



Troubleshooting Guide

This troubleshooting guide has been included to provide you with information about *Star Wars*®: ***Behind the Magic***, and to inform you of solutions to common problems that were encountered during the testing phase. In this guide you will find solutions to problems found while running the program in the Windows 95/98 Operating Systems.

Table of Contents

1. General Information
2. General Troubleshooting
3. Installation Issues
4. DirectX Setup Issues
5. Video Issues
6. Sound Issues
7. CD-ROM Drive Issues
8. Controller Device Issues
9. How to Contact LucasArts

-1- General Information

Operating Systems Supported

To be able to run *Star Wars: Behind the Magic*, you must have Windows 95 or 98 as your operating system and your system must be 100% DirectX compatible. If you experience any problems when running *Behind the Magic* in Windows 95/98, please check with the manufacturer of your video card and sound card to assure that you have the latest DirectX compatible drivers for your computer hardware. MS-DOS, Windows 3.1x, Windows NT 3.x, Windows NT 4.0 and OS/2 are not supported. For more information on DirectX, see Section 4 of this Troubleshooting Guide.

Minimum Requirements

- Computer:** 100% Windows 95/98 DirectX compatible computer required.
- Graphics Card:** PCI Graphics card required.
- CPU:** Pentium 133 or faster required.
- Memory:** 16MB RAM required. 24MB recommended for optimal performance.
- CD-ROM:** Quad speed IDE or SCSI CD-ROM drive required.
- Sound Card:** 100% Windows 95/98 DirectX compatible 16-bit sound card required.
- Input Device:** 100% Windows 95/98 compatible keyboard and mouse required.
- DirectX:** Microsoft DirectX 6.0 is included on this CD and must be installed to run *Behind the Magic*. Please refer to **Installation Issues** and **DirectX Setup Issues** in this Troubleshooting Guide for more information about DirectX.

Note: Your system may require the "latest" DirectX drivers for your particular hardware.

-2- General Troubleshooting

Star Wars: Behind the Magic was designed to run under Windows 95/98 with DirectX 6.0. If the program unexpectedly freezes up, returns you to your desktop, or if you experience any other severe problems, you should try to properly exit Windows and reboot your computer. (As a rule, you should never turn off your computer while the hard drive is active.) This will help to prevent possible problems related to the error that you have experienced. It is especially important to reboot your computer before trying any of the troubleshooting tips or before attempting to restart the program. Note: If your computer reboots into Safe Mode, go to Shut Down Windows and choose Restart the Computer. This will put you back into Windows' normal operating mode. If this does not correct the problem, we recommend that you uninstall *Behind the Magic* and then reinstall the program.

I Can't Launch the Program. What Do I Do Now?

- Please check **DirectX Setup Issues** (Section 4) in this Troubleshooting Guide to see if your computer hardware is compatible with DirectX 6.0.

- You may not have enough free space on your hard drive for ***Behind the Magic*** to run. Check to see how much room is left on the drive. Windows needs free space on the hard drive for a swap file. It is recommended that you have an additional 20 MB of free space available for the Windows swap file.
- Do you have any other applications running, such as memory managers, screen savers, or virus protection programs? Any of these may interfere with ***Behind the Magic***. Please refer to **General Troubleshooting** (Section 2) for more information.
- The ***Behind the Magic*** CD may be dirty or scratched or the CD-ROM drive may be having trouble reading the CD. Please check **CD-ROM Drive Issues** (Section 7).
- If the letter of your CD-ROM drive changes after installing ***Behind the Magic***, you will need to uninstall the program and reinstall it with the new drive letter.

What Should I Do if My Computer Goes to a Black Screen or Locks Up?

If you end up at a black screen, please press **ESC**, **SPACE BAR**, and **ENTER** before trying anything else. If this fails, press **CTRL-ALT-DEL** and choose **END TASK** on ***Behind the Magic***, which will take you back to the desktop. If you do not see the dialog box after pressing **CTRL-ALT-DEL**, press **ENTER** twice and this should take you back to the desktop. Then restart your computer and try running the program again. This may also be caused by attempting to run ***Behind the Magic*** from the hard drive. Please use the shortcut that was created in your Start Menu during the installation of ***Behind the Magic*** to run the program.

Why Do I Keep Getting Static Bursts In *Behind the Magic*?

- Your sound card may not be fully DirectX compatible. Please look at **DirectX Setup Issues** (Section 4) in this Troubleshooting Guide for information about how to check for DirectX Compatibility.
- Your volume may be turned up too loud in Windows.
- You may need to update the drivers for your sound card.

Please consult **Sound Issues** (Section 6) in this Troubleshooting Guide for more information.

Running Other Programs in the Background

Generally, we have found that it is not a good idea to run any other programs while running ***Behind the Magic***. Please turn off any active screen savers while running ***Behind the Magic***, as they may interrupt the program and cause problems. Various video, sound, or memory problems may occur if other programs are running, including virus-detection utilities. This includes items which start from your StartUp folder, which were added to load programs automatically when Windows is started, such as the Microsoft Office Toolbar. Some of these programs display icons on your taskbar. If you have icons on your taskbar, right-click on each of them and select the option to disable, unload, or close them before running ***Behind the Magic***. The next time you start your computer, these items will load once more and the icons will return. If you cannot disable them from the taskbar and you experience problems running ***Behind the Magic***, you may want to remove the program shortcuts from the StartUp folder. For information about how to do this, please consult Windows Help.

Running on Low-End Systems

When running ***Behind the Magic*** on a low-end system with 16MB of RAM, you may experience some stuttering in the sound and graphics. This usually happens if other programs are running or your system resources are low, and especially the first time that you watch a video clip or animation. Freeing up system resources or memory may improve performance.

Memory Managers

If you are running DOS or Windows 3.1x memory managers, such as EMM386.EXE or QEMM, you may experience problems when running ***Behind the Magic***. ***Behind the Magic*** and Windows 95/98 are protected mode applications and may have problems running with these

memory managers loaded. We do not recommend making any changes to your system without first contacting your computer manufacturer about the configuration of your computer.

Power Management

If your computer is equipped with a Power Management Feature, you may want to disable it as the monitor may go to sleep or the hard drive may power down while the program is running. Please consult your computer's documentation or the manufacturer for assistance in doing this.

Desktop Color Palette and Resolution

We recommend that you set your desktop to High Color (16 bit) color and 640x480 or 800x600 when running *Behind the Magic*. You may experience problems in the program when the desktop is set to a higher setting.

Changing Your Desktop Resolution

Behind the Magic is designed to display optimally in High Color (16-bit) color mode. To change your desktop resolution and color mode:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Choose **High Color (16-bit)** under **Color Palette**
- Move the slide-bar under **Desktop area** to **640x480** or **800x600**.
- Click **OK** to close this window.
- If your computer prompts you to restart, click on **Yes**.

-3- Installation Issues

Installing *Behind the Magic*

- Please check your available hard drive space before installation. If you have too little free space on your hard drive after installation, you may be unable to start the program. It is recommended that you have an additional 20 MB of free space available for the Windows swap file. Too little space on a hard drive could also affect Windows, which needs room for its swap file. It can also affect other applications, such as word processors that need room to spool print jobs.
- We recommend that you do not install *Behind the Magic* on a network drive.

Installing DirectX 6.0

During installation, *Behind the Magic* will prompt you to install DirectX 6.0 if it is not already installed on your system. If you are not prompted to install DirectX 6.0 and experience any problems while running *Behind the Magic*, we recommend that you reinstall DirectX. You can do this by selecting **Reinstall DirectX 6.0** from the *Behind the Magic* launcher menu.

Microsoft's DirectX is an application that allows *Behind the Magic* to have instant access to your system hardware in the Windows 95/98 environment. This will help *Behind the Magic* take advantage of advances in video and sound. For more information, please consult **DirectX Setup Issues** (Section 4) in this Troubleshooting Guide.

Adding the Sound Recorder, Volume Control and Audio Compression

The Sound Recorder, Volume Control and Audio Compression are necessary components of Windows 95/98 when using DirectX 6.0. If they were not installed when Windows was set up, you will want to add them before installing *Behind the Magic*. DirectX will ask for your Windows CD during installation if it does not find these components, which may cause the DirectX installation

to be incomplete and you may see the error **DXSetup Error -7** after changing to the Windows CD. To add these components:

- Go to the **Start** button on your taskbar.
- Choose **Settings**.
- Choose **Control Panel**.
- Double-click on **Add/Remove Programs**.
- Click on the **Windows Setup** tab.
- Scroll down to **Multimedia** and select **Details**.
- Check the boxes next to **Audio Compression**, **Sound Recorder** and **Volume Control**.
- Click OK, then OK again to close both of these windows. You will be prompted for your Windows CD.

When these steps are complete, you may continue with the installation of DirectX 6.0.

Note: It is always a good idea to check and write down what sound and video hardware you have in your computer before installing DirectX. For more information, please consult **DirectX Setup Issues** (Section 4) for more information.

What if the Program's Launcher Does Not Respond after Installing?

- The launcher may not be receiving the data that it needs from the CD-ROM drive.
- Your computer's hardware may be set up incorrectly in Windows.
- There may be a conflict in your system resources.
- Your CD-ROM drive may have stopped responding.
- This may be due to a scratched or dirty CD.
- You may have your CD-ROM or hard drive running in MS-DOS Compatibility Mode.

Please consult **CD-ROM Drive Issues** (Section 7) in this Troubleshooting Guide for more information.

Uninstall Warning

When you uninstall *Behind the Magic*, you may receive a warning stating that the uninstaller may not have removed everything. Here are a few reasons why you may see this message:

- You have other LucasArts programs on your computer. The LucasArts directory will not be removed from your computer because the other LucasArts programs are stored there.
- You may have added files to the directory. In this case, the uninstaller will not remove the folder.

Can I Move the *Behind the Magic* Folder After I Install?

If you wish to move *Behind the Magic* to a new directory, uninstall first, then reinstall to the new desired location. Simply moving *Behind the Magic* folder may cause the program to stop working.

-4- DirectX Issues/Setup

DirectX 6.0 must be installed prior to running *Behind the Magic*. During the installation of *Behind the Magic*, you will be prompted to install DirectX 6.0 if it is not already correctly installed on your system. Microsoft's DirectX is an API (Application programming interface) that allows seamless access to your system's hardware features in the Windows environment. **WARNING:** Once you have installed DirectX, it is not easily removed from your system.

DirectX 6.0 Installation

During the installation of DirectX 6.0, you may be asked to insert the Windows installation disc. This will happen if certain components of Windows that are needed by DirectX were not fully installed during your initial installation. We recommend that you install these components before the installation of DirectX. Please refer to **Installation Issues** (Section 3) for information about how to add these components.

DXSetup Error -7

You may see the error **DXSetup Error -7** during the installation of DirectX if you do not have Audio Compression, Sound Recorder or Volume Control installed on your computer prior to installing DirectX 6.0. Please refer to **Installation Issues** (Section 3) for instructions on adding these components to Windows.

Write Down your Original System Configuration

NOTE: It is always a good idea to check and write down what sound and video hardware you have in your computer before installing DirectX. To do this in Windows 95 and 98:

- Click on **Start**
- Select **Settings**
- Choose **Control Panel**.
- Double click on **System**.
- Click on the **Device Manager** tab.
- Click on the plus sign to the left of **Display Adapters** and **Sound, Video, and Game Controllers**. Write down your hardware devices in case you have to manually restore your video or sound card drivers.

Checking Your System for DirectX Compatibility

After you have installed *Behind the Magic* and DirectX, you may want to determine whether your computer hardware is supported by DirectX. To do this:

- Double click on the **My Computer** icon on your desktop.
- Double click on the **C Drive**.
- Double click on **Program Files**.
- Double click on **directx**.
- Double click on **setup**.
- Double click on **DXDIAG**.

Click on the **Display 1**, **Display 2**, and **Sound** tabs to check the DirectX Certification status.

NOTE: You will only see **Display 2** if you have a 3D Accelerator pass-through card.

- Look next to '**Certified**' in the drivers section on each of these pages.
 - If it says '**Yes**', the program should run fine.
 - If it says '**No**', the drivers are not certified by the Microsoft Labs. If you experience problems, please check with the manufacturer of the card for the latest DirectX compatible drivers.
 - If it says '**No Hardware Support**', you will need to update the driver so that your system is fully DirectX certified. The manufacturer should be able to provide you with instructions for updating your drivers, and provide you with more information regarding DirectX certification.

Changing your Computer's Hardware

If you change the video or sound card in your computer, you will want to reinstall DirectX so that it can install the necessary drivers for your new hardware if needed. To do this:

- Click on **Reinstall DirectX 6.0** from the program's Launcher menu.
- Click on **Install Now**. This will take you to the DirectX Setup screen.
- Click on **Reinstall DirectX**. This will reinstall DirectX on your computer.
- Click on **OK** when the installer asks you to reboot your computer.

NOTE: Some programs that were made for earlier versions of DirectX may not work with this version.

Technical Overview of DirectX

The DirectX platform provides an environment that allows developers to use a standardized format when programming an application. Programmers now have the technologies and tools to help build the next generation of computer games. This makes it easier to support a wide variety of different hardware features. Prior to DirectX, developers were forced to write hardware-specific code (with a specific driver for each different piece of hardware). DirectX is a library provided by Microsoft to run inside the operating system and provide games programmers with seamless access to all of the hardware features available today.

DirectDraw

DirectDraw allows programmers to directly manipulate video hardware and memory. This allows for the full range of resolutions and color depths provided by current video hardware to be used. Developers now can program environments that have a realism that was not possible before. DirectDraw improves performance while still maintaining compatibility with Windows.

Direct3D

Direct3D provides access to device independent 3D hardware, thus giving world class graphics with high speed acceleration. Direct3D is designed to work with the full range of 3D cards on the market, giving programmers a smooth interface to your 3D hardware. Using Direct3D with your 3D accelerator can provide tremendous speed improvements as well as better image quality. This component of DirectX is not utilized in ***Behind the Magic***.

DirectSound

DirectSound is the wave-audio part of DirectX which provides hardware acceleration to the sound device. This allows for all the features of audio hardware to be used, including support for 3D positional and interactive sound. DirectSound provides full functionality of audio hardware while maintaining compatibility with existing device drivers.

DirectInput

DirectInput provides support for input devices including mice, keyboards, joysticks and other game controllers. This allows for force-feedback joysticks and steering wheels to be used. Programmers can now make more intuitive utilities for input device configuration. DirectInput gives faster access to input data by communicating directly to the hardware driver rather than relying on Windows to do so. This component of DirectX is not utilized in ***Behind the Magic***.

DirectPlay

This is the multiplayer gaming module in DirectX which provides high speed access to networking functionality for gaming. DirectPlay supports direct serial connections, modem play, LAN play and Internet Play. DirectPlay also supports third-party on-line gaming services by allowing them to develop their own DirectPlay drivers for use with games that support DirectPlay. Of course, since there is no multiplayer gameplay in ***Behind the Magic***, this feature won't do anything in this program.

Since DirectX is relatively new in the computer world, we have found that some older systems may contain hardware that may not be fully DirectX compatible. For optimum performance in ***Behind the Magic***, your system must fully support DirectX. Fortunately, many manufacturers are releasing updated drivers. If you are unsure whether or not your system will support DirectX, please contact the manufacturer of your system for more information.

DirectX Driver Issues

We suggest using the DirectX 6.0 drivers that are recommended during the installation of DirectX unless you experience problems after installing DirectX. The only time that this does not apply is when a section in this troubleshooting guide that pertains to your hardware specifically tells you to use a different driver. This is particularly true for video card drivers.

Effects of Video Card Driver Installation by DirectX

When DirectX is being installed, some video card utilities may be disabled, such as Diamond Multimedia's InControl Tools, STB Vision95, or Creative Labs Graphics Control utilities. You may no longer be able to access them through their taskbar icon and the options for changing your video properties may change back to stock Windows options. DirectX may not recommend changing the driver for your card at all because you may be using these utilities to customize your desktop display and removing them may have adverse effects on your computer.

Restoring Original Drivers through DirectX Setup

If you need to restore your original video or sound card driver through DirectX Setup:

- Click on **Reinstall DirectX 6.0** from the program's Launcher menu.
- Click on **Install Now**.
- Click on **Restore Video Drivers** or **Restore Audio Drivers**. This will restore the previously installed drivers on your computer. (**Note:** This will only work if you have only installed DirectX once).
- Click on **OK** when the installer asks you to reboot your computer.

Restoring Original Video Drivers through Windows

If you need to restore your original video card driver through Windows, follow the instructions below.

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
 - **Windows 95a:** Click on **Change Display Type...**
 - **Windows 95b:** Click on **Advanced Properties...**
 - **Windows 98:** Click on **Advanced...**
- Click on **Change...** in the Adapter section.
 - **Windows 98:** Click on **Next>**
 - Choose **Display a list of all drivers...** and click on **Next>**
- Choose your original video card or the name of the chipset from the list.
- If the correct video card or chipset is not an option in **Show Compatible Devices/Hardware**, click on **Show All Devices/Hardware**, scroll through the list of Manufacturers, click on the correct one, then click on the name of your card or chipset.
- When your computer prompts you to restart, click on **Yes**.

-5- Video Issues

This section of the Troubleshooting Guide will provide you with information on problems encountered with various video cards while running ***Behind the Magic***.

General Information and Troubleshooting Tips

DirectX Compatibility

To run *Behind the Magic*, your video card must be 100% DirectX compatible. If you do not know if your video card is DirectX compatible, please consult **DirectX Setup Issues** (Section 4) in this Troubleshooting Guide for information about how to check for DirectX compatibility or if you encounter problems with your graphics card after installing DirectX.

Important Note

We recommend that you follow DirectX 6.0's recommendations about replacing the drivers for the card unless otherwise noted for your video card.

Non-DirectX Supported Video Card Problems

If your video card is not 100% DirectX compatible, you may encounter any of the following problems:

- DirectX may identify your card incorrectly and install the incorrect driver for your card.
- Black Screen: Your screen may go black but the sound and music will continue to run.
- Corrupted Graphics: You might see horizontal or diagonal lines over the screen.
- Flashing Graphics: You may see flashing corrupted graphics on the screen.
- Strange Colors: Your video card may display the colors incorrectly.
- Slow Graphics: The program may run slow or pause.
- Double Vision: Have you ever worn 3D glasses that didn't work quite right?
- Your program may crash to the desktop when trying to start *Behind the Magic*.

If you experience any of these problems when running *Behind the Magic*, please check with the manufacturer of your video card to assure that you have the latest DirectX compatible drivers for your card.

Setting Up Your Monitor

If you experience any video problems or you are not able to get all of the resolutions that your video card supports, you should make sure that your monitor is set up correctly in the display control panel. To do this:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
 - **Windows 95a:** Click on **Change Display Type...**
 - **Windows 95b:** Click on **Advanced Properties...**
 - **Windows 98:** Click on **Advanced...**
- Click on **Change...** in the Monitor section.
 - **Windows 98:** Click on **Next>**
 - Choose **Display a list of all drivers...** and click on **Next>**
- Choose your monitor from the list.
- If the correct monitor is not an option in **Show Compatible Devices**, click on **Show All Devices**, scroll through the list of manufacturers, click on the correct one, then click on the name of your monitor.

-6- Sound Issues

DirectX Compatibility

Consult **DirectX Setup Issues** (Section 4) in this Troubleshooting Guide for information about how to check to see if your sound card is DirectX compatible. If it is not, check with your hardware manufacturer for updated drivers.

No Sound in *Behind the Magic* Launcher

The program's Launcher may occasionally have no sound. When this happens, it usually affects the rest of the program. Windows may still be using your sound card from the last application you were running. Rebooting the computer should correct this. If rebooting does not correct this issue, your sound card may not be set up correctly in Windows. Please check the rest of this section to see how to check and see if your sound card is working correctly.

Note: If the Media Player is not installed, some of the following instructions will not work. If you want to add it, please consult Windows Help for assistance. Just type Media Player in the index section and follow the directions provided by Windows.

Volume Levels in *Behind the Magic*

If you find that the music levels are too loud or too quiet and are unable to change the volume through *Behind the Magic* options menu, then you may adjust these levels using the Windows Volume Control icon before running *Behind the Magic*. To do this, just double-click on the speaker icon in the corner of the taskbar. If you do not have the Volume Control icon on your taskbar, follow these steps to adjust the volume:

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- **Windows 95:** Choose **Multimedia**.
- **Windows 98:** Choose **Entertainment**.
- Choose **Volume Control**.
- Turn the wave setting **ON** by de-selecting the MUTE box or adjust the volume in the wave setting.

Special Volume Control Programs

The sound card manufacturers may have proprietary volume control software that must be set separately from the Windows Volume Control program. Please see your hardware manuals for more information.

Powered or Amplified Speakers

If you have powered speakers and have both line-out and speaker-out jacks on your sound card, try plugging your speakers into the line-out jack. The speaker-out jack on most sound cards have an amplified signal and may cause static or popping on your amplified speakers. Switching to your line-out jack may greatly improve the sound quality.

General Sound Card Troubleshooting

If your sound card is not set up correctly in Windows 95/98, not 100% DirectX or Windows 95/98 compatible, or you have a resource conflict, these sound problems may occur:

- You may hear static.
- You may hear stuttering, especially as someone starts speaking.
- There may be no sound.
- The sound may drop out.
- You may experience a clicking or crackling sound.

- The program may not run.
- The program may attempt to start, then leave you at the desktop.

Here are a few things to do to get your sound working in *Behind the Magic*:

First make sure that your sound card is set up correctly in Windows. You can use the Windows Media Player to test a sound. To do this:

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- **Windows 95:** Choose **Multimedia**.
- **Windows 98:** Choose **Entertainment**.
- Choose **Media Player**.
- Go to the **File** menu.
- Choose **Open...** and choose a sound to test. Please be sure to choose **Files of type: Sound (*.wav)**.

Wave Settings

Make sure that the wave setting is turned **ON**. To do this:

- Double-click on the **Volume Control icon** on your taskbar.
- Turn the wave setting **ON** by de-selecting the MUTE box or turning up the volume in the wave setting.

Error: This Device is in Use by Another Application

If you receive this error, it is most likely due to another program using your sound card resources. To correct this, make sure to close all programs before attempting to run *Behind the Magic*. Please check **General Troubleshooting** (Section 2) for more information.

Dirty or Scratched CD

A dirty or scratched CD can cause many sound problems. Ensure that your CD is clean and free of smudges and fingerprints. First try cleaning your CD, wiping it gently with a soft cloth, moving in smooth strokes from the center hub to the outer edge of the CD.

Specific Sound Issues

Creative Labs AWE64

When using this card, if *Behind the Magic* appears to be pausing or skipping, with the sound cutting in and out, you may have Full Duplex disabled for the card. Enabling Full Sound Duplex operation will correct this problem. To do this:

- Right-click on the **My Computer** icon.
- Select **Properties** from the pop-down menu.
- Click on the **Device Manager** tab.
- Click on the plus sign to the left of **Sound, Video and Game Controllers**.
- Click on **Creative AWE64 16-bit Audio....**
- Click on **Properties**.
- Click on **Settings**.
- Click on **Set Defaults**.

Ensoniq Soundscape

You may not be able to adjust the music volume in *Behind the Magic* while using this card. To adjust the music volume, go to the Windows Volume Control and adjust the volume there. This may also correct any static problems that you have with this card. Set all of the Volume settings to the middle if you experience static in the program.

If you are unable to resolve sound problems through this troubleshooting guide, please contact your hardware manufacturer for updated DirectX drivers.

-7- CD-ROM Drive Issues

Your CD-ROM drive is not affected by DirectX, but if you are having problems like stuttering voices, slow graphics, or the program just slowly stops altogether, your CD-ROM may not meet the minimum requirements to run *Behind the Magic*.

Long Delays while CD Loads Program

If you are getting long delays while the CD loads *Behind the Magic* program:

- Your CD-ROM is having problems loading all of the data needed to run *Behind the Magic*.
- Your CD-ROM may not meet the minimum requirements to run *Behind the Magic*.
- Your CD-ROM drive may be getting old or out of alignment.

Fast CD-ROM Drive Issues

When using a fast CD-ROM drive, such as a 16X or 24X drive, the drive may spin down and you may experience long pauses when they spin back up to read data.

CD-ROM Access Error

A blue screen CD-ROM access error might be a symptom of one of these problems:

- Dirty or scratched CD.
- Removal of the CD from the computer while *Behind the Magic* was running or paused.
- A CD-ROM drive having trouble reading the disc.
- CD-ROM drives spinning up.

First, check your CD for any dirt, fingerprints, smudges or scratches. To clean your CD, wipe it gently with a soft cloth, moving in smooth strokes from the center hub to the outer edge of the CD. If your CD looks fine, replace it in the drive and see if you have this problem again. If you are still having problems, you may have a bad copy of the disc, a CD-ROM drive that is having trouble running the program, or your CD-ROM is not properly installed in Windows.

Trouble Accessing Files

If you are having trouble accessing or using files on the CD-ROM or your hard drive, your drives may be running in MS-DOS Compatibility Mode. To check this:

- Right click on the **My Computer** icon on your desktop.
- Choose **Properties** from the pop-down menu.
- Click on **Performance**.
- Look at **File System**.

It should say 32-bit. If this field states that any of your drives are using MS-DOS Compatibility Mode, your drives are not configured properly to run under Windows 95/98. This mode will greatly decrease the performance of your computer, and may not allow you to access programs that are written for 32-bit file access only.

This issue may be caused by:

- IDE or SCSI interfaces that are not properly set up under Windows 95/98.
- Inappropriate drivers for IDE or SCSI hardware.
- Proprietary CD-ROM drives.
- Computers that do not support LBA (Logical Block Addressing) modes except through software, such as Dynamic Drive Overlay, which allows the computer to see the whole capacity of large hard drives.
- Software Viruses, such as the MYB virus.

-8- Controller Device Issues

Keyboard Issues

Users of compact keyboards, such as those found on laptop systems or those used for ergonomic reasons, may experience some problems using the default set of keyboard commands.

Keyboard Limitations

Some keyboards may have limitations in the program. You may be unable to use multiple keys simultaneously. If you are pressing two keys at the same time, only one key will register the action that you chose.

-9- How to Contact LucasArts

LucasArts has set up a variety of services to provide you with information regarding our programs, hint & gameplay assistance, and technical support.

Hint Line

U. S.

If you need a hint, you may call our automated Hint Line. This service costs 95 cents per minute, requires a touch tone phone, and you must be at least 18 years old or have your parents' permission to call. The number is **1-900-740-JEDI (1-900-740-5334)**. The option to speak with a live Hint Operator is also available from this number. (Average call length is three minutes.)

Canada

Our Hint Line is also available to our Canadian customers. This service costs \$1.25 (U.S.) per minute, requires a touch tone phone, and you must be at least 18 years old or have your parents' permission to call. The number is **1-900-677-JEDI (1-900-677-5334)**. (Average call length is three minutes.)

Where To Find Us Online

Visit the LucasArts Web site at <http://www.lucasarts.com>. From there, you will have the option to receive online technical support through Yoda's Help Desk, browse technical documents, or leave a message for an online representative.

Yoda's Help Desk

We are proud to feature Yoda's Help Desk, which is available in the Technical Support section of the LucasArts Web site at <http://www.lucasarts.com/support/>. Yoda's Help Desk offers interactive solutions to technical issues based on information you provide. Visitors to Yoda's Help Desk will be able to receive technical support 24 hours a day, seven days a week.

Technical Support Phone Number

This number is for technical assistance only. Hints will not be given out over the Technical Support line.

If you need technical assistance, please don't hesitate to contact us after reading the Troubleshooting Guide and the Readme file. For your convenience, if you cannot get through to a representative by phone and you have access to a fax machine or any of our online areas, please consider contacting us through one of these alternate means.

When contacting us, please be sure to provide us with as much information as possible. Make sure to note the exact type of hardware that you are using in your system, including: your sound card, CD-ROM drive, amount of RAM present, speed and manufacturer of your processor, and the specific type of modem that you are using (for questions involving multiplayer gaming). Also, make sure to include the title and version of the program, and a detailed description of the problem.

You can reach our Technical Support department by calling 1-415-507-4545. We are available to help you Monday-Thursday from 8:30 a.m.-5:30 p.m. and on Friday from 8:30 a.m.-4:30 p.m. (Pacific Standard Time).

Technical Support Fax

For your convenience, we also offer the option of faxing us with your technical questions at: 1-415-507-0300.

When sending us a fax, please include your name, return fax number with the area code, and a voice phone number so we can contact you if we experience any problems when trying to fax you back.

Technical Support Mailing Address

LucasArts Entertainment Company LLC
P.O. Box 10307
San Rafael, CA 94912
Attn: Product Support

LucasArts Company Store

Visit the LucasArts Company Store at <http://www.lucasarts.com>. The Company Store offers the complete line of LucasArts games, hint books and logo gear.

© LucasArts Entertainment Company LLC. © Lucasfilm Ltd. & TM. All rights reserved. Used under authorization.