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Silly Noisy House: Sound Issue (8/95)

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TOPIC -----

I'm not getting any sound when I launch A Silly Noisy House from my Early Childhood Connections At Ease folder. The program plays fine, and I can navigate through the various rooms in the house, but I get no sound. All other sounds play fine from all other programs and CD-ROMs. Also, if I go to the Finder and launch A Silly Noisy House from the CD-ROM, the sound works fine.

DISCUSSION -----

Some 500 Early Childhood Connections bundles shipped with the wrong version of the Silly Noisy House CD-ROM. They have received the LS55 version and the Early Childhood Connections package installs the LS25 version of the Silly Noisy House software on the hard drive. You can confirm the CD version by looking on the Silly Noisy House CD on the left side in the red field above the title.

When you click on the custom Silly Noisy House icon on the custom Early Childhood Connections At Ease folder, At Ease launches the old version of the Silly Noisy House software from the hard drive which is not compatible with the LS55 CD.

RESOLUTION:

The Apple Assistance Center can send SNH/ECC patch disk (1-800-SOS-APPL). This disk includes instructions for replacing the At Ease Customizer file in the At Ease items folder and replacing the Silly Noisy House application folder on the hard drive with the Silly Noisy House application folder from the LS55 CD. Once this operation is completed, the new At Ease Customizer file will launch the new software from the hard drive which will work with the new cd fine.

SNH/ECC patch disk ReadMe:

The enclosed file is used to fix a problem with A Silly Noisy House CD version LS55 and Early Childhood Connections software bundle. In order to use this version of the Silly Noisy House CD and Early Childhood Connections you must replace two components of the Early Childhood Connections software package.

Under the File menu choose Print to print this file.

Part A: Replace the Silly Noisy House folder on your hard drive

- With your Macintosh turned on, insert the Silly Noisy House CD-ROM.
- If you are in At Ease, under special choose "Go to Finder".
- Once in the Finder double-click on your Macintosh hard drive.
- Drag the folder "Silly Noisy House" from your Macintosh hard drive to the trash can.
- Under special choose Empty Trash.
- Click the close box in the upper left hand corner of your Macintosh hard drive window.
- Double click on the Silly Noisy House CD icon on the right hand side of the screen.
- Drag the "Silly Noisy House" folder from the CD-ROM to the hard drive icon in the upper right corner of your screen. When the hard drive icon becomes dark, let go of the mouse button. Now watch as your Macintosh copies the new folder.
- Drag the Silly Noisy House CD-ROM icon to the trash can to eject it.

Part B: Replace the At Ease Customizer file

- Double-click on your hard drive to open it.
- Double-click on the "System Folder."
- Double-click on the "At Ease Items" folder.
- Drag the "At Ease Customizer" icon to the trash.
- Drag the "At Ease Customizer" icon from this floppy disk to the "At Ease Items" folder to replace the file you just trashed.
- Go back to At Ease and under the Special menu, choose Restart.
- Under "Special", choose "Empty Trash"
- Now Silly Noisy House and Early Childhood Connections are ready to use.

NOTE: If you have to reinstall the entire Early Childhood Connections software bundle from the Early Childhood Connections backup CD, you will have to repeat Part A of this procedure once the reinstallation of Early Childhood Connections is complete.

Article Change History:

- 14 Aug 1995 - Corrected minor typo.
- 08 Aug 1995 - Added keyword; reviewed and reformatted article.

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