. Refer to the [Out of Memory](#) section for more information.

If your saver offers a choice of *Compressed* versus *Uncompressed* files (as does DOOM II), consider executing the [SETUP](#) program again to select the *Uncompressed* versions.

The resolution of your video mode impacts the animation speed of the saver, and the amount of memory needed to execute it properly. A video mode of 1024 x 768 uses 57% more memory than 800 x 600 mode of the same number of colors. Using lower resolution video modes will improve animation speed and lessen resource demands. Also refer to the [Video Problems](#) section.

When other applications are loaded in Windows, even if they have been reduced to an icon, they are given a portion of your computer's time and resources. Some programs are very inconsiderate and use CPU time even when they are not doing any work. Since the screen saver surrenders its own activities in favor of other processes, the saver will slow as more applications are loaded. You may wish to close applications that you are not actually currently using to make the saver, and all other applications, run faster. Also, consider disabling the [Polite](#) option in the screen saver.

Please do NOT enable Sound (or Music) if you do not have a sound board functioning properly in your computer. Drivers that play sounds through the PC Speaker will have serious effects on animation speeds.

A large amount of disk activity during the saver operation may slow down the animations. Refer to the [Too much disk activity](#) section for additional details.

Too much disk activity

It is normal for the disk drive to be active when the saver is loading a module, or when new animations or objects are being prepared for presentation.

When Windows is unable to store all the currently needed program space in actual physical memory ([RAM](#)) it will move portions out to your disk drive as [Virtual Memory](#). If you have a sudden increase in disk drive activity while the saver is running there are a few possible causes:

Too little RAM for saver animations

If the free memory on your system is too small to hold the advanced animations of this saver then virtual memory swapping or disk thrashing (constant levels of unusually high disk activity) may be evident. If you enabled Display Message on Screen you may be using too large or too long of a message. Refer to [Out of Memory](#) for suggestions.

Un-optimized disk cache settings

The Microsoft MEMMAKER program can be run under DOS to optimize your CONFIG.SYS and AUTOEXEC.BAT file settings. This not only maximizes the amount of conventional memory available to DOS and Windows, but will also make adjustments to SMARTDRV that can prevent excess disk activity in some circumstances.

Background auto-save of files

Some word editors and other utilities have the ability to automatically save your work in progress. Some of these are based on a timer. Others wait for you to not be busy for some period of time. If you have such capabilities enabled it is not unusual that you would see periods of high disk activity. This is normal in this circumstance, and can be defeated only by changing the configuration of the programs performing the saves.

Network or other background process

If you have a network, or other background processes, active on your computer while the saver is running it would be normal for disk activity to occur. Such activities may also seriously slow the drawing speed of the saver.

Video problems

If you experience scrambled video, especially with Windows 3.1, you may need to install a more current Windows 3.1 software video driver for your specific VGA adapter (video card). Follow the manufacturer's instructions for installation.

If you are running in a video mode that displays more or less than 256 colors then screen saver performance and appearance will not be optimal. You may wish to switch your video driver to 256-color mode. Consult the Microsoft Windows Users Guide or your video card manufacturer's instructions.

Refer to [System hangs](#) for additional suggestions.

System hangs

If the saver is busy loading images or sounds it may *appear* to be hung, when in fact it is not. On slower machines this loading can take a long time. In *extreme* cases, if the files being loaded are in compressed format this step could take several moments. Since Windows treats file reading as an uninterruptable activity it is impossible for the screen saver to respond to mouse or keyboard input while files are loading. Watch (or listen) for disk activity when the saver appears to be hung, this could suggest that a load is in progress. Use uncompressed files if the saver product youve installed gives you the option. Use a disk defragmenter (like DEFRAG from Microsoft) to improve file loading for all your applications. Most saver modules will display a message like Loading to alert you to the activity, but not all products present this message.

If your system is hanging, check the *FILES=* and *BUFFERS=* lines in your CONFIG.SYS file. *FILES=* should be set to at least 80 and *BUFFERS=* should be set to 30, unless you are utilizing SMARTDRV (or similar software disk cache such as NCACHE, PC-CACHE, PC-KWIK, etc.). In which case *BUFFERS=* should normally be set to 10. Be certain that a *BUFFERS=* entry does exist.

It is possible for an older video driver to hang, or cause General Protection Faults, or cause other random Application Errors, because of its inability to properly process advanced image manipulation commands. Contact the supplier of your video card or of the video drivers in your system to ensure that you have the very most current versions properly installed. You should also consider trying your video system at different resolutions, but usually only with 256 colors.

If your system hangs only when *Sounds* (or *Music*) are enabled the problem may be in the audio drivers in your system. Check with the supplier of your audio components for upgrades and bug fixes. Also carefully analyze your configuration for possible conflicts. If the Microsoft Media Player will not operate flawlessly on your system then the screen saver is unlikely to be stable. Disable screen saver *Sounds* (and *Music* if supported on your product) until the problem is resolved.

Refer also to [Out of memory](#) for additional suggestions.

Printer problems

If the screen saver seriously slows, disrupts, or cuts off, lengthy print jobs then try setting the print manager or other print controller to highest priority.

Use the [Polite](#) option to improve screen saver compatibility with other processes.

Audio problems

If you do not hear sounds and there is enough memory available, make sure the volume is turned up on the tools that control your sound card.

Enabling *Palette Fade* in the Options menu might induce some periodic noise in your sound system over a period of a few minutes until the screen is fully dimmed.

Test your sound system

From *Program Manager* open the *Main* group. Select *Control Panel*, then *Sound*. Highlight a WAV file, and select the *Test* button. If you do not hear sound from your external speakers, check your speakers, cables, and sound card to make sure everything is installed and connected properly. See the Microsoft Windows Users Guide and your sound cards manufacturer's instructions for more information.

If Windows will not let you select a WAV file then your sound driver is not properly installed. Refer to the installation program and documentation for your sound card.

Please do NOT enable Sound (or Music) if you do not have a sound board functioning properly in your computer. Drivers that play sounds through the PC Speaker will have serious effects on animation speeds.

Install the saver again

If the above test is successful but the screen saver still has no audio then reinstall the screen saver. Be certain to instruct the [SETUP](#) program to install the SOUND options (if your particular saver product gives you a choice). During the [SETUP](#) a test of your sound system may be conducted. If you can hear the sounds be certain to select YES in the reply dialogs, otherwise [SETUP](#) will disable the sound feature.

Check the module options

From the screen saver Options menu enable the *Sound* setting. If the option is shown, but will not let you enable it, then the sound files are missing and you will have to install this saver again. If this version of *EnterAct* supports sound volume control then be certain it is set to maximum.

If all else fails

If you have performed the tests described above, and everything is working correctly, and the SETUP sound test played properly, but the screen saver modules are still silent, contact our Technical Support. The telephone number is in the User's Manual.

Kaleidoscope

One never knows what condition the computer may be in when a screen saver attempts to load. If it should happen that the computer is engaged with some process that essentially monopolizes the Memory ([RAM](#)) or other [System Resources](#) there may not be room to fully load a savers animations or sounds. This [Out of Memory](#) condition in most cases will not cause a problem for the internal *Kaleidoscope* module. Thus saver functionality can continue even in nearly the worst of circumstances.

When ***EnterAct*** attempts to load a screen saver product selected by the user it may find insufficient room on the system. In these cases it will automatically use the Kaleidoscope module if possible. The next time the saver starts the needed resource on the computer may exist, and the selected savers will load.

EnterAct.INI file

This information subject to change without notice and with differing product versions. You should normally avoid modifying these values directly. Use the various menus provided by **EnterAct** to configure your system. This information is intended for reference purposes only.

[Global]	
SaverDir	LAST saver accessed for modules
Module	The module that will run when saver times out
Active	Flag if saver is active or not.
Sound	Flag if sound in on.
Minutes	Time till saver activates
TimeTick	Establishes maximum animation speed. Used to keep small creature movements from being far faster than larger creatures. Small numbers, faster creatures.
DetectMouse	Flag to detect mouse movement (Installs a MOUSE HOOK)
DetectKeyboard	Flag to detect keyboard movement (Installs a KEYBOARD HOOK)
DetectCOM	Flag to detect COM PORT activity (Installs a COMM HOOK) *FUTURE*
DetectLPT	Flag to detect LPT PORT activity (Installs a LPT HOOK) *FUTURE*
Polite	Flag to time slice to windows system when active
StopWithMouse	Flag to detect mouse movement to stop (only works when DetectMouse1)
StopWithKeyboard	Flag to detect keyboard movement to stop (only works when DetectKeyboard1)
DesktopType	Type of desktop (gradient, solid, preserve)
SolidColor	If solid color desktop, this is the color
GradientColorTop	If gradient desktop, this is the top color

GradientColorBottom	If gradient desktop, this is the bottom color
UseMessage	Use message flag
Message	Message to display if on
MessageFont	Font to use if message on
MessageSize	Font size to use if message on
MessageColor	Color of text if message on
MessageStrikeout	Type of font settings in message on
MessageUnderline	Type of font settings in message on
MessageBold	Type of font settings in message on
MessageItalic	Type of font settings in message on
MessageStyle	Type of message (Bounce or Popup)
RandomMinutes	Number of minutes before random switches
IconMinimized	Flag to show icon or not when minimized
Activate	Corner activate number (0 TL, 1 TR, 2 BL, 3BR)
Never	Corner never activate number (0 TL, 1 TR, 2 BL, 3BR)
PaletteFade	Use palette fade for energy savings
PaletteFadeMinutes	Minutes of screen saver activity before palette begins to fade
MonitorOff	Turn monitor off (Only if VBE type of monitor) flag
MonitorOffMinutes	Minutes of screen saver activity before monitor turns off. If Palette fade is selected then this counter doesn't start until the palette has begun to fade.
UseCorners	Flag to use Activate/Never corners
LastState	Last known state of saver (0 - Minimized, 1 - Normal)
[Directories] StageDirectory	Location of the root directory and SR_CONT.DLL

[AfterDark]
Setup

Control panel that will execute when SETUP is selected from AD

[Windows]
Setup

Control panel that will execute when SETUP is selected from
WIN/NDW

SETUP: The SETUP program must be executed by Windows. It will install the new program on your computer in the directory that you specify. It performs other processes needed to prepare your computer to use the program.

RAM: *Random Access Memory. On a PC it comes in many flavors: Conventional, Expanded, Extended, etc.. Within Windows the term is even more ambiguous. In Program Manager, select HELP, then select About Program Manager to peek at your system. The Memory line shows combined RAM and Virtual Memory that are free for use by the saver or any application.*

System Resources: *If you run low on these, things tend to stop working. In Program Manager, select HELP, then select About Program Manager to peek at your system. The System Resources line shows amount free for use by the saver or any application.*

Virtual Memory: Windows can automatically extend the actual memory (RAM) on your computer by sending some less frequently used information out to a swap file on your hard disk. This allows more applications to be loaded at the same time, and allows loading of larger applications than your RAM would support, but all at the cost of increasingly slower computer performance. If your disks are often active when you are not accessing files then you are probably seeing the Virtual Memory Manager in action. Selecting the correct size for this resource is vital to total performance. See the Microsoft Users Manual.

Polite: This option tells the saver to be especially willing to surrender its own use of the computer in favor of any other application active on the system. This can drastically slow screen saver animations, but reduces impact on other processes.

README: *These are various TEXT (.TXT) files supplied with each of the **EnterAct** products, which provide current or product-specific information not addressed in the Users Manual or the HELP files. The first such file is README.TXT on SETUP diskette #1 of every product. Use the Windows Notepad to read this file directly from the diskette. Otherwise, use the various icons established in the EnterAct program group to access the versions placed on your hard disk by the SETUP program.*

