Grolier's Encyclopedia: Errors and Lockups When Searching (1/96)

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TOPIC ---

When attempting to search on the Grolier's Encyclopedia CD (version 7.0.4) that
was included with my Macintosh computer, my computer locks up or displays a Type
11 error. How can I prevent this from happening?

DISCUSSION --

The Grolier's application requires that a printer is chosen in the Chooser. If a
printer is not selected, the application cannot access necessary resources in
the System file. To avoid these lock-ups and errors you must open the Chooser
and select any printer driver.

These errors can occur on some PowerPC based Power Macintosh or Macintosh
Performa series computer that have not yet had a printer chosen in the Chooser.
Apple has verified that this error occurs on Power Macintosh 5200CD, 6200CD,
5300CD, 6300CD, 7200, 7500, 8100, 8500 and 9500 computers using System 7.5.x.

Apple has notified Mindscape (the distributor of the Grolier's Encyclopedia) of
this issue.

This article provides information about a non-Apple product. Apple Computer,
Inc. is not responsible for its content. Please contact the vendor for
additional information.

The Tech Info Library article titled "Locating Vendor Information" can help you
search for a particular vendor's address and phone number.

Note:
The following computers are in the Macintosh 5200CD family: Macintosh 5200/75
LC, Performa 5200, Performa 5210, Performa 5215, and Performa 5220.

The following computers are in the Macintosh 6200CD family: Performa 6200,
Performa 6214, Performa 6216, Performa 6218, Performa 6220, and Performa 6230.

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