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Support

Please read through the following notes to see if they apply to your problem. If not, please use the bug reporting form below.

Mac OS - Runtime Error 4: Failed Assertion Can't find plugin method.

You must move the "Quesa.framework" folder to "Macintosh HD/Library/Frameworks. If your hard drive was renamed, double click on its icon, double-click on "Library", then folder in there.

Windows XP/Vista - Installer Trust Message

You may get a message box when you run the installer asking if you want to run the program. Obviously, you should. The actual game programs should not display this message once installed.

Windows XP/Vista - Cannot Load .PNG files:

If an error window pops open during the start of a simulation stating that the program cannot load several image files, there can be one of two reasons: the simplest is that you have a version prior to 3.8, which requires that Apple QuickTime is installed on your Windows machine. Please download the latest version (3.8) which does not require QuickTime.

If you have 3.8 and still have problems starting a simulation, it probably is due to a bad User account setup. Try the following:

Right-click on My Computer and choose Manage. Go to the Local Users->User folder and double-click on the User account in question. The Member Of tab will show what Group that account belongs to. The account should a member of the Group "Users". Make sure that the Group "Users" has "Read", "List Folder Contents" and "Read & Execute" permissions on.

Joystick Notes:

While you can use the keyboard for attitude control, a joystick is recommend because it will allow finer control and models the actual control stick used on the Mercury spacecraft. Only three axis, USB compatible, joysticks will work. Two axis joysticks and separate throttle combinations are **not** recommended. While many three axis joysticks will work, we have specifically tested CH GameStick 3D and Logitech Extreme 3D/Pro.

Earth Texture Missing:

If the Earth is all white, it is because the Earth Detail setting on the Simulator tab in the Preferences window is too high. Try the next lowest setting. You'll have to reset the simulation by selecting Reset on the Simulation menu.

IMPORTANT NOTES FOR Windows XP INSTALLATION:

If you are using Windows XP Home or Windows XP Multimedia, please login as Administrator before installing A-OK! The Wings of Mercury.

You may have to update the OpenGL drivers for your graphics card. If you are having problems running the program, we suggest you visit the site of your graphics card vendor and search explicitly for the OpenGL ICD drivers. Important: Look for the ICD drivers, miniGL drivers won't do, they are developed only for certain games.

IMPORTANT NOTES FOR Mac OS X INSTALLATION:

Do NOT try to run the program from the disk image that the .DMG file creates. You MUST drag the A-OK! The Wings of Mercury folder to your hard drive. Otherwise, the program will complain about not being able to find things in the A-OK! Data folder.

IMPORTANT NOTES FOR UPGRADES:

There is a problem that may affect you if you ever owned the 3.0 version or even participated in a beta test of that version. If you cannot start A-OK! WoM because of message boxes complaining that the "A-OK! Data" folder is missing, you need to remove the preference file and restart the program.

For Mac OS X users:

Remove the "A-OK! WoM Preferences" file from your Library/Preferences folder. If there is a "A-OK! WoM.plist" file, remove that too. If you are not sure where this folder is simply search for "A-OK! WoM Preferences" and delete it.

For Windows XP users:

Remove the "A-OK! WoM.ini" file from the DocumentsandSetting/username/Application Data folder. If you are not sure where this folder is simply search for "A-OK! WoM.ini" and delete it.