



PanAIRama V1 FAQs

Q. *When I click on the index map, the image that is displayed seems to be squashed top to bottom and does not fill the screen.*

A. This problem can be caused by either the wrong display settings or a graphics card driver problem. Make sure you have your display set to a resolution of at least 800 x 600, small fonts and the maximum number of colours allowable. Also try a resolution of 1024 x 768. For the graphics card driver, try getting the latest driver for your computer supplier or downloading from your graphic card manufacturer's homepage.

Q. *PanAIRama installed OK, however when I try to run it I get an "Incompatible Database" error message.*

A. This error was introduced with the release of Microsoft Office 97 and associated applications. Microsoft changed the format of the Access database from that used by PanAIRama, Microsoft Office 95 and previous version of Microsoft Access. There are some successful workarounds but these cannot be guaranteed due to different systems and different application mixes. Some of the successful workarounds are as follows :

Installing PanAIRama first then installing Office 97. This may require uninstalling Office 97 first.... Copying two DLLs, VBDB300.DLL and VBRUN300.DLL from the PanAIRama directory (usually c:\DOLA) into the Windows system directory (usually c:\WINDOWS\SYSTEM). Different versions of these DLLs may already exist in the Windows system directory and it is important to make a backup copy of these before overwriting. This workaround may fix the PanAIRama problem but may introduce problems with other applications. It is therefore important to have these backup copies to replace them in the Windows system directory if a problem occurs.

Q. *After I install PanAIRama, not all the CDs installed show up on the pulldown menu. That is I have installed the 5 Blackwood CDs but only 3 show up on the Zone 5 pull down menu.*

A. PanAIRama is a 16 bit application (Windows 3.?) and sometimes when installing on a Windows 95/98 or Windows NT PC the software that updates the CD database fails. When this happens you normally get a error message like " Inst_DB file already exists or Path not found" Another cause is the existence of an installation of an earlier version of PanAIRama. The easiest test is to remove the PanAIRama directory (C:\DOLA) and all files. Then reinstall your CDs starting with the newest CDs first. Another cause is installing the same PanAIRama onto your PC more than once. Before the install database is updated, the final process is to rename 4 files from CUSTOTHR.MDB, CUSTOTHR.LDB to CUSTOM.MDB,CUSTOM.LDB and DOLAOTHR.MDB,DOLAOTHR.LDB to DOLA.MDB,DOLA.LDB. If the PanAIRama you are installing has already been installed, then CUSTOM.MDB, LDB and DOLA.MDB,LDB already exist and the installation process cannot rename the necessary files (**File ALREADY EXISTS**). If both sets of files (custom, custothr and dola, dolaothr) exist in any of the PanAIRama subdirectories, then delete the OTHR versions, and then delete the directory (e.g. c:\dola\data\perthn98) containing the CD your are trying to install. Now rerun the installation. If the error persists, please contact Ian Campbell on 9273 7162 or email ian.campbell@landgate.wa.gov.au

Q. *PanAIRama software installs OK however during operation, an error occurs and causes PanAIRama to crash with a error in DOLAMAIN.EXE or a Windows General Protection Fault.*

A. NOTE ABOUT VIDEO DRIVERS: Old or "buggy" video drivers are often a source of crashes and GP Faults in graphic-intensive Windows programs. The PanAIRama software has now been well tested and if you experience a GPF, you might want to investigate your video driver software, to make sure you have a current version.

Q. *I have installed PanAIRama correctly, however when I pop a zoom box to enlarge part of the image, I only get a black window with no image displayed.*

A. This is usually caused by not enough video RAM being made available for PanAIRama. You must have at least 1Mb of video ram on your graphics card.

Q. *I have been using an early version of PanAIRama and it won't work with the later versions.*

A. This is because there has been major changes to PanAIRama from Version 1 to Version V2.2. Please contact Ian Campbell on 9273 7162 or email ian.campbell@landgate.wa.gov.au for a fix.

Q. *I have been using PanAIRama successfully but now when I use it I get an error message about a corrupt file or it just hangs my PC. As far as I know nothing has changed on my PC.*

A. The most likely cause is that one of the Windows files installed by PanAIRama may have been corrupted. The easiest solution is to delete the PanAIRama directory (usually \DOLA) and reinstall. Another cause may be a corrupt CD - contact Western Australian Land Information Authority about a replacement.

Q. *When operating PanAIRama, the image of the front screen, and the map are displayed OK. However it is very slow in displaying the aerial photos.*

A. The speed of display for the aerial photos is governed by the number of colours set on your graphics card, the transfer rate (not necessarily the number of revolutions) of your CD-ROM drive and the type and speed of your PC's processor. The images of the front cover and map are 8 bit (256 colours) images and will display quickly with your graphics card set to 256 colours. However the aerial photos are 24 bit (16.7 million colours) and if your graphics card is set to 256 colours, the software must map the 16.7 million colours down to 256 colours and this takes time. Try and set as many colours as possible to speed up the process. The images for the front cover and map are read from your hard disk while the aerial photos are read from the CD. These aerial photo images are large compressed images and take time to read from the CD, decompress and display.

Approximate timings to display aerial photo images:

Processor	Colours	CD	Display Time (sec)
486 DX2 66	256 colours	x3	25 - 40
Pentium P5-133	256 colours	x6	11 - 13
Pentium P5-133	16.7 million colours	x6	9 - 11
Pentium P5-133	256 colours	x8	10 - 11
Pentium P5-133	16.7 million colours	x8	7 - 8
Pentium P5-166	256 colours	x8	9 - 10
Pentium P5-166	16.7 million colours	x8	6 - 7
Pentium P6-200	256 colours	x8	5 - 7
Pentium P6-200	16.7 million colours	x8	3 - 5
Pentium P6-200	256 colours	x12	3 - 4
Pentium P6-200	16.7 million colours	x12	2 - 3
Pentium II -266	16.7 million colours	x24	1 - 2

Q. *PanAIRama causes an error messages like "Incompatible Database...." or "xxxxxxx.DLL currently loaded is too old".*

A. This type of error usually occurs when there are multiple versions of the same shared DLLs (dynamic link libraries) on your hard disk in different directories. For Microsoft Windows V3 compliancy, PanAIRama must install its DLLs in the Windows system directory. However, before doing so it checks to make sure that the version of the DLL it is installing is newer than an existing DLL of the same name. This will keep PanAIRama happy however if you have old version of Microsoft products still on your hard disk then your old applications may now not work correctly. Proper version checking is now a mandatory requirement for Windows 95 logo certification. However, there is enough non.logo software around to suggest that the end of this problem is not in sight. If you are experiencing problems like these, call Ian Campbell on 9273 7162 for a possible fix.

Q. *I have Windows NT and when I install PanAIRama I get an error message at the end of the installation like : "INST_DB! path not found OK"*

A. PanAIRama is not supported on any NT system. The error is generated because NT is not completely compatible with DOS/Windows V3. However a fix for the problem can be provided on floppy disk. Please call Ian Campbell on 9273 7162.

Q. *I have upgraded the operating system of my PC from Windows V3.11 to Windows 95/98. PanAIRama worked OK on Windows V3.11 but does not work on Windows 95/98.*

A. PanAIRama is developed and tested on Windows 95/98 and is the preferred system. If it does not work then the fault is likely to be a setting problem on your PC. Please call 9273 7162 or email ian.campbell@dli.wa.gov.au.



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Page 2 of 3 PanAIRama FAQs

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