

Frequently Asked Questions About the Carolina™ BioLab® Virtual Lab Series

I've installed the BioLab® software and it works fine. However, when I exit at the end of the session or try to save notes, I get the user error message "Bad File Name C:/Windows/Biolab."

This is a security issue. Upon startup, the software attempts to create a BioLab folder in the Windows folder of your startup volume (typically the C drive on a Windows machine). The BioLab folder will contain preferences and data log files. If your Windows folder is protected by a security program, your computer cannot create the BioLab folder and the preferences and data log files will not be read/created; therefore, when you quit a BioLab session your computer will report an error. While you cannot change the location (folder) to which the preferences and data log files will be saved, you should be able to reconfigure your security program to give the BioLab® software access to your Windows folder.

I am trying to do a site license install. The BioLab® CD-ROM autostarts and that is it. What do I do next?

After the CD autostarts, quit the program that is running. Open the "My Computer" window, right-click on the CD icon, and select "Explore" from the menu. The CD window will open, allowing you to select and copy the BioLab® CD's contents.

What is the original default password?

This information is located in your BioLab® manual. If you do not have the manual or continue to have trouble after locating the default password and typing it in, contact Carolina's Customer Service Department (800.334.5551, carolina@carolina.com) for assistance.

I am using Windows® XP. Why does my computer not recognize the BioLab® CD in the CD drive?

The BioLab® CD should work on any Macintosh® or Windows® machine that meets the minimum system requirements. Try the disk on another computer. If it works in the second computer, the first computer may have a hardware issue. If the disk still does not work in the second computer, you may have a bad disk. Contact Carolina's Customer Service Department (800.334.5551, carolina@carolina.com) for assistance.

What is the BioLab® registration code?

The registration code for any BioLab® title is its Carolina catalog number—a 6-digit number plus any letter that appears at the end (to the right) of the 6-digit number. Do not include the 2-letter prefix and any dashes. For example, the registration code for the *BioLab®: Fly* CD-ROM Lab Pack (5) is its catalog number 399008A, NOT NP-39-9008A.

I get the error message "10540906.jpg" when running my BioLab® software.

This could be 1 of 2 issues:

1. You copied *BioLab®: Fish* to your computer's hard drive. If so, the following 3 items all have to be located in the same folder:
BioLab_Fish.exe
Data folder
Xtras folder
If the Xtras folder is missing, you will get the "10540906.jpg" error.
2. The CD may be corrupt, which means the Cursor Xtra may also be corrupt. If you have have another BioLab® title (*BioLab®: Fly*, *BioLab®: Frog*, *BioLab®: Invertebrates*, *BioLab®: Cat*, or *BioLab®: Pig*), copy the Xtras folder from that CD along with the BioLab_Fish.exe file and Data folder from the *BioLab®: Fish* CD into the same folder on your computer's hard drive.

I do not have the answer key for the *BioLab®: Fish* reports.

Contact Carolina's Customer Service Department (800.334.5551, carolina@carolina.com) for the answer key.

Will BioLab® software work with Windows® 7?

Yes. All BioLab® titles have been tested with this operating system and work fine. To ensure smooth operation of any BioLab® title with Windows® 7, Carolina recommends that you download the latest version of QuickTime® Player for free from Apple's Web site (<http://www.apple.com/quicktime/player>).