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System Requirements

- Windows 3.1 (enhanced mode), Windows 95 or later
- 8 MB memory
- CD-ROM drive (double-speed or faster highly recommended)
- 486/33 MHz
- Super VGA, 640x480 (256 colors or more)
- Hard disk with 5 MB free
- Mouse
- Windows-compatible sound output device

Optional

- *TouchWindow*: a screen that fits on the front of your monitor so your child can interact with the software by touching the screen instead of using the mouse. This direct, easy input is especially helpful for young children or children with special needs. Contact Edmark at 1-800-320-8377 for more information.



Improving Performance by Creating a Permanent Swap File

You can increase your system resources (memory) by creating a permanent swap file. We strongly recommend creating a *permanent* swap file of at least 10,240, because it works more efficiently and reliably than a temporary swap file.

If you are running any form of disk compression software (such as DoubleDrive, DoubleSpace or Stacker), consult your disk compression manual before attempting to create a permanent swap file.

To create a permanent swap file, perform the following steps:

1. From the Program Manager, double-click the **Control Panel** icon in the **Main** group.
2. In the Control Panel window, double-click the **386 Enhanced** icon.
3. Click the **Virtual Memory** button to display the current swap file settings.
4. Click the **Change** button to expand the window, displaying a detailed view of your Virtual Memory settings.
5. Click inside the **Type** window and select **Permanent****.
6. Click **OK**.
7. Follow the instructions on the screen to restart Windows.

** If the recommended size of your permanent swap file is less than 8,000K, then your hard drive may be "fragmented" and *Strategy Challenges Collection 1* may not operate correctly. After defragmenting your hard drive, repeat steps 1-7. (Please refer to your MS-DOS manual for information about defragmenting your hard drive.)



Improving Performance by Disabling Wallpaper

The Windows Wallpaper picture or pattern can use a large amount of system resources.

To turn off wallpaper, perform the following steps:

1. From the Program Manager, double-click the **Control Panel** icon in the **Main** group.
2. Double-click the **Desktop** icon.
3. Change the Wallpaper setting to **None**.



Improving Performance by Installing the Microsoft SVGA Driver

Some video drivers use a large amount of system resources. The Microsoft SVGA video driver may use less, thus improving your system's performance. This driver is included on your Edmark CD-ROM.

To install the Microsoft SVGA driver, perform the following steps:

1. From the Program Manager in the **Main** group, double-click the **Windows Setup** icon.
2. Click the **Options** pull-down menu and select **Change System Settings**.
3. Write down the name of the video display driver (found next to the label **Display**).
4. Highlight the line labeled **Display** (using the down arrow key).
5. From the list, select **Other Display (Requires Disk from OEM)**.
6. When prompted for the location of the video driver, type:

D:\edinst\svga

(where **D** represents your CD-ROM drive). Then press the *Enter* key.

7. Select the **SuperVGA (640x480, 256 colors)** driver.
8. Follow the on-screen instructions to complete the installation process.

If Windows does not restart properly after you switch to the Microsoft SVGA driver, reinstall your previous video driver (the one you wrote down in Step 3).



The Startup Group

The Startup group contains programs that run automatically when you start Windows. Sometimes programs in your Startup group can interfere with the operation of other programs in Windows. If this occurs, move the programs in the Startup group to another group. Moving these programs from your Startup group will not remove them from your system, but prevents them from automatically running when you start Windows.

To move programs out of your Startup group, perform the following steps:

1. Double-click the **Startup** group icon in the Program Manager.
2. Click and drag the icons from this group into another group.
3. Exit and restart Windows.



Error Message: Low System Resources

The "Low System resources" error message appears when system resources (memory) are insufficient to properly run the program. To maximize your available system resources, close all open applications, restart Windows, and try running *Strategy Challenges Collection 1* again.

If memory related problems still occur, verify that you have at least 8 megabytes (8,000KB) of free memory. To determine the amount of free memory on your system, perform the following steps:

1. In the Program Manager, click the **Help** pull-down menu and select **About Program Manager**.
2. The amount of free memory is displayed next to the label **Memory**.

If the amount of free memory is less than 8,000KB, consult the following topics for possible solutions:

[Improving Performance by Creating a Permanent Swap File](#)

[Improving Performance by Turning off Wallpaper](#)

[Improving Performance by Installing the Microsoft SVGA Driver](#)



Error Message: General Protection Fault

When a General Protection Fault (also known as a "GPF") occurs, write down the exact error message you receive. Then exit and restart Windows. If you continue to receive error messages after Windows has restarted, consult the following topics for possible solutions:

[Video Problems](#)

[Sound Problems](#)

[Load= and Run= lines](#)

[The Startup Group](#)



Video Problems

Video problems can be caused by a problem with your video driver software. Replacing your current video driver with a Microsoft SVGA video driver may solve the problem. (The Microsoft SVGA driver is included on your Edmark CD-ROM.)

If replacing your video driver solves the problem, keep using the Microsoft SVGA driver or contact the manufacturer of your video adapter for an updated Windows video driver.

[Click here for instructions about installing a Microsoft SVGA driver](#)

[Click here for information about where to get the latest drivers online](#)



Sound Problems

Sound problems can be caused by a problem with your sound driver software; reinstalling the sound driver software may solve the problem. Please refer to your *Windows User's Guide* for instructions on reinstalling your sound driver.

If reinstalling the sound driver does not fix the problem, contact the manufacturer of your sound card for an updated Windows sound driver.

[Click here for information on where to get the latest drivers online](#)



Where to Get the Latest Drivers Online

The latest video, sound and printer drivers are available through the Windows Driver Library (WDL), a service provided free of charge by Microsoft. The Windows Driver Library is accessible through most major online services. To connect directly to the Microsoft Driver Library, dial (206) 936-MSDL (6735). There is no connection-time charge for this service. (Long distance charges may apply.) The WDL is also accessible through Compuserve at "go msl".

Your hardware manufacturer may also have updated drivers available--contact their technical support department.



System Lockups

"System Lockups" occur when your system does not respond to your keyboard or mouse input. If this occurs you must restart your computer by turning its power off and on. If you are experiencing frequent lockups, or if the program does not seem to operate correctly, consult the following topics for possible solutions:

[Load= and Run= lines](#)

[Video Problems](#)

[Sound Problems](#)



KidDesk Family Edition Issues

If *KidDesk Family Edition* was already installed on your computer when you installed *Strategy Challenges Collection 1*, a software update was made to *KidDesk Family Edition* that allows it to launch 32-bit applications. If you subsequently reinstall *KidDesk Family Edition*, *KidDesk* will no longer be updated, and you will need to reinstall *Strategy Challenges Collection 1* to apply the update again.

The software update needs to be applied only once to work with all 32-bit software. You do not need to reinstall any other Edmark Windows-based programs.

The Windows 95 version of *KidDesk Family Edition* does not require this update.



Load= and Run= lines

The Windows configuration file called "WIN.INI" may contain Load= and Run= entries. If present, these entries specify programs that are automatically loaded when Windows is started. Sometimes these programs interfere with other software on your system. They also use system resources and cannot be closed using the Task Manager. You may need to remove one or more of these programs to free up system resources or resolve a conflict.

To disable programs on the **Load=** and **Run=** lines, perform the following steps:

1. From the Program Manager, click the **File** pull-down menu and then select **Run**.
2. Type **WIN.INI** in the Command Line and click **OK**. This will display the WIN.INI file, using the Windows Notepad.
3. From the Notepad, click the **File** pull-down menu and then select **Save As**.
4. In the **File Name** box, type:
WIN.OLD
5. Click the **File** pull-down menu and select **Exit**. (You now have a backup copy of your WIN.INI file.)
6. From the Program Manager, click the **File** pull-down menu and select **Run**.
7. In the **Command Line**, type:
WIN.INI
8. Click **OK**. This will display the WIN.INI file using the Windows Notepad (again).
9. Use your mouse to place the cursor at the beginning of the **Load=** line. This line is usually found near the top of the WIN.INI file.
10. Type a semicolon at the beginning of the **Load=** line. It should look like this when you are done:
;Load= (current information on the **Load=** line)
11. Use your mouse to place the cursor at the beginning of the **Run=** line. This line is usually found near the top of the WIN.INI file.
12. Type a semicolon at the beginning of the **Run=** line*. It should look like this when you are done:
;Run= (current information on the **Run=** line)
13. Click the **File** pull-down menu and select **Save**.
14. Click the **File** pull down menu and select **Exit**.
15. Restart Windows so the changes will take effect.

*Note: If you are using *KidDesk Family Edition*, "c:\kidwin\kiddesk.exe" may be specified in the **Run=** line. Changing this line will prevent *KidDesk* from starting automatically when you

start Windows. Modify only the **Load=** if you do not want *KidDesk* to be affected. If you modify the **Run=** line and want *KidDesk Family Edition* to start automatically again, enter the *KidDesk* Adult section by holding down the *Ctrl* and *Alt* keys and then pressing "A". Then select **Startup Options** from the **Options** menu. In the dialog box, select "**Start KidDesk automatically when starting Windows...**".



Removing *Strategy Challenges Collection 1* from your System

To remove *Strategy Challenges Collection 1* from your system, perform the following steps:

1. In the **Main** group of **Program Manager**, double-click the **File Manager** icon.
2. Click the **C:** drive icon (or the icon for the drive where *Strategy Challenges Collection 1* is installed).
3. Double-click the **Edmark** directory icon (or the directory where *Strategy Challenges Collection 1* is installed).
4. Click the folder labeled **SC** (highlighting it) and press the **Delete** key.
5. When the system asks you to verify your selection, make sure you have the correct directory highlighted, then click **Yes**.
6. Close the **File Manager**.
7. In the **Edmark** group of **Program Manager**, select any *Strategy Challenges Collection 1* icon and press the **Delete** key.
8. When the system asks you to verify your selection, make sure you have a *Strategy Challenges Collection 1* icon highlighted, then click **Yes**.
9. Repeat Steps 7 and 8 until all the *Strategy Challenges Collection 1* icons have been deleted.
10. If the **Edmark** group is now empty, press the **Delete** key once more to remove the group. When the system asks you to verify your selection, make sure you have the **Edmark** group highlighted then click **Yes**.



Contacting Technical Support

Before contacting Technical Support, please have the following information ready. If you are contacting us by fax or e-mail, please include this information in your message:

1. The version of Windows you are running. (To find this information: from Program Manager, click **Help** and select **About**.)
2. Your available system resources. (To find this information: from Program Manager, click **Help** and select **About**.)
3. The version of *Strategy Challenges Collection 1* you are running. (To find this information, run *Strategy Challenges Collection 1*. Hold down the *Ctrl* and *Alt* keys and then press *A* to enter the Adult Options. Click **Help** and select **About**.)
4. The kind of computer you are using (for example, Compaq 486DX/33)
5. Your system specifications (for example, 486DX/33, 8 megabytes of RAM, 420 MB hard drive)
6. Printers and sound cards, if any (for example, HP 550C printer, Sound Blaster 16 sound card)
7. The text of any error messages you are received, exactly as they appear on your screen.

Automated Support

Support is available 24 hours a day, 7 days a week via our automated support system. To access this system, dial (206) 556-3680. FAX responses may also be requested through this system.

Telephone

Call us at (206) 556-8480 7 a.m. to 6 p.m., Monday through Friday (Extended hours, evenings and weekends, vary by season.)

Please have your computer turned on and ready to use when you call us.

FAX

FAX us at (206) 556-8940, 24 hours a day, 7 days a week. Please specify "Technical Support" in the header.

Automated FAX responses may also be requested through our automated support system. Dial (206) 556-3680 voice.

Electronic Mail

You can contact us at the following e-mail address: **pctech@edmark.com**.

If you are using America Online, you can send e-mail to "Edmark DOS", or visit our forum by typing the keyword "Edmark".

World Wide Web

Visit the Edmark home page at **<http://www.edmark.com>**, where you can read answers to frequently asked questions or leave a message for our technical support staff.

US Mail

You can also send us mail to the following address:

Edmark Corporation
Attention: Technical Support
P.O. Box 97021
Redmond, WA 98073-9721



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