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ArcView GIS Installation Guide

Install ArcView GIS 3.2 on your computer

Installing ArcView GIS for the first time?

During the installation process, the Setup program prompts you to choose where you want to install ESRI® ArcView® GIS software and for the type of installation you want. You can install ArcView GIS directly on your hard disk from a CD-ROM or from a network location (if your network administrator provides this option). See the section “To install ArcView GIS on a network” on page 5 for more information.

Which installation is best?

The installation that is best depends on the components you want to install and the amount of space available on your hard disk. (See page 7 for Setup installation options.)

- If you are not sure which components you want, choose Typical installation, which installs the most frequently used ArcView GIS components.
- If you want to specify exactly which components to install, choose Custom installation.

Do you have an earlier version of ArcView GIS?

By default, the Setup program replaces your ArcView GIS 3.0x or 3.1 with ArcView GIS 3.2. If you do not want this, specify a different installation location for ArcView GIS 3.2 when prompted by Setup. Even if you choose to replace your current ArcView GIS software, Setup preserves any project files or data that you may have created so that you can continue to use them in ArcView GIS 3.2. The default installation location for ArcView GIS 3.2 is \ESRI.

Note The full ArcView GIS 3.0x installation path of \ESRI\AV_GIS30\ has been maintained for ArcView GIS 3.2 to support released extensions.

ArcView GIS 3.2 Setup will also update ArcView Spatial Analyst 1.0/1.0a to 1.1 and ArcView Network Analyst 1.0/1.0a to 1.0b when the ArcView GIS installation location includes these earlier versions.

Note If ArcView StreetMap™ 1.0 or ArcView Internet Map Server 1.0 is found in the ArcView GIS installation location, Setup will not update these extensions; however, a message informing you to update the extension will be displayed. If this message is displayed during Setup, ESRI strongly recommends that you update ArcView StreetMap 1.0 and/or ArcView Internet Map Server 1.0 to the current version of these extensions to assure successful use with ArcView GIS 3.2. If you have not previously requested an update for these extensions, please contact ESRI Customer Service at 909-793-2853, extension 1670, to obtain one.

If you have ArcView 1.0 installed and you want to continue using it, be sure to leave AVHOME pointing to ArcView 1.0. AVHOME is not required for ArcView 2.x or ArcView GIS 3.x.

Additional disk space can be saved by deleting previous versions of ArcView GIS if they are no longer needed.

To install ArcView GIS from CD-ROM

Important Make sure to disable any virus-detection utilities you may be using before you run the ArcView GIS Setup program. Also, close any open Windows® applications.

You can run ArcView GIS on any Intel®-based computer that runs Microsoft® Windows NT® 4.0 or higher, or Windows 95® or higher if the system has the required minimum random access memory (RAM), virtual memory, and hard disk space.

Hardware and software requirements

The list below provides the minimum requirements for installing and running ArcView GIS.

- **Computer**—An industry-standard personal computer with at least a Pentium® or higher Intel-based microprocessor, a hard disk, and a CD-ROM drive.
- **Available hard disk space**—The disk space requirements for each of the ArcView GIS components are provided in the Setup program.
- **RAM**—To run ArcView GIS, you'll need at least 24 MB RAM (32 MB recommended). You will also need at least 17 MB virtual memory (permanent or temporary virtual memory). Memory is automatically allocated for Windows 95/98.
- **Operating system**—Microsoft Windows NT 4.0 or higher, or Windows 95/98 or higher (hereafter referred to as Windows NT and Windows 95/98).

- Display or monitor—Video graphics adapter (VGA) or better resolution monitor.
- Pointing device—A Microsoft mouse or compatible pointing device.
- Printer—Optional.
- Digitizer—Optional.

Important ArcView GIS is not supported on non-Intel based processors.

Setup requires approximately 1.8 MB of disk space for temporary files while installing ArcView GIS.

See the section “Details for setting up and using ArcView GIS” on page 13 for additional information to assure that ArcView GIS runs optimally.

Recommended hardware

To achieve optimal performance, the following configuration of hardware and software for ArcView GIS for Windows is recommended:

- Pentium PC
- Total of 32 MB physical memory with 17 MB virtual memory
- Color monitor (preferably with 256 colors or higher)

To run the ArcView GIS Setup program

Start Windows. Insert the ArcView GIS 3.2 CD-ROM in the CD-ROM drive. The ArcView GIS 3.2 CD-ROM includes an autorun feature that automatically launches the setup program when the CD-ROM is inserted in the CD-ROM drive. Skip to Step 3 below.

To manually run the ArcView GIS Setup program

1. Start Windows. Make sure the ArcView GIS 3.2 CD-ROM is in the CD-ROM drive.
2. From the Start button, click Settings, and then click Control Panel. Double-click the Add/Remove Programs icon. On the Install/Uninstall tab, click the Install button. Browse for the setup.exe executable located on the ArcView GIS 3.2 CD-ROM. Click the Finish button.
3. When Setup starts, follow the instructions on your screen.

Note To install ArcView GIS for Windows on a dual-boot machine (e.g., a machine with Windows 95/98 and Windows NT), you must install ArcView GIS under each operating system.

Note Refer to the ESRI License Agreement enclosed in the media box. To view the ESRI License Agreement in another language, see the PDF files in the license directory on the CD-ROM. By accepting the License Agreement written in the English language, the Licensee acknowledges it has had the opportunity to review the terms in the various languages included in the package.

If your ArcView GIS package contains a hardware key

During Setup, you will be prompted to connect the hardware key included with the ArcView GIS package.

Connect the hardware key to your computer's parallel printer port (LPT1). If there is a printer currently attached to this port, the hardware key must be installed first and the printer then plugged into the hardware key. The hardware key will not interfere with your printer's operation. The hardware key must be placed on LPT1 if your computer has more than one parallel port.

To install the Rainbow Sentinel driver

To ensure the proper operation of ArcView GIS with the hardware key, the Rainbow Sentinel™ driver from Rainbow Technologies, Inc., must be installed.

1. After connecting the hardware key to your PC, respond Yes to install the Rainbow Sentinel driver and continue with the ArcView GIS installation.

Sentinel driver installation for multiclient hardware key users

The Sentinel driver Setup program is also available on the ArcView GIS CD-ROM if you need to install the Sentinel driver on any multiclient Windows 95/98 or Windows NT PC.

To create multiple keys for your multiclient users

The adminkey.exe program, located in the setup directory AdminKey, is available on the CD-ROM. This program will allow you to transfer the extension hardware key information to the ArcView GIS hardware key for your multiclient users.

The administrator must transfer the hardware key information to each multiclient key. If not, the client installation will prompt to transfer the hardware key information.

To install the Sentinel driver on a multiclient PC

1. Start Windows. Insert the ArcView GIS CD-ROM in the CD-ROM drive.
2. Choose Run from the Start button. In the Command Line box, type the following:
Windows 95/98 users—<drive_letter>:\RNBO\WIN_9x\SENTW9x.EXE
Windows NT users—<drive_letter>:\RNBO\WIN_NT\SETUPX86.EXE
where <drive_letter> is the location from which you're installing. Choose the OK button.
3. Select the Install Sentinel Driver option from the Functions menu. Press OK.

To install ArcView GIS on a network

If you are licensed for more than one copy of ArcView GIS, you can install ArcView GIS on a server and have multiple clients share its use. **Each client workstation must be licensed to install and use ArcView GIS 3.2.** The procedures for installing ArcView GIS on a network are similar to how other shared applications are installed. To run the administrative Setup program, it is necessary to have write permission to the locations on the server where you wish to install ArcView GIS.

1. Run the Setup program from the CD-ROM on a workstation as an administrator. Select the Administrative Network Install installation option. Beneath the target default installation directory, C:\ESRI, a directory called AV_GIS30 will be created. You can use the Browse button to change C:\ESRI to a directory on your server. The ARCVIEW and AVSETUP subdirectories, by default, will be placed in the \ESRI\AV_GIS30 directory. Depending on the options you select, other subdirectories may also be created.
2. When Setup starts, follow the instructions on your screen.

Note After running Setup, ArcView GIS will not be ready to run on a client workstation. Setup copies the ArcView GIS program files and the data files to their appropriate locations on the server.

To install ArcView GIS on a client workstation

Note Each client workstation must be licensed to install and use ArcView GIS 3.2.

The client workstation must map the network drive in order to use the Import and MIF To Shape utilities.

Important The same mapped drive letter must always be used on the workstation.

For more information on how to use ArcView GIS on a network, see the online help topic “Frequently asked questions about using ArcView for Windows on a network.” Search the ArcView GIS Help index for “FAQ.”

To install Seagate Crystal Reports 7.0 on a network

To run Seagate® Crystal Reports™ 7.0 from a server you will need to install it to the server and then run a workstation setup application on each workstation that will run Seagate Crystal Reports.

The workstation setup application is installed in the <drive_letter>:\Program Files\Seagate Software\Crystal Reports\Client32 (32-bit) directory on the network drive. The <drive_letter> is the location from which you installed the application.

To install on the server

1. Choose Custom install.
2. When the Custom Installation Options dialog box appears, select the Workstation Setup option.

To set up a workstation

1. From the Program Manager, choose Run from the Start menu (Windows 95/98 or NT 4.0). The Run dialog box appears.
2. In the Run dialog box, highlight the network drive and directory where the Workstation Setup resides and run the SETUP.EXE application.
3. Follow the directions on the screen to set up your workstation.

Setup installation options

The ArcView GIS Setup procedure prompts you to choose the type of installation you want. The following table describes the three options available.

Setup option	Installation components
Typical	Installs the most commonly used ArcView GIS components.
Compact	Installs only the basic files you need to run ArcView GIS. This option is useful if you have very limited disk space.
Custom	Allows you to choose exactly which components to install. Select this option if you are an advanced user or system administrator and want to customize your ArcView GIS installation.

Setup checks your system for available hard disk space. You may wish to use the Compact or Custom installation option if Setup indicates that there is not enough disk space to install ArcView GIS using the Typical installation option.

Additional ArcView GIS components installed

The following components are installed with all ArcView GIS install options.

SQL (ODBC) database connectivity

ArcView GIS supports SQL (ODBC) database connectivity, which allows ArcView GIS to connect to SQL databases via Open Database Connectivity (ODBC) drivers. The ArcView GIS Setup program installs the necessary files for the ODBC Data Source Administrator.

Microsoft Data Access Components (MDAC)—Windows 95/98 and Windows NT

This executable installs the most recent versions of Microsoft's Data Access Components, ODBC drivers, and OLE DB providers. Microsoft Data Access Components are needed for the ArcView Database Access extension. Please see the Microsoft Web page for a list of specific files installed with this executable.

Microsoft's Distribution COM for Windows 95 (DCOM95)—Windows 95 only

This executable extends support for Distributed Component Object Model (DCOM) for Microsoft Windows 95. DCOM95 is a prerequisite for installing MDAC. Please see the Microsoft Web page for a list of specific files installed with this executable.

Seagate Crystal Reports for ESRI or Quick Reports

The Report Writer extension integrates the industry-leading Seagate Crystal Reports 7.0 report generating and editing application with the existing ArcView GIS Table, View, and Project user interfaces.

The Typical Install option launches the Seagate Crystal Reports 7.0 install program, which provides the option to install the full Seagate Crystal Reports 7.0 program. With this software installed, many customizable report options are available.

The Report Writer extension is installed with all ArcView GIS Setup options. If you choose not to install the full Seagate Crystal Reports 7.0 software, only the Quick Report option will be available for reports. Quick Reports does not use Seagate Crystal Reports 7.0. The Quick Reports interface provides basic tools for selection and organization of fields, setting fonts, column width, and row height to be used in the report, and previewing and printing the report.

You can also install Seagate Crystal Reports 7.0 with the Custom install option by selecting Launch Seagate Crystal Reports 7.0 Setup from the Select Components list.

Refer to the Crystal Reports setup program for disk space requirements.

RPC connectivity

ArcView GIS supports remote procedure call (RPC) connectivity, which allows ArcView GIS to connect to other machines via RPC. The necessary files are installed when running Setup; however, your machine must be set up for RPC connectivity. ArcView GIS supports ONC/RPC on any Windows Sockets (WINSOCK)-compliant TCP/IP stack.

Optional ArcView GIS installation components

Multuser file locking support

The multuser file locking support installation option provides a system-level file locking mechanism to prevent users from overwriting data sources when multiple ArcView GIS users access the same file. ArcView GIS applications can access files locally or on the network without overwriting an existing file that is currently being accessed by another ArcView GIS application. The PCs using this functionality must be on a network and connected to each other using a WINSOCK-compliant TCP/IP stack.

To install the multuser file locking support functionality, use the Custom installation option when installing ArcView GIS. With the Program files component selected, press the Details button. Then check on the Multuser File Locking Support option and complete the installation. If you have already installed ArcView GIS, see the section “To add ArcView GIS components” on page 12 to add this installation component.

Note The multuser file locking option does not need to be installed unless you are in a multuser environment.

Search the online help index using “file locking” for additional information on how to set up and use multuser file locking.

Installing multuser file locking support separately from ArcView GIS

The multuser file locking files will be installed under \ESRI\AVLOCK. The directory AV_GIS30 will also be created if it doesn't already exist but will not contain any files. By default, a separate program group, ArcView GIS Lock Manager 1.0, will be created when the multuser file locking functionality is installed separately from installing ArcView GIS. The program group will contain the following program items: ArcView GIS Lock Manager 1.0, PortMap, and RpcInfo.

Important While Setup is running, please fill out your ArcView GIS registration card. Be sure to apply a registration number label, included in the package, to the card and return it to ESRI as soon as possible. This will ensure that you will receive these benefits:

- Sixty days of complimentary technical support
 - Complimentary subscription to *ARC News*[™]
 - Special software announcements
-

After running Setup

Setup creates several program items for ArcView GIS under the ArcView GIS 3.2 program group.

- **ArcView GIS 3.2**—The ArcView GIS program.
- **ArcView GIS 3.2 Help**—ArcView GIS online help.
- **ArcView Readme File**—An HTML file that provides important, last-minute information about ArcView GIS (a Microsoft Write program file is installed if no Web browser is detected).
- **ESRI's WWW Home Page**—A shortcut to the ESRI World Wide Web home page (installed if a Web browser is detected).
- **Import71**—A utility for importing data in ARC/INFO[®] export (.e00) format into INFO[™] compatible data sets that can be read by ARC/INFO. Import71 handles all ARC/INFO feature types including subclasses and symbolsets, with the exception of TINs and fonts. Import71 imports the data in their original precision.
- **Import**—A utility for importing data in ARC/INFO export (.e00) format into dBASE[®] compatible data sets that can be read by PC ARC/INFO[®] software. Import handles basic ARC/INFO feature types, such as lines, points, polygons, and data tables in single precision, or in double precision when the SHIFT parameter is used.
- **MIF To Shape**—A utility used to import MapInfo[®] interchange file format data to an ArcView GIS shapefile format.
- **PortMap and RpcInfo**—Used to enable RPC connectivity and to obtain information on the current status of an RPC connection.
- **Projection Utility**—A utility that lets you project shapefiles from one coordinate system to another.

- **Readme Database Access**—A Microsoft Notepad program file that provides last-minute information about ArcView Database Access (installed if the Database Access extension is a selected install component).
- **SDTS Point to Arc**—A utility that lets you transfer earth-referenced spatial data between different computer platforms and/or software products with the potential for no information loss. This converter generates an ArcInfo point coverage from an SDTS point profile.
- **SDTS Raster to Grid**—A utility that lets you transfer earth-referenced spatial data between different computer platforms and/or software products with the potential for no information loss. This converter generates a grid from an SDTS raster data set.
- **Shape DXF Converter**—A utility that converts an ArcView GIS shapefile into an AutoCAD® ASCII Drawing Interchange (DXF™) file or displays information about a shapefile.
- **ArcView Lock Manager 1.0**—The ArcView GIS multiuser file locking manager (optional installation component).

Note A log file, AVSETUP.LOG, is created under the \ARCVIEW installation directory after installing ArcView GIS. This file contains helpful information about your ArcView GIS installation including installation options selected, location of the installation, the type of fonts installed, map data installed, and so on.

The ArcView GIS Setup program sets the working directory

If you have chosen to install the tutorial data and/or map data, Setup automatically sets the default working directory for ArcView GIS to the location where the tutorial data was installed, \ESRI\AV_GIS30\AVTUTOR. If you have chosen not to install the tutorial data but to install the map data, the default working directory for ArcView GIS will be set to the map data directory, \ESRI\ESRIDATA. This ensures easy access to the data included with ArcView GIS. Otherwise the working directory will be set to ESRI.

See the section “Accessing frequently used data” on page 16 for information on changing the setting for the working directory to access your most frequently used data.

To start ArcView GIS

To start ArcView GIS, click the Start button, click Programs, ESRI, and then click ArcView GIS 3.2, and ArcView GIS 3.2.

The first time you start ArcView GIS, you will be prompted for a registration number. Your registration number can be found on the registration number labels included in your ArcView GIS package.

Note If you haven't already filled out the registration card, now would be a good time to complete the card and return it to ESRI. Don't forget to apply a registration number label, included in the package, before mailing the card.

To add ArcView GIS components

Once you have installed ArcView GIS, you can run the ArcView GIS Setup program again at any time to add components. You can also restore the previous installation (if the files are accidentally corrupted or deleted).

To add a component

1. Start the ArcView GIS Setup program just as you did when you first installed ArcView GIS.
2. Using the Custom installation option, select the desired additional installation components and follow the Setup instructions on the screen.

To uninstall ArcView GIS

The ArcView GIS software components can be uninstalled easily, if necessary.

From the Start button, click Settings, and then click Control Panel. Double-click the Add/Remove Programs icon. On the Install/Uninstall tab, select the ArcView GIS 3.2 program from the programs list, then click the Add/Remove button.

Note Uninstall does not remove the data located under the AVTUTOR and ESRIDATA directories, the Sentinel driver files, or the fonts installed by ArcView GIS. If you receive the message "Some elements could not be removed" when uninstalling ArcView GIS, delete the ESRI directory to remove the remaining components if desired.

To uninstall Seagate Crystal Reports 7.0

From the Start button, click Settings, and then click Control Panel. Double-click the Add/Remove Programs icon. On the Install/Uninstall tab, select the Seagate Crystal Reports for ESRI program from the programs list, then click the Add/Remove button.

Data included with ArcView GIS

A large amount of data is included with ArcView GIS 3.2. The ArcView GIS package includes a CD-ROM collection entitled ESRI Data & Maps. The collection includes five CD-ROMs of data as shapefiles, tables, and images. The data is in uncompressed format and can be read directly from each CD-ROM.

Details for setting up and using ArcView GIS

The following sections provide more information about the requirements for installing and running ArcView GIS, along with other interesting tips for using the software.

PC memory requirements

ArcView GIS requires your machine to have 24 MB of memory installed (32 MB recommended).

Note Windows 95/98 users—By default, Windows 95/98 manages your memory and swap space and no additional configuration should be needed. If, however, further configuration is needed, see your *Microsoft Windows 95/98 User's Guide* for information.

For more information on getting the best performance from Windows, refer to the ArcView GIS online help topic “Configuring ArcView on Windows” from the table of contents under “Configuring ArcView.” Additional configuration information can also be found in the *Microsoft Windows User's Guide*.

Optional environment variables for ArcView GIS

Setting a TEMP environment variable ensures ArcView GIS places its temporary files in the correct location. Most machines already have the TEMP environment variable set. To check if you have your TEMP environment variable set, open a DOS prompt window and type SET; you should see a list of all environment variables. If you do not have a TEMP environment variable set, create a temp directory on your root drive.

Windows 95/98 users—Add the following line to your AUTOEXEC.BAT.

```
SET TEMP=c:\temp
```

Note If you do not have an AUTOEXEC.BAT file, use a text editor to create a file named AUTOEXEC.BAT on your root drive (typically C:\).

Reboot your machine for the changes to take effect.

Windows NT users—Set the TEMP variable using the System icon in your Control Panel.

Note If you wish to have ArcView GIS use a different location than TEMP for its temporary files, set a variable named HOME exactly the same way as you set the TEMP variable above to a directory of your choice.

Troubleshooting ArcView GIS

The following section describes some possible solutions if you're having problems with ArcView GIS.

When I try to start ArcView GIS, nothing happens or I get an error message. How can I get ArcView GIS to start?

Check the following:

- Make sure the system's date and time settings are correct.
- Optimize the virtual memory setting.
- Check to see if you have a default.apr file in your HOME or TEMP directory. If you had a previous version of ArcView GIS installed on your computer and recently installed the latest version of ArcView GIS, your previous installation may not work. To remedy this, either delete or rename the default.apr in your HOME or TEMP directory. Deleting/Renaming this file will remove any customized changes made to ArcView GIS.
- If you are getting an error message regarding msvcr*.dll, add a "dummy" variable to your autoexec.bat file. From the Start menu, click Run and type in the word "sysedit" to bring up the system configuration editor. You will need to edit your autoexec.bat file, which may have several environment variables already set. These environment variables are set with statements like "set temp=c:\temp". Add a similar "dummy" variable such as "set temp2=c:\temp". Reboot your PC.

The fonts for menu choices and scripts do not appear correctly.

Fonts may not appear properly throughout ArcView GIS if you do not have the Arial font and MS Sans Serif fonts installed on your PC. Ensure that these fonts are correctly installed before running ArcView GIS.

Why does ArcView GIS 3.2 start when I double-click a project (.apr) file created with a previous version of ArcView GIS?

All project .apr files become associated with ArcView GIS 3.2 after version 3.2 is installed. To open a project in another version of ArcView GIS, start ArcView GIS and open the project using the Open Project option from the File menu.

I am getting this error message while using ArcView GIS in Windows 95: ArcView caused an exception 10H in module ArcView.exe.

This problem is often caused by an undetermined combination of printer drivers, ArcView GIS, and Windows 95. The following steps have served as a work-around:

- Access the Start button, settings, and printers.
- Select Add Printer; press Next.
- Choose Local Printer; press Next.
- Select Brother, Brother HJ-100; press Next.
- In available port, choose FILE. This creates a file on disk.
- In the next window, accept the suggested printer name and answer Yes to the question, “Do you want to make this printer the default for all Windows programs?”
- Would you like to print a test page? No.
- Click Finish.

After you have installed the Brother as the default printer, when you want to print from ArcView GIS or any other application, you will have to use the pulldown list in the print screen dialog box to select the printer you actually want to print to.

When I was connecting to the Oracle® database with the Intersolv ODBC driver from my PC, I got a warning message, “You don’t have a valid license for our ODBC driver!” What does this mean?

If you get this message when using the Intersolv ODBC drivers, you need to copy the appropriate license file, .LIC, to C:\ESRI\ARCVIEW\BIN32.

The .LIC file(s) can typically be found in one of the following locations based on the operating system you are using.

Windows NT—C:\WINNT\SYSTEM32 (IVODBC.LIC)

Windows 95—C:\WIN95\SYSTEM (IVODBC.LIC)

You will need to copy the appropriate license file every time you install a new version of the Intersolv ODBC drivers.

Note A list of Frequently Asked Questions (FAQs) can be found by searching Help for “FAQ.” This section also offers additional information you may find helpful when using ArcView GIS.

Tips for using ArcView GIS more effectively

Here are some helpful hints that may assist you in using ArcView GIS more effectively.

Accessing frequently used data

Setup sets the working directory based on the installation options selected during installation. See the section “The ArcView GIS Setup program sets the working directory” on page 11 for details. If you wish to change the working directory to a different location to easily access your most frequently used data, set the working directory for the ArcView GIS icon in Windows.

Windows NT users

Press the right mouse key on the ArcView GIS 3.2 application icon located under the C:\WINNT\Profiles\

Windows 95/98 users

Press the right mouse key on the ArcView GIS 3.2 application icon located under the \ESRI\AV_GIS30\ARCVIEW\BIN32 directory and select the Properties option. Click the Shortcut tab and enter the path to where you want ArcView GIS to look first for data in the Start in field. Click OK.

Project compatibility with previous versions of ArcView GIS

ArcView GIS projects can easily be read from one platform to another. However, there are some problems with using previous versions of ArcView GIS or multiple versions of ArcView GIS on a single machine.

- ArcView GIS 3.2 projects are not backward compatible with previous versions of ArcView GIS. Therefore, you cannot open a project created with version 3.2 in an earlier version of ArcView GIS.
- If you open an ArcView GIS 3.0x project that contains any customized GUIs, ArcView GIS 3.2 will ask if you want to update your project to include the new ArcView GIS 3.2 GUI and tools. If you answer Yes, the new tools will be added (TOC Style, Create Buffers, etc.) to your project. If you answer No, your project will not be altered.

- Projects created with earlier versions of ArcView GIS that contain scripts may not be completely compatible at version 3.2 due to the change of request names. See the “What’s new in customizing and programming ArcView” topic, which can be found in the ArcView GIS online help under the “What’s New”, “ArcView 3.2” topic.

Files installed in the system directory

For a complete list of the files installed in the system directory, see the ArcView GIS readme file. Setup requires approximately 54 MB of free disk space on your system drive (usually C:\) regardless of the drive selected for installation of ArcView GIS.

Questions and feedback

ArcView GIS online help provides detailed information on how to contact ESRI Technical Support with any of your questions or comments. You can access this information by looking at the section “Obtaining technical support” from ArcView GIS online help. All questions and comments should be forwarded to ESRI Technical Support by phone (909-793-3774), fax (909-792-0960), or E-mail (support@esri.com). If you are outside the United States, please contact your local ESRI office or international distributor.

Sources for additional information

In your use of ArcView GIS, you may find the need for additional information about using the software. Answers to the most frequently asked questions and up-to-date tips can be found in one or more of the resources described below.

Desktop Support Services pamphlet

The Desktop Support Services pamphlet (included in the package) provides additional sources of information about using ArcView GIS.

Subscribe to ESRI’s new World Wide Web-based discussion forum list

ARCVIEW-L

ARCVIEW-L provides a medium for users to exchange technical information and expert advice relating to ArcView GIS and Avenue™ software. To subscribe, send a message to arcview-l-request@esri.com with a subject line of “subscribe.” This forum is not an official technical support channel.

Visit the ESRI home page on the Internet

ESRI maintains a wide array of news and information on the World Wide Web. To access this information use the following address: www.esri.com, or use the ESRI WWW home page shortcut found in the ArcView GIS 3.2 program group (shortcut installed if a Web browser is detected). Our Web site also offers a discussion forum where you can exchange information on ArcView GIS and Avenue with other users via threaded messages (messages about the same topic). The forum may be accessed at <http://nt1.esri.com/community>.

You may also search or browse ArcView GIS and Avenue FAQs at <http://www.esri.com/software/arcview/faq.html>. Our site also offers an Internet Relay Chat server. Our chat server will allow you to network with other ArcView GIS users and participate in scheduled online conferences, all in real time. The chat server is available at <http://www.esri.com/chat>.

