

## *Mapping Our World Using GIS: Our World GIS Education, Level 2*

### Frequently Asked Questions (FAQs)

Q: I tried to install the latest ArcGIS 9.2 service pack for evaluation edition software according to the instructions in the back of the book, but it doesn't work. What should I do?

A: The instructions in the book are in error. Instead of using the Evaluation Edition service pack, please download and install the service pack listed under ArcGIS Desktop (ArcInfo, ArcEditor, ArcView). For example, the file for service pack 6 is named ArcGISDesktop92sp6.msp. We apologize for the inconvenience.

Q: I put the Data and Resources CD in my CD drive, but nothing happens. What do I do? How can I get the opening menu to come up?

A: In Windows, open My Computer. Right-click your CD drive in the list, (it will list the name of the disk and the drive, for example, "Our World 2 –Data and Resources (D:)" and choose AutoPlay.

Q: I previously installed the lesson data from the CD. Since that time I have deleted the OurWorld2 folder (or moved it, or changed its name). Now I want to reinstall it, but the install wizard won't let me. Why not? What should I do?

A: When you start the installation wizard, it checks your computer's list of installed programs. When you used your computer's file manager to move, rename, or delete the OurWorld2 folder, the list of installed programs was not updated with the change. To install the data again, you can do one of two things:

- Start the installer. When asked if you want to repair, modify, or remove the data, choose "Repair." The entire folder will be "repaired," that is, installed again, because it will be found "missing."
- Go to Add/Remove Programs, select Our World 2 Lesson Data and choose to remove it. This will run the uninstall program. (This will have no effect on your data, since the folder won't be found.) Now you can reinstall from the Compact Disc.