

Star Wars® *X-Wing Alliance*™ Demo



Troubleshooting Guide

This troubleshooting guide will provide you with information about the *Star Wars X-Wing Alliance Demo*. You will find solutions to common problems that were encountered while running the game and DirectX in the Windows 95/98 Operating Systems.

Table Of Contents

1. General Information
2. General Troubleshooting
3. Installation
4. Performance
5. DirectX Setup
6. Video Issues
7. Sound Issues
8. Controller Device Issues
9. How to Contact LucasArts LLC
10. Web Addresses

-1- General Information

Supported Operating Systems

To be able to run *X-Wing Alliance*, you must have Windows 95 or 98 as your operating system and your computer hardware must be 100% DirectX 6.0 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 5 of this Troubleshooting Guide.

Minimum Requirements

- Computer:** 100% Windows 95/98 DirectX compatible computer required.
NOTE: Your system may require the latest DirectX drivers for your Windows 95/98 system.
- CPU:** Pentium 200 or faster required.
- Memory:** 32 MB or higher RAM required.
- Graphics Card:** 2 MB PCI Graphics card required.
- 3D Acceleration:** Optional 3D graphics support requires a Direct3D compatible 4MB PCI or AGP 3D accelerator.
- Sound Card:** 100% Windows 95/98 DirectX compatible 16-bit sound card required.
- CD-ROM:** Quad speed or faster CD-ROM drive required for the full version of the game.
- Input Device:** Mouse, Keyboard and Joystick required. Optional support for Force- Feedback DirectInput compatible joysticks.
- DirectX:** Microsoft DirectX 6.0 must be installed before playing the *X-Wing Alliance* demo . A link to the Microsoft DirectX page is available at the LucasArts website. Please refer to **Installation** (Section 3) and **DirectX Setup** (Section 5) in this Troubleshooting Guide for more information about DirectX.
- Installation:** **Installation** requires 46 MB free hard drive space. It is recommended that you have an additional 200 MB of free space available for the Windows swap file.

3D Acceleration

3D Acceleration is available in *X-Wing Alliance* through Direct3D. Please refer to **Video Issues** (Section 6) to ensure that your 3D card is supported and for information about enabling 3D Acceleration in the game.

-2- General Troubleshooting

X-Wing Alliance was designed to run under Windows 95/98 with DirectX 6.0. If the game unexpectedly freezes up, returns you to your desktop, or if you experience any other severe problems, you should try to properly shut down 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 game. NOTE: If your computer reboots into Safe Mode, go to Shut Down and choose Restart the Computer. This will put you back into Windows' normal operation mode.

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

- Please check **DirectX Setup** (Section 5) in this Troubleshooting Guide to find out how to see if your computer hardware is DirectX 6.0 compatible.
- Check to see if your Windows desktop resolution is set to 16-bit color. On some video cards, other desktop resolutions cause problems in *X-Wing Alliance*. Please consult **Video Issues** (Section 6) for more information.
- Make sure that you have enough free space on your hard drive for *X-Wing Alliance* to play. It is recommended that you have at least an additional 200 MB of free space available after installation for the Windows swap file.
- Please check to see if you have any other applications running, such as memory managers, screen savers, or virus protection programs. Any of these may interfere with *X-Wing Alliance*. Please refer to **Running Other Programs in the Background** in this section for more information.
- You may have a corrupted installation. Try uninstalling and reinstalling the game.

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

If you end up at a black screen or the game appears to lock up, please press **ESC**, **SPACE BAR**, and **ENTER** before trying anything else. If this fails, press **CTRL-ALT-DEL** once and choose **END TASK** on *X-Wing Alliance*, 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 game again. While playing *X-Wing Alliance*, we suggest that you try pressing **Q**, and then **SPACEBAR** if your game freezes up or goes to a black screen while in the flight engine.

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 playing *X-Wing Alliance*. Please turn off any active screen savers while running *X-Wing Alliance*, as they may interrupt the game and cause problems. Various video, sound, or memory problems may occur if other programs are running, including virus-detection utilities. This includes items 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 *X-Wing Alliance*. 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 *X-Wing Alliance*, you may want to remove the program shortcuts from the StartUp folder. For information about how to do this, please consult Windows Help.

MS-DOS Memory Managers

If you are running any memory managers, such as EMM386 or QEMM, you may experience problems when running *X-Wing Alliance*. Windows 95, Windows 98 and *X-Wing Alliance* are protected mode programs and may have problems running with 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. Please consult your computer's documentation or the manufacturer for assistance in doing this. When Power Management is enabled, the following problems may occur:

- The game may crash or go to a blue screen when sleep mode activates.
- The Windows mouse cursor may appear when you come out of sleep mode.
- The monitor may go to a black screen while you are playing.

Desktop Color Palette and Resolution

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

Changing Your Desktop Color Palette and Resolution

X-Wing Alliance is designed to run 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

The *X-Wing Alliance* demo requires DirectX 6.0 to run properly. You may already have DirectX 6.0 installed from other games, or you can access a link to it from the LucasArts website. For more information about DirectX, please consult **DirectX Setup** (Section 5) 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 when using DirectX 6.0. If they were not installed when Windows was set up, you will want to add them before installing *X-Wing Alliance*. 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** or **DXSetup Error -8** after changing to the Windows CD. If this happens, reboot your computer and follow these steps.

To add these Windows 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. Insert the Windows CD and follow the prompts to complete installation of these components.

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. 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.

Uninstall Warning

When you uninstall *X-Wing Alliance*, 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:

- The UnInstallShield may have left the *X-Wing Alliance* program group in the start menu. Rebooting your computer will remove them after uninstalling.
- You have other LucasArts games on your computer. The "LucasArts" directory will not be removed from your computer because the other LucasArts games are stored here.
- You may have chosen to keep your pilots.

Setting up and Configuring Your Joystick

To play *X-Wing Alliance*, you must have a joystick properly installed and calibrated. To insure that your joystick is properly configured:

- Check to make sure that your joystick is firmly connected to the USB or game port on your computer.
- Make sure that you have all of the software installed for your joystick.
- Click on **Hardware Configuration** from the *X-Wing Alliance* Launcher menu.
- Click on **Joystick Options**.
- Click on **Calibrate Joystick**. This takes you to the Game Controllers Control Panel where you can set up and calibrate your joystick.

After your joystick is properly configured, you may not see it listed in the pop-down menu until you click on **Accept** and go back into the **Joystick Options** screen.

NOTE: You will not be able to configure your joystick once you are in the game.

Can I Move the X-Wing Alliance Folder after I Install?

If you decide to move the *X-Wing Alliance* demo to a new directory, uninstall first, then reinstall to the new location. Simply moving the *X-Wing Alliance* folder will cause the game to stop working.

If you wish to keep your pilot's progress, use either the game's launcher or the **Uninstall X-Wing Alliance** shortcut in the Start Menu to uninstall the game and make sure that the **Keep Pilots** box is checked. Install *X-Wing Alliance* to the new location and then copy the old *XWingAlliance* folder to the new location.

-4- Performance

Increasing Performance in X-Wing Alliance

The following are a few suggestions that may free up system resources and increase performance in *X-Wing Alliance*.

Make sure no other programs are running. This includes virus scanning, word processing and Internet programs. Simply disabling these programs still use resources that are needed while playing *X-Wing Alliance*. If you are having problems completely closing programs that are running, consult the documentation for those individual programs.

NOTE: This is a common problem while trying to completely disable virus scanning software.

To run **X-Wing Alliance** with optimal performance:

- No other programs should be running in the background.
- System resources should be at least 85% free.
- There should be at least 200 MB of free hard disk space after installation.
- Enable 3D Hardware if your video card is supported.
- Your joystick should be 100% DirectInput compatible.

To check for specific information on the items listed above, please consult the index for the appropriate section and numbers for any of the above items you have questions about.

Slow Performance in X-Wing Alliance

If you are experiencing slow performance, you may experience some of the following problems running **X-Wing Alliance**:

- You may see intermittent pauses in the cutscenes.
- You may hear distorted audio and music.
- You may encounter problems while maneuvering your craft.
- You may have problems targeting enemies.
- You may experience pauses when firing or during large explosions.

Adjusting your Performance in X-Wing Alliance

If you encounter any of the problems listed above, you can adjust your performance in the **General Performance Tuning** menu in X-Wing Alliance. Choose the preset option that best suits your computer configuration. The **General Performance Tuning** menu is accessible in the Main Menu of the game (Press ESC while in the Concourse or Family Transport). These optimized settings will increase game performance for you without compromising your game experience.

-5- DirectX Setup

DirectX 6.0 must be installed prior to running **X-Wing Alliance**. You may already have DirectX 6.0 installed from other games, or you can access a link to it from the LucasArts website. 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 6.0 Installation

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

DXSetup Error -7 or -8

You may see the error **DXSetup Error -7** or **DXSetup Error -8** 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** (Section 3) for instructions on adding these components to Windows.

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

Checking Your System for DirectX Compatibility

After you have installed *X-Wing Alliance* 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**, then **Directx**, then **Setup**, then **Dxdiag**. This will take you to the DirectX Diagnostics screen.

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 game 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.

Technical Overview of DirectX

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). 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.

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 *X-Wing Alliance*, 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.

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:

- Double-click on the **My Computer** icon on your desktop.

- Double-click on the **C** drive.
 - Double-click on **Program Files**, then **Directx**, then **Setup**.
 - Double-click on **Dxsetup**. This will take you to the DirectX Setup screen.
 - Click on **Restore Video Drivers** or **Restore Audio Drivers**. This will restore the previously installed drivers on your computer.
- 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:

- **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**.

-6- Video Issues

This section of the Troubleshooting Guide will provide you with information on problems encountered with video cards while playing *X-Wing Alliance* in 2D or in 3D hardware acceleration mode.

General Information and Troubleshooting Tips

Enabling 3D Acceleration

If you wish to use a 3D accelerated graphics card, you will need to enable this feature in the game. To enable 3D acceleration from within *X-Wing Alliance*:

- Press **ESC**.
- Select **Video Options**.
- Select **Single Player Video Options**.
- Look at the **3D Hardware** listing. This option should default to your secondary display adapter if it finds one. If you wish to use your primary display adapter, choose Primary Display Driver next to **Video Display Driver**.
- If this feature does not appear to work or you cannot change the setting to ON, you most likely do not have a Direct3D accelerator or you do not have your drivers installed correctly. Another cause for this would be if you have disabled 3D Hardware Acceleration in DirectX or through the graphics card's software.

Once you have selected your 3D Accelerator card in *X-Wing Alliance*, a secondary menu will be accessible to enable other features in the game. These options may be used to optimize game performance on your computer.

DirectX Compatibility

To play *X-Wing Alliance*, 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 5) of this Troubleshooting Guide

for information about how to check for DirectDraw and Direct3D 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 play.
- 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 gameplay may be slow.
- Double Vision: Have you ever worn 3D glasses that didn't work quite right?
- Your game may crash to the desktop when trying to start ***X-Wing Alliance***.

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 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. 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.

Black Screen When Entering A Mission

If you get a black screen while entering a mission, you may be experiencing one of the following problems:

- Your graphics card may be using a non-standard or unsupported frequency for the monitor you have.
- Your graphics card may not support the resolution you are attempting to use.
- Your monitor may not be properly configured in Windows. Follow the directions above to check your monitor settings.
- Your video card drivers may have become corrupted. You may need to reinstall the drivers.

Customizing Video Options

You may want to customize your video options for smoother gameplay, better performance, or more detailed graphics while playing ***X-Wing Alliance***. To do this:

- Start ***X-Wing Alliance***.
- Press **ESC**, then select **Video Options**.
- Choose **Single Player Video Options**. This menu will allow you to select the video card driver, enable or disable 3D hardware and change your video options. The options in these screens will change if you enable 3D hardware.

Hardware MIP-Mapping

Some cards do not support Hardware MIP-Mapping, so enabling this feature could have adverse affects throughout the game. It is not recommended that you use this feature unless you are sure that your card supports it. This feature should only be used by high-end AGP cards. Hardware MIP-Mapping increases visual quality at the cost of increased texture usage.

Changing Resolutions in *X-Wing Alliance*

Changing the game's video resolutions may result in a shift in graphics on your monitor. You may need to adjust your monitor accordingly.

Corrupt Graphics in Flight

If you experience a corrupt color palette on some textures in the game when your card is set to software mode in **Video Options**, we recommend that you disable **Diffuse Lighting**, **Specular Highlights** and **Local Light Source**.

2 MB Video Cards

When using a video card with only 2 MB of memory, you may experience the following problems:

- In flight, you may experience extreme frame rate drops when multiple craft are on screen.
- Nebulas may smear and leave artifacts.
- You may unexpectedly crash to the desktop.

4 MB Video Cards with 3D Hardware Enabled

When using a 4 MB video card with 3D hardware enabled, we recommend that you set your screen resolution to 640x480 in the game. You may experience the following problems when set to a higher resolution.

- You may see graphical problems.
- You may experience extremely slow frame rates.
- You may experience intermittent lock ups in the game.
- You may unexpectedly crash to the desktop.

Currently Supported 3D Cards and Chipsets in 3D Acceleration Mode

Below is a list of the 3D video cards and chipsets that are supported in 3D acceleration mode with *X-Wing Alliance*. If you do not see your card listed, but you do see a chipset that matches the one used on your card, you should be able to play *X-Wing Alliance* in 3D acceleration mode.

NOTE: Some of the following 3D cards will work with *X-Wing Alliance* in 3D acceleration mode, but contain certain problems listed below under **Specific Video Issues**. When using any of these cards and chipsets, you should be using the latest drivers for your card or DirectX 6.0 driver unless noted below. We have included a list of web addresses for downloading drivers for your specific card at the end of this document.

Supported 3D Card and Video Driver List

PCI Cards

Card Name	Chipset	Version	Version VxD #
ATI Technologies 3D Xpression+ PC2TV	3D Rage II	2278	4.10.01.2278
ATI Technologies 3Dpro Turbo	3D Rage II	4.10.2420	4.10.01. 2420
ATI Technologies 3Dpro Turbo PC2TV	3D Rage II	4.10.2420	4.10.01. 2420
ATI Technologies XPert@play	3D Rage Pro	5.2	4.10.01.2411
ATI Technologies XPert@work	3D Rage Pro	5.2	4.10.01.2411
Canopus Pure3D II	3Dfx Voodoo 2	1.40.02	
Canopus Pure3D II LX	3Dfx Voodoo 2	3Dfx 2.17	4.10.00.0180
Creative Labs 3D Blaster Voodoo 2	3Dfx Voodoo 2		4.11.01.0350
Diamond Multimedia Monster 3D II	3Dfx Voodoo 2	3Dfx 2.17	4.10.01.0180
Guillemot International Maxi Gamer 3D 2	3Dfx Voodoo 2	3Dfx 2.17	4.10.01.0180

Orchid Technologies Righteous 3D II	3Dfx Voodoo 2	1.1	4.10.01.0052
STB Systems BlackMagic 3D	3Dfx Voodoo 2	1.0	4.10.01.0094
Creative Labs 3D Blaster Banshee	3Dfx Voodoo Banshee	1.08	4.10.01.0108
Diamond Multimedia Monster Fusion	3Dfx Voodoo Banshee		4.10.01.0211
Canopus Pure3D	3Dfx Voodoo Graphics	3Dfx 2.16	4.10.01.0016
Deltron Technologies RealVision Flash 3D	3Dfx Voodoo Graphics	1.3	4.10.01.0015
Diamond Multimedia Monster 3D	3Dfx Voodoo Graphics	3Dfx 2.16	4.10.01.0016
Orchid Technologies Righteous 3D	3Dfx Voodoo Graphics	3Dfx 2.16	4.10.01.0016
Hercules Stingray 128/3D	Alliance Promotion aT25/3Dfx	1.33	4.10.01.2072
Intergraph Intense 3D Voodoo	Alliance Promotion aT25/3Dfx	2073	4.10.01.2073
Jazz Multimedia Adrenaline Rush 3D	Alliance Promotion aT3D/3Dfx	2072	4.10.01.2072
Hercules Stingray 128/3D	Alliance Promotion aT3D/3Dfx	1.33	4.10.01.2072
Real3D StarFighter	Intel i740	288	4.10.01.0288
ASUSTek 3DexPlorer	nVIDIA RIVA 128	2.0	4.10.01.0250
Canopus Total 3D 128v	nVIDIA RIVA 128	2.01	4.10.01.0279
Diamond Multimedia Viper 330	nVIDIA RIVA 128	1.28	4.10.01.0128
STB Systems Velocity 128	nVIDIA RIVA 128	1.8	4.10.01.0187
Creative Labs Graphics Blaster RIVA TNT	nVIDIA RIVA TNT	1.05	4.10.01.2104
STB Systems Velocity 4400	nVIDIA RIVA TNT	1.52	4.10.01.0152
Creative Labs Graphics Blaster Exxtreme	Permedia 2	8.0395	4.10.01.2110
Diamond Multimedia FireGL 1000 Pro	Permedia 2		4.10.01.2348
Viewtop 3D Mars2	Permedia 2		4.10.01.2105
Creative Labs 3D Blaster PCI	Rendition V1000-E	Rev 5	4.10.00.3418
Intergraph Intense 3D 100	Rendition V1000-E	4.03.31.33	4.03.00.3133
Sierra On-Line Screamin'3D	Rendition V1000-E	2.20.07	4.05.00.9001
Canopus Total3D Verite	Rendition V1000L-P	2.30.02	4.05.00.9001
Diamond Multimedia Stealth S220	Rendition V2100	1.08	4.10.01.0108
Hercules Thriller 3D	Rendition V2200	0.81.3539	4.10.00.3539

AGP Cards

Card Name	Chipset	Version	Version VxD #
Creative Labs 3D Blaster Banshee	3Dfx Voodoo Banshee	1.06	
Diamond Multimedia Stealth II G460	Intel i740	1400	4.10.01.1400
Intel Express 3D	Intel i740	2.1	4.10.01.1927
Real3D StarFighter	Intel i740		4.10.01.0295
Matrox Graphics Productiva G100	MGA-G100	4.11	4.10.01.4110
Matrox Graphics Millenium G200	MGA-G200	4.51	4.11.01.1000
STB Systems Nitro DVD	Mpact 2		4.10.01.3073
ASUSTeK Computer 3DexPlorer 3000	nVIDIA RIVA 128		4.10.01.0250
Diamond Multimedia Viper 330	nVIDIA RIVA 128		4.10.00.0126
STB Systems Velocity 128	nVIDIA RIVA 128 ZX	1.82	4.10.01.0182
Canopus Spectra 2500	nVIDIA RIVA TnT	1.2	4.10.01.0048
Creative Labs Graphics Blaster RIVA TnT	nVIDIA RIVA TnT		4.10.01.2104
Diamond Multimedia Viper 550	nVIDIA RIVA TnT		4.10.01.0245
STB Systems Velocity 4400	nVIDIA RIVA TnT	1.52	4.10.01.0152
Creative Labs Graphics Blaster Exxtreme	Permedia 2	8.0395	4.10.01.2110
Viewtop 3D Mars2	Permedia 2	P2P2VW95	4.10.01.2105
ExpertColor 3DSaturn NVT5200	Rendition V2200	2.0	4.10.00.3596
Hercules Thriller 3D	Rendition V2200		4.10.01.3596
SiS 3D Pro AGP	SiS 6326		4.10.01.0905

Currently Unsupported Cards and Chipsets in 3D Acceleration Mode

These 3D cards were found to have significant problems when playing *X-Wing Alliance* in 3D acceleration mode. If you are using any of the following cards or chipsets, you should run *X-Wing Alliance* with 3D Acceleration turned off. For an updated list of supported cards please check the LucasArts Web page at <http://www.lucasarts.com>.

Card Name	Chipset
Number Nine Revolution 3D	#9 Ticket to Ride
Creative Labs Graphics Blaster 3D	Cirrus Logic CL-GD5464

Matrox Graphics Mystique	MGA-1064
Matrox Graphics Millenium II	MGA-2164
VideoLogic Apocalypse 3D	NEC PowerVR PCX
Matrox Graphics Matrox M3D	NEC PowerVR PCX-2
NEC Technologies Power VR PCX2	NEC PowerVR PCX-2
VideoLogic Apocalypse 3Dx	NEC PowerVR PCX-2
Hercules Terminator Beast	S3 Savage 3D
Diamond Multimedia Stealth 3D 2000 Pro	S3 ViRGE/DX
STB Systems Nitro 3D	S3 ViRGE/GX
Cardex GX2	S3 ViRGE/GX2
Number Nine 9FX Reality 772	S3 ViRGE/VX
STB Systems Velocity 3D	S3 ViRGE/VX
Number Nine Revolution IV	Ticket To Ride IV
Jaton Corporation Video-87 AGP	Trident 3D Image 975
Jaton Corporation Video-97 AGP	Trident 3D Image 985
Oak Technologies Warp 5	Warp 5

Specific Video Issues

Important Note

Unless otherwise noted for your video card, we recommend that you follow DirectX 6.0's recommendations for replacing or not replacing the drivers for the card.

Chipsets

3Dfx Voodoo Graphics or Voodoo 2 Accelerator Cards

If you experience any problems while using a 3D accelerator card with the 3Dfx Voodoo Graphics or Voodoo 2 chipsets, we recommend that you use the latest 3Dfx reference drivers for your specific chipset. They are available at the 3Dfx website. Currently the Voodoo Graphics driver version is 2.16 and the Voodoo 2 is 2.18.

ATI Rage II, ATI Rage II+DVD, nVIDIA RIVA 128 ZX

With using a card with one of these chipsets, you may see graphic corruption when firing at ships with Hit Effects On. Disabling Hit Effects in **Video Options** corrects this.

nVIDIA RIVA 128

When using a card with this chipset with the screen resolution set above 640x480 in the game, you may experience intermittent lock ups, poor performance in the game, or you may crash to the desktop. We recommend that you disable MIP-Mapping in the control panel for your specific card. Please consult the documentation that came with your hardware for more information about disabling this feature.

nVIDIA RIVA TNT

When using a card with this chipset to play X-Wing Alliance, we recommend that you do not use the Detonator drivers, which are available on the nVIDIA website. Please check the list of drivers listed above for the driver version for your particular card that was tested with **X-Wing Alliance**.

Permedia 2

When using a card with the Permedia 2 chipset with 3D hardware enabled, the engine glow may display incorrectly. Disabling this feature in **Hardware Only Video Options** corrects this.

Video Cards

ASUSTek 3DexPlover

When using this card, you may experience lock ups in flight if your screen resolution in the game is set to 800x600. We recommend that you set the screen resolution to 640x480 and Texture Resolution and Explosion Resolution set to Low in **Video Options**.

Canopus Total3D

When using this card, you may experience graphic corruption in the game and slow performance if your screen resolution is set to 800x600 in the game. Setting the screen resolution to 640x480 in **Video Options** corrects this.

Diamond Multimedia Stealth 64 VRAM

When using this card, we recommend that you use the Diamond GT drivers version 3.25. If you use the DirectX 6.0 drivers, there will be no text or targeting reticle in the game. However, we have found that using using the GT driver may cause another LucasArts title, **Mysteries of the Sith** to crash to the desktop or the loading screen may be black with just the load progress bar showing between levels. You will need to use the DirectX drivers to be able to play **Mysteries of the Sith**. Just reinstall DirectX from the game's launcher menu before playing **Mysteries of the Sith** and overwrite the GT drivers with the DirectX driver.

Matrox Productiva G100

When using this card, you will see black dots that appear in explosions and the HUD, somewhat like a screen door effect. This stipple effect occurs due to these card's lack of a translucency feature. Please check their website for updated drivers that may fix this problem.

Sierra On-Line Screamin' 3D

When using this card with the screen resolution set to 800x600 in the game, you will experience graphic corruption around the HUD. Setting the screen resolution to 640x480 corrects this problem.

If you are unable to resolve video problems through this Troubleshooting Guide, please contact your hardware manufacturer for updated DirectX drivers. We have included a list of web addresses for downloading drivers for your specific card at the end of this document.

-7- Sound Issues

DirectX Compatibility

Consult **DirectX Setup** (Section 5) of 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 Effects in Game

If you stop hearing sound effects in flight, you may have pressed the Windows key on your keyboard. To correct this, simply click in the middle of the screen to make the sound effects active again.

No Sound in *X-Wing Alliance* Launcher

The game's Launcher occasionally may have no sound. When this happens, it usually affects the rest of the game. 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, 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 Microsoft.

Volume Control

You can change the volume within the game by going to the Options Menu. To do this:

- Press **ESC** at any time.

- Select **Sound Options** and choose the volume control that you wish to adjust.

Volume Levels

If you find that the music levels are too loud or too quiet and are unable to change the volume through the **Sound Options** screen, then you may adjust these levels using the **Windows Volume Control** icon.

Press ESC, then **ALT + TAB** to go to the desktop, then double-click on the speaker icon in the corner of the 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**.
- Turn the wave setting **ON** by de-selecting the MUTE box or turning up the volume in the wave setting.

Volume Control Programs

Some sound card and/or PC manufacturers may have proprietary software that must be set separately from the Windows Volume Control. 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. Most sound card's speaker-out jack 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.
- You may hear repeating sounds.
- There may be no sound.
- The sound may drop out.
- You may experience a clicking or crackling sound.
- The game may not run.
- The launcher may not launch the game.

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 *X-Wing Alliance*, you can run the **DirectX Diagnostics** program to test your sound card by going to the launcher and selecting **Hardware Configuration**, then **Analyze Your Computer**. 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 *X-Wing Alliance* or any other game that requires DirectX.

Error Message when Starting *X-Wing Alliance* with Voice Modem Installed

When you have a voice modem installed, you may receive the error "**This program has performed an illegal operation**" when you click on **Play *X-Wing Alliance*** from the launcher menu. Also, the sound may drop out or stutter in the cutscenes if the wave device on your modem is enabled. To correct either of these problems:

- Click on **Start**.
- Select **Settings**.
- Select **Control Panel**.
- Double-click on **Multimedia**.
- **Windows 95**: Click on the **Advanced** tab
- **Windows 98**: Click on the **Devices** tab
- Click the **+** next to **Audio Devices**
- Double-click on **Audio for Voice Modem Serial Wave Device**.
- Select **Do not use audio features on this device** and click **OK**.

NOTE: This will disable all voice features on your modem.

Specific Sound Cards

Creative Labs AWE64

When using this card, if you launch the game and the opening cutscene seems 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 **Sound, Video, and Game Controllers**.
- Click on **AWE64 16-bit Audio**.
- Click on **Settings**.
- Click on **Restore Defaults**.

Ensoniq Soundscape S-2000

When using this card, you may experience the following problems:

- When the **Sound Effects Quality** is set to **High**, the voices may stutter when there are lots of sounds being played in flight. Setting this option to **Low** or **Medium** corrects this issue.
- You may hear intermittent bursts of static in sounds in all areas of the game. This is most noticeable in the music and cutscenes, but it may also happen in voices and sfx if they are long enough. Please check their website for updated drivers that may fix this problem.

MaxiSound Game Theatre

When using this card in Windows 98, you may hear an unusual popping sound on top of the regular sounds during cutscenes. Updating to the newest driver for this card corrects this. This card uses multiple system resources and may cause performance problems in the game.

S3 Sonic Vibes

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

Yamaha OPL3-SA Sound Cards

You may be unable to adjust the music volume in the game. If you experience this problem, you will need to adjust the volume from the Windows volume control before entering the game.

If you are unable to resolve sound problems through this Troubleshooting Guide, please contact your hardware manufacturer for updated DirectX drivers. We have included a list of web addresses for downloading drivers for your specific card at the end of this document.

-8- Controller Device Issues

Configuring Controllers

Each joystick will feature various default functions when used with the game. The functions may differ slightly, based on the type of joystick being used. Your joystick/input device needs to be 100% Windows compatible to be fully functional in *X-Wing Alliance*. To view the default functions for your joystick, consult the **Game Controller Options** menu. To access this menu:

- Start *X-Wing Alliance*.
- When you get to the **Family Transport** or the **Concourse**, press **ESC**.
- Choose **Game Controller Options**.
- From this screen you will be able to view the current functions of the joystick, and/or change the function of the various buttons on your joystick. Once you have finished, click on the **Back** button to save your changes.
- Make sure that you only assign one function to each of the buttons, otherwise you may cause problems with the game.

Configuring Unassigned Buttons

If some of your buttons don't work in *X-Wing Alliance*:

- You may not have assigned them in the **Game Controller Options** screen.
- You may not have installed the Windows software for your joystick. First try the software that came with your joystick. You may also want to contact the manufacturer of your joystick for the newest drivers.
- You may have had your CAPS LOCK on when you previously assigned the joystick buttons.

Setting up and Configuring Your Joystick

To play *X-Wing Alliance*, you must have a joystick properly installed and calibrated. To insure that your joystick is properly configured:

- Check to make sure that your joystick is firmly connected to the USB or game port on your computer.
- Make sure that you have all of the software installed for your joystick.
- Click on **Hardware Configuration** from the *X-Wing Alliance* Launcher menu.
- Click on **Joystick Options**.
- Click on **Calibrate Joystick**. This takes you to the Game Controllers Control Panel where you can set up and calibrate your joystick.

After your joystick is properly configured, you may not see it listed in the pop-down menu until you click on **Accept** and go back into the **Joystick Options** screen.

Joystick Calibration

If you experience any problems when using a joystick in *X-Wing Alliance*, you should make sure that your joystick is properly calibrated. To do this:

- You will need to exit *X-Wing Alliance* to calibrate your joystick. You will not be able to calibrate your joystick once you are in the game.
- Click on **Hardware Configuration** from the Launcher menu.
- Click on **Joystick Options**.
- Click on **Calibrate Joystick**.

Analog Joysticks

If your analog joystick is not recognized in the game or has poor performance, you may have previously installed the software that ships with Microsoft digital joysticks and gamepads. Uninstalling this software and reinstalling the analog joystick in your Windows 95/98 Game Controller Control Panel should correct this problem.

Joystick Too Sensitive

If your joystick is too sensitive while playing *X-Wing Alliance*, try calibrating your joystick without going to the extreme up, down, left, or right of the joystick calibration box. This is called loosely calibrating your joystick and may give your joystick less sensitive control.

Unplugging Your Joystick

Don't unplug your joystick while playing *X-Wing Alliance*. But why would you do that, anyway?

Compact Keyboards

Users of compact keyboards, such as 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 game. 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.

Using a Gamepad

Gamepads are not sensitive enough to use with *X-Wing Alliance*.

Information on Specific Joysticks

CH F-16 Combat Stick and CH Flightstick Pro

When using either of these joysticks with *X-Wing Alliance*, you will not be able to fire and roll simultaneously.

CH F-16 Combat Stick

If the throttle wheel is in any position other than full backwards (set throttle to 0), the joystick itself will act as a throttle when pushing or pulling it backwards and may make it difficult in adjusting and controlling your speed. Use your keyboard for normal throttle control.

CH Force FX

When using this stick, you will want to disable the rudder option in the **Game Controller Options** menu in *X-Wing Alliance*.

Eagle Max

On some computers, the Eagle Max may need to be setup as a 2 axis/4 button joystick in the **Joystick Control Panel**.

Gravis Grip

The early software for the Grip replaces the Windows joystick calibration utility with its own version. When using the Grip Software, if your joystick is not connected, the game may not alert you that your stick is not plugged in.

Logitech Wingman Force FX

When using this stick in *X-Wing Alliance* with driver version 3.10, the game will not recognize the hat or throttle in the game. Driver version 3.12 corrects this problem.

Logitech Wingman Interceptor

You will only be able to use and configure the first of the three hats available on this stick in ***X-Wing Alliance***.

Microsoft Sidewinder 3D Pro

Try setting the switch at the base of the stick to either position to see which works best for your configuration. Also, on some computers the Microsoft Sidewinder 3D Pro may need to be setup as a 2 axis/4 button joystick in the **Joystick** or **Game Controller Control Panel**. We recommend that you use driver version 2.0 or later for best results.

Thrustmaster Top Gun USB

When using this joystick in ***X-Wing Alliance***, the stick may lose it's calibration and drift while in flight. To correct this, shut down the game and go into the **Game Controllers** Control Panel in Windows and click on OK. When you return to the game, your stick should work fine. You will want to go into the **Game Controllers** Control Panel every time before you play the game. Please contact Thrustmaster for updated information on this issue.

Joysticks with Throttle Wheels

When using a joystick that has a throttle wheel, you may experience difficulties pausing your game while in flight. Move the throttle wheel to the full throttle position and the game should stay paused. If it does not, try other positions on the throttle wheel until you find the correct position for your joystick.

-9- How to Contact LucasArts LLC

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 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 or (R) as indicated.
All rights reserved. Used under authorization.

-10- Web Addresses

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
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
STB Systems	www.stb.com
Trident	www.tridentmicro.com
Turtle Beach	www.tbeach.com
Yamaha	www.yamaha.com