

Corel Paradox 8 Service and Support

Corel is committed to providing customers with high-quality, timely technical support. This section describes the range of support services available.

[Classic Support](#)

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Classic Support

Paradox Classic

1-613-728-4657 (North America only)

Free installation support is available for the life of the product. Corel representatives are available to respond to calls from Monday to Friday, 10:00 a.m. to 7:00 p.m., Eastern Standard Time.

You can also use the services described in the Basic Services section below.

Priority Pay-As-You -Go

\$2.95/minute (US funds)

1-900-733-PDOX (7369)

Support for users with questions concerning non-programming issues; such as those about menu commands, forms, reports, queries, product features and aspects of the user interface.

Priority Personal

Single incident - \$50.00 (US funds)

1-888-764-PDOX (7369) (North America only)

Support for users with questions concerning non-programming issues; such as those about menu commands, forms, reports, queries, product features and aspects of the user interface.

Priority Standard

Single incident - \$75.00 (US funds)

1-888-765-PDOX (7369) (North America only)

Support for users with questions about the Database Engine, ObjectPAL (support for user-created applications), or database design (assistance designing data models and schema).

Priority Plus

Single incident - \$150.00 (US funds)

1-888-770-PDOX (7369) (North America only)

Advanced support for users with questions regarding Client-Server Connectivity (support between Client Software and supported SQL servers), the Database Engine, ObjectPAL, or database design.

Basic Services

Corel offers the following technical support options, most of which are available 24 hours a day, 365 days of the year. These services are useful if you prefer not to pay for support or encounter problems during off-hours.

Interactive Voice Answering Network (IVAN)

The Interactive Voice Answering Network contains answers to commonly asked Corel questions and is available 24 hours a day, 365 days a year. It is regularly updated with the latest information, tips, and tricks. You can also request that IVAN's solutions be faxed to you. There is no charge for this service beyond the cost of the telephone call.

North American (613) 728-4657

European 353-1-708-2525

Automated FAX on Demand

Technical Support maintains an automated FAX on Demand system of numbered documents that contain up-to-date information about common issues, tips, and tricks. This service is available 24 hours a day, 365 days a year.

North American (613) 728-0826 ext. 3080

European 353-1-708-2525

You will be asked for a document number and your fax number. The document you request is automatically sent

to you. To fax a catalog of documents to yourself, call the Automated FAX on Demand System number and request document 2000.

Bulletin Board System (BBS)

If you have a modem and communications software package, you can access Corel's Bulletin Board Service (BBS). You can download files, including printer drivers, troubleshooting information, and utilities, and you can transfer problem files to Customer Support through the BBS.

North American BBS (613) 728-4752

European BBS 353-1-708-2700

Compuserve

Interact with other users and Corel technicians to obtain product information and support. Compuserve is available 24 hours a day, 7 days a week, including holidays. Corel representatives will respond from 8:30 to 5:00 Eastern Standard Time, from Monday to Friday, excluding holidays.

If you have a CompuServe membership, you can access Corel's technical information by entering GO COREL (for English), GO CORELGER (for German), GO CORELFR (for French), GO CORELNL (for Dutch) and GO CORELSCAN (for Scandinavia) at the CompuServe prompt. On this forum, you can quickly search Corel's technical information database for answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

Internet Services

- World Wide Web site (WWW)

The World Wide Web address for Corel's products on the Internet is **HTTP://WWW.COREL.COM**. At this location, you can quickly search Corel's Searchable Knowledge Base. From the database, you can read, print, or download documents that contain answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

- File Transfer Protocol (FTP)

You can download updates, patches, and utilities by accessing our anonymous FTP site at **ftp.corel.com**.

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Worldwide support

Corel customers residing outside North America can contact Corel Technical Support representatives in Dublin, Ireland, or a local Authorized Support Partner. Technical support outside North America is available to you at the following locations. If your country is not listed below, please check the Services and Support section on our World Wide Web site at WWW.COREL.COM. You may also dial (353)-1-708-2333 for information on reaching Technical Support. You can also dial (353)-1-708-2570 for information about how to obtain Technical Support.

Access numbers for Corel Worldwide Technical Support

Latin America

Argentina	(0541) 954-6500
Brazil	011 5505 4725
Chile	562 671-3060
Columbia	916196012
Mexico	525 254-0173

Middle East

Dubai	971.4.523.526
Israel	02-6793-723

Europe

Austria	(01)-589-241-09
Belgium-French	(02) 714-41-00
Belgium-Dutch	(02) 714-41-59
Czech Republic	422-627-3487
Denmark	35-25-80-09
Finland	(90)-229-060-09
France	(1)-40-92-76-23
Germany	01805-25-82-12
Hungary	36-1-3275737
Ireland	(01) 7082500
Italy	02-4528-12-08
Netherlands	020-581-3766
Norway	22-97-19-09
Poland	(0048)-(71)-728-141 ext. 289
Portugal	05053-13330
Russia	(095) 361-2000
Spain	91-6613-711
Sweden	0680-711-750
Switzerland-French	0848-80-75-70
Switzerland-German	0848-80-75-70
UK	01923-209-180

Asia Pacific

Australia	07 3244 3311
Hong Kong	8100-3729
India	91 11 3351948
Indonesia	001-800-65-7266
Japan	03-5645-8379
Malaysia	1-800-80-1090
New Zealand	09 526 1155
South Korea	82-2-639-8778

Singapore	1 800 773 1400
Taiwan	(886) 2 593 3693

Africa

South Africa	021-658-4222
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Worldwide Priority and Premium Support Services

For additional information about purchasing Priority and Premium Service programs, call +353-1-708-2580 (Ireland) or a local Authorized Support Partner.

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Please note: The terms of Corel's technical support offerings are subject to change without notice.

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Before calling Technical Support

Please have the following information available before calling Technical Support. This will assist the Technical Support representative to help you more quickly and efficiently.

- A brief description of the problem, including the exact text of any error messages received, and the steps necessary to recreate the problem.
- The type of computer, monitor, pointing device (for example, mouse, tablet), printer, and video card (display adapter) in use.
- The versions of Microsoft Windows, and the Corel product in use. Choose the About Windows 95 command from the Help menu in Explorer to find which version of Windows you are running.
- A list of any programs loaded into RAM (for example, TSRs). Check the Startup folder in the Programs menu to determine if you are running any other programs.

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Customer Service Worldwide

Corel Customer Service is operated by a number of third party companies, on behalf of Corel. If you would like additional information on Corel products or services, please call one of the telephone numbers listed below. If your country is not listed, please call the general number listed below. General customer service and product information can also be accessed through the World Wide Web at <http://www.corel.com>.

United States	1-800-772-6735
Canada	1-800-772-6735
Australia	1-800-658-850
Austria	0660-5537
Belgium	0800 11930
Denmark	800 187 55
Finland	0800-1-13502
France	05 90 65 12
Germany	0130 815074
Ireland	1800-242800
Italy	1678 74791
Japan	03-5645-8567
Luxembourg	0800-2213
Netherlands	06-022-2084
New Zealand	0800-COREL-1
Norway	800 11661
Portugal	05055-3001
South Africa	0800-23-4211
Spain	900 95 35 38
Sweden	020 791 085
Switzerland	155-8224
United Kingdom	0800-581028
General	353-1-706-3912

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Unexpected Condition Error Messages

Please check the following items after restarting your machine:

- Can you repeat the error?
- Does it occur at the same time consistently?

If the answer to either question is yes, please make note of the steps taken to reproduce or cause this error, along with information about your system configuration and call Technical Support.

If the answer is no, try the troubleshooting suggestions provided in the "Diagnosing Invalid Page Faults (IPF's) and system lockups" section.

`{button ,AL(` Error Messages;',0,"Defaultoverview",)}` Related Topics

Diagnosing Invalid Page Faults (IPF's) and system lockups in Windows '95.

USER ADVISORY

This document is designed solely to assist the user in the detection and correction of memory conflicts, incorrect system configuration or device incompatibilities. The importance of adhering to recommended recovery precautions as listed cannot be overstated. The Corel Corporation assumes no expressed or implied liability for any system or software damages resulting from the use or misuse of this information.

The operation of current computer systems depends upon the dynamic and interactive manipulation of data. Optimal performance of system hardware is essential for the correct operation of Corel software. Before attempting to diagnose and correct Invalid Page Fault (IPFs) errors within the Windows '95 environment, the following precautions are strongly recommended:

- A. Create a Startup Disk. This is invaluable for the recovery of basic computer function in the event of complete system failure. The Startup Disk may be created during the Windows '95 installation process or after installation is complete by selecting "Start | Settings | Control Panel | Add-Remove Programs | Startup Disk | Create" from within Windows '95.
- B. Copy the SYSTEM.DAT, USER.DAT, CONFIG.SYS, AUTOEXEC.BAT, WIN.INI and SYSTEM.INI files, plus any CD-ROM or other device drivers to a subdirectory on the STARTUP diskette, or to an additional diskette if there is not enough space on the Startup Disk.

A system IPF may be eliminated by one of the following independent trouble-shooting steps, or by a combination thereof. It is advisable, therefore, to try to re-create the IPF after completing each of the steps. This will indicate whether or not the problem has been solved and will prevent the user from taking unnecessary steps.

1. Verify that the system conforms to Corel's minimum hardware/system requirements.
2. Exit all applications. Select Shut Down... | Restart the computer. Try to duplicate the error which caused the original failure. The error condition may not re-appear if it was caused by a momentary memory conflict.
3. Disable the Windows Background, Screen Saver, and any third-party applications to free up active memory space.
4. Remove all applications from the Startup folder.
5. If the lockup occurs when typing text of any kind, re-install the particular font in use. Remove the font from the Control Panel | Fonts list, and re-install the font from the original source.
6. Use STEP #6 for Installation related problems:

All applications require an area of hard disk space to be set aside for the creation of temporary files used during the course of normal operations. At the DOS Command Prompt, enter the command SET to find the TEMP directory path(s). The TEMP directory path will be displayed:

```
TMP=C:\WINDOWS\TEMP
```

```
TEMP=C:\WINDOWS\TEMP
```

The TEMP directory must be located on a drive with ample space for expansion. Windows '95 supports TEMP files on compressed drives by default. Try relocating the TEMP directory to an uncompressed drive by modifying or constructing appropriate statements in the AUTOEXEC.BAT file.

```
SET TEMP=D:\TEMP
```

```
SET TMP=D:\TEMP
```

7. Use STEP #7 for Application specific issues:

Make sure to create a BACKUP of this file before proceeding to make any changes.

It is advisable to allow the application to create TEMP files across multiple drives and/or directories, in cases where TEMP files grow excessively large. Not having enough TEMP space can sometimes cause file corruption. Therefore, in order to have Corel TEMP directories override the Global AUTOEXEC.BAT TEMP statement, the user should: Remark (REM) out the statements in the AUTOEXEC.BAT file for the SET TMP and SET TEMP variables (by placing the statement REM before them). Open the CORELAPP.INI file and locate the [TempPaths] section. Place the alternate temp paths in this location. i.e.,

```
[TempPaths]
```

```
Cleanup=1
```

```
0=C:\TEMP
```

```
1=D:\TEMP
```

```
2=E:\TEMP (...etc.)
```

Save this file and restart the system.

8. Run the Scandisk* utility by selecting Start | Programs | Accessories | System Tools | ScanDisk. The "Automatically fix errors" box should be selected. This will repair lost clusters and corrupted sectors of the hard-disk.

9. The drive partitions should be defragmented. Defragmentation consolidates the information stored on the hard drive so that it is more easily accessed, and prevents read/write errors when the hard drive is activated. Select "Start | Programs | Accessories | System Tools | Disk Defragmenter*".
10. Check system resources by invoking "Start | Programs | Accessories | System Tools | Resource Meter*". This will place the resource meter in the bottom right hand corner of the display. Double-clicking this icon will display system statistics. Low values for System Resources, User Resources, or GDI Resources indicate that system performance is deficient, and may be the cause of IPF errors.
11. Re-boot the system. When the "Starting Windows '95" appears press F8. Choose Step-by-Step Confirmation. Select NO to avoid executing the AUTOEXEC.BAT and CONFIG.SYS files. Select YES when prompted for all other questions.
12. Install the Standard VGA display driver. Select "Start | Settings | Control Panel | Display | Settings | Change Display Type... | Change Adapter Type | Show all devices | Standard display types | Standard Display Adapter (VGA)". If the video card installed on the system is not supported by Windows'95, have a backup copy of the driver on hand.
13. Verify that all devices (CD-ROM, Display Adapters, Monitor, Mouse, Sound) are operating properly. Select "Start | Settings | Control Panel | System | Device Manager". By double clicking on a device and viewing the properties of that device the Device Status may be viewed. Any device with a memory conflict will display a yellow 'flag' with an exclamation point inside it.
14. Select System Performance, Control Panel | System | Performance. Select the following settings:
Graphics -> Turn OFF any video acceleration. This prevents possible memory conflicts.
Virtual Memory -> Virtual Memory (Swap File) is space reserved on the hard drive for RAM memory to store information it requires on an ongoing basis. You may specify your own settings to increase this space as follows: Select Let Me Specify My Own Virtual Memory Settings. Re-locate the virtual memory to a NON-COMPRESSED drive, and specify a Minimum of 10MB and No Maximum for the upper limit. Re-boot the computer when prompted. Windows will revert to managing the virtual memory by expanding or contracting it within the boundaries of your specified settings.
15. Un-Install the application. Select Start | Settings | Control Panel | Add-Remove programs | Select the application to Un-Install, or run Corel's own Un-Install utility located in the Corel folder. Re-boot the computer and re-install the application when finished.
16. Safe Mode removes all specific system configuration settings, and loads generic Windows '95 device drivers. It is a method of determining if system settings and device-specific drivers, etc., are interfering with the normal operation of hardware and software. To operate in Safe Mode, re-boot the computer. When the "Starting Windows '95" appears press F8. Select Safe Mode. This will bypass all startup routines including registry entries, CONFIG.SYS and AUTOEXEC.BAT files, and the [Boot] and [386Enh] sections of the SYSTEM.INI file. The standard VGA display driver will also be installed at this time. If the installed video card is not supported by Windows'95, be sure to have a backup copy of the driver on hand. **Note: The user will notice reduced system speed and lower display resolution during this test. Safe Mode may also disable any CD-ROM devices. Re-booting the computer will return the system to the default configuration at any time.**
17. Re-boot the computer. When "Starting Windows '95" appears, press F8 and select Command prompt only. Start Windows '95 by entering these commands on consecutive re-boots, or enter either of these commands if a specific condition is suspected:

WIN /D:F -> This disables 32 bit disk access. Use this for disk access problems.

WIN /D:X ->This disables the adapter area (from A000 to FFFF) which Windows '95 scans for unused space. This may resolve memory problems on systems using video accelerator cards.

18. Empty the RECYCLE BIN (if activated) of unwanted files. Invoke Recycle Bin | Properties and select "Use one setting for all drives". Select 0%, then select "Do not move files to the Recycle Bin..." This procedure prevents Windows '95 from filling the hard disk with copies of deleted files. Because the Recycle Bin utilizes hard disk space, disabling its functionality allows resource intensive software to access this space more efficiently.

All subsequently deleted files will be irretrievable.

To free up additional disk space for TEMP files, check each drive in the Explorer for a Hidden directory called "Recycled" (View | Options | Show all files). Remove any unnecessary files from these directories. Windows '95 will prevent the deletion of any files currently in use.

19. Through the Windows Control Panel select System | Performance | Advanced Settings | File System | Troubleshooting and select "Disable new file sharing and locking semantics".

{bmct nicon.bmp} Note

- If these programs are not on the Desktop or Start Menu, they can be installed via "Control | Panel | Add/Remove Programs | Windows Setup | Accessories | Details..."

