Troubleshooting common SimVenture Classic problems

Using SimVenture Classic on a Mac
Classic is a PC Windows-based small business simulation product. It will only work on with Mac hardware if emulation software such as Parallels is installed or Windows has been installed in Bootcamp.

When SimVenture Classic is run, the program fails to run, stops running as it starts up or displays an error message right at the start.

• Check that DEP has been disabled. To do this:

1. Open Computer / Properties / Advanced System Settings / Performance settings and select the Data Execution Prevention tab.

2. There are 2 options. If the 2nd option is selected (Turn on DEP for all programs and services except those I select) then you will need to exclude the simventure.exe file. Click on 'Add', navigate to the simventure folder and select the executable file.

• Troubleshooting tip! Check your virus checker is not interfering in some way.

SimVenture Classic reports unlicensed when using the license server.

• Check that the license server is working correctly (see license server section).
• Check that bizsim.ini is set up with the right IP address and port number.
• Check that the firewall and virus checker are not interfering.

When an 'Invalid Activation code' is reported for an installation not using the license server (individual PC activation).

• Check that you have entered the code correctly – using copy and paste is recommended. The digits should be either numbers, letters in the range A-F or dashes.
• Check that you have not added spaces to the start or finish of the code and that you have not missed out a digit.
• Has the hardware changed since the sitecode and MID were generated? These codes will only work on the same hardware and operating system installation.

SimVenture Classic reports an 'Invalid Activation code' on the activation screen.

• Check that you have entered the code correctly – using copy and paste is recommended. The digits should be either numbers, letters in the range A-F or dashes.
• Check that you have not added spaces to the start or finish of the code and that you have not missed out a digit.
• Has the hardware changed since the sitecode and MID were generated? These codes will only work on the same hardware and operating system installation. Moving the install to a different PC for instance will cause the activation to fail.

The screen is too small to display the whole SimVenture window.

• Check the display settings to make sure that the resolution is high enough – SimVenture Classic needs at least 1024×768.
• Check that the text size (in display settings) is set to the minimum value (100%). This is also referred to as DPI in some versions of Windows.

The game appears to lock up after running a month.

• Check that the text size is set to the minimum (see above). The problem occurs because the month end window is scaled incorrectly and the OK button is not visible.

Troubleshooting – Reporting a problem

If you are unable to fix a problem after trying the suggestions here then please contact the technical support team and provide with as much detail as possible about the issue. This should include where possible:

• Your name and your organisation (if applicable).
• Screenshots of any error messages displayed
• Details of the server and client hardware / software configuration in this installation.
• The latest user log text file from log folder (after a restart of the service) – see above.
• A copy of the licenseserver.ini file for the license server installation.
• A copy of the bizsim.ini file from the client installation.
• Any other information that you feel may be useful – the more information the better!