Troubleshooting Guide

This troubleshooting guide will provide you with information about **Star Wars**®**: Episode I** *Insider's Guide*. You will find solutions to common problems that were encountered while running the program and DirectX in the Windows 95/98 Operating Systems.

Table of Contents

-1- General Information

Supported Operating Systems

To be able to run the *Insider's Guide*, you must have Windows 95 or 98 as your operating system and your computer hardware must be 100% DirectX 6.1 compatible. 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 class 133 or faster CPU 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 6.1 is included on this CD and must be installed to run the *Insider's Guide*. 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" Windows 95/98 drivers for your particular hardware.

-2- General Troubleshooting

Star Wars: **Episode I** *Insider's Guide* was designed to run under Windows 95/98 with DirectX 6.1. 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 included in this guide 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.

Why Can't I Get the Program's Launcher to Respond?
- Your CD-ROM drive may have stopped responding.
- There may be a hardware conflict in your system.
- Your CD may be scratched or dirty.

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

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

- Please check **DirectX Setup** (Section 4) in this Troubleshooting Guide to see if your computer hardware is compatible with DirectX 6.1.
- You may not have enough free space on your hard drive for the *Insider's Guide* 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 the *Insider's Guide*. Please refer to **General Troubleshooting** (Section 2) for more information.
- The *Insider's Guide* 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 the *Insider's Guide*, 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 the *Insider's Guide*, 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 the *Insider's Guide* from the hard drive. Please use the shortcut that was created in your Start Menu during the installation of the *Insider's Guide* to run the program.

Why Do I Keep Getting Static Bursts In the *Insider's Guide*?

- Your sound card may not be fully DirectX compatible. Please look at **DirectX Setup** (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 in the background while running the *Insider's Guide*. Please turn off any active screen savers while running the *Insider's Guide*, 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. You may also need to disable or close programs that 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 the *Insider's Guide*. 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 the *Insider's Guide*, you may want to remove the program shortcuts from the StartUp folder. For information about how to do this, please consult Windows Help.

Pausing During Video Clips

When you pause the video clips or front end movies multiple times, the music and video may become out of sync.

Running on Low-End Systems

When running the *Insider's Guide* 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.

MS-DOS Memory Managers

If you are running any memory managers, such as EMM386 or QEMM, you may experience problems when running the *Insider's Guide*. Windows 95, Windows 98 and the *Insider's Guide* are protected mode programs and may have problems running with memory managers loaded. However, we do not recommend making any changes to your system configuration without first contacting your computer manufacturer.

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
If you experience problems running the *Insider's Guide*, we recommend that you set your desktop **Color Palette** to **High Color (16 bit)** and the **Desktop Area** to **640x480**. When running the *Insider's Guide* with your desktop set to a color palette other than 16 bit, some video cards may experience problems launching the program, difficulty when task switching, or other graphics problems. In most cases, switching to High Color solves these problems.

Changing Your Desktop Resolution
The *Insider's Guide* is designed to display optimally in High Color (16-bit). To change your desktop color palette and resolution:
- **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

Installing the *Insider's Guide*
Please check your available hard drive space before installation. Installation requires 13 MB of free hard drive space on your computer. You should always have at least an additional 20 MB of free space available on your hard drive after installation for the Windows swap file. If you have too little free space, you may be unable to start the program. Too little free space on a hard drive could also affect other applications, such as word processors that need room to spool print jobs.

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:
- Right click on the **My Computer** icon on your desktop.
- Choose **Properties**.
- Click on the **Device Manager** tab.
- Look at **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.

Installing DirectX 6.1
During the installation of the *Insider's Guide*, you will be prompted to install DirectX 6.1 if it is not already installed on your system. Microsoft's DirectX is an application that allows the *Insider's Guide* to have instant access to your system hardware in the Windows 95/98 environment. This will help the *Insider's Guide* take advantage of advances in video and sound. For more information, please consult **DirectX Setup** (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 6.1. If they were not installed when Windows was set up, you will want to add them before installing the *Insider's Guide*. 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 6.1.

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.

Shortcut to *Insider's Guide* does not Appear on Desktop

When multiple users are using the same computer, you may be using separate profiles for each user. When your system is configured this way, if you choose to create a shortcut to the program during installation, it may not appear on your desktop. If this occurs, you will need to go to the Windows Desktop folder and copy the shortcut to your current desktop.

Uninstalling the *Insider's Guide*

Make sure that you restart your computer after uninstalling the *Insider's Guide* before attempting to reinstall the program. If you choose to uninstall the *Insider's Guide* by using the shortcut in the Start Menu, the program will not uninstall if the launcher is open. Closing the launcher corrects this issue.

Uninstall Warning

When you uninstall the *Insider's Guide*, 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 *Insider's Guide* Folder After I Install?

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

-4- DirectX Setup

Why Use DirectX

DirectX is a library provided by Microsoft to run inside the operating system and provide programmers with seamless access to all of the hardware features available today. The DirectX platform provides an environment that allows developers to use a standardized format when programming an application. 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).

NOTE: 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 the *Insider's Guide*, 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 6.1 is included on this CD and must be installed prior to running the *Insider's Guide*. During the installation of the *Insider's Guide*, you will be prompted to install DirectX 6.1 if it is not already correctly installed on your system.

WARNING: Once you have installed DirectX, it is not easily removed from your system.

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.

DirectX 6.1 Installation
During the installation of DirectX 6.1, you may be asked to insert the Windows installation disc. If this occurs, you may see an error during installation. The error could be either **DXSetup Error -7** or **DXSetup Error -8**. This will happen if the Sound Recorder, Volume Control, and Audio Compression, were not installed during your initial installation of Windows. We recommend that you install these components before installing DirectX. Please refer to **Installation** (Section 3) of this guide for information about how to add these components.

NOTE: Some programs that were made with earlier versions of DirectX may not work with DirectX 6.1.

DirectX Driver Issues
We suggest using the DirectX 6.1 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.

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 icons, 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.

Checking Your System for DirectX Compatibility

After you have installed the *Insider's Guide* and DirectX, you may want to determine whether your computer hardware is supported by DirectX. To do this:
- Open the *Insider's Guide* launcher menu.
- Select **Readme & Troubleshooting**.
- Select **Run DirectX Diagnostics**.

Click on the **Display 1, Display 2,** and **Sound** tabs to check the DirectX Certification status of your sound and video cards.
- 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.

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

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 any necessary drivers for your new hardware. To do this:
- Open the *Insider's Guide* launcher menu.
- Click on **Readme & Troubleshooting**.
- Click on **Reinstall DirectX 6.1**.
- Click on **Install Now**.
- Click on **Reinstall DirectX**. This will reinstall DirectX on your computer.
- Click on **OK** when the installer asks you to reboot your computer.

Restoring Original Drivers through DirectX Setup
If you need to restore your original video or sound card driver through **DirectX Setup**:
- Open the *Insider's Guide* launcher menu.
- Click on **Readme & Troubleshooting**.
- Click on **Reinstall DirectX 6.1**.
- 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 the *Insider's Guide*.

General Information and Troubleshooting Tips

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

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 the *Insider's Guide*.

If you have encountered any of these problems, check with your video card manufacturer for updated DirectX drivers.

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 you are unable to find your monitor listed, please consult the manufacturer of your monitor to see if they have Windows drivers available for your monitor. This driver allows Windows to set up the monitor correctly.
- 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.

Cirrus Logic CL-GD5430 or CL-GD5440 Chipsets
When running the *Insider's Guide* on a system with a Cirrus Logic CL-GD5430 or CL-GD5440 chipset, you may experience skipping and pauses during the video clips and front end movies.

-6- Sound Issues

DirectX Compatibility
Consult **DirectX Setup** (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 the *Insider's Guide* Launcher
The program's launcher occasionally may 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 read the rest of this section to find out how to check whether or not 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
If you find that the music levels are too loud or too quiet and are unable to change the volume through the *Insider's Guide* options menu, then you may adjust these levels using the Windows Volume Control icon before running the *Insider's Guide*. To do this, just double-click on the speaker icon on the system tray (taskbar). If you do not have the Volume Control icon on your taskbar:
• Click on the **Start** button on your taskbar.
• Choose **Programs**.
• Choose **Accessories**.
• **Windows 95:** Choose **Multimedia**.
• **Windows 98:** Choose **Entertainment**.
• Choose **Volume Control**.
• Adjust the Wave Volume slider.
• If you are not hearing any sound, de-select the MUTE box below the Wave Volume slider.

Volume Control Programs
Some sound card and/or PC manufacturers may have proprietary software that must be adjusted separately from the Windows Volume Control. Consult your hardware documentation 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. Most sound cards' speaker-out jacks 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, 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.

Test your Sound Card in Windows
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)**.

Test your Sound Card in DirectX Diagnostics
After installing the *Insider's Guide*, you can run the **DirectX Diagnostics** program to test your sound card. Go to the **Readme & Troubleshooting** menu on the launcher and click on the **Run DirectX Diagnostics** button. Click the tab that says **Sound** and then click on **Test**. If your card fails any of the tests here, you may have problems running the *Insider's Guide* or any other program that requires DirectX.

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 the *Insider's Guide*. Please check **General Troubleshooting** (Section 2) in this guide for more information.

Inspect and Clean the CD
A dirty or scratched CD can cause many sound, video and installation problems. Check your CD for any dirt, smudges, fingerprints, 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.

Specific Sound Cards

Advanced Gravis Ultrasound PnP Pro
You may experience occasional bursts of static or popping at the beginning of videos and when the front end music starts. Check the Gravis website for updated drivers that may correct this problem.

Creative Labs AWE64
When using this card, if the movies and video clips in the *Insider's Guide* appear to be pausing or skipping, with the sound cutting in and out, you may have Full Sound Duplex disabled for the card. Enabling this option may 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 and Soundscape Vivo
When using these cards, you may experience occasional bursts of static in some areas of the program, especially during videos. To correct this, you may need to set all volume settings to the middle in the Windows volume control, including CD/Aux Balance (Win95) or CD Audio (Win98.) If this option is not available, go to Properties under Options and select it under Show the Following Volume Controls.

Ensoniq AudioPCI
When using this card, you may experience choppy performance during videos and some of the voices may stutter. Please check the Ensoniq web site for updated drivers that may correct this problem.

Soundcards with the ESS 1688 Chipset
When using a card with this chipset, you may experience choppy performance during videos. Please check the ESS web site for updated drivers that may correct this problem.

Soundcards with the OPTi 925 and 931 Chipsets
When using a card with either of these chipsets, you may experience the following problems:
- You may occasionally hear long, loud bursts of static.
- You may randomly hear a scratchy sound.
Please check the OPTi website for updated drivers for these cards.

Guillemot MaxiSound Game Theater 64 and Sound 64 Dynamic 3D
When using either of these cards in Windows 98, you may hear an unusual popping sound on top of the regular sounds during videos. Updating to the newest driver for this card corrects this. However, this card uses multiple system resources and may cause additional performance problems in the program.

S3 Sonic Vibes
When using the card with driver version 1.00.08, you will get no sound in the launcher or in the program. Updating your drivers to version 1.01.08 fixes this problem.

Yamaha OPL3-SA Sound Cards
When using the Windows 98 drivers with a Yamaha OPL3 sound card, you may hear popping and static in the videos. This issue is corrected with Yamaha driver version 2338 (4.05.00.2338).

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, such as stuttering voices, slow graphics, or the program just stops, your CD-ROM may not meet the minimum requirements to run the *Insider's Guide*.

Long Delays while CD Loads Program
If you are getting long delays while the CD loads the *Insider's Guide*, your CD-ROM is having problems loading all of the data needed to run the program. This may be caused by one of the following:
- Your CD-ROM may not meet the minimum requirements to run the *Insider's Guide*.
- Your CD-ROM drive may be getting old or out of alignment.
- You may have a fast CD-ROM drive that spins down when the program is not directly accessing the CD. This is most apparent when using a 16X through 32X drive.

CD-ROM Access Error
A blue screen CD-ROM access error might be a symptom of one of these problems:
- You may have a dirty or scratched CD.
- You may have removed the CD from the computer while the *Insider's Guide* was running or paused.
- Your CD-ROM drive may be having trouble reading the disc. This is common on some 8X (eight speed) CD-ROM drives.
- Your CD-ROM drive may be getting old or worn.

- Your CD-ROM drive may not be properly installed in Windows.

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 the problem persists, try testing the drive with a different CD.

Specific CD-ROM Drives
We have found that certain CD-ROM drives may have trouble running the *Insider's Guide*. If you have a **Kenwood 40X, ASUSTek 34X Max CD-S340**, **Toshiba 8X XM5602b, NEC 4X CDR-271**, or the **Wearnes 32X Max** drive, there may be occasional pauses and hitching during audio and video clips.

Trouble Accessing Files
If you are having trouble accessing or using files on the CD-ROM or 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. 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 may be caused by:
- IDE or SCSI interfaces that are not properly set up under Windows.
- 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 or CMOS A virus.

If you are experiencing this problem, please contact your computer manufacturer or a computer technician for assistance in correcting this problem before attempting to install the program.

-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.

Wheel Mouse Support
There are several brands of mice available that have scroll wheels. The mouse itself should work in the program, but the scrolling function of the wheel is not supported in the *Insider's Guide*.

-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
If you need a hint, you may call our automated Hint Line. The average call length is three minutes. This service requires a touch tone phone.

NOTE: You must be at least 18 years old or have your parents' permission to call.

U. S.
1-900-740-JEDI (1-900-740-5334)
95 cents per minute
(The option to speak with a live Hint Operator is also available through this number.)

Canada
1-900-677-JEDI (1-900-677-5334)
$1.25 (U.S.) per minute

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 video card, your sound card, CD-ROM drive, amount of RAM present and the speed and manufacturer of your processor. 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 8:45 a.m.-11:45 a.m. and 1:00 p.m.-5:30 p.m. On Friday we are available from 8:45 a.m.-11:45 a.m. and 1:00 p.m.-4:30 p.m. (Pacific 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.

-10- Web Sites

3Dfx Interactive	www.3dfx.com
Acer	www.acer.com
Alliance Semiconductor	www.alsc.com
Asus	www.asus.com
ATI Technologies	www.atitech.com
Aureal Semiconductor	www.a3d.com
Aztech Labs	www.aztechca.com or www.aztech.com.sg
Canopus	www.canopuscorp.com
Cirrus Logic	www.cirrus.com
Compaq	www.compaq.com
Creative Labs	www.creativelabs.com
Crystal Semiconductor	www.crystal.com
DELL Computer	www.dell.com
Diamond Multimedia	www.diamondmm.com
Elsa	www.elsa.com
Ensoniq	www.ensoniq.com
ESS Technologies	www.esstech.com
Gateway 2000	www.gateway2000.com
Guillemot	www.guillemot.com
Hercules	www.hercules.com
Hewlett Packard	www.hp.com
IBM	www.ibm.com
Intel	www.intel.com
Intergraph	www.intergraph.com
Jaton	www.jaton.com
LucasArts Entertainment Co. LLC	www.lucasarts.com
Matrox	www.matrox.com
Media Vision	www.svtus.com
MediaSonic	www.mediasonic.com
Microsoft	www.microsoft.com
Microsoft Sidewinder	www.microsoft.com/sidewinder/
Number Nine	www.nine.com
Oak Technology	www.oaktech.com

OPTi	www.opti.com
Orchid	www.orchid.com
Packard Bell	www.packardbell.com
Real 3D	www.real3d.com
Rendition	www.rendition.com
Silicon Integrated Systems (SiS)	www.sis.com.tw
STB Systems	www.stb.com
Trident	www.tridentmicro.com
Turtle Beach	www.tbeach.com
Yamaha	www.yamaha.com