

Broderbund Troubleshooting Guide

Welcome!

To the Broderbund Troubleshooting Guide for Broderbund products.

This Troubleshooting Guide is designed to help you take some general steps in trying to troubleshoot difficulties or errors with your program. Each Broderbund product has different features or aspects that may make it unique. For example, some programs print and others do not. The purpose of this guide is to provide general troubleshooting guidelines which should apply across the board.

Note: Because this is a general Troubleshooting Guide, it contains information about Windows 95, Windows 3.1, and Macintosh operating systems. Please check the manual for your program to see if the program is designed for a particular platform.

Let's Begin with some All-Purpose Troubleshooting

What we mean by all-purpose troubleshooting is that there are a couple of things that you can try to check no matter what your operating system is.

Check the Program's System Requirements

It is important to make sure that your computer has at least what the program requires in its System Requirements. System Requirements are meant to represent the minimum of what you can use. Thus, it is a gauge of whether the program will work on your system or not. System Requirements can be found on the outside of the program's box on the side or bottom spine, in the manual, and sometimes in the **ReadMe** file of the product.

If your system does not meet the program's minimum requirements, we cannot guarantee that the program will work, and we cannot support it. We recommend that you try returning or exchanging the product at the place of purchase.

Clean the CD-ROM

Randomly generated errors can often be caused by the slightest mark, smudge, or lint on the actual CD-ROM disc. Even if you just bought the program and took the CD-ROM disc out, and you receive an error, it is a good idea to clean the CD. CD-ROM discs go through several washes in the production cycle. For the most part, they are clean, but it is always possible that there is some residue left over.

To clean a CD-ROM disc, please follow these steps:

1. Place the CD label side down on a cotton cloth.
2. Spray the surface of the CD lightly with Windex or other non-ammonia based glass cleaner.
3. Using a clean cotton cloth or chamois, gently wipe from the center of the CD outward in a straight motion.

Note: Do not wipe in a circular motion, because anytime you clean with a cloth, you produce tiny hair-line scratches. Scratches which are perpendicular to the track don't affect the data on the CD, but scratches that are parallel to the track on the CD could cause errors.

Windows 95 Troubleshooting Checklist

Disable Programs Running in the Background

The first step in troubleshooting any problem, especially General Protection or Invalid Page Fault error messages, or hanging of the operating system, is to disable any other programs that may currently be running. This can be accomplished by modifying the Startup folder configuration and by editing the WIN.INI file for programs running in the background.

I. The Startup Folder

The **Startup** folder allows certain programs to load automatically when you start Windows 95. These applications usually run in the background and might be conflicting with your Broderbund product. You can stop these programs from loading by doing the following:

1. Click the Windows 95 **Start** button, point to **Settings** and click **Taskbar**. A **Taskbar Properties** dialog box appears.
2. Click the **Start Menu Programs** tab.
3. Click the **Advanced** button in **Customize Start Menu** group.
4. Double-click the **Programs** folder. Select **File, New, Folder**.
5. Name the folder **Startbk** and press **Enter**.
6. Open the **Startup** folder. The contents of the folder will be displayed on the right side of the window.
7. Click and hold the right mouse button down on an item in the **Startup** folder, and drag it to the **Startbk** folder under All Folders on the left side. When the **Startbk** folder highlights, release the mouse button. When prompted, choose **Move Here**. Repeat until there are no more items in the **Startup** folder.
8. Restart Windows 95 for these changes to take effect. Click the **Start** button, then select **Shut Down**. In the **Shut Down Windows** dialog box, choose **Restart the Computer**. Click the **Yes** button.

In doing this, you have not removed any programs from your system; you can always replace the items by reversing the above process.

II. The WIN.INI File

The WIN.INI file allows certain programs to load automatically when you start Windows 95. These applications usually run in the background, and could be using memory needed by the Broderbund program, or conflicting with it. You can stop these programs from loading by doing the following:

1. Click the **Start** button and click **Run**.
2. In the **Open** box type **WIN.INI** and click **OK**.
3. The WIN.INI file will come up on screen in Notepad. Look near the beginning of the WIN.INI file for the lines that start with **load=** and **run=**. Place a semicolon (;) in front of each of these lines so that they now start with **;load=** and **;run=**.
4. Pull down the **File** menu and select **Exit**, then click the **Yes** button to save the changes made to this file.
5. Restart Windows 95 for these changes to take effect. Click the **Start** button, then select **Shut Down**. In the **Shut Down Windows** dialog box, choose **Restart the Computer**. Click the **Yes** button.

Check Color Settings

1. Click the **Start** button, point to **Settings**, and select **Control Panel**.
2. Double-click the **Display** icon.
3. Click the **Settings** tab.
4. Find the options for **Color Palette** and **Desktop Area** and change them as needed to match the system requirements of the program.
5. Click the **OK** button to accept any changes you may have made. Windows may ask if you want to restart the system for the changes to take effect. Answer **Yes**.

Check Sound

There are a few places to check to ensure that you receive sound if you are having sound difficulties.

1. Make sure **volume** is turned up.
 - Click the **Start** button and point to **Programs, Accessories, Multimedia**, and then select **Volume Control**.
 - Make sure that the **Volume Control** (General, Master, etc.) section is set mid-range, as well as the **Wave** and **Midi** settings.
 - Next, make sure that there are no check marks in any of the Mute boxes of the Volume Control Panel. If any of the Mute boxes have check marks, click once in the box to remove the check mark.
2. Make sure that the **speakers** are plugged in and turned on.
3. Check to see if you can play **Wave** and **Midi** sounds from your system.
 - Click the **Start** button and point to **Programs, Accessories, Multimedia**, and then select **Media Player**.
 - Pull down the **File** menu and select **Open**. This should open the **Media** folder.
 - Make sure Files of type: is set for **All files (*.*)** and double-click on any file ending in **.mid**.

- Click the button that looks like the Play button on a standard tape or CD player.
- Repeat the above process, this time selecting a file ending in *.wav*.
- If you do not hear both types of sound, you may need to check the configuration of your sound card and/or your sound card drivers.

Windows 3.1 Troubleshooting Checklist

Disable Programs Running in the Background

The first step in troubleshooting any problem, especially General Protection Fault, error messages, or hanging of the operating system, is to disable any other programs that may currently be running. This can be accomplished by modifying the Startup group configuration and by editing the WIN.INI file for programs running in the background.

I. The Startup Group

The **Startup** group allows certain programs to load automatically when you start Windows. These applications usually run in the background and might be conflicting with your Broderbund product. You can stop these programs from loading by doing the following:

1. Begin at the Windows **Program Manager**. Locate the **Startup** group. Double-click on the **Startup** group to open it. The contents of the program group will now be displayed.
2. If there are any icons in the **Startup** group, click to highlight any one icon.
3. Pull down the **File** menu and select **Move**.
4. In the next dialog box, select **Accessories** in the **To Group** list, then click **OK**.
5. This will move the selected icon to the **Accessories** program group.
6. If there are more icons in the **Startup** group, repeat the above steps as needed to empty the contents of the group.
7. Restart Windows for these changes to take effect. Pull down the **File** menu, select **Exit Windows**, and click **OK** when prompted to "end your current Windows session."
8. When you are returned to a DOS prompt, type **WIN** and press **Enter**. This will return you to Windows.

In doing this, you have not removed any programs from your system; you can always replace the items by reversing the above process.

II. WIN.INI File

The WIN.INI file allows certain programs to load automatically when you start Windows. These applications usually run in the background, and could be using memory needed by the Broderbund program, or conflicting with it. You can stop these programs from loading by doing the following:

1. Begin at the Windows **Program Manager**. Pull down the **File** menu and select **Run**.
2. In the line labeled Command Line type **WIN.INI** and click **OK**.
3. The WIN.INI file will come up on screen in Notepad. Look near the beginning of the WIN.INI file for the lines that start with **load=** and **run=**. Place a semicolon (;) in front of each of these lines so that they now start with **;load=** and **;run=**.
4. Pull down the **File** menu and select **Exit**, then click the **Yes** button to save the changes made to this file.
5. Restart Windows for these changes to take effect. Pull down the **File** menu, select **Exit Windows**, and click **OK** when prompted to "end your current Windows session."
6. When you are returned to a DOS prompt, type **WIN**, and press **Enter**. This will return you to Windows.

Note: To restore your WIN.INI file to its original state, follow the instructions again and remove the semicolon (;) from the beginning of the load= and run= lines.

Check Sound

There are a few places to check to ensure that you receive sound if you are having sound difficulties.

1. Make sure **volume** is turned up. Check the volume control for your sound card. The location, name, and use of the volume control may vary from sound card to sound card. Thus, we cannot offer step-by-step instructions for you. Please check the documentation that came with your sound card.
2. Make sure that the **speakers** are plugged in and turned on.

3. Check to see if you can play Wave and Midi sounds from your system.
 - From the **Program Manager**, double-click the **Accessories** group. Within this group, locate **Media Player** and double-click to open it up.
 - Pull down the **File** menu and select **Open**.
 - Under List Files of Type: select **MIDI Sequencer** (*.mid;*.rmi). Click once on any file ending in *.mid* to highlight it and click the **OK** button.
 - Click the button that looks like the Play button on a standard tape or CD player.
 - Repeat the above process, this time selecting **Sound** (*.wav) under List Files of Type: and selecting any file ending in *.wav*.
 - If you do not hear both types of sound, you may need to check the configuration of your sound card and/or your sound card drivers.

Macintosh Troubleshooting Checklist

Not Enough Memory

If you are receiving error messages indicating that there is not enough RAM to run this application, you may need to free up some additional memory. To check the amount of available memory, go to the **Apple** menu and select **About This Macintosh**, or **About This Computer** if you are using a Performa.

You can free up additional memory by quitting other applications that may be running, or by disabling System Extensions. Other programs running on your system at the same time might affect its performance. We recommend that you exit all other applications before running this program. For additional information on disabling System Extensions, please refer to the section listed below.

Disabling Extensions

Extensions can cause conflicts with programs by interfering with their installation or functionality or causing system lock ups. In order to determine whether an extension or extensions are causing problems, the normal troubleshooting steps for each system software is to disable all system extensions except for the Apple CD-ROM extension. Use the following procedure:

System 7.0 to 7.1 p6: Open the Macintosh hard disk. Open the **System** folder. Pull down the **File** menu and select **New Folder** to create an empty folder in the **System** folder. Call the untitled folder **Extensions(Disabled)**. Now open the **Extensions** folder. Resize and move the **Extensions** folder so that you can still see the **Extensions(Disabled)** folder. Pull down the **Edit** menu and choose **Select All** to select all the items in the **Extensions** folder. Next, drag all the items from the **Extensions** folder to the **Extensions(Disabled)** folder.

Then, open the **Extensions(Disabled)** folder. Resize and move the **Extensions(Disabled)** folder so that you can still see the **Extensions** folder. Locate and drag the **Apple CD-ROM** icon back to the **Extensions** folder.

Note: Some programs require additional extensions in order to run (check your manual for information on which specific extensions you need to run the program).

Close all folders to return to your desktop. Pull down the **Special** menu and choose **Restart** to restart the Macintosh.

System 7.5 and higher: Go to the **Apple** menu and select the **Control Panels** folder. Look for the **Extensions Manager** and double-click to open it. Go to the **Sets** option located at the top of the window. Click the down arrow to display the menu and select **Save Set**. Type in the name **Normal** in the **Save Set** dialog box and click **OK**. Go to the **Sets** option again and select **All Off**. Go through the extensions listing and put a check mark next to the Apple CD-ROM extension by clicking it.

Note: Some programs require additional extensions in order to run (check your manual for information on which specific extensions you need to run the program).

Go to the **Sets** option again, select **Save Set**, and give this new set a name (e.g., Broderbund). Close the **Extensions Manager** window and close all other windows. Then, pull down the **Special** menu and choose **Restart** to restart the Macintosh.

Note: You can switch your sets back to Normal at any time.

If the program functions properly after doing the above, it means that there may be something (either an extension or control panel) in the system folder that is causing a conflict with our product. You will need to find out which extension or control panel is causing the problem and determine if you need to keep it active.

Sound Problems

If you are unable to hear music or sound effects from the program, you should check to see that the volume control in your Sound Control Panel is high enough to be audible. To do this, pull down the **Apple** menu and select **Control Panels**. Double-click the **Sound** icon, and set the volume to a higher level.

Also make sure that the Sound Manager extension is installed. In most cases, our programs require the Sound Manager to play sounds correctly. If this program did not come with the Sound Manager extension, please contact Apple to obtain a copy. If you are running with System 7.5 or higher, you do not need to install Sound Manager onto your system, as it is already built into the system software.

Allocate Additional Memory to the Program

Sometimes the only thing a program needs to work correctly is permission to use a little more memory. You can allocate additional memory to the program by doing the following:

1. Open the Macintosh hard disk
2. Open the folder containing your Broderbund program.
3. Click once to highlight the application icon.
4. Pull down the **File** menu and select **Get Info** to display the program's information window.
5. Under **Memory Requirements**, you will want to increase the amount of memory allocated to the program. The next step can vary depending on which Macintosh operating system you use.
 - For System 7.0 - 7.0.1: Increase the figure shown in the Current box to 500 KB more than it now shows.
 - For System 7.1 and higher: Increase the figure shown in the Preferred box to 500 KB more than it now shows.
6. Close the **Information** window for the program.
7. Try running the program again. If the problem persists, you can repeat the above process to increase the memory a little more. We recommend that you do not increase the Current or Preferred memory value more than 2,000 KB over its original value.

Disable Virtual Memory

Using virtual memory on a Macintosh may increase the amount of memory which appears to be available for your program to use, but doing so can actually slow down your system performance to the point that problems may arise. You can disable virtual memory usage temporarily by doing the following:

1. Pull down the **Apple** menu and select **Control Panels**.
2. In Control Panels, double-click to open the **Memory** control panel.
3. When the **Memory** control panel opens, click **Off** in the **Virtual Memory** section.
4. Close the **Memory** control panel and close all other windows.
5. Then, pull down the **Special** menu and choose **Restart** to restart the Macintosh.
6. Try the program again.

Seeking Further Assistance

The purpose of this guide is to provide general, across the board guidelines to help you. But there are other places for you to look, especially with concerns that are directly related to your specific program.

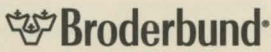
Make sure that you check the **ReadMe** file for any late breaking news that may not have been included in the manual or this troubleshooting guide. This **ReadMe** file can usually be found in the directory in which the program is installed or on the original distribution CD.

Another place to find information regarding your product is in the User's Manual that is specific for the program itself. This should be included in the box along with the product.

If you have worked through these troubleshooting suggestions and still need assistance, you can contact Broderbund Technical Support by using the options listed below. It will be very helpful if you can tell us your computer make and model, and the brand names of both the video card and sound card you are using. If possible, have the computer both positioned near your phone and turned on. Please also be prepared to give us a detailed description of what happens when you try to run the program.

You can contact us in any of the following ways:

- Internet - Online support is available through our World Wide Web site at <http://www.broderbund.com>
- Phone - Call us at (415) 382-4700 from Monday through Friday between the hours of 6:00 a.m. and 5:00 p.m., Pacific Time.
- CompuServe - Type GO BB at any prompt to access Broderbund's area in CompuServe, or send your questions to support@broderbund.com
- America Online - Use the Keyword: BRODERBUND to find our Product Support Boards, or address your questions to BBund Tec1 or BBund Tec2 using AOL's electronic mail.
- Mail - Send your questions to Broderbund Technical Correspondence, P.O. Box 6125, Novato, CA 94948-6125.



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