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Mixed-Up Mother Goose Deluxe Troubleshooting Guide
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SECTION 1 - HARDWARE REQUIREMENTS

REQUIRED
486SX with 6MB RAM
CD ROM drive
1 MB hard drive space (compressed 2MB)
MS-DOS 5.0 & Windows 3.1 or higher
VGA (256 colors)
Mouse
Sound Card with DAC

RECOMMENDED FOR BEST PERFORMANCE
486DX
8MB RAM
Double speed CD ROM

NOTE: Some early copies of Mother Goose Deluxe shipped with an incorrect System Requirements Label. Please make sure that your system meets the above requirements before continuing. We apologize for any inconvenience.

SECTION 2 - INSTALLATION PROCEDURES

Insert the CD into the appropriate drive. From Program Manager, click on File, then Run. In the Command Line field, type the letter of the drive followed by \SETUP. Ex: **D:\SETUP.**

Click on TEST HARDWARE to perform the hardware checks to verify that your computer can run Mixed-Up Mother Goose Deluxe.

If you fail any of the tests, see Section 3, Common Installation Problems

After performing the hardware tests, click on INSTALL to install Mixed-Up Mother Goose Deluxe.

SECTION 3 - COMMON INSTALLATION PROBLEMS

Problem: Your computer fails the Sound Card test; you cannot hear the voice and fanfare in the Wave and MIDI tests.
Solution: Your sound card is incorrectly configured for Windows. See Section 6 for information on setting up your sound card.

Problem: Your computer fails the Display test; you get a message saying "Your video display supports 16 colors...".
Solution: Sierra's Windows games require that Windows is running in 256 color mode. Even though your monitor and video card may be capable of displaying 256 colors, Windows may not be set up to use this resolution. To check, double-click on *Windows Setup* in the *Main* program group. If the *Display* line reads "VGA" or "16 color", you will need to change to a driver that supports 256 colors. ("VGA" is a default Windows video driver that only supports 16 colors and will not work with Sierra's Windows games.) To change video drivers, select *Options*, then *Change System Settings*. Open the Display box to see the list of video drivers that are currently available. You should check your video card documentation for information on what 256 color driver to select.

Warning: *Be careful when changing video drivers!* If you choose one that is not designed for your particular video card, Windows will not display properly. If this occurs, change to your Windows directory, type: SETUP, and choose the "VGA" driver again. You should then contact your video card manufacturer for the correct driver.

Problem: Your computer fails the Memory test; you get a message stating you do not have enough memory to run Mixed-Up Mother Goose Deluxe.
Solution: See Section 4 - Memory Troubleshooting for a list of steps to resolve this problem.

Problem: Mixed-Up Mother Goose Deluxe icon was not created during game installation. Sierra group and other icons are created fine.
Solution: This is usually caused by an alternate Windows desktop, like Norton Desktop, PC Tools or Tabworks. You must disable these desktops before installing the game. The easiest way to do this is to type PATH=C:\WINDOWS at the DOS prompt, then start Windows. This should start Windows with Program Manager as the desktop. When you are back in Windows, reinstall the game. The icons will be created normally. To restart Windows using your normal desktop, exit Windows and reboot the computer. The next time you go into Windows, the alternate desktop will display. PLEASE NOTE: Mixed-Up Mother Goose has not been tested under any alternate desktop environment, therefore Sierra cannot guarantee that the game will function properly under these desktops.

SECTION 4 - MEMORY TROUBLESHOOTING

Some game players have experienced difficulty getting enough memory to run Mixed Up Mother Goose Deluxe. If you are having trouble starting the game because of memory problems or are receiving memory-related errors during the game, here is a list of troubleshooting steps to try.

Check the Swap File: Establish a permanent swap file at about 6 MB. Do not set the swap file too high; 6-8 MB permanent should be enough. Follow these steps to access and change the Windows swap file.

1. Close all Windows applications.
2. Open the "Main" folder on your Windows desktop.
3. Double-click on the "Control Panel" icon.
4. Double-click on the "386 Enhanced" icon.
5. Click on the "Virtual Memory . . ." button.
6. Click on the "Change>>" button.
7. Type "6000" in the "New Size" selection box, under the "New Settings" heading.
8. Select "Permanent" from the "Type" pull down combination box, if it is available. If "Permanent" is not available, select "Temporary".
9. If "32-bit File Access" is checked, un-check it. This should remain turned off. If you have a "32-bit *Disk* Access" option, leave it checked.
10. Click the "OK" button.
11. Click the "Restart Now" button.

Windows will restart and take you back to the main Windows desktop.

Create a Boot Disk: Sierra has included a boot disk maker with Mixed-Up Mother Goose Deluxe. The Boot Disk Creator is the last option available in the Setup program. You can run it manually by double-clicking on the boot disk creator icon in the SIERRA program group. In addition, instructions for creating a boot disk manually are included at the end of this troubleshooting guide.

Create a Clean Windows Environment: Make sure that there are no other Windows programs running. Disable all screen savers, virus scans, etc. If you are using an alternate Windows desktop (PC Tools, Dashboard, Packard Bell Navigator, Tabworks, etc.), use plain Program Manager instead. If you have sound-related Windows programs installed (IconHearIt, SoundBits, etc.), make sure they are disabled before starting the game. Also, turn off your Wallpaper in Desktop in Control Panel. Wallpaper can sometimes take up a considerable amount of memory.

Turn Off 32-Bit *File* Accessing: Windows for Workgroups and Windows 3.11 include a setting for 32-bit File Access in the Virtual Memory settings. This should be turned off. If you are using Windows 3.1, you will see 32-bit *Disk* Access instead. Leave this on.

Windows for Workgroups v3.11: Run Windows for Workgroups without its network drivers by typing WIN /N to start Windows.

SECTION 5 - COMMON GAME PROBLEMS

Problem: When game starts, it displays a black screen or throws you out to DOS. This can also happen randomly during the game.
Solution: The problem you are experiencing is probably caused by a memory conflict. Running the game from the boot disk will usually correct this problem. Please see "Create a Boot Disk" and "Create a Clean Windows Environment" under Section 4, Memory Troubleshooting. In addition, the problem may be caused by outdated or incompatible video or sound card drivers. You should check with your video and sound card manufacturers to make sure you have the latest versions of their drivers.

Problem: "General Protection Fault caused by GROWSTUB in POINTER.DLL" when game starts.
Solution: This is caused by a Microsoft mouse driver version 9.01 GROWSTUB component. One of these three suggestions should correct the problem.

1. Remove POINTER.EXE from the load= line in the file WIN.INI and then restart Windows.

2. Download the file HD1061.EXE from the Microsoft BBS at (425) 936-6735. This file is self-extracting. Run "HD1061" and follow the instructions in the newly created README.TXT file.

3. Upgrade to the Microsoft Mouse IntelliPoint software version 1.0. For information about obtaining this upgrade, call the Microsoft Sales Information Center at (800) 426-9400. Microsoft charges a fee for this upgrade.

Problem: "General Protection Fault in Module ... " The module name will vary.
Solution: A General Protection Fault (GPF) in varying modules is usually caused by a memory conflict. Make sure that there are no other Windows programs running. Disable all screen savers, virus scans, etc. If you are using an alternate Windows desktop (PC Tools, Dashboard, Packard Bell Navigator, etc.), use plain Program Manager instead. If you have sound-related Windows programs installed (IconHearIt, SoundBits, etc.), make sure they are disabled before starting the game.

A Windows boot disk also helps with GPFs. Instructions for creating a boot disk are at the end of this document. GPFs can also be caused by outdated or incompatible sound or video drivers. If the above steps do not solve the GPF for you, contact your video and sound card manufacturers to obtain the latest versions of their Windows drivers.

Problem: "EMM386 Error 06 ... " The error number may vary.
Solution: This is caused by a memory conflict. Running the game from the boot disk will usually correct this problem. Please see "Create a Boot Disk" and "Create a Clean Windows Environment" under Section 4, Memory Troubleshooting.

Problem: You receive an "Error reading Drive D" (drive letter will vary depending on your CD drive letter). The error may occur at the beginning of the game or randomly throughout the program.