

## **Troubleshooting Illegal Operations, Fatal Exceptions, and General Protection Faults for Windows 95**

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**There are many reasons for getting Windows 95 Illegal Operations, Fatal Exceptions and General Protection Faults. Some of the possible causes for these errors are:**

- **Files on the hard drive are fragmented or corrupted.**
- **Software which has been added recently is interfering with other software applications, Windows 95 or the hardware.**
- **The video resolution is set incorrectly for the application.**
- **The application is incompatible with the video driver.**
- **A memory resident software application is interfering with another program.**
- **Hardware recently installed is interfering with the software application, Windows 95, or other hardware.**
- **Windows 95 core files or the Registry are corrupt or malfunctioning.**

### **Deleting Temporary Files**

Many programs keep temporary files on the hard drive. If the computer "locks up" or if you do not exit Windows 95 completely, an accumulation of temporary files can cause errors. The temporary files generally have a \*.tmp extension and often start with a ~ as the first character in the file name. To find these files:

1. Right click on My Computer icon.
2. Click on Explore that appears on the menu.
3. Click on Tools.
4. Click on Find.
5. Click on Files or Folders.
6. In the box labeled Named; type: \*.tmp.
7. In the box labeled Look in, highlight and delete the information in the box.
8. Type c:\windows\temp in the Look in box.
9. Click on the Find Now button on the upper right hand side of the window.
10. All temporary files appear in the box at the bottom of this window.
11. Press the <CTRL> key and the <A> key on the keyboard together to highlight all of the files with this extension \*.tmp.
12. When all of the files are highlighted, press the Delete key.
13. Click on the New Search button on the right side of your screen.
14. A window appears informing you that the boxes for the last search will be cleared.
15. Click on the OK button.
16. In the Named box, type: ~\*.\*
17. Click on the Find Now button.

18. Additional temporary files may appear in the box at the bottom of the screen.
19. Press the <CTRL> key and <A> key on the keyboard together to highlight all of the files.
20. When all files are highlighted, press the Delete key.
21. When completed, click on the X button in the upper right corner of this window.
22. Right click the Recycle Bin on the desktop.
23. Click on the word Empty Recycle Bin.
24. Click the Yes button when asked.
25. All temporary files are now deleted.
26. Retry the application you were having problems with to determine if the errors still occur.

### **Defragmenting a Hard Drive**

Many software errors are corrected by reorganizing your hard drive. During this process, the hard drive puts all files and directories in a logical order to operate more efficiently. To run the Defrag program:

1. Click on the Start button.
2. Select the Programs option.
3. Select Accessories.
4. Select System Tools.
5. Select Disk Defragmenter.
6. A Select Drive window appears on the screen asking you which drive you wish to defrag.
7. Highlight C:\.
8. Click on the OK button.
9. If you have programs or files on more than one drive or partition, click the down arrow on the right side of the screen.
10. Scroll to the bottom of the list of drives.
11. Click on All Hard Drives to highlight it.
12. Click on the OK button at the bottom of the window.
13. A defragmenting drive window appears on the screen.
14. Note: If there is any corruption, Defrag informs you that it is unable to complete the defrag process until Scandisk is run and corrects the errors.
15. If you wish to see the files being moved as the drive is defragmented, click on Show Details button on the lower right corner of the screen.
16. Once defrag is completed, click on Yes to quit the program.
17. Try running your application again to see if the original error still occurs.

### **Software Considerations**

If you are only receiving an error message in one application, you may need to uninstall and reload that application. If the application giving you the error does not have an uninstall option, you may wish to delete the program. Re-install the application and try running it again. If the error persists, consult the software documentation and manuals or contact the Software Manufacturer. Some applications may require an upgraded version to operate properly with Windows 95.

If you recently added a new software program to your computer and are now receiving errors in other applications, uninstall or remove the new application. Some of the files that Windows 95 or other software programs require to run may have been overwritten when this software was loaded.

## **Computer Virus**

Computer viruses are created to delete and/or damage files on your computer. These viruses can often be the cause of error messages in Windows 95. If you suspect you have a virus, you may need to obtain a virus utility software program. Verify that the utility is on a write-protected diskette, and it recognizes Windows 95 long file names. If the virus scan finds and corrects a virus, try running the programs you were receiving errors with again.

## **Virtual Memory Settings**

It is recommended that Windows 95 manage the virtual memory settings on the computer. Error messages are common if the virtual memory settings in Windows 95 are changed by the user. To verify the virtual settings:

1. Right click on My Computer icon in the upper left-hand corner of the screen.
2. Click on Properties.
3. Across the top of the Systems Properties windows are four tabs: General, Device Manager, Hardware Profiles, and Performance.
4. Click the Performance tab to view this information.
5. In the lower right-hand corner of the screen, click the Virtual Memory Button.
6. Verify that there is a bullet beside Let Windows Manage My Virtual Memory Settings.
7. Once any changes are made, click on the OK button until you return to Windows 95.
8. If prompted, click the right button to restart Windows 95.
9. Once you return to the Windows 95 desk, try your software application again.

## **Video Settings**

The number of colors as well as particular drivers used by the video card may cause certain applications to generate errors. To check the number of colors the system is currently using:

1. Right click on an open area on the Windows 95 desktop.
2. Click the word Properties. This will open the Display Properties window.
3. Click the Settings tab to view the information on this screen.
4. In the Color Palette box, click the down arrow beside the current setting.
5. Scroll through the list and highlight High Color (16 Bit).
6. Click on the OK button.
7. Windows 95 will require a re-start when changing color depths.
8. When the message prompts you to restart Windows 95, click on Yes.
9. After Windows 95 starts, try the application again.

## **Windows Initialization Files (\*.ini)**

While Windows 95 and Windows 95 specific applications do not generally require modifications to the WIN.INI, some applications may change this file. If you receive errors immediately on entering Windows 95, a software program may have caused a problem by modifying this file. To view this file:

1. Click on the Start button.
2. Click on Run.
3. In the Open Box, type: WIN.INI
4. Click on the OK button.
5. The WIN.INI file opens up in Notepad.
6. Look for the line that starts with Load= and Run=.
7. If there are any words after the = sign, place the cursor at the beginning of the Load= line.
8. Insert a semi colon (;) at the beginning of this line.
9. If there are any words after the Run= sign, place the cursor at the beginning of the Run= line.
10. Insert a semi colon (;) at the beginning of the Run line.
11. Click on the X button in the upper right hand corner of the screen.
12. Answer Yes to save the changes.
13. Shut down and restart Windows 95.
14. Try to run the application again.
15. If this does not correct your problem, return to the WIN.INI file and delete the inserted semi colons that you added to the beginning of the Load= and Run= line.

## **StartUp Group**

Programs in the StartUp Group can contribute to errors, especially if the program is corrupted and attempts to load automatically as Windows 95 starts. To view programs in the StartUp group:

1. Right click the Start Button in the lower left corner.
2. Click on Open.
3. The Start Menu windows appears on your screen.
4. Double-click on the Programs icon in this window.
5. In the Programs windows that appears, double-click on the StartUp icon.
6. You will see a listing of all of the programs that StartUp automatically.
7. Click on the Edit option on the Menu Bar in the StartUp window.
8. Click on Select All.
9. Click again on Edit.
10. Click on Copy.
11. Right-click on an open area on the Windows 95 Desktop.
12. Click the word Paste that appears on the menu.
13. Once the selected programs are removed from the StartUp window, click on the X in the upper right corner of this window to close it.
10. Click on the X again in Programs.
11. Click on the X again in the Start Menu window to return to the Windows 95 Desktop.
12. Click the Start button in the lower left corner of the screen.
13. Click the word Shut Down.
14. Click Restart the computer.
15. Once you re-enter Windows 95, try the application again.
16. If the application now operates successfully, double-click on the icons that originally existed in your StartUp Window one at a time and test your application. This will determine which program is causing the error message.
17. When you determine which software program causes the error, delete that application from the StartUp window, and return the other icons to the StartUp window.

**New Hardware**

Hardware and drivers necessary to run specific hardware may interfere with existing programs as well as Windows 95 files. If you started receiving errors after installing new hardware, such as a scanner, printer, sound card, etc., remove the new hardware driver, software programs, and physical hardware from the computer. To remove the hardware from Windows 95:

1. Click on the My Computer icon.
2. Click on Properties.
3. Click on Device Manager tab.
4. Click the + symbol beside the type of hardware you added to the computer.
5. A listing of the devices the computer recognizes appears.
6. Click on the device you added recently to highlight it.
7. Click on the Remove button.
8. The Confirm Device Removal window appears on the screen.
9. Click the OK button to continue removing the device.
10. Click the Yes button to restart Windows 95 if prompted.
11. If you are not prompted to restart Windows 95, complete a Shut Down.
12. Power the system off.
13. Remove the hardware device from the computer.
14. Power the system back on.
15. Try the application again that was producing the error.

**Safe Mode**

Safe Mode is used to eliminate the possibility that a device driver that starts automatically is contributing to the errors within the software. Safe Mode eliminates all drivers, including video drivers and StartUp options all at once. If starting the computer in Safe Mode eliminates the errors you are receiving, you should contact the appropriate Hardware or Software Vendor's Customer Support Center to assist you in defining the corrective actions to take. To enter Windows 95 in Safe Mode:

1. Click on Shut Down in the Start.
2. Click on Restart the Computer.
3. Click on Yes.
4. The computer will restart.
5. As soon as you see the message "OS load in progress...", press the F8 key immediately.
6. Select the option from the menu for Safe Mode.
7. Press Enter.
8. Windows 95 will restart in Safe Mode.
9. Try the application again.

**Note:** Since certain drivers are not loaded in Safe Mode, i.e., drivers for CD Rom, applications that require the CD Rom will not function properly.

**Printer Driver**

After adding a new print driver, Windows 95 may freeze. This is a known problem with some new print drivers now available. After installing a new printer drivers, please reboot the system. The problem should be resolved.

**Access Violation Error**

When exiting Windows 95, an ACCESS\_VIOLATION in Telladin System Manager Task message appears.

This modem access violation message is generated when the INTEL modem is in a ready state and the user attempts to shut down or restart the system when a communications software program running. To avoid getting this error, all communications software should be closed before shutting down or restarting the system. Power off the PC by Sony when you received this message.