



# Tech Info Library

## Mayo Clinic Family Health CD-ROM Disc Issue (1/97)

Revised: 1/24/97  
Security: Everyone

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TOPIC -----

I have a Performa 6360/6400 computer and I received the Mayo Clinic Family Health CD-ROM disc with the computer. Here are two things I noticed when using this Compact Disc.

- After I install the Family Health application and launch it without the Compact Disc in the CD-ROM drive, I get the following message, "Please insert the Health Disk 2.0 CD in drive F: before running the program."
- When using the Family Health application, after doing the following steps, I get a Type 11 error or a system freeze:

- 1) Install Mayo Clinic Family Health Application from the CD.
- 2) Run the program
- 3) Click on the splash screen movie to continue and click OK on the disclaimer
- 4) Click General
- 5) Click Staying Well
- 6) Click Controlling Stress
- 7) Click Keeping your Stress Under Control
- 8) A type 11 error or system freeze occurs

Does Apple and IVI Publishing know about this, and are there any known fixes or workarounds for this?

DISCUSSION -----

Yes, this is a known issue. Apple has reported these Mayo Clinic Family Health CD v2.0 issues to IVI Publishing this titles developer. This title currently ships with the Macintosh Performa 6360 and 6400 computers.

To avoid the "Please insert the Health Disk 2.0 CD in drive F: before running the program." message, make sure you have the compact disc in the CD-ROM drive

before launching the Family Health application.

For the latest information regarding these issues, contact IVI Publishing at:

IVI Publishing

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