



# Troubleshooting Guide

This troubleshooting guide has been included to provide you with information about *Star Wars® Behind the Magic™ Vehicles Special Edition*, 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. NOTE: The instructions in this Troubleshooting Guide are written for Windows 95 unless stated otherwise.

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## -1- General Information

### Operating Systems Supported

To be able to run *Star Wars Behind the Magic Vehicles Special Edition*, you must have Windows 95 as your operating system and your system must be 100% DirectX compatible. This program is Windows 98 compatible, but upon release of this program, Windows 98 had just released so we were unable to verify full compatibility with this operating system and all hardware configurations. If you experience any problems when running *Behind the Magic* in Windows 98, please check with the manufacturer of your video card and sound card to assure that you have the latest Windows 98 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 DirectX compatible computer required.  
Compatible with Windows 98.
- Graphics Card:** PCI Graphics card required.
- CPU:** Pentium 133 or faster required.
- Memory:** 16MB RAM required.
- 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 5.2 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. If you are using Windows 98, do not install DirectX because it is integrated with the Operating System.

**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 with DirectX 5.2. 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 95's 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 5.2.
- 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**, hit **ENTER** twice and this should take you back to the desktop. Then restart your computer and try running the program again.

## **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 Certification.
- 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 7) in this Troubleshooting Guide for more information.

## **Other Programs Running While Running *Behind the Magic***

Generally, we have found that it is not a good idea to run any other programs while running ***Behind the Magic***. Various video, sound, or memory problems may occur if other programs are running, including screen savers and 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, StartUp 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. Please turn off any active screen savers while running ***Behind the Magic***, as they may interrupt the program and cause problems.

## **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***. Both ***Behind the Magic*** and Windows 95 are protected mode programs 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 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.

## **-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 95, 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 5.2**

During installation, *Behind the Magic* will prompt you to install DirectX 5.2 if it is not already installed on your system. If you are not prompted to Install DirectX 5.2 and experience any problems while running *Behind the Magic*, we recommend that you reinstall DirectX. You can do this by selecting **Install DirectX 5.2** 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 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 and Volume Control**

The Sound Recorder and Volume Control are necessary components of Windows 95 when using DirectX 5.2. If they were not installed when Windows 95 was set up, you will want to add them before installing *Behind the Magic*. DirectX will ask for the Windows 95 CD during installation if it does not find these components, which may cause the DirectX installation to be incomplete. You will need your Windows 95 CD to add them to your system:

- 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 **Sound Recorder** and **Volume Control**.
- Click OK, then OK again to close both of these windows. You will be prompted for your Windows 95 CD.

When these steps are complete, you may continue with the installation of DirectX 5.2.

**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 95.
- 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 *Behind the Magic* to stop working.

## -4- DirectX Setup Issues

*Behind the Magic* needs to have DirectX 5.2 installed to run. During the installation of *Behind the Magic*, you will be prompted to install DirectX 5.2 if it is not already installed on your system. Microsoft's DirectX is an application 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. If you are using Windows 98, do not install DirectX because it is integrated with the Operating System.

### DirectX 5.2 Installation

During the installation of DirectX 5.2, you may be asked to insert your original Windows 95 installation disc. This will happen if certain components of Windows 95 that are needed by DirectX were not fully installed during your initial Windows 95 installation. We recommend that you install these components before the installation of DirectX 5.2. Please refer to **Installation Issues** (Section 3) for information about how to add these components.

### Write Down your Original System Configuration

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.

### How to Check Your System for DirectX Compatibility and Certification

After you have installed ***Behind the Magic*** and DirectX, to determine whether your hardware is certified:

- Click on **Reinstall DirectX 5.2** from the program's Launcher menu.
- Click on **Install Now**. This will take you to the DirectX Setup screen.
- Look at the lines that describe your computer's components.
- If they say "**Certified**," then your drivers are DirectX certified and the program should run fine.
- If they have only the version numbers with nothing after that or a blank line, then they are supported, but not yet certified by Microsoft and may have problems.
- If they say "**No Hardware Support**" after any of the components, you will need to update the appropriate driver so that your system is fully DirectX certified. The manufacturer should be able to provide you with instructions for updating your drivers and information regarding DirectX certification.

## Changing your Computer's Hardware

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

- Click on **Reinstall DirectX 5.2** 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 a program, thus making it accessible to a wide variety of 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 sit in the operating system and provide game programmers with seamless access to all of the hardware features available today. The DirectX library is divided into 5 main sections: DirectDraw, Direct3D, DirectSound, DirectInput, and DirectPlay.

### DirectDraw

Provides access to video hardware for 2D graphics, allowing the use of the full range of resolutions and color depths provided by modern hardware. DirectDraw also improves performance of some 2D graphics functions by allowing video acceleration in hardware.

### Direct3D

***Behind the Magic*** is not a 3D program and does not have 3D support, but just in case you still want to know, Direct3D sits on top of DirectDraw and provides access to hardware 3D acceleration if it is available. Direct3D is designed to work with the full range of 3D cards on the market, giving a smooth interface to your 3D hardware. Using Direct3D with your 3D accelerator can provide tremendous speed improvements as well as better image quality, all at higher resolutions.

### DirectSound

Provides access to the audio hardware on the system, allowing for the full features of the audio hardware to be used (such as 3D sound). As with the other components, DirectSound is a seamless way to write directly to your sound hardware.

### DirectInput

**Behind the Magic** does not use this feature of DirectX, but just so you know, DirectInput provides a means for the programmer to make use of the large variety of input devices on the market - from mice, keyboards and joysticks to gamepads and beyond. It also allows programmers to use some of the later advanced features in some hardware.

## DirectPlay

**Behind the Magic** does not use this feature of DirectX, but just so you know, this is the multiplayer gaming module in DirectX which provides seamless 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.

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 hardware 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 5.2 drivers that are recommended during the installation of DirectX unless newer drivers are available for your hardware or you experience problems after installing DirectX. The only time that this doesn't apply is when the section that pertains to your hardware specifically tells you to use a different driver than suggested. 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 will 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 95 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 Video Drivers through DirectX Setup

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

- Click on **Reinstall DirectX 5.2** from the program's Launcher menu.
- Click on **Install Now**. This will take you to the DirectX Setup screen.
- Click on **Restore Display 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 95

If you need to restore your original video card driver through Windows 95, follow the instructions below. These steps may vary if you are using any version of Windows 95 other than the original.

- Right-click on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Click on **Change Display Type...** This choice is not available if you are using the second release of Windows 95.
- If you are using the second release of Windows 95, click on **Advanced Properties**.
- Click on **Change...** in the Adapter Type section.
- 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**, click on **Show All Devices**, 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 video cards while running *Behind the Magic* while using your video card.

### **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 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 *Behind the Magic*.

If you have encountered any of these problems, check with your video card manufacturer for updated drivers or part three of this section for information on specific video cards.

#### **Setting Up Your Monitor**

If you experience any video problems or 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. If you are using the original version of Windows 95:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Click on **Change Display Type...**
- Click on **Change...** in the Monitor Type section.
- 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 using the second version of Windows 95 (OSR2):

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Click on **Advanced Properties...**
- Click on the **Monitor** tab.
- Click on **Change...** in the Monitor Type section.



- 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.

### **Important Note**

Unless otherwise noted for your video card, we recommend that you follow DirectX 5.2's recommendations for replacing or not replacing the drivers for the card.

## **-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, 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. Use the ALT + TAB keys 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, follow these steps to adjust the volume:

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- Choose **Multimedia**.
- Choose **Volume Control**.
- Turn the wave setting **ON** by de-selecting the MUTE box or turning up 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. 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 95, not 100% DirectX or Windows 95 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.

### 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 95. Then use the Windows 95 Media Player to test a sound. To do this:

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- Choose **Multimedia**.
- 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 Cards

### 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 **Sound, Video, and Game Controllers**.
- Click on **AWE64 16-bit Audio**.
- Click on **Properties**.
- Click on **Settings**.
- Click on **Restore 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 CD volume there. If the CD/Aux Balance is not available, go to Properties under the Options menu and select it under Show the Following Volume Controls. 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. 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.
- 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 latest games, hint & gameplay assistance, and technical support.

### **Where To Find Us Online**

Visit the LucasArts Web site at <http://www.lucasarts.com/support/>. 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.

### **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.

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