

Cromack Industries, Inc.

Installing Pagershop® Version 1.0

Installing the Software

1. Insert the Pagershop installation disk or CD in the appropriate drive on your PC.
2. If you are installing from a CD, the installation program should start automatically after a few seconds. If the installation program starts automatically then skip steps 3 - 5 below. If it doesn't start after about 5 seconds, or if you are installing from a floppy disk, then continue with step 3.
3. Click the mouse on the **Start** menu item on the **Task Bar**.
4. Then click **Run** and for the file name to **Open** type X:\Setup.exe, where X indicates the drive you selected in step 1. Alternatively, you can type X:\ and click on the Browse button to find the Setup.exe file.



5. Click on the OK button to start the Pagershop installation program. Follow the instructions of the installation program through to the Finish screen.
6. View the ReadMe.txt file on the CD for up-to-date release information.

What if my PC doesn't have a CD drive?

You can create a set of installation floppy disks on a DOS/Windows 3.x machine as follows:

1. Insert the CD into the appropriate drive.
2. Locate the directory \Disks on the CD.
3. Each sub-directory (e.g. Disk1, Disk2, etc.) contains the files that you must manually copy to a 1.44M-byte floppy disk. The current release of Pagershop only requires one such floppy disk.
4. Insert Disk1 (created above in step 3) into your 32-bit machine (i.e. Windows 95/98/NT4.0) and RUN the Setup.exe file located on the floppy disk.

Updating an Existing Installation to a new Version of Pagershop

If you have previously installed Pagershop then you will have a paging Queue file called "PSQue1.psq" which contains Send-Page templates. Most likely you will have made changes to this file and will want to save it. When installing a newer version of Pagershop this file will be overwritten with a new sample file unless you choose the "Custom" installation option available in the Pagershop setup program. Then **uncheck** the box labeled **Sample Paging Queue Files** so that the setup program will not overwrite

the file "PSQue1.psq". If you have created other Queue files, e.g. PSQue2.psq, etc., they will not be altered by the Pagershop setup program.

Choosing a Serial Port

Choose a serial port on your computer that you think is free and connect that port to the Paging Encoder's serial port located on the back panel. Use the type of cable you would use to connect to an external modem. **DO NOT USE A NULL-MODEM CABLE.** A Null Modem cable swaps the transmit and receive pairs and will not work properly.

Windows® 95/98 Plug and Play Configuration

If you are using Windows NT4.0 proceed to the next section because NT4.0 doesn't support Plug and Play.

1. Once you have connected the Paging Encoder to your PC, make sure the Encoder's power is on and then Restart your PC using the Start→Shutdown→Restart the Computer? **Task Bar** selection. Your computer should restart and indicate "New Hardware Found" as shown below. Accept the selection "Windows default driver" and then press the OK button. Now Windows 95/98 is happy about the presence of the Paging Encoder.
2. From now on, whenever you start Windows 95/98 you should not receive the new hardware found message, whether or not the Paging Encoder is connected to your PC. If you disconnect the encoder and then some time later reconnect it, make sure you use the same COM port or Window 95/98 will again report that it found new hardware (on a new port).



Windows® NT 4.0 Serial Port Configuration

For Windows NT4.0 systems you must manually tell the operating system that you want to add a port. While the port may be physically installed on your PC, a device driver may not be assigned to it until it is configured. To configure the port, open the Control Panel and double click on the Ports icon. If you do not see your port listed, choose "Add" and

use the default setting Windows suggests for IRQ and DMA. You do not have to set the baud rate parameters; Pagershop will set them for you.

Stating the Pagershop Program

The first Time

The first time you run Pagershop you will receive an error message indicating that no COM port has been selected. If you have not connected your encoder (as described above) you should not select one at this time. However, with no COM port selected, Pagershop will prompt you to select one, each time you start it. You can select a COM port using the Menu item Options→Select COM Port.

COM Port Error Messages

When selecting a COM port, if you receive an Error Message indicating that Pagershop could not open the port then there are two possible explanations. The most likely cause is that a device driver is not configured for the port you selected. Another possible cause is that the port is in use by some other application program. For Windows 95/98 systems, the detection of new hardware, as described above, should install the appropriate driver. For Windows NT4.0, make sure that you have manually configured the COM port as described above.

If you receive the Error Message “Communications Lost with the Paging Encoder” the port’s device driver is configured correctly, but Pagershop can not see the Paging Encoder on the selected port. In this case, make sure that you have the serial port cable connected to the correct port.

Help Topics – The Online Users Manual

Congratulations, you can now use Pagershop. Many Help Topics are provided to assist you. You can get Help by selecting the Menu item Help→Help Topics or Context Sensitive Help by clicking on the  Tool Bar button and dragging it to a Dialog Box, Menu, or Tool Bar item for help on that item. In any case Good Luck.

Known Bugs

1. During the initial selection of a COM port it is possible to select a port which doesn't exist (or exists, but not configured) and cause the Pagershop program to hang. The program may appear to have closed, but some of its threads may still be running. Therefore, when the program is started again a COM port error message "Can Not Open COMx" (where x = 1,2,3, or 4) is displayed. The solution is to first see if parts of the Pagershop program are still running and if they are "kill" them (as shown below) before attempting to start the program again. Also, if you know that the problem COM port exists on your machine, let Windows detect the Paging Encoder and load the drivers (as described above) before running Pagershop again.
 - **Windows 95/98**
Simultaneously press CTRL + ALT + DEL. This will display a dialog box, which lists the tasks (i.e. programs) running on the machine. If Pagershop is on this list then highlight it with the mouse and click the End Task button. Verify that

Pagershop no longer is on the Task list. If it is still listed (many times it doesn't die on the first try) then click the End Task button again.

- **Windows NT 4.0**

Simultaneously press CTRL + ALT + DEL. When a dialog box appears click on "Task Manager". Next, choose the "processes" Tab and see if **pagershop.exe** is listed in the "Image Name" column. If it is listed then highlight the pagershop entry and click on "End Process".

2. On some machines running an early release of Windows 95, clicking on the **Q** toolbar selection causes the program to perform an "Illegal Operation, Divide by Zero Error" and stop running. This error indicates that one of your Windows 95 DLL files is old and should be updated. Until you fix the problem you can still create and send a new page by selecting the "Send-Page" item on the Menu Bar and then selecting the type of page you wish to Send. To fix the DLL problem do one of the following: 1) if you have the Pagershop CD then install the *Windows Updates* provided; or 2) if you have access to the Internet then go to either Microsoft's Web site, or our Web site, and download the file **40Compupd.exe**. This file is also provided on the Pagershop CD in the \Updates directory. To get this file from our Web site go to the URL: <http://www.cromack.com/tb/ps01.html> and click on the Download DLL Update selection to download the file to your PC. This is a self-extracting file, which will automatically install the updated DLL file on your PC. While this problem has not been observed on NT4.0 machines, it is advisable to install it anyway. This updated DLL will improve the display operation of all Windows95/NT4.0 application programs. DO NOT install this update on PCs running Windows 98.
3. The Pagershop program should run on the NT5.0 operation systems in much the same way as it runs on Windows 95/98 systems with Plug and Play support. However, as of this date Pagershop has not been tested on Windows NT5.0.

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