

This file is not meant for browsing

This file is not meant for browsing. It contains help and error messages.

Important

Because of changes made to this version of Windows, the Calendar utility included with hDC First Apps may not function correctly. If you try to load the hDC Calendar utility, you will be able to see the calendar, but none of its features will be available.

If you are in the United States, call Express Systems at (206) 728-8300 for more information. If you are outside the United States, call the product support telephone number that came with your copy of hDC First Apps.

Important

Stacker versions 4.0 or earlier do not support long file names. Do not use these versions of Stacker to compress, optimize, resize, uncompress, or change the expected compression ratio of a drive that has long file names. If you do, you will truncate long file names to eight-character names with three-character extensions. In addition, Stacker versions 4.1 and earlier are unable to compress drives that use large disk support (FAT32).

For further information, refer to the Stac Web site at:

<http://www.stac.com>

Important

Because of changes made to this version of Windows, this version of Do It On Your Desktop does not run correctly. If you try to start Do It On Your Desktop, the program will stop running.

If you are in the United States, call Moon Valley Software at (800) 473-5509 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Do It On Your Desktop.

Important

Because of changes made to this version of Windows, some features of Lotus ScreenCam versions 2.0 and earlier do not function correctly. ScreenCam 2.0 plays Windows 3.1 screen movies under this version of Windows but does not record screen activity.

If you are in the United States, call Lotus at (800) 343-5414. For information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of ScreenCam.

Important

Because of changes made to this version of Windows, this version of Peachtree Accounting may not run correctly.

If you are in the United States, call (800) 336-1420 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Peachtree Accounting.

Important

Because of changes made to this version of Windows, Adobe Photoshop version 3.0 may not run correctly. Changing default settings in common dialog boxes may result in problems. For example, in the **Open** dialog box, you may encounter problems if you change the setting in **List Files Of Format Type**.

For information about obtaining an upgraded version of this program, contact Adobe at (800) 872-3623. If you are outside the United States, contact your local Adobe distributor or authorized reseller.

Important

Because of changes made to this version of Windows, this version of Crystal Walls may not run correctly. If you run Crystal Walls, you will be able to see pictures, but they will not be animated.

Call the product support telephone number that came with your copy of Crystal Walls for information about obtaining an upgraded version of the program.

Important

This disk utility was written for Windows 3.1. Some of this utility's features may not function correctly under this version of Windows.

For information about obtaining upgraded disk utilities written for this version of Windows, contact the manufacturer of this utility or your software vendor.

Important

This virus protection utility was written for Windows 3.1. Some of this utility's features may not function correctly under this version of Windows. You will be able to detect viruses, but not clean them. This utility may also detect virus activity where none occurs.

For information about virus utilities that were written for this version of Windows, contact the manufacturer of this program or your software vendor.

Important

If you are using the Access Developer's Toolkit version 2.0 to create setup disks that will be used under Windows 3.1, you must create those disks while running Windows 3.1.

If you create setup disks while running this version of Windows, those disks will contain system components from this version. If those setup disks are used on a Windows 3.1 system, the Windows 3.1 files will be replaced, causing serious problems.

If anyone using your program will be running Windows 3.1, create the setup disks while running Windows 3.1.

Important

If you are using the Visual Basic Setup Toolkit version 3.0 to create setup disks that will be used under Windows 3.1, you must create those disks while running Windows 3.1.

If you create setup disks while running this version of Windows, those disks will contain system components from this version. If those setup disks are used on a Windows 3.1 system, the Windows 3.1 files will be replaced, causing serious problems.

If anyone using your program will be running Windows 3.1, create the setup disks while running Windows 3.1.

Important

If you run the Aris MPC Wizard under this version of Windows using a color palette higher than 256 colors, the program may stop running.

Click here  for information about setting your palette to use 256 or fewer colors.

Important

Some Windows 3.1 user interface replacements may not function correctly under this version of Windows.

Running a Windows 3.1 user interface replacement with this version of Windows causes some features of the interface to be unusable.

For more information about this replacement interface, contact the manufacturer or your software vendor.

Important

This program was designed to run only on Windows NT. It takes advantage of high-end Windows NT interfaces or features that are not available in this version of Windows.

For information about a version of this program that is designed for this version of Windows, contact the program's manufacturer or your software vendor.

Important

Do not run the Microsoft Sound System version 2.0 setup program under this version of Windows. Instead, set up the Microsoft Sound System hardware by carrying out the following procedure.

To set up Microsoft Sound System hardware under this version of Windows

- 1 Click **Start**, point to **Settings**, and then click **Control Panel**.
- 2 Click **Add New Hardware**.
- 3 Install your sound card by following the instructions on your screen.

Important

This version of TabWorks may need to be upgraded to function correctly under this version of Windows.

Although you can run your current version of TabWorks under this version of Windows, it is recommended that you do not use it as your default interface. Instead, follow this procedure to start TabWorks.

▶ Click **Start**, point to **Programs**, and then click **TabWorks**.

You will be able to use all of the items currently in your TabWorks book, but you will be unable to add a new item to your book by using File Tracking or by dragging the item.

If you are in the United States, contact XSoft at (800) 909-4446 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of TabWorks.

Important

Because of changes made to this version of Windows, the tutorial for PFS: Window Works may not run correctly if your taskbar setting is **Always On Top**. If you try to run the tutorial with the taskbar on top, the program may stop responding. To resolve this problem, change the taskbar setting before running the tutorial.

To change your taskbar setting

- 1 Click **Start**, point to **Settings**, and then click **Taskbar & Start Menu**.
- 2 Click to clear the **Always On Top** check box.

Important

The MaxTime, FN-esse, and Toshiba sound control programs that were written for Windows 3.1 prevent the taskbar in this version of Windows from correctly displaying buttons that represent running programs. If you decide to use any of these programs, buttons on the taskbar representing running programs will not function correctly. To switch between open programs, press ALT+TAB.

If you are in the United States, call your local Toshiba product support organization for more information, or call (800) 999-4273. If you are outside the United States, call the product support telephone number that came with your copy of this program. Or, visit the Toshiba Web site at <http://www.toshiba.com>.

Important

Because of changes made to this version of Windows, some features of this version of Central Point Anti-Virus do not function correctly.

If you are in the United States, contact Symantec Corporation at (800) 441-7234 or (541) 334-6054 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

Because of changes made to this version of Windows, Family Tree Maker version 2.0 may not run correctly if your taskbar setting is **Always On Top**. If you try to run Family Tree Maker with the taskbar on top, the program may stop responding. To resolve this problem, change the setting before running the program.

To change your taskbar setting

- 1 Click **Start**, point to **Settings**, and then click **Taskbar & Start Menu**.
- 2 Click to clear the **Always On Top** check box.

If you are in the United States, contact Banner Blue Software at (510) 794-6850 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

Because of changes made to this version of Windows, TrueEffects may not function correctly.

If you are in the United States, contact Mindscape Direct at (510) 652-5464 for more information. If you are outside the United States, call the product support telephone number that came with your copy of TrueEffects.

Important

Because of changes made to this version of Windows, this version of NCD PC-Xware may not function correctly. If you install PC-Xware on a computer that is running this version of Windows, your computer may not start.

If you are in the United States, contact NCD at (800) 296-3359 for more information. If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

Because of changes made to this version of Windows, Wired for Sound version 1.0 does not function correctly. If you are in the United States, contact Aristo-Soft, Inc. for more information.

To contact by**Do the following**

Telephone

Call (510) 426-5344

Fax

Send name and address to (510) 328-1117

E-mail

Send questions to wfs@pacbell.net

If you are outside the United States, call the product support telephone number that came with your copy of Wired for Sound.

Important

Because of changes made to this version of Windows, older versions of Icon Hear It may not run. When you try to close older versions of Icon Hear It, the program may stop running.

If you are in the United States, call Moon Valley Software at (800) 473-5509 or (805) 781-3890, or send a fax to (805) 781-3898, for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Icon Hear it.

Important

If you are running DaVinci eMAIL and you use a network printer, make sure the network path is associated with a printer port (this is also referred to as capturing a printer port). Otherwise, you may encounter problems when you print to a network printer.

Click here  for information about capturing a printer port.

If you are running DaVinci eMAIL version 3.0, you cannot add user licenses in this version of Windows. To add new users, you need DaVinci eMAIL version 3.1.

If you are in the United States, call ON Technology Corporation at (800) 328-4624, or send a fax to (617) 692-3539, for more information. If you are outside the United States, call the product support telephone number that came with your copy of DaVinci eMAIL.

Important

The 16-bit version of the Windows NT management tools does not run under this version of Windows. To resolve this problem, use the 32-bit version of these tools, which is located on The Microsoft Network.

Important

If you installed Microsoft Exchange, which is included with this version of Windows, you will be unable to run older versions of Microsoft Mail. When you install Microsoft Exchange, some Microsoft Mail files get replaced. Older versions of Microsoft Mail cannot use the new versions of these files.

Important

Because of changes made to this version of Windows, Nickelodeon Director's Lab may display some error messages at the end of its setup program. If this occurs, you must close the setup program manually.

After the setup program has added new shortcuts, you may see a message that says, "Setup Message: Script or DLL has been corrupted. Unable to load dialog template: 'mscuisf.dll: 2'." If this message appears, carry out the following procedure.

To close the Nickelodeon Director's Lab setup program

- 1 Press CTRL+ALT+DEL.
- 2 In the **Close Program** dialog box, click **Director's Lab setup program**, and then click **End Task**.

This ends the error messages and closes the setup program.

Important

The WorldView CD-ROM by Aris Entertainment includes a modified version of Microsoft Video for Windows. Because this modified version was not configured properly, it may erroneously report that a device driver is corrupted and may advise you to call product support services.

If you are following the instructions in the Readwrlld.txt file, you may see an error message on your screen indicating that the source file or destination disk may be corrupted. If you receive such an error message, carry out the following procedure.

To fix this problem

- 1 Click **Start**, and then click **Run**.
- 2 In **Open**, type: **command /c copy x:\vfwsetup\iccvid.drv %windir%\system /y**
where **x** is the letter of your CD-ROM drive.
- 3 Click **OK**.
- 4 Reinstall Microsoft Video for Windows by following the instructions in the Readwrlld.txt file.

Important

Because of changes made to this version of Windows, Turbo Debugger version 3.1 for Windows may not run correctly.

If you are in the United States, contact Borland International, Inc. for information about obtaining an upgraded version of this program. To place an order, call (800) 331-0877. For a list of technical support telephone numbers, call (800) 523-7070. If you are outside the United States, call the product support telephone number that came with your copy of Turbo Debugger.

Important

Older versions of PrintCache were designed to modify parts of Windows 3.1 printer drivers. If you run older versions of PrintCache under this version of Windows, none of the printer drivers installed on your computer will work.

For more information about this program, contact your software vendor.

Important

If you use a network printer, make sure the network path is associated with a printer port (this is also referred to as capturing a printer port). Otherwise, you may encounter problems when you print to a network printer from this program.

Click here  for information about capturing a printer port.
For more information about this program, contact the manufacturer or your software vendor.

Important

Because of changes made to this version of Windows, this version of pcAnywhere may not function correctly. If you are in the United States, contact Symantec Corporation at (800) 441-7234 or (541) 334-6054 for information about obtaining an upgraded version of pcAnywhere. If you are outside the United States, call the product support telephone number that came with your copy of pcAnywhere.

To capture a printer port


- 1 Click here  to open the Printers folder.
- 2 Point to the icon for the printer you are using.
- 3 On the **File** menu, click **Properties**.
- 4 Click the **Details** tab.
- 5 In **Print to the following port**, click the port specified.

If the specified port begins with the letters LPT, the port has been captured. Close the **Properties** dialog box.

If the specified port begins with backslashes (\\), write down the text that appears in **Print to the following port**, and then click **Capture Printer Port**.

- 6 In **Device**, click a printer port that you are not already using.
- 7 In **Path**, type the text you wrote down in step 5.
- 8 Select the **Reconnect at logon** check box if you want to permanently capture this printer port, and then click **OK**.
- 9 In **Print to the following port**, click the port you chose in step 6, and then click **OK**.


Note

- For Help on an item, click  at the top of the dialog box, and then click the item.

Important

Because of changes made to this version of Windows, Thumbelina may not install correctly. You can resolve this problem by adding a line to your System.ini file. This line tells the setup program that this version of Windows is Windows version 3.1.

To enable Thumbelina Setup to run

- 1 Print or write down these instructions.
- 2 Click here  to start System Configuration Editor.
- 3 On the **Window** menu, click the **Win.ini** file.
- 4 In the [Compatibility] section, type the following text on a line of its own:
DSHELL=0x00200000
- 5 On the **File** menu, click **Exit**.
- 6 To save your changes to the Win.ini file, click **Yes**.
- 7 Restart your computer, and then run the Thumbelina Setup program.
- 8 After Thumbelina is installed, carry out steps 2 through 6 again, but for step 4, remove the text that you added to the Win.ini file.

Important

Because of changes made to this version of Windows, if you switch between standard and enhanced environments in MCS Stereo version 1.05, the mixer controls will be disabled. To enable them, close the program, and then reopen it.

If you are in the United States, contact Animotion Development Corp. for information about obtaining an upgraded version of this program. You can reach the company at the following numbers: telephone (205) 591-5715; fax (205) 591-5716; and technical support BBS (205) 591-5795. If you are outside the United States, call the product support telephone number that came with your copy of MCS Stereo.

Important

The McAfee network management software NetTools versions 5.1 and 5.2 contain the program Appman.exe, which is a replacement for Windows 3.1 Program Manager. Appman.exe may not function correctly under this version of Windows.

If you are in the United States, contact McAfee Associates, Inc. for information about obtaining an upgraded version of this program. You can reach the company at the following numbers: telephone (408) 988-3832; fax (408) 970-9727; and technical support BBS (408) 988-4004. If you are outside the United States, call the product support telephone number that came with your copy of NetTools.

Important

Because of changes made to this version of Windows, running Adobe Acrobat version 1.0 may create a general protection fault error. If this occurs, upgrade to the latest version of Acrobat.

If you are in the United States, call (800) 272-3623 for information about obtaining an upgraded version of Acrobat. If you are outside the United States, call the Adobe product support telephone number that came with your copy of Acrobat.

Important

Because of changes made to this version of Windows, the device-disabling feature included in the Compaq utility Secure may not function correctly. For secure device disabling, run Compaq F10 Setup in conjunction with the setup password. You can also disable a device by carrying out the following procedure.

To disable a hardware device

- 1 Click here  to open the **System Properties** dialog box.
- 2 Click the plus sign beside the hardware type, and then double-click the hardware.
- 3 In the **Device Usage** area, select the **Disable in This Hardware Profile** check box.

If there is more than one configuration listed in the **Device Usage** area, select the configuration check boxes for the devices you want to disable.

Note

- After the device is disabled, the resource settings may not be free unless you have Plug and Play hardware.

Important

Because of changes made to this version of Windows, RemindMe version 1.0 may not run.

If you are in the United States, call Velocity Development Corp. at (415) 274-8840 for more information about this program. If you are outside the United States, call the product support telephone number that came with your copy of RemindMe.

Important

This program was designed for Windows 3.1. Because of changes made to this version of Windows, some of the program's features, such as the floppy RPM test, RAM test, and video tests, do not function correctly.

If you are in the United States, contact Quarterdeck Select for information about obtaining a version of this program that is designed for this version of Windows.

To contact by	Do the following
Telephone	Call (800) 678-3600 Call (573) 875-0932 (Technical Support)
Fax	Send questions to (813) 523-2335
Web site	Connect to http://www.quarterdeck.com http://support.qdeck.com

If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

Because of changes made to this version of Windows, Pixar's Typestry may not run. To fix this problem, create a Win32s.ini file for it, and then save it in your System folder.

To create a Win32s.ini file

- 1 Click here  to start Notepad.
- 2 In Notepad, type the following:
[WIN32s]
Version=1.3
- 3 On the **File** menu, click **Save**.
- 4 Name the file Win32s.ini, and save it in the System folder, which is located in the folder that contains your Windows files.

If you are in the United States, contact Pixar, Inc. for more information about this program. You can reach the company at the following numbers: telephone (800) 888-9856 or (510) 236-4000; fax (510) 236-0388; and technical support telephone (800) 937-3179. If you are outside the United States, call the product support telephone number that came with your copy of Typestry.

Important

Because of changes made to this version of Windows, SpaceManager version 1.53 or earlier may not run correctly. Although you can install SpaceManager in MS-DOS mode, most of the program's utilities will not function correctly.

Because SpaceManager is no longer manufactured, it is recommended that you obtain a similar program that was designed for this version of Windows.

Important

You must install or run this game from the MS-DOS command prompt. If you attempt to run or install it by clicking **Start**, and then clicking **Run**, the game will not install or run correctly.

To run this game

- 1 Click **Start**, point to **Programs**, and then click **MS-DOS Prompt**.
- 2 Type the command that installs or runs the game.

Important

Super PC-Kwik version 4.0 does not run correctly under this version of Windows. The program can cause irreparable problems on hard disks that were compressed by using DoubleSpace.

It is recommended that you do not install Super PC-Kwik version 4.0 under this version of Windows.

If you are in the United States, call MicroDesign International at (800) 274-5945, or send a fax to (407) 677-8365, for more information about this program. If you are outside the United States, call the product support telephone number that came with your copy of Super PC-Kwik.

Important

This version of PC Tools was designed to work with MS-DOS or Windows 3.1. Some of this program's features do not function correctly under this version of Windows. If you are using large disk support (FAT32), this program may not run.

If you are in the United States, contact Symantec Corporation for information about obtaining new disk utilities that were designed for this version of Windows. You can reach the company at (800) 441-7234 or (541) 334-6054. If you are outside the United States, call the product support telephone number that came with your copy of PC Tools.

Important

You can install this version of Windows on existing SuperStor compressed drives and existing compressed volume files. However, because of incompatibilities, you cannot compress drives using SuperStor after you install this version of Windows.

SuperStor/DS uses a file named Defrag.exe to compress a drive. That file is replaced with a newer version during Windows Setup, and SuperStor cannot use the newer version of the file.

There are no known versions of SuperStor available for this version of Windows. If you want to compress a new drive or create a new compressed volume file, use DriveSpace, which is included with this version of Windows. Or, obtain a compression program that was designed for this version of Windows.

Important

DoubleTools for DoubleSpace by Addstor is incompatible with this version of Windows. Do not install this program under this version of Windows. If you do, you will lose access to any existing compressed volume files when you restart your computer.

Important

Because of changes made to this version of Windows, Carbon Copy version 2.5 and earlier does not run. If you attempt to run either the host or guest components of Carbon Copy, your computer will stop responding.

If you are in the United States, contact Microcom for information about obtaining an upgraded version of this program. You can contact the company the following ways: call (800) 822-8224; send a fax to (617) 551-1021; call technical support BBS (617) 762-5134; or connect to their Web site at <http://www.microcom.com>. If you are outside the United States, call the product support telephone number that came with your copy of Carbon Copy.

Important

Because of changes made to this version of Windows, this version of your Cyberflix product may not run.

For information about obtaining an upgraded version of this program, visit the Cyberflix Web site at <http://www.cyberflix.com> or call the product support telephone number that came with your Cyberflix product.

Important

Because of changes made to this version of Windows, Adobe Illustrator version 4.0 may not run. If you receive a general protection fault error while trying to run this program, you may be able to resolve the problem by using the standard VGA display drivers that came with this version of Windows. If your display is already set for standard VGA, click the **Run Program** button.

Click here  for information about changing display drivers.

If you are in the United States, contact Adobe at (800) 833-6687 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Adobe Illustrator.

To change your display driver

- 1 Click here  to open the **Display Properties** dialog box at the **Settings** tab.
- 2 Click **Advanced Properties**.
- 3 On the **Adapter** tab, click **Change**.
- 4 Click **Show All Devices**.
- 5 In **Manufacturers**, click **Standard Display Types**.
- 6 In **Models**, click **Standard Display Adapter (VGA)**.
- 7 Click **OK**, and then click **Close** in the **Change Display Type** and **Display Properties** dialog boxes.
- 8 Windows prompts you to restart your computer so the changes you made can take effect. If any programs are running, save any unsaved data, and then click **Yes**.

Important

This version of Windows does not support the program icons installed by the setup program for EarthCare! Although the setup program runs successfully, no icons are created. You can either run EarthCare! by using the **Run** command or by creating an EarthCare! submenu on the **Programs** menu, and then adding icons to the submenu.

- [To run EarthCare! by using the Run command](#)
- [To create a submenu and icons for EarthCare!](#)

To run EarthCare! by using the Run command

1 Click **Start**, and then click **Run**.

2 In **Open**, type the following:

x:\pc\earthc.exe

where **x** is the letter of your CD-ROM drive.

To create a submenu and icons for EarthCare!

- 1 Right-click **Start**, and then click **Open**.
- 2 Point to the Programs folder.
- 3 On the **File** menu, point to **New**, and then click **Folder**.
- 4 Type the following name for the folder:
EarthCare!
- 5 Press ENTER, and then click the folder you just created.
- 6 On the **File** menu, point to **New**, and then click **Shortcut**.
- 7 Use the Create Shortcut wizard eight times to create a shortcut for each the following items. For the letter **x**, substitute the letter of your CD-ROM drive.

Command line	Shortcut name
x:\pc\earthc.exe	EarthCare!
x:\pc\ read_me.wri	Read Me
x:\pc\register.wri	Register!
x:\pc\iloveair.wri	I Love Air text
x:\pc\iloveani.wri	I Love Animals text
x:\pc\ilovedrt.wri	I Love Dirt text
x:\pc\ilovewtr.wri	I Love Water text
x:\pc\songs.wri	Words to the songs

- 8 To start an EarthCare! program, click **Start**, point to **Programs**, and then point to **EarthCare!**


Important

If you use a network printer with 3D Home Architect under this version of Windows, make sure the network path is associated with a printer port (this is also referred to as capturing a printer port). Otherwise, you may encounter problems when printing to a network printer.

Click here  for information about capturing a printer port.

If you are in the United States, contact Broderbund Software, Inc. at (800) 521-6263 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your current copy of 3D Home Architect.

To install additional fonts from Microsoft TrueType Font Pack

Click here  for information about adding fonts on this version of Windows.

Important

Because of changes made to this version of Windows, some of the features of this version of Symantec's Time Line may not work correctly. If you attempt to use the Tools.run macro and Time Line samples, Time Line will stop responding.

If you are in the United States, contact Symantec at (800) 441-7234 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Time Line.


Important

Because of changes made to this version of Windows, some features of Close-Up version 6.0 or Close-Up/LAN Pro version 6.1 may not function correctly. The Remote side of Close-Up is currently compatible with this version of Windows.

If you are in the United States, contact Norton-Lambert Corp. for information about obtaining a version of Close-Up that was designed for this version of Windows. You can reach Norton-Lambert in the following ways: telephone (805) 964-6767 extension 1; fax (805) 683-5679; or by visiting their Web site at <http://www.norton-lambert.com>. If you are outside the United States, call the product support telephone number that came with your current copy of Close-Up.

Important

Do not run the setup program for this version of your Humongous Entertainment program. Because of changes made to this version of Windows, installing this program on your computer may result in system errors. You can, however, run the program from your CD-ROM by locating either the Autofred.exe or Autofarm.exe file, double-clicking it, and then clicking **Play**. You can add a command to start this program to the **Start** menu or **Programs** menu.

Click here  for information about adding a command to the **Start** or **Programs** menu. If you are in the United States, contact Humongous Entertainment at (206) 485-1212 for more information. If you are outside the United States, call the product support telephone number that came with your Humongous Entertainment program.

Important

Because of changes made to this version of Windows, Symantec C++ Professional version 6.1 and earlier do not function correctly.

If you are in the United States, contact Symantec at (800) 441-7234 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Symantec C++ Professional.

Important

Because of changes made to this version of Windows, Upfront version 1.1 may not run.

If you are in the United States, contact SketchTech at (612) 379-1435 for more information about this program. If you are outside the United States, call the product support telephone number that came with your copy of Upfront.

Important

Because of changes made to the display drivers for this version of Windows, Proxy does not work.

If you are in the United States, contact Funk Software, Inc. for information about a version of this program that was designed for this version of Windows.

To contact by	Do the following
Telephone	Call (800) 828-4146
Fax	Send questions to (617) 547-1031
E-mail	Send to sales@funk.com
Web site	Connect to http://www.funk.com

If you are outside the United States, call (617) 497-6339.

Important

Because of changes made to this version of Windows, the WanderLink component named Proxy does not run. During WanderLink Client installation, make sure you do not install the Proxy Master or Host components.

If you are in the United States, contact Funk Software, Inc. for information about a version of this program that was designed for this version of Windows.

To contact by	Do the following
Telephone	Call (800) 828-4146
Fax	Send questions to (617) 547-1031
E-mail	Send to sales@funk.com
Web site	Connect to http://www.funk.com

If you are outside the United States, call (617) 497-6339.

Important

Because of enhancements to the graphics drivers in this version of Windows, Poetry in Motion does not run correctly if your screen is set to a resolution other than 640 by 480 pixels.

Click here  for information about changing your screen resolution to 640 by 480 pixels. If you are in the United States, call the Voyager Co. at (800) 446-2001 for more information about this program. If you are outside the United States, call the product support telephone number that came with your copy of Poetry in Motion.

Important

Because of changes made to this version of Windows, certain features of this version of Wired for Sound Pro may not work correctly.

Contact one of the following services for information about obtaining an upgrade of Wired for Sound that is compatible with this version of Windows.

To contact by	Do the following
Web site	Connect to http://www.aristosoft.com
E-mail	Send to wfs@pacbell.net
Fax	Send to (510) 328-1117

If you are outside the United States, call the product support telephone number that came with your copy of Wired for Sound Pro.

Important

When you use a network printer with PerForm PRO, make sure the network path is associated with a printer port (this is also referred to as capturing a printer port). Otherwise, you may encounter problems when printing to a network printer.

Click here  for information about capturing a printer port.

If you are in the United States and want more information about PerForm PRO, call Symantec at (800) 268-6082; send a fax to (541) 984-2490; or connect to Symantec's Web site at <http://www.symantec.com>. If you are outside the United States, call the product support telephone number that came with your copy of PerForm PRO.

Important

Because of changes made to this version of Windows, Remotely Possible/sockets version 1.1 does not run. If you are in the United States, contact Avalan Technology, Inc. at (800) 441-2281 or (508) 429-6482 for information about obtaining an upgraded version of this program. Or, see Avalan Technology's Web site at <http://www.avalan.com>. If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

To install this Lotus product from a computer that is on a network, you need to map a drive letter to the network computer.

Click here  for information about mapping a drive letter to a network computer.

If you are in the United States, contact the word processing division of Lotus Development Corp. for information about obtaining the latest version of Ami Pro or Word Pro. You can telephone the company at (800) 343-5414, or visit their Web site at <http://www.lotus.com>. If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

Stacker versions 4.1 and earlier are unable to compress drives that use large disk support (FAT32).

For further information, refer to the Stac Web site at:

<http://www.stac.com>

Important

Do not use Stacker versions 4.0 or earlier to compress drives that have long file names. If you do, you will truncate long file names to eight-character names with three-character extensions. In addition, Stacker versions 4.1 and earlier are unable to compress drives that use large disk support (FAT32).

For further information, refer to the Stac Web site at:

<http://www.stac.com>

Important

Because of changes made to this version of Windows, versions 2.0 and 2.2 of the Bounds Checker program by NuMega do not work.

If you are in the United States, call Nu-Mega at (800) 468-6342 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Bounds Checker.

Important

If you are installing ClarisWorks version 2.0, continue with the installation. If you are installing ClarisWorks version 1.0 for Windows, you cannot install the program by using Setup.exe, which is located on disk one. Use Setupcw.exe, which is located on disk two, instead.

If you are in the United States, contact Claris Corp. for information about obtaining a version of this program that was designed for this version of Windows. You can reach the company at the Voice Answerline at (800) 735-739, the Fax Answerline at (800) 800-895, or by visiting their Web site at <http://www.claris.com>.

If you are outside the United States, call the product support telephone number that came with your copy of ClarisWorks.

Important

Because of changes made to this version of Windows, this version of Norton AntiVirus may not function correctly. If you are in the United States, contact Symantec Corporation at (800) 441-7234 or (541) 334-6054 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Norton Antivirus.

Important

Because of changes made to this version of Windows, this version of Norton Desktop or Norton Backup for Windows may not function correctly or may not run.

If you are in the United States, contact Symantec Corporation at (800) 441-7234 or (541) 334-6054 for information about utilities designed specifically for this version of Windows. If you are outside the United States, call the product support telephone number that came with your copy of Norton Desktop for Windows.

Important

Because of changes made to this version of Windows, this version of Norton Utilities may not function correctly. If you are in the United States, contact Symantec Corporation at (800) 441-7234 or (541) 334-6054 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Norton Utilities.

Important

Because of changes made to this version of Windows, this version of Norton Commander may not function correctly.

If you are in the United States, contact Symantec Corporation at (800) 441-7234 or (541) 334-6054 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of Norton Commander.

Important

This program was designed for an earlier version of Windows. Because of changes made to this version of Windows, it does not work correctly. If you try to run this program anyway, make sure you first save any work in other running programs.

For more information about this program, contact its manufacturer or your software vendor.

Important

This program may not print correctly under this version of Windows.

For more information about this program, contact its manufacturer or your software vendor.

Important

This program may not work correctly under this version of Windows.

For more information about this program, contact its manufacturer or your software vendor.

Important

You may be unable to run this program under this version of Windows using certain display settings. If you encounter problems, change the number of colors your monitor displays to 256 or 16 colors.

Click here  for information about changing your color palette.
If problems persist, contact the program's manufacturer or your software vendor.

Important

You may be unable to run this program under this version of Windows using certain display settings. If you encounter problems, change your screen resolution to 640 by 480 pixels.

Click here  for information about changing your screen resolution.
If problems persist, contact the program's manufacturer or your software vendor.

Important

Because of the advanced 32-bit networking features in this version of Windows, this program may not work properly. If you need to continue to use this program, use the networking software that was on your computer before you installed Windows. For more information, contact your network administrator.

For more information about this program, contact its manufacturer or your software vendor.

Important

This version of Windows is capable of detecting many types of hardware. To ensure that your hardware is properly set up, use the Add New Hardware wizard to install the drivers for it.

Click here  for information about setting up new hardware.


Important

Do not change the settings for your hardware by using the Control Panel program that came with it. Instead, carry out the following procedure.

To change the settings for your hardware

- 1 Click **Start**, point to **Settings**, and then click **Control Panel**.
- 2 Click the icon for the hardware you want to change.
If there is no icon for your hardware, click **System**.
- 3 Change settings as needed.

Note

- For Help on an item, click  at the top of the dialog box, and then click the item.

Important

For information about running this program under this version of Windows, see the Readme.txt file.

To locate and open the Readme.txt file

1 Click **Start**, point to **Find**, and then click **Files or Folders**.

2 In **Named**, type the following:

readme.txt

3 Click **Find Now**.

Windows may locate several Readme.txt files.

4 Click the Readme.txt file that is located in the folder that contains your Windows files.

5 Search the file for the name of this program.

Important

This MS-DOS program runs correctly under this version of Windows on most computers. If it does not run correctly on your computer, you may need to run it in MS-DOS mode. MS-DOS mode removes Windows from memory and creates an MS-DOS environment.

To run this program in MS-DOS mode

- 1 Quit the program if it is running, and then use **My Computer** to locate the program's icon.
- 2 Right-click the program's icon, and then click **Properties**.
- 3 Click the **Program** tab, and then click **Advanced**.
- 4 Select the **MS-DOS Mode** check box.
- 5 Click **OK** in all open dialog boxes, and then restart the program.

Important

Running this program under this version of Windows may cause Windows to become unstable or may prevent Windows from starting correctly. It is recommended that you do not run this program under this version of Windows.

For more information about this program, contact its manufacturer or your software vendor.

Important

This version of Windows allows longer printer names than earlier versions of Windows. Because of this, it is possible to create printer names that your existing programs cannot recognize.

If you have problems printing to a network printer whose name is longer than 14 characters, you can either ask your network administrator to rename it, or you can capture the printer port.

Click here  for information about capturing a printer port.

Important

This MS-DOS program requires expanded (EMS) memory to function correctly. If you are using a memory manager such as QEMM or 386Max, check the documentation that came with the memory manager for information about how to provide EMS memory. If you are using EMM386, carry out the following procedure.

To make sure Emm386.exe is providing expanded memory

- 1 Click here  to start System Configuration Editor.
- 2 On the **Window** menu, click **Config.sys**.
- 3 If there are no lines that contain Emm386.exe, your computer is configured correctly. Do not carry out the following steps.

If there is a line that contains Emm386.exe, make sure that NOEMS is not included on that line. If it is included, remove only the NOEMS statement.

- 4 On the **File** menu, click **Exit**.
- 5 Click **Yes** to save your changes.
- 6 Restart your computer.

EMS memory should now be available to your program.

Important

Do not install this printer driver under this version of Windows. Either obtain an upgraded driver from the manufacturer of your printer, or install the driver that comes with this version of Windows. To install the driver that comes with this version of Windows, carry out the following procedure.

To install printer drivers for this version of Windows

- 1 Click **Start**, point to **Settings**, and then click **Printers**.
- 2 Click **Add Printer**.
- 3 Follow the instructions on your screen.

Important

Because of changes made to this version of Windows, you cannot install Famous Places by using Setup.exe. Instead, use Fpsetup.exe, which is located in the same folder. The Fpsetup.exe program may not copy some of the necessary drivers because of changes in Video for Windows device drivers. To resolve this problem, carry out the following procedure before you start Famous Places.

To copy the necessary components

- 1 Print or write down these instructions.
- 2 Finish the Famous Places setup program, and then carry out the following steps.
- 3 Click **Start**, and then click **Run**.
- 4 In **Open**, type the following:

command /c copy x:\indeo.drv %windir%\system /y

where **x** is the letter of your CD-ROM drive.

- 5 Click **OK**.

Famous Places should now function correctly.

Important

The Star Trek Interactive Technical Manual installs its animation components on your hard disk in a folder named Windows. If the folder that contains your files for this version of Windows is not named Windows, the animation components may not function correctly. To resolve this problem, carry out the following procedure.


To copy Star Trek animation components

- 1 Print or write down these instructions.
- 2 Click the **Run Program** button, and then finish the Star Trek Interactive Technical Manual setup program.
- 3 When the setup program is complete, click **Start**, and then click **Run**.
- 4 In **Open**, type the following:
command /c copy x:\qtw*. * %windir%\system /y
where **x** is the letter of your CD-ROM drive.
- 5 Click **OK**.
- 6 Restart your computer.

Important

Because of changes made to this version of Windows, you need to add a line to your System.ini file before running this program. Write down the following instructions, or print them by clicking the **Print** button in this topic. After the setup program is complete, carry out the following procedure.

To modify your System.ini file

- 1 Click here  to start System Configuration Editor.
- 2 On the **Window** menu, click **System.ini**.
- 3 Locate the section titled [386Enh].
- 4 Add the following line to the [386Enh] section:
device=vwwsd.386
- 5 On the **File** menu, click **Exit**.
- 6 Click **Yes** to save your changes.
- 7 Restart your computer.

The program is now ready to run.

Important

Because of changes made to this version of Windows, you cannot quit Martian Memorandum by pressing CTRL+Q. Instead, quit the program by pressing ALT+SPACE and then clicking **Close**.

Important

Because of changes made to this version of Windows, you cannot quit Amazon-Guardians of Eden by pressing CTRL+Q. Instead, quit the program by pressing ALT+SPACE and then clicking **Close**.


Important

Because of changes made to this version of Windows, you may be unable to run CameraMan for Windows version 2.0.

If you are in the United States, call Motion Works at (415) 541-9333, send email to info@motionworks.com, or visit the company's Web site at <http://www.mtw.com> for more information about this program. If you are outside the United States, call the product support telephone number that came with your copy of CameraMan.

Important

Because of changes made to this version of Windows, it is recommended that you do not run the Dragon's Lair setup program, which copies Dragon's Lair from the CD-ROM to your hard disk. Run the Dragon.exe program directly from the CD-ROM instead. You can add a command to start this program to the **Start** menu or **Programs** menu.

Click here  for information about adding a command to the **Start** menu or **Programs** menu.

Important

If your computer does not have a math coprocessor, you must run Shadowcaster in MS-DOS mode. If you do not know whether your computer has a math coprocessor, save your work in any other programs that are running, and then run Shadowcaster. If the game runs correctly, you probably have a math coprocessor and do not need to carry out the following procedure. If the game does not run correctly, carry out the following procedure to run the game in MS-DOS mode. MS-DOS mode removes Windows from memory and creates an MS-DOS environment.

To run Shadowcaster in MS-DOS mode

- 1 Close the program if it is running, and then use **My Computer** to locate the program's icon.
- 2 Right-click the program's icon, and then click **Properties**.
- 3 Click the **Program** tab, and then click **Advanced**.
- 4 Select the **MS-DOS Mode** check box.
- 5 Click **OK** in all open dialog boxes, and then restart the program.

Important

Because of changes made to this version of Windows, you must rename two files before installing TimeActivator. If you do not carry out the following procedure, TimeActivator setup may not complete successfully.

To install TimeActivator

- 1 Click **Start**, point to **Find**, and then click **Files or Folders**.
- 2 In **Named**, type the following, and then click **Find Now**:
odbc*
- 3 In the folder named Windows\System, locate the files named Odbc.dll and Odbcinst.dll. If the directory that contains your Windows files is not named Windows, a different folder name appears instead.
- 4 Point to the Odbc.dll file, and then click the **File** menu.
- 5 Click **Rename**, and then type the following:
odbc.bak
- 6 Press ENTER, and then point to the Odbcinst.dll file.
- 7 On the **File** menu, click **Rename**.
- 8 Type the following, and then press ENTER.
odbcinst.bak
- 9 Run the setup program for TimeActivator. Installation should complete successfully.

Important

Because of changes made to this version of Windows, Alistair and the Alien Invasion may not install correctly. To set up Alistair and the Alien Invasion, carry out the following procedure. This causes your version of Windows to report that it is Windows version 3.1 to the setup program.

To enable the setup program for Alistair and the Alien Invasion to run

- 1 Click here  to start System Configuration Editor.
- 2 On the **Window** menu, click **Win.ini**.
- 3 Locate the [Compatibility] section.
- 4 In the [Compatibility] section, type the following text on a line of its own:
DSHELL=0x00200000
- 5 On the **File** menu, click **Exit**.
- 6 Save your changes made to the Win.ini file by clicking **Yes**.
- 7 Click **Run Program** to continue setting up Alistair Alien Invasion.
- 8 Carry out steps 1 through 6 again, but for step 4, remove the text you added to the Win.ini file.

Important

Because of changes made to this version of Windows, you may have problems using Intel Pro Share to capture images from 32-bit programs. This is because 16-bit and 32-bit programs run in different contexts. To capture images from a 32-bit program, begin by drawing the capture area from inside a 16-bit program. The rectangle you draw can include 32-bit programs, but it must begin from a 16-bit program.

Important

If you are installing audio drivers on your IBM ThinkPad while running this version of Windows, you may need to run the installation program twice to install the drivers correctly.

Important

The sound for Sierra On-Line's Front Page Sports Football Pro '95 does not work correctly under this version of Windows unless you run the program in MS-DOS mode. MS-DOS mode removes Windows from memory and creates an MS-DOS environment.

To run Front Page Sports Football Pro 95 in MS-DOS mode

- 1 Close the program if it is running, and then use **My Computer** to locate the program's icon.
- 2 Right-click the program's icon, and then click **Properties**.
- 3 Click the **Program** tab, and then click **Advanced**.
- 4 Select the **MS-DOS Mode** check box.
- 5 Click **OK** in all open dialog boxes, and then restart the program.

Important

This game may appear to stop responding after you quit the program. If this is the case, wait for disk activity to stop, press ALT+SPACE, and then click **Close**.

If you are in the United States, contact CUC Software at (800) 757-7707 for more information. If you are outside the United States, call the product support telephone number that came with your copy of this game.

Important

If the PATH statement in your Autoexec.bat file exceeds 128 characters, then Lotus cc:Mail for Windows version 2.x or earlier cannot run under this version of Windows. To enable earlier versions of cc:Mail to run if your PATH statement exceeds 128 characters, carry out the following procedure.

To reduce the length of your PATH statement

- 1 Click  to start System Configuration Editor.
- 2 On the **Window** menu, click **Autoexec.bat**.
- 3 Locate the PATH statement. Entries in it are separated by semicolons (;).
- 4 Delete entries for programs that are no longer installed on your computer or for programs that you rarely use.
- 5 On the **File** menu, click **Exit**.
- 6 Save your changes to the Autoexec.bat file by clicking **Yes**.
- 7 Restart your computer, and then run cc:Mail for Windows version 2.0.

If you are in the United States, contact Lotus Development Corporation at (800) 448-2500 for information about a version of cc:Mail that was designed for this version of Windows. If you are outside the United States, call (800) 448-2500 or contact your local software vendor.

Important

Because of changes made to this version of Windows, this version of ClickBook may not run. If you use this version, your computer may stop responding.

If you are in the United States, contact Forefront at (415) 354 8161 for information about obtaining an upgraded version of this program, or visit the company's Web site at <http://www.forefront.com>. If you are outside the United States, call the product support telephone number that came with your copy of ClickBook.

Important

Because of changes made to this version of Windows, this version of Lightning by Lucid Corp. may not run.

If you are in the United States, contact Lucid Corp. at (800) 967-5550 for more information about this program. If you are outside the United States, call the product support telephone number that came with your copy of Lightning.

Important

Because of changes made to this version of Windows, the Microsoft Mouse driver version 9.01 installation program may not work. To resolve this problem, install the IntelliPoint 1.10 version of the driver.

Important

Following is a list of known problems and solutions for dBASE version 5.0 running under this version of Windows. This information is provided by Borland International.

Problem Cannot RUN() a program when it is located in a LONG DIRECTORY.

Solution Because dBASE version 5.0 for Windows was designed to work with Windows 3.1, you can work around this by referencing the long directory using the eight-letter concatenation that dBASE recognizes. Or, change to the appropriate LONG DIRECTORY before using the RUN() function (so a full path is not needed).

Problem Minimizing and maximizing a form kills all events. For example, try Animals.wfm from the Samples directory.

Solution dBASE version 5.0 for Windows was designed to work with Windows 3.1. This is a known problem for which no workaround exists.

Problem The debugger does not work.

Solution The debugger works correctly if you have set up the appropriate Default.cfg file. dBASE 5.0 for Windows was designed to work with Windows 3.1. If you have this problem, call Borland International for a program that creates the Default.cfg, or check for this file on the Borland bulletin board.

Problem dBASE becomes unstable after changing the default font for Command Window. This causes the "dBASE May Have Become Unstable" message to appear.

Solution The Command Window Font can be changed, but needs to be done in the Dbasewin.ini file, under the CommandWindow section. Following is an example of lines using a 13-point Arial font that can be added to the CommandWindow section. Simply add these lines to the Dbasewin.ini file.

```
InputPaneFont = Arial, 13  
ResultsPaneFont = Arial, 13
```

dBASE 5.0 for Windows was designed to work with Windows 3.1.

Problem Right-clicking in Browse on the right edge of the screen causes dBASE to stop responding.


Solution dBASE 5.0 for Windows was designed to work with Windows 3.1. This is a known problem for which no workaround currently exists.

For information about obtaining a version of dBASE that supports this version of Windows, contact Borland International. You can reach the company in the following ways: telephone (800) 523-7070 or (408) 431-1064; BBS (408) 431-5096; CompuServe GO Borland. If you are outside the United States, call (408) 431-1000. Borland also has a Web site at:

<http://www.borland.com/>

Important

Because of enhancements made to graphics drivers on this version of Windows, this program does not run correctly if your screen is set to a resolution other than 640 by 480 pixels.

Click here  for information about changing your screen resolution.

Important

This version of the Perceive Personal OCR for Hand Scanners software was written for Windows 3.1 and may not work correctly under this version of Windows.

For more information about this program, write to the company at MaxSoft-Ocron, Inc., 4110 Clipper Court, Fremont, CA 94538, USA.

Important

Because of changes made to this version of Windows, ExecuVoice by Dragon Systems, Inc., may not work. If you use ExecuVoice, it may cause a general protection fault, which may cause Windows to stop responding.

If you are in the United States, contact Dragon Systems, Inc. for more information about this program. You can call the company at (800) 825-5897 or (617) 965-5200, or you can visit the company's Web site at <http://www.naturalspeech.com>. If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

Because of changes made to this version of Windows, At Your Service may not work, and it may cause Windows to function incorrectly.

It is recommended that you do not install this program. Microsoft was unable to obtain information about upgrades for this program. If no upgrades become available, obtain a similar program that was designed for this version of Windows.

Important

GroupWise Coaches sometimes demonstrate actions by moving the mouse pointer to the menu bar and then simulating a mouse click there. If you run GroupWise version 4.1, this action may not work because this version of Windows uses a menu font that is different from the font used in previous versions of Windows. The simulated mouse click may occur on the wrong menu, causing the Coach to stop. To resolve this problem, carry out the following procedure.

To change the font used for menus

- 1 Click here  to open the **Display Properties** dialog box.
- 2 Click the **Appearance** tab.
- 3 In **Item**, click **Menu**.
- 4 In **Font**, click **System**.
- 5 Click **OK**.

Important

The Meterwin feature, which is included in LANDesk version 2.0 by Intel, may cause Windows to stop responding. To resolve this problem, remove the command that starts the program automatically every time you start your computer.

To prevent Meterwin.exe from starting automatically

- 1 Click here  to start System Configuration Editor.
- 2 On the **Window** menu, click **Win.ini**.
- 3 Locate the [Windows] section.
- 4 The file name Meterwin.exe may appear in either the Load= or the Run= line. Remove the file name from the line in which it appears.
- 5 On the **File** menu, click **Exit**.
- 6 Save your changes to the Win.ini file by clicking **Yes**.
- 7 Restart your computer.

Important

You cannot use Novell NetWare User Tools with the Microsoft Client for NetWare. Novell NetWare User Tools relies on specific dialog boxes to connect to NetWare servers. These dialog boxes are not supported by the Microsoft 32-bit client for NetWare. If you need to continue to use Novell NetWare User Tools, use the networking software that was on your computer before you installed this version of Windows.

For more information, contact your network administrator.

Important

Because of changes made to this version of Windows, versions of this setup program that were created before 1995 may not work correctly. The setup program may not create folders and icons for the main program. To resolve this problem, carry out the following procedure.

To create folders and icons for this program

- 1 Print or write down these instructions.
- 2 Continue the setup program.
- 3 After the setup program is finished, restart your computer.
- 4 Click **Start**, and then click **Run**.
- 5 In **Open**, type the following:
grpconv
- 6 Click **OK**.

When the GrpConv program has finished running, click **Start**, and then point to **Programs**. A list of several submenus should appear, including one named **Pilgrim**, which was just created. Point to **Pilgrim**, and then click the icon for the program you want to start.

Important

This version of Microsoft Excel is not fully compatible with this version of Windows. If you use the **Print** or **Print Preview** commands, Excel may stop responding.

If you are in the United States, contact Microsoft at (800) 426-9400 for solutions to this problem. If you are outside the United States, call the product support telephone number that came with your copy of Excel.

This program may not work correctly under this version of Windows.

For more information about this program, contact its manufacturer or your software vendor.

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For more information about this program, contact its manufacturer or your software vendor.

Important

If you receive a "LINKBUG sees unknown version" message, you have an earlier version of Fortran 77 that needs to be upgraded.

If you are in the United States, contact Absoft for information about obtaining a version of this program that is designed for this version of Windows. You can reach the company at (810) 853-0050 or visit their Web site at <http://www.absoft.com>. If you are outside the United States, call the product support telephone number that came with your copy of Fortran 77.

Important

LANDESK version 2.0 and later uses a TSR named Usertsr.exe that may cause this version of Windows to stop responding when you use the Microsoft IPX/SPX-compatible protocol (Nwlink.vxd) or file and printer sharing for Microsoft Networks (Vserver.vxd).

A version of the TSR that is designed for this version of Windows is available on Intel's BBS or from Intel product support. For the BBS and product support telephone numbers, consult the documentation that came with your copy of LANDESK.

Important

This program may not work correctly under this version of Windows.

For information about a version of this program that was designed for this version of Windows, contact Traveling Software, Inc., at (800) 487-4320 or (206) 483-8088.

Important

This program may not run correctly if your taskbar setting is **Always On Top**. Running this program with the taskbar on top may cause problems. If you have problems, carry out the following procedure.

To change your taskbar setting

- 1 Click **Start**, point to **Settings**, and then click **Taskbar & Start Menu**.
- 2 Click to clear the **Always On Top** check box.

For more information about this program, contact its manufacturer or your software vendor.

Important

Information about ProShare™ products is available on Intel's Web site (www.intel.com).

Important

This setup program created PIF files, which you need to delete before you run the program under this version of Windows. Complete the setup program, and then carry out the following procedure.

To delete PIF files created by this setup program

- 1 Click **Start**, point to **Find**, and then click **Files or Folders**.
- 2 Click **Browse**, and then click the plus (+) sign beside the drive on which you installed the program.
- 3 Click the folder that contains the program, and then click **OK**.
- 4 In **Named**, type the following:
***.pif**
- 5 Click **Find Now**.
- 6 Click each PIF file that Windows finds, and then press DEL.
- 7 Start the program you installed. This version of Windows automatically creates a new PIF file that is compatible with the new Windows environment.

Important

This backup utility was designed for Windows 3.1. Because this version of Windows supports long file names, this program may not function correctly.

For information about obtaining a version of this utility that was designed for this version of Windows, contact its manufacturer or your software vendor.

Important

This version of Central Point Backup was designed for Windows 3.1. Because of changes made to this version of Windows, some of this program's features do not function correctly.

If you are in the United States, contact Symantec Corporation at (800) 441-7234 or (541) 334-6054 for information about obtaining an upgraded version of this program. If you are outside the United States, call the product support telephone number that came with your copy of this program.

Important

Because of changes made to this version of Windows, switching between Navigator version 2.0 and this version of Windows is possible only if you obtain a patch from Packard Bell technical support.

For information about obtaining this patch, contact Packard Bell at (800) 598-3000 or (900) 555-3388.

Important

Because of changes made to this version of Windows, QuickBooks versions 2.0 and 3.0 have problems with certain functions.

If you use QuickBooks version 2.0 or 3.0 and also use network printers, you will be unable to print to a network printer unless the network path is associated with a printer port (this is also referred to as capturing a printer port).

Click here  for information about capturing a printer port.

If you use QuickBooks version 2.0 and want to use this version of Windows, carry out the following procedure.

To change QuickBooks so that it works correctly with this version of Windows

- 1 Click here  to start the Make Compatible program.
- 2 On the **File** menu, click **Choose Program**.
- 3 In **Look In**, click **My Computer**.
- 4 Double-click the drive that contains the QuickBooks program. QuickBooks is usually on drive C.
- 5 Locate the folder that contains the QuickBooks program, and then click it.
- 6 Locate the program icon named QBW, and then click it.
- 7 In the Make Compatible program, select the **Win 3.1 Style Controls** check box.
- 8 On the **File** menu, click **Save**, and then click **Exit**.

For information about obtaining an upgraded version of this program, contact your software vendor. You can also visit the Intuit Inc. Web site at <http://www.intuit.com>.

Important

Microsoft Fortran PowerStation for MS-DOS and Windows is designed to work optimally under Windows 3.1. If you use Microsoft Fortran PowerStation with this version of Windows, graphics programs that you compiled using the program will stop when you run them. A runtime error appears instead of the usual graphics output.

A patch is available to solve this problem. If you are still using version 1.0 instead of 1.0a, you must obtain an upgraded version of the program. To determine whether you are using version 1.0a, open the Bin folder, and then run Link.exe. If you have version 1.0a, the text "Version 1.0F" should appear.

To obtain the patch for Microsoft Fortran PowerStation

- 1 Click **Start**, and then click **Run**.
- 2 In **Open**, type:
ftp.microsoft.com
- 3 Click **Softlib**.
- 4 Click **MSLFILES**.
- 5 Click **FPSFIX95.EXE** to download this file.

You can also visit the Fortran PowerStation support site at <http://www.microsoft.com/FortranSupport/>

Important

Because of changes made to this version of Windows, this program may not install correctly. You can resolve this problem by adding a line to your System.ini file. This causes this version of Windows to report that it is Windows version 3.1 to the setup program.

To enable the setup program to run

- 1 Print or write down these instructions.
- 2 Click here  to start System Configuration Editor.
- 3 On the **Window menu**, click **Win.ini**.
- 4 Locate the [Compatibility] section.
- 5 In the [Compatibility] section, type the following text on a line of its own:
DSHELL=0x00200000
- 6 On the **File menu**, click **Exit**.
- 7 Save your changes to the Win.ini file by clicking **Yes**.
- 8 Restart your computer, and then run the setup program.
- 9 Carry out steps 2 through 7 again, but for step 5, remove the text you added to the Win.ini file.

Important

Reflection X versions 4.0 and 4.1 do not run under this version of Windows.

If you are in the United States, contact WRQ customer service for more information about this program. You can reach the company by telephone at (206) 217-7100; by fax at (206) 217-0293; and by mail at WRQ, 1500 Dexter Avenue North, Seattle WA 98109-3051.

If you are outside the United States, contact the company by telephone at 31-70-375-11-00; by fax at 31-70-356-12-44; and by mail at WRQ Europe, Buitenhof 47, 2513 AH Den Haag, The Netherlands.

Important

Because of changes made to Windows 95, the Microsoft Mouse Manager or IntelliPoint program files named Pointer.exe and Pointer.dll may create error messages when you use the SnapTo feature. To solve this problem, update your Pointer.exe and Pointer.dll files.

To update your Pointer.exe and Pointer.dll files

- 1 Click here  to display the **Mouse Properties** dialog box.
- 2 Click the **General** tab, and then click **Change**.

If a Microsoft mouse is already selected, you do not need to carry out the rest of the steps in this procedure. However, you may need to carry out the following procedure.

- 3 Click **Show All Devices**.
- 4 In **Manufacturers**, click **Microsoft**.
- 5 In **Models**, click the type of mouse you have, and then click **OK**.

This copies the upgraded versions of Pointer.exe and Pointer.dll from your Windows Setup disks or CD-ROM to your computer.

Notes

- File copy errors will occur if your Autoexec.bat file contains a line that specifies an invalid Mouse or Msinput folder on your hard disk, such as "SET MOUSE=C:\MOUSE" or "SET MSINPUT=C:\MSINPUT." If you receive these errors, print or write down these instructions. Then correct the SET MOUSE or SET MSINPUT line in your Autoexec.bat file, restart Windows, and repeat the preceding procedure.
- If a Microsoft mouse is selected, but you still receive this warning message when the Mouse Manager or IntelliPoint features are started, then the new files were not copied to the correct location on your hard disk. To correct this, carry out the following procedure.

To replace older files with the new files you just installed

- 1 Click **Start**, point to **Find**, and then click **Files Or Folders**.
- 2 In **Named**, type:
pointer.*
- 3 Click **Find Now**.

Two sets of Pointer files will probably appear. The older versions of these files are typically located in folders named C:\Mouse, C:\Msinput, or C:\Msmouse.

- 4 Copy the Pointer files from your Windows folder to the folder that contains the older versions of the files. This will replace the older files.

Important

QualiType FontHandler version 1.0 was designed for Windows 3.1. The functions for installing, uninstalling, and grouping TrueType fonts may not work correctly under this version of Windows. However, FontHandler's functions for viewing installed fonts, printing sample sheets, and installing, uninstalling, and grouping Adobe Type Manager fonts still work with this version of Windows.

If you are in the United States, contact QualiType for more information about an upgraded version of FontHandler. To order an upgraded version of this program, call (800) 950-2921. For information, call (313) 822-2921 or send e-mail to QualiType at 74777.3435@compuserve.com. You can also visit the QualiType Web site at <http://www.qualitype.com>.






If you are outside the United States, call the product support telephone number that came with your copy of QualiType FontHandler.

Important

When you run the setup program for Microsoft Sound System version 2.0, you will be prompted to replace files that are already on your hard disk. Make sure you click **No** whenever you are prompted to replace existing files. If you click **Yes**, your computer may stop responding, and you may have to reinstall Windows.

Important

Do not use the Cirrus Logic WinMode utility to change display settings in this version of Windows. To adjust your screen resolution, color palette, and other settings, click **Start**, point to **Settings**, click **Control Panel**, and then click **Display**.

- [Click here](#)
-  to change the number of colors your monitor displays.
▪ [Click here](#)
-  to change the number of colors your monitor displays.
▪ [Click here](#)
-  to change your screen resolution.
▪ [Click here](#)
-  to use larger or smaller display fonts.
▪ [Click here](#)
-  to calibrate your display to actual dimensions.

You can configure the refresh rate for your display by using the MS-DOS-based Clmode utility. To do this, carry out the following procedure.

To configure the refresh rate for your display

- 1 Print or write down these instructions.
- 2 Click **Start**, and then click **Shut Down**.
- 3 Click **Restart The Computer**, and then click **Yes**.
- 4 When the text "Starting Windows" appears, press and release the F8 key.
- 5 Press 6 to start only a command prompt, and then press ENTER.
- 6 At the command prompt, type the following:
c:\windows\vgautl\clmode
- 7 Use the Clmode program to change your refresh rate.
- 8 Quit the Clmode program, and then restart your computer.

For an upgraded version of the WinMode program that is compatible with this version of Windows, contact your hardware vendor.

Important

Uninstaller 2 was designed for Windows version 3.1 and may not be compatible with this version of Windows. It is recommended that you upgrade to the latest version of Uninstaller, which was designed for this version of Windows.

For more information, or for support and patches, visit the CyberMedia Web site at <http://www.cybermedia.com/support/uninstaller.html>.

Important

The Norton Rescue Disk utility may not work properly with this version of Windows, because it uses large disk support (FAT32). When Setup prompts you to create a Rescue Disk, click **No**.

For information about obtaining an upgrade that is compatible with large disk support, contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

This version of The Norton Utilities does not work properly with this version of Windows, because it uses large disk support (FAT32). If you choose to install the program, click **No** when Setup prompts you to create a Rescue Disk. In addition, if you have more than 2 GB of free space on your hard disk, do not install the Norton Protected Recycle Bin.

For information about obtaining an upgrade that is compatible with large disk support (FAT32), contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

The Norton Rescue Disk utility does not work properly with this version of Windows, because it uses large disk support (FAT32).

For information about obtaining an upgrade that is compatible with large disk support, contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

The Norton UnErase feature does not work properly with this version of Windows, because it uses large disk support (FAT32).

For information about obtaining an upgrade that is compatible with large disk support, contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

The Undo feature of the Norton File Manager does not work properly with this version of Windows, because it uses large disk support (FAT32). In addition, the **Deleted files** tab of the Norton File Manager does not show files on a FAT32 drive.

For information about obtaining an upgrade that is compatible with large disk support, contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

This version of Speed Disk is unable to optimize drives using large disk support (FAT32). In addition, it is unable to optimize the swap file with this version of Windows.

For information about obtaining an upgrade that is compatible with this version of Windows, contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

Norton Disk Doctor will not work properly with this version of Windows. Because of changes made to this version of Windows, Norton Disk Doctor may incorrectly report errors with the media byte on most hard disks. In addition, Disk Doctor will be unable to check any drives that are using large disk support (FAT32).

For information about obtaining an upgrade that is compatible with this version of Windows, contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

This version of the Norton Utilities does not work properly with this version of Windows, because the system uses large disk support (FAT32). The Disk Image utility is unable to create images of any drives using large disk support. Reconfigure Norton System Doctor so that it will not automatically try to create image information for these drives.

In addition, Norton Disk Doctor will be unable to check drives using large disk support (FAT32), and will incorrectly report errors on hard disks. Speed Disk will also be unable to optimize drives that use large disk support. To remove System Doctor sensors for Image, Disk Integrity, and Fragmentation, right-click each sensor, and then click **Remove**. If you have more than 2 GB of free space on your hard disk, do not enable Norton Protection on your **Recycle Bin**.

For information about obtaining an upgrade that is compatible with large disk support (FAT32), contact Symantec Corporation at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>. If you are outside the United States, call the product support telephone number that came with your Symantec software.

Important

This version of F-PROT Professional cannot scan the boot sectors of hard disks using large disk support (FAT32). In addition, the progress gauge may reach full capacity too quickly on FAT32 drives. If you attempt to scan a FAT32 boot sector for viruses, a warning message will appear. To continue, click **OK** and the file scan will continue normally. To suppress the warning dialog box, you can disable boot sector scanning. To do this, select the Scan Hard Drives task in F-PROT Professional, click the **Task** menu, click **Properties**, and click to clear the **Boot Sectors** check box.

For more information, contact Command Software.

To contact by	Do the following
Mail	Send to: 1061 E. Indiantown Road, Suite 500, Jupiter, FL 33477
Telephone	Call (800) 423-9147 (Sales) Call (561) 575-3200 (Product Support)
Fax	Send to (561) 575-3026.
Web site	Connect to http://www.commandcom.com

Important

This version of Duncie may not work properly with this version of Windows.

For information about obtaining an upgraded version of this program, contact Vector Development.

To contact by	Do the following
Telephone	Call (913) 539-6106
Mail	Send to: Vector Development P.O. Box 831 Manhattan, KS 66505-0831
E-mail	Send to vecdev@cjnetworks.com
Web site	Connect to http://www.vecdev.com

Important

This version of PartitionMagic may not function properly on this computer, because the drive is using large disk support (FAT32).

For information about obtaining an upgrade that works with FAT32 drives, contact PowerQuest Corporation.

To contact by	Do the following
Telephone	Call (800) 379-2566 (U.S. Sales) (801) 437-8900 (International Sales) (801) 226-8977 (Customer Service)
Fax	Send to (801) 226-8941
E-mail	Send to magic@powerquest.com
Web site	Connect to http://www.powerquest.com

Important

This program may not function properly on your computer, because it is using large disk support (FAT32).

For information about obtaining an upgrade that is compatible with FAT32 drives, contact Helix Software Company.

To contact by	Do the following
Mail	Send to: 47-09 30th St. Long Island City, NY 11101
Telephone	Call (800) 451-0551 or (718) 392-3100
Fax	Send to (718) 392-4212
E-mail	Send to support@helixsoftware.com
Web site	Connect to http://www.helixsoftware.com

Important

This version of d-Time may not function properly on your computer, because it is using large disk support (FAT32).

For information about obtaining an upgrade that is compatible with large disk support, contact Acceleration Software.

To contact by	Do the following
Telephone	Call (360) 598-2456.
E-mail	Send to support@accelerationsw.com
Web site	Connect to http://www.accelerationsw.com

Important

The Dosdata.sys and Dos-up.sys drivers, used during the optimize process of QEMM version 8.0, have minor incompatibilities with this version of Windows. Contact Quarterdeck Corporation at (800) 354-3222 for new versions of these two drivers or visit their Web site at <http://www.quarterdeck.com>.

If you are outside the United States, contact Quarterdeck via the methods listed in your QEMM manual.

Important

Installing CleanSweep 3.0 over Windows 98 is not recommended. CleanSweep replaces some vital system files and may cause other applications to work improperly.

If you must install CleanSweep, carry out the following procedure.

To install CleanSweep

- 1 Find and make backup copies of the following files:
 - Advapi32.dll
 - MFC42.dll
 - Olepro32.dll
- 2 Install CleanSweep, and then restart your computer in MS-DOS mode.
- 3 Replace the existing .dll files with the backup copies you made in step 1.
- 4 Restart your computer.

Note

- For more information about CleanSweep, contact Quarterdeck Corporation at (800) 354-3222 or visit their Web site at <http://www.quarterdeck.com>.

Important

Do not run the InterLeap 1.1 address bar replacement program with Internet Explorer 4.0. If you do, you will not be able to restart the operating system. Contact the vendor for information about obtaining an upgraded version of this program.

Important

Do not install previous versions of Internet Explorer over Internet Explorer 4.0. Older versions of Internet Explorer will not permit Internet Explorer 4.0 to function properly. If you accidentally install an older version of Internet Explorer over Internet Explorer 4.0, uninstall Internet Explorer and then reinstall Internet Explorer 4.0.

Important

NetMeter cannot establish an Internet connection on Windows 98. Contact Starfish Software for information about obtaining an upgraded version of this utility. If you are outside the United States, call the product support telephone number that came with your Starfish software.

Important

Before using PhotoShop version 4.0, download and install PhotoShop Update Version 4.01 from Adobe's Web site, located at <http://www.adobe.com>. This upgrade fixes some problems PhotoShop has running on Windows 98.

Important

Do not install previous versions of Internet Explorer on Windows 98. Older versions of Internet Explorer will not permit Internet Explorer 4.0 to function properly. If you accidentally install an older version of Internet Explorer over Internet Explorer 4.0, uninstall the older version of Internet Explorer and then reinstall Internet Explorer 4.0.

Important

Some features of NetMeeting 2.0 may not work properly on Windows 98. Specifically, the Application Sharing feature is not compatible with the enhancements in Windows 98. Please install and run version 2.1 of NetMeeting that ships with Windows 98, or a newer version of NetMeeting if available online.

Important

Do not install MSPlus! over Windows 98. The enhancements included in MSPlus! have already been incorporated into Windows 98. MSPlus! contains older versions of some files, such as Internet Explorer, which will corrupt your desktop.

Important

This product will not run on Windows 98. Contact the product manufacturer for information about obtaining a software fix or upgrade.

Important

This product may not function correctly on Windows 98. Contact the product manufacturer for information about obtaining a software fix or upgrade.

Important

Some features of this product may not function correctly on Windows 98. Contact the product manufacturer for information about obtaining a software fix or upgrade.

Important

If you install Microsoft Money 97 on a computer running Internet Explorer 4.0, online transactions will not work. This is because Internet Explorer 4.0 uses a newer security model than Microsoft Money 97. For instructions on upgrading Money so online transactions work, connect to the Microsoft Web page at:

<http://www.microsoft.com/ie/ie40/download/128bit.htm>

Important

This program will not run with Internet Explorer 4.0. Contact the program manufacturer for information about obtaining a software fix or upgrade.

Important

This program may not function correctly with Internet Explorer 4.0. Contact the program manufacturer for information about obtaining a software fix or upgrade.

Important

Some features of this program may not function correctly with Internet Explorer 4.0. Contact the program manufacturer for information about obtaining a software fix or upgrade.

Important

Do not uninstall Windows 95 Service Pack 1. Doing so will render the Internet Explorer 4.0 shell inoperable.

Important

If you upgraded from a previous version of Windows, you may need to reconfigure the sound in Aces of the Deep version 1.0 if you have a Plug and Play sound card. To reconfigure the sound, please follow the steps below.

1. Identify the interrupts:

- a. Right click **My Computer** and select **Properties**.
- b. Click the **Device Manager** tab.
- c. Click the + next to **Sound, video and game controllers**.
- d. Click your sound card.
- e. Click **Properties**.
- f. Click the **Resources** tab.
- g. Write down the first Input/Output range, the second Direct Memory Access, and the second Interrupt Request (or first Interrupt Request if you have only one).

2. Reconfigure the sound:

- a. Locate the directory where the game was installed.
- b. Load soundset.exe and have the application redetect the soundcard. If prompted, enter the settings you wrote down in step 1.

Important

Do not install the Windows 95 Service Pack 1 over Windows 98. It was designed for Windows 95. The enhancements and fixes included in the Windows 95 Service Pack have already been included in Windows 98. If you have upgraded from Windows 95 and already have the Service Pack installed, you should not attempt to uninstall it -- it has been incorporated into Windows 98 and you should no longer see it in the add/remove items list.

Important

Some features of Norton Navigator may not function correctly with Internet Explorer 4.0. Please contact Symantec for additional information.

Important

This application may have unpredictable results if used to uninstall Internet Explorer 4.0.

Important

Do not install OLEUPD.EXE version 2.1 over Windows 98. Doing so will render the Internet Explorer 4.0 shell inoperable.

Important

Do not install the Windows 95 Service Pack 1 over Windows 98. It was designed for Windows 95. The enhancements and fixes included in the Windows 95 Service Pack have already been included in Windows 98. If you have upgraded from Windows 95 and already have the Service Pack installed, you should not attempt to uninstall it -- it has been incorporated into Windows 98 and you should no longer see it in the add/remove items list.

Important

CyberLife Creatures 1.0 is not fully compatible with Internet Explorer 4.0. You will not be able to connect to the Creatures web site from within Creatures, nor will all the Creature kits work correctly. Download and install Creatures Upgrade Pack 2, located at http://www.cyberlife.co.uk/creatures_frameset.htm. This upgrade fixes these problems.

Important

Norton Utilities for Windows 95 version 1.0 was not designed to work on Windows 98 FAT32 drives. Some parts of the program will not run as intended. To obtain a current version of Norton Utilities for Windows, call Symantec at (800) 441-7234 or visit their Web site at <http://www.symantec.com/nu/>.

Important

The Microsoft ISDN 1.1 Accelerator Package cannot be installed on this version of Windows. Windows 98 includes new dial-up networking features and updated support for all Accelerator Package features. If you are installing an ISDN device, please verify with your hardware vendor that your ISDN driver is compatible with Windows 98.

Important

You are trying to reinstall Windows on this computer. You cannot do this when Internet Explorer 4.0 is installed on your computer. You need to uninstall Internet Explorer 4.0 before reinstalling Windows.

Important

This version of MSIME is not compatible with Windows 98. Installation will cause system instability after rebooting your system. Please use the version of MSIME which ships with this version of the operating system.

Important

This version of Agent 95 or Agent 97 will not run on Windows 98. In the United States contact Connectix Corporation at (800) 950-5880. Outside the United States please contact your local Connectix Corporation subsidiary.

Important

If you reinstall Service Pack 3 for Windows NT Workstation version 4.0 or Windows NT Server version 4.0 after you install Internet Explorer version 4.0, specify, when prompted, that you do not want Service Pack 3 to write over any newer files. After Service Pack 3 is reinstalled, update the registry:

1. Click **Start**, and then click **Run**.
2. In **Open**, type:
regsvr32 rsabase.dll
3. Click **OK**.

Important

Running Nuts & Bolts Registry Pro with Internet Explorer version 4.0 may cause an invalid page fault error after you close the Registry Pro Editor window. For more information or to upgrade your version of Nuts & Bolts Registry Pro, contact Helix Software Company at (718) 392-3735.

Important

New features in Internet Explorer version 4.0 may cause Nuts & Bolts Trash Guard to work improperly with the Recycle Bin. For more information or to upgrade your version of Nuts & Bolts Trash Guard, contact Helix Software Company at (718) 392-3735.

Important

You cannot run IBM's Access Aptiva utility when you are using Internet Explorer 4.0.

This Web site has a compatible version of IBM's Access Aptiva utility and other updated IBM components. You will need to select the same language that your browser uses.

<http://www.us.pc.ibm.com/webcast/ie40/aptiva.html>

Note

- When clicking this link, you must be logged onto the Internet through your Internet service provider..

