

Dungeon Siege Readme File

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Welcome to Dungeon Siege!

Thank you for purchasing **Dungeon Siege** from Gas Powered Games and Microsoft. This Readme file contains the most recent information concerning the game. It also includes late-breaking information not contained in the manual.

Contents

- A. Update 1.11 Notes
- B. Known Issues
- C. Setup Issues
- D. Manual Additions and Revisions
- E. Game Performance Issues
- F. Gameplay and Multiplayer Issues
- G. Configuration Issues
- H. 3-D Card Issues
- I. 3-D Card Drivers and Manufacturers
- J. Connectivity Issues
- K. Product Support Services

A. Update 1.11 Notes

Updates

Version 1.1 of Dungeon Siege contains the following updates and changes:

General

- Fixed all known journal update issues related to quests. The Journal now updates correctly when a quest is completed or a new quest is received.
- Fixed all known content placement issues such as inaccessible containers that could not be opened and "floating" objects.
- Increased game performance in several low-performance areas.
- Resolved all known issues with end bosses, such as Gom not fighting back on rare occasions.
- Fixed all known fading issues.
- Updated ZoneMatch user interface and improved ZoneMatch functionality and performance in the following ways:
 - Icon indicating password protected games.
 - More user friendly chat interface.
 - New searching support based on user-defined filters.
 - Ability to message friends from ZoneMatch interface, the staging area, and end-game screen.
 - Increased stability.
- Resolved issues with sounds cutting out.
- Added safety to prevent the game from starting if critical resource files are missing. Notification dialog will appear if any of these files are missing.
- Added data corruption retry code - game will attempt to recover from unstable hardware causing corruption in data that is loaded from hard disk.
- Moved screen shots into their own \Screen Shots subdirectory to clear up clutter.

- Added new command line options:
 - `noalttab=true`, prevents task switching during gameplay (supported on Windows XP only)
 - `nowinkeys=true`, disables the Windows keys (supported on Windows 2000 and Windows XP only).
 - `user_path=<path>`, specifies where the user files go (rather than `\My Documents\Dungeon Siege`).
 - Other path-related command line options are: `keys_path`, `map_paths`, `mod_paths`, `res_paths`, `save_path`, and `shots_path`.
- Fixed the issue of a missing or moved "My Documents" folder causing problems such as crashing on game start.
- Improved many error messages to include more information to better help diagnose hardware configuration problems.
- Added an hourglass cursor to show when the game is busy.
- Switched to 100% client/server model to be more NAT- and firewall-friendly.
- Removed "chunky" and "superchunky" cheat codes.
- Displacers now save their state in the character save file in multiplayer using new quest saving functions, affording some measure of "saving" in multiplayer.
- "Transmute" scroll can no longer transmute characters.
- Fixed problem of characters getting "stuck" in the Swamps.

Mod Related

- Switched map node mesh index format to be more mod-friendly when gmax is released.
- Added a new naming key format to be more mod-friendly.
- Exported many new functions to allow even further modding of the game.
- Added `dsdll` extension method.
- Exported UI functions and added 'command' and 'call' actions for UI modding.

Version 1.11 of Dungeon Siege contains the following change:

- The duration for blood has been shortened and the flying debris of monsters in combat has been reduced, and in some cases eliminated.

B. Known Issues

Corrupted Files errors

While playing the game you may receive a Fatal Error similar to the following:

```
=====
A fatal error has occurred and the app must be shut down.
```

Decoding error! Compressed data is either corrupt or unreadable, possibly due to hardware failure. Try replacing or repairing the resource file (reinstall?) to fix this problem.

File on disk: '<path>'

Internal info:

```
resource = <path>
offset = <0x00000000>
size = <size>
crc = <0x00000000>
last error = <0x00000000>
=====
```

This error denotes that the game is having trouble reading from one of its files. This corruption can occur in multiple places:

1. in memory
2. while the data is being read from the hard disk
3. in the data files (.dsres) on the hard disk

To test the files on the disk, add the following to the command line of your Dungeon Siege shortcut:
"verifydata=true" (without the quotes).

NOTE: This ONLY TESTS the integrity of the files, it is NOT A FIX. The test takes a few minutes and will tell you if you have any corrupted files (remember to remove the verifydata option from your shortcut after running the test). If you DO have corrupt files, please see the following Microsoft Knowledge Base article for further information on uninstalling/reinstalling the game:

<http://support.microsoft.com/default.aspx?scid=kb:EN-US:q321083&GSSNB=1>

If NO corrupted files are found using the verifydata=true test, the corruption is occurring in memory or while the data is being read from the hard disk. Dungeon Siege uses your computer's hardware to it's fullest potential, and is therefore sensitive to overclocked, tweaked, modified, or faulty hardware. Because of this, Dungeon Siege may appear to be the only application which fails.

C. Setup Issues

Known issues regarding the installation of the game are listed in this section.

Issues on Overclocked or "Tweaked" Systems

Dungeon Siege may experience problems running on systems that are overclocked or somehow adjusted beyond the manufacturer's setting. These issues result from the unstable operating condition and are not supported by Microsoft Support.

Dungeon Siege Setup Reports Pentium III-M 1GHz and K6-2 350 Through K6-3 550 Processors as Below Minimum Configuration

During Setup, if your computer's processor is above 333MHz and you receive the message "Dungeon Siege requires a 333MHz or higher processor. Setup has not detected the required minimum processor, but will continue", click **OK** to continue. Setup does not detect Speed Step technology (which allows your processor to run at lower power when the processing load is low) but Dungeon Siege will perform normally after installation.

Game Fails to Run after Restarting an Incomplete Setup

If you interrupt Setup while it is installing files, then return to the Setup menu and rerun Setup again to completion, Dungeon Siege may not start. To resolve this issue, exit Setup *completely* and rerun Setup from the beginning.

Game Fails to Run after Second Install

If you reinstall on top of a new installation, the executable file may be corrupted and will prevent Dungeon Siege from starting. To resolve this issue, copy your saved game files to a safe location and uninstall Dungeon Siege, restart the computer, and then reinstall Dungeon Siege.

Game Fails to Run after Corrupted DirectX Install

We have seen at least one instance of a corrupted DirectX installation making Dungeon Siege crash or behave strangely. It's possible to verify the integrity of the DirectX files on the hard drive by executing the dxdiag utility. To do this:

1. Click **Start** and then click **Run**.
2. Type `dxdiag` and then click **OK**.
3. Click the "Help" button when dxdiag comes up for more information on how to diagnose problems with the DirectX installation.

To resolve this issue, reinstall DirectX 8.1a to resolve any corruption issues dxdiag finds. The DirectX install is available on the Dungeon Siege CD Disc 1 and may be executed by navigating to the DIRECTX directory and running the DXSETUP.EXE file found there.

Game Available to All Users in Windows XP

Whether or not **Install for all users** is selected during Setup, all users will have access to the game after Setup. There is no resolution for this issue at the time of the Dungeon Siege release; however, please check <http://www.dungeonsiege.com> for current game information and the latest updates.

Dungeon Siege Program File is Corrupted by Power Failure during AutoUpdate

If your computer experiences a power failure while you're installing a ZoneMatch AutoUpdate, that failure may corrupt the Dungeon Siege program file. To resolve this issue, reinstall Dungeon Siege and then reinstall the AutoUpdate file.

Problems Downloading the ZoneMatch AutoUpdate

When downloading the AutoUpdate for ZoneMatch, you may get the message, "There was a problem downloading the AutoUpdate patch." To resolve this issue, make sure your computer's hard disk is not full. You can also check for updates to Dungeon Siege at <http://www.dungeonsiege.com>.

Computer Reboots after ZoneMatch Download with ZoneAlarm

After downloading an update from ZoneMatch on a computer that has ZoneAlarm firewall software running in the background, your computer may restart itself or stop responding. At the time of the Dungeon Siege release there was no resolution for this issue; however, please check <http://www.dungeonsiege.com> for current game information and the latest updates.

Dungeon Siege Requires at Least 200 MB of Swap File to Run.

Dungeon Siege requires the Windows swap file to run. If the available memory and swap file size is less than 200 MB you may encounter an error message at startup or “low virtual memory” errors during gameplay. To resolve this issue, increase the swap file size or free drive space on the drive that contains the swap file.

Microsoft Games SafeDisc for Windows XP

When running a restricted user account with fast user switching under Windows XP, some games will not start correctly. The game requests that the original disk be placed in the drive, even if it is already present. To resolve this issue, download and run the file at <http://www.microsoft.com/downloads/release.asp?ReleaseID=35831>.

D. Manual Additions and Revisions

The basic mouse click commands in Dungeon Siege are set to left-click by default. Advanced commands are set to right-click by default. However, some commands can be done by either right- or left-clicking. The following table lists these mouse commands.

| Category | Action | Command |
|-----------------------|---|---|
| SELECTION | Select a character | Left-click the character in the world or left-click the Character Portrait. |
| | Select a group of characters | Left-click the ground and hold, then drag a box around the characters. |
| | Add or remove characters from a group | CTRL + left-click the characters in the world or left-click the Character Portraits. |
| | Select multiple items | Left-click the ground and hold, then drag a box around the items. |
| INTERACTION WITH NPCs | Talk with a non-player character (NPC) | Left- or right-click the character in the world. |
| MOVE ORDERS | Move a character or move characters in formation | Left-click valid ground. |
| | Guard a party member | Press G while the pointer is hovering over a friendly character. |
| FORMATIONS | Display the Formation Indicator | Right-click valid ground and hold. |
| | Change formations | Hold the right mouse button down and left-click. |
| | Expand or contract formations | Hold the right mouse button and rotate the mouse wheel. |
| | Rotate a formation | Hold the right mouse button down and move the mouse left or right. |
| | Set a formation or move in formation | Hold the right mouse button down, select any of the formation commands, and then release. |
| MOVING ITEMS | Open Inventory | Left-click a Character Portrait. |
| | Pick up an item and attach it to the pointer | Right-click the item. |
| | Walk over, pick up an item, and add it to a character's Inventory | Left-click the item. |
| | Pick up multiple items | With multiple items selected, left-click |

| | | |
|------------------|--|---|
| | Move items in the Inventory Buy or sell items | one of the selected items. Left-click and drag / left-click (release). Left-click and drag / left-click (release) / CTRL+left-click (quick buy and sell). |
| | Equip items in the Inventory | Left-click and drag / Right-click (Quick equip). |
| | Drop an item | Left-click and drag / CTRL+left-click. |
| COMBAT/SPELLS | Attack (moving normally) Attack (restricting movement) Cast an offensive spell Cast a defensive spell | Left-click an enemy. Right-click an enemy. Left-click / right-click an enemy. Right-click a friendly character in the world or a friendly Character Portrait. |
| | Cast a summoning spell | Right-click valid ground. |
| MULTIPLAYER ONLY | Guard another player | Left-click a friendly Character Portrait or press G while the pointer is hovering over a friendly character in the world. |
| | Cast a beneficial spell on another player | Right-click a friendly character in the world or right-click the Character Portrait. |

E. Game Performance Issues

Known issues regarding the performance or speed of the game are listed in this section.

Game Slows Down When Many Characters Are Onscreen

If the game seems to slow down when many characters are onscreen, try the following:

1. Click **Game Options**.
2. Click **Video**.
3. In the **Shadows** list, select **Simple** or **Party Complex**. Selecting **Party Complex** means that only party members will cast complex shadows. Selecting **All Complex** means that all creatures and characters will cast complex shadows, which may slow game performance.

“Raise App Priority”

In the **Options/Game** menu, there is an option called **Raise App Priority**. Raising the application priority commands Windows to give Dungeon Siege more attention than other applications running on the system. This may smooth out the frame rate if many applications are running in the background, but it can also 'starve' applications of processor time (such as Internet Connection Sharing and some keyboard drivers). If you see any unexpected behavior after enabling this feature, try turning it off.

F. Gameplay and Multiplayer Issues

Known issues about game play, the user interface, and multiplayer are listed in this section.

Multiplayer Difficulty Due to ZoneAlarm

If you have difficulty connecting to multiplayer games due to ZoneAlarm, make the following changes to your ZoneAlarm settings:

1. Give Dungeon Siege server permissions (regardless of whether you are hosting or not).
2. Set the overall security setting to "Medium" or lower.

Location of Save Games

By default, Dungeon Siege stores save game information and screenshots in

My Documents\Dungeon Siege. This can be changed using the `user_path=<path>` command-

line option.

Power Loss While Saving Game Results in Corrupted File

If your computer loses power while you're saving a game, the save game file may become corrupted. To restore your game:

1. Restart Dungeon Siege.
2. Click **Single Player**.
3. Click **Load Game**.
4. Delete the most recently saved game.
5. Load **Auto-save** or any other saved game.

Power Loss While Auto-Saving in Multiplayer Game Results in Corrupted File

Certain actions in the game force the character attributes to be saved (for example, when you trade items between characters). If your computer loses power while saving a multiplayer game, the game file may become corrupted. This can also occur during power-save mode if you have your screen saver selected to power down your computer. To resolve this issue:

1. Exit Dungeon Siege.
2. Navigate to **My Documents\Dungeon Siege\Save**.
3. Find the file with an extension **".dsparty.bak"**. This is the back-up to your multiplayer game.
4. Edit the name of the file to remove the **".bak"** only.
5. Restart Dungeon Siege.

Only Four Players Should Join a Game Hosted via a 56k Modem

Only four players in total should be in a game that is hosted by a computer that connects via a 56k modem (one host and three guests). To start a multiplayer game with more than four players, it is highly recommended that the host connect through a broadband connection (DSL or cable) or a LAN.

Users Should Not Unpause a Game While Syncing

During a multiplayer game, if the network delay icon appears on the host's screen, the client machines are synchronizing data with the host machine. Players should not unpause the game while syncing is in progress.

Number of Chat Rooms is Limited

A person may only create one chat room at a time in ZoneMatch.

Limitations on Follow Command

You can't issue the Follow command to a single character in a party. All party members act according to the current Follow command (applies to Single Player only). You can, however, disable Follow mode and issue individual Guard commands to party members.

Items Dropped Have Limited Time

Most items dropped in the world expire and disappear after 10 minutes.

Host Should Not Change Display Resolution

If the host changes the display resolution during a multiplayer game, the game must reload all of the textures from the hard drive. The game pauses during this process and does not display any messages. It is possible that the host's computer can take too long to load the textures and that clients will disconnect due to a network time out.

DirectPlay Fails with Auto-Configured IP Addresses in Windows Me, Windows 2000, or Windows XP

DirectPlay will fail to host or join games on a computer that becomes a member of a network using the

“Auto-configuration IP Address” feature of Windows Me, Windows 2000, or Windows XP. To resolve this issue, manually configure the IP addresses of the machines on the network. The following Microsoft Knowledge Base articles may help:

- 1 How to Troubleshoot TCP/IP Connectivity with Windows XP (Q314067)
<http://support.microsoft.com/search/preview.aspx?scid=kb;en-us;Q314067>
- 2 Troubleshooting Home Networking in Windows XP (Q308007)
<http://support.microsoft.com/search/preview.aspx?scid=kb;en-us;Q308007>
- 3 How to Change the IP Address of a Network Adapter in Windows 2000 (Q308199)
<http://support.microsoft.com/search/preview.aspx?scid=kb;en-us;Q308199>
- 4 How to Diagnose and Test TCP/IP or NetBIOS Network Connections in Windows 2000 (Q300986)
<http://support.microsoft.com/search/preview.aspx?scid=kb;en-us;Q300986>

If you speak to a Product Support engineer, they may ask you to add one or more of the following commands to the Target field command line.

| Command | Result |
|---------------------|---|
| nosound=true | Turns off all sounds including music. |
| nointro=true | Disables the Microsoft and GPG logo movies. |
| fullscreen=false | Forces the application to run in windowed mode. |
| height=xxxx | Forces the game to run at xxxx resolution height. |
| width=xxxx | Forces the game to run at xxxx resolution width. |
| bpp=xx | Forces the game to run in a specific color depth. 16 and 32 are the parameters. |
| verifydata=true | Instructs Dungeon Siege to verify the integrity of its executable and resource data when it starts up. This will take time to run and will show a dialog box after verification of each file. If the test indicates that a file is corrupted, try reinstalling the game. Note: Turn this option off after using it. |
| vsync=false | Disables video vsync if it is supported, which can increase the frame rate. |
| bltonly=true | Forces blt mode instead of flip (to work around nVidia blinking problem with older drivers). |
| aa_screenshots=true | Uses anti-aliasing when rendering a screen shot (may crash system with older drivers). This feature is off by default. |
| nospacecheck=true | Skips the free disk space and available memory checks on startup. |
| simplerender=true | Forces simple rendering mode. This disables multitexturing and is necessary to eliminate rendering problems for some video card/driver combinations. |
| asynccursor=false | Disables the asynchronous cursor. This will increase the frame rate but will slow mouse response time. |
| turtle=true | Enables auto-disconnect from a multiplayer session when a machine times out (i.e., is not heard from for a long time). This feature is on by default. Setting turtle=false will turn off auto-disconnection. Changing this option is not recommended. |

Some Functions Are Not Assigned to Hotkeys

The following functions do not have default hotkeys assigned to them. You can assign hotkeys to these functions by clicking the **Options** button (on the Main menu), choosing the **Input** tab, and then clicking the **Hotkeys** button.

- Cycle Active Spell 1
- Cycle Active Spell 2
- Move
- Close Dialogs

In addition, all of the mouse functions are not labeled as "mouse button 1" or "mouse button 2," even though they are assigned as such.

G. Configuration Issues

Any known hardware and operating system configuration issues (except 3-D card and connectivity issues) are listed in this section. 3-D card and connectivity issues are listed later in this Readme file.

Creative SB Live! Sound Card Issues

You may find that you cannot enable EAX even though you have the latest drivers installed. To resolve this issue, uninstall the drivers, install the Liveware! Software from Creative Labs, and then reinstall the latest drivers. You must install the new drivers *after* you install Liveware!.

Logitech Mouse Wheel Does Not Allow You to Zoom in Game

You may find that scrolling the mouse wheel on a Logitech mouse does not allow you to zoom. To resolve this issue, perform the following steps:

1. Update the driver for your mouse from <http://www.logitech.com>.
2. After updating the driver, restart your computer.
3. Once back in Windows, right click on the Logitech mouse icon in the taskbar and select **Properties**.
4. Click the **Buttons** tab.
5. Make sure **WebWheel** is selected in the #2 Option.
6. Under the Scroller section, select **Use MSOffice Compatibility Scroll Only** and **Scroll in Active Window Only**.

Multiple Monitors

On a multiple monitor system, it is recommended that you run Dungeon Siege on the primary display.

nVidia nForce Audio Card Issues

If you have an nVidia nForce audio card, sounds may loop when you launch or play Dungeon Siege. To resolve this issue, download and install the latest audio drivers from nVidia, or lower the hardware acceleration for your audio device through the **Windows Multimedia Properties** located in the **Control Panel**.

Windows 2000 Stability Issues

Stability issues may arise when you run multimedia applications at full screen in Windows 2000. To resolve this issue, download and install the latest certified drivers for your video card.

Windows 2000 Service Pack

If you are experiencing problems on a Windows 2000 machine and you've already updated your video drivers, download and install the Windows 2000 Service Pack version 2 or later.

Restoring Default Settings Doesn't Always Work on Minimum Configuration Machines

Some options do not restore correctly on machines with the minimum configuration when you click Default. This is a known issue for which there is no resolution at this time; however, please check <http://www.dungeonsiege.com> for current game information and the latest updates.

No Sound Selection Requires Manual Restoration of Sound

If you're experiencing problems with sound, you can shut off sounds from outside the game through the

Dungeon Siege No Sound option in the Start menu. Once you do this, however, sound is off permanently until you turn it back on inside the game. To turn sounds on in the game:

1. Click the **Options** button.
2. Click the **Audio** tab.
3. Click the **Sound** button (it should now read **ON**).

H. 3-D Graphics Card Issues

5 Any known 3-D graphics hardware configuration issues are listed in this section.

3-D Acceleration Not Available

When you attempt to enable 3-D acceleration in Dungeon Siege, you may receive the following error: "Dungeon Siege cannot work properly with your computer's 3-D acceleration hardware. Please consult your documentation for help."

6 This may happen if your video drivers, hardware, or operating system do not support Direct3D. To determine whether Direct3D is available:

1. Click **Start** and then click **Run**.
2. Type `dxdiag` and then click **OK**.
3. Click the **Display** tab.

If Direct3D Acceleration is **Not Available**, then you may be able to resolve this problem by closing NetMeeting (if running), installing newer video drivers, updating your video hardware, raising video hardware acceleration, reinstalling DirectX, or using a different operating system.

7 If Direct3D Acceleration is set to **Disabled**, then click the **Enable** button to make it available for this game.

Specific 3-D Graphic Accelerator Issues

There are a number of known issues for 3-D graphics accelerators. If a problem affects all or most cards of a particular chipset, the chipset is listed below. If the issue only affects specific cards of a chipset, then the card name and chipset are listed. It is usually a good practice to install the latest certified drivers for all of your hardware (unless otherwise noted below).

- **All video cards running in 32-bit mode:** Effects like smoke and waterfall mist may appear too dark when viewed from a distance. Drivers available at the time of the Dungeon Siege release did not solve this problem. To resolve this issue, download and install the latest drivers from the appropriate manufacturer.
- **3DFx Velocity 100:** The character shadows are corrupted when complex shadows are turned on. To resolve this issue, turn off complex shadows in the **Options/Video** menu or download and install the latest drivers from <http://www.voodoofiles.com>.
- **3DFx Voodoo 2:** The gamma adjustment slider is not working and there are slight texture corruptions. To resolve this issue, download and install the latest drivers from <http://www.voodoofiles.com>.
- **3DFx Voodoo 3:**
 - The shadow graphics are corrupted. To resolve this issue, turn off complex shadows in the **Options/Video** menu or download and install the latest retail drivers from <http://www.voodoofiles.com>.
 - When running the game in full screen there are two black flashes that occur during the "preparing world" screen. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. To resolve this issue, download and install the latest drivers from

<http://www.voodoofiles.com>.

- The mouse pointer does not appear in the game. To resolve this issue, download and install the latest retail drivers from <http://www.voodoofiles.com>.
- The effects for the Charmed spell do not render correctly. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. Download and install the latest drivers from <http://www.voodoofiles.com>.
- The lava appears as a grid instead of smooth. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. To resolve these issues, download and install the latest drivers from <http://www.voodoofiles.com>.
- **3DFx Voodoo 3 3000:** The lava polygon texturing is corrupted or appears blocky. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. To resolve this issue, download and install the latest drivers from <http://www.voodoofiles.com>.
- **3DFx Voodoo 5 5500 In Windows XP:** Waterfalls, lava rocks, and fog have graphics corruption. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. The 1.04.00 driver from 3Dfx works the best. To resolve this issue, download and install the 1.04.00 driver from www.voodoofiles.com.
- **Aopen PA3000:** When attempting to launch Dungeon Siege, the game stops responding. To resolve this issue, download and install the latest drivers from Aopen.
- **ASUS V-2470 (Intel i740):** The screen is black when using retail drivers for this video card. Dungeon Siege may stop responding if you toggle (ALT+TAB) out of the game and then toggle back. The drivers available at the time of the Dungeon Siege release did not solve this problem. To resolve this issue, download and install the latest drivers from Intel.
- **ASUS V-3800 Ultra:** The game will not launch in Windows 2000. A fatal exception error is generated. To resolve this issue, download and install the latest retail drivers from ASUS and nVidia.
- **ASUS V-7700 Geforce2:** Slight in-game corruption relating to shadowing effects occurs. To resolve this issue, download and install the latest retail drivers from ASUS or turn off complex shadows in the **Options/Video** menu.
- **ATI RADEON 8500:** Corrupt cinematic and in game textures may occur due to improper blending effects. To resolve this issue, download and install the latest retail drivers from ATI and turn off the Smoothvision feature.

To turn off Smoothvision:

1. Click **Start**, then **Settings**, and then **Control Panel**.
 2. In **Control Panel**, click **Display**.
 3. Click the **Settings** tab.
 4. Click **Advanced**.
 5. Click the **Direct3D** tab.
 6. Click **SmoothVision** and change the **Anti-aliasing** option to **Application preference** or **Always off**.
- **ATI RADEON 8500:** Corrupt textures may appear when viewing the MegaMap. To resolve this issue, download and install the latest retail drivers from ATI.
 - **ATI RADEON VE:** Waterfall effects do not work. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. To resolve this issue, download and install the latest drivers from ATI.
 - **Creative 3D Blaster Riva TnT 2 Ultra:** A fatal error occurs and the game will not start. To resolve this issue, download and install the latest drivers from Creative Labs.
 - **Creative Blaster Riva TNT:** The main menu Option backgrounds become invisible. To resolve this issue, download and install the latest retail drivers from Creative Labs.

- **Diamond Monster Fusion:**
 - Trees do not fade away when you run up to them. To resolve this issue, download and install the latest reference drivers from S3.
 - The game loads slowly and a black screen is rendered (you can hear the game music in the background). By pressing ALT+TAB to leave Dungeon Siege and then ALT+TAB to return, the game appears correctly and you can enter the game world. To resolve this issue, download and install the latest reference drivers from S3.
 - The gamma correction slider doesn't work. The MegaMap is black. There is a corrupted font in the **Options** menu. You can't select complex shadows. The water effects are not correct. The drivers that were available at the time of the Dungeon Siege release resolved all but the water problems. To resolve the water issue, download and install the latest reference drivers from S3.
- **Diamond Speedstar A90:** Graphics on the Hero are corrupted if 32 bit display settings are chosen. To resolve this issue, set the filtering to bilinear in the **Display** settings.
- **Diamond Stealth II G460:** The game stops responding when you use ALT+TAB to switch to a different application and then ALT+TAB to return to the game. To resolve this issue, download and install the latest reference drivers from S3.
- **Diamond Viper II Z-200:** Running Dungeon Siege may restart your computer. If you have a VIA motherboard, download and install the latest '4in1' AGP drivers for that motherboard. You should also download and install the latest retail drivers from S3 (Sonicblue).
- **Diamond Viper V550:** When you start the game, the screen goes black, forcing you to restart. To resolve this issue, download and install the latest retail or reference drivers from S3.
- **Diamond Viper V770 TNT2:** The game stops responding or exits when it's running in full screen. To resolve this issue, download and install the latest retail or reference drivers from S3.
- **ELSA Erazor III:** A fatal error occurs and the game will not start. To resolve this issue, download and install the latest retail drivers from ELSA.
- **ELSA Erazor X:** The graphics of your hero character lose textures. To resolve this issue, download and install the latest retail drivers from ELSA.
- **ELSA Gladiac, GLoria II-64, Erazor X²:** The viewable area of the MegaMap appears black. To resolve this issue, download and install the latest reference drivers from ELSA.
- **ELSA Gladiac:**
 - The top HUD is projected as a shadow around the main character when complex shadows are turned on. To resolve this issue, download and install the latest retail drivers from ELSA.
 - The game stops responding when you switch to complex shadows and then try to exit the game. To resolve this issue, download and install the latest retail drivers from ELSA.
- **GeForce 256:** The MegaMap textures do not display. To resolve this issue, download and install the latest reference drivers from nVidia.
- **GeForce 3:** Dungeon Siege doesn't start or gives a Direct3D error. DirectX 8.1 has a DirectX Diagnostic tool (DXDiag.exe) that can tell you whether D3D components are enabled or disabled. Run DXDiag before updating your video drivers or contacting support.
 To run DXDiag:
 1. Click **Start** and then click **Run**.
 2. Type `dxdiag` and then click **OK**.
 3. Click the **Display** tab.
 4. Under **DirectX Features** make sure that all are enabled.
- **GeForce 3:** Having Quincunx anti-aliasing enabled causes a blurry square around the pointer. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. To

resolve this issue, download and install the latest drivers from nVidia.

- **Hercules 3D Prophet:**
 - The game world doesn't load properly (screen may be black). To resolve this issue, download and install the latest retail drivers from Hercules or the latest reference drivers from nVidia.
 - The game generates a fatal exception error when you start it. To resolve this issue, download and install the latest retail drivers from Hercules or the latest reference drivers from nVidia.
 - Fog is dissipating completely in the MegaMap view. Some areas of the fog flash in and out even after you have crossed over the area. In other places (especially around the water and lava) the fog never disappears. To resolve these issues, download and install the latest retail drivers from Hercules or nVidia.
- **Intel 82815 Graphics Controller:** An Ice Warrior's shadows are partially blocked when your Hero overlaps him. The drivers available at the time of the Dungeon Siege release did not solve this problem. To resolve this issue, download and install the latest drivers from Intel.
- **Matrox Marvel G-400:** A portion of the rock wall looks like the lava. To resolve this issue, download and install the latest retail drivers from Matrox.
- **Matrox Millennium G200:**
 - The mist from the waterfalls looks like smoke. To resolve this issue, download and install the latest retail drivers from Matrox.
 - The graphics are corrupted around the character in the Choose Hero screen and around the Character Portrait during game play. To resolve this issue, download and install the latest retail drivers from Matrox.
- **Matrox Millennium G450:** The game stops responding or exits. When DualHead is enabled and Dungeon Siege is running in windowed mode, the desktop resolution must be set to at least 800 X 600. To resolve issue, run in full screen mode or set the Windows desktop resolution to 800 X 600 or higher. If you are attempting to run in a window, make sure your desktop is set to a bit depth supported by this video card.
- **Number Nine SR9 Pro:**
 - You can't enter a name in the Hero Name field. To resolve this issue, download and install the latest drivers from Number Nine Visual Technology.
 - The mouse pointer does not appear in the game. To resolve this issue, download and install the latest reference drivers from Number Nine Visual Technology.
- **Number Nine Revolution 3D:** Shadows and the green locator ring are rendered multiple times. Flowing river and lava textures do not appear. Flashing triangles appear as your character moves through the world. The drivers that were available at the time of the Dungeon Siege release did not solve these problems. To resolve these issues, download and install the latest drivers from Number Nine Visual Technology.
- **nVidia (various):** When you attempt to log in to a password protected screensaver that is running at the same time as Dungeon Siege, or attempt to return to the game from the Windows Security menu in Windows 2000 or Windows XP, the game may stop responding or exit. At the time of the Dungeon Siege release there was no known resolution for this issue. It is recommended that you turn off your screensaver and do not use the Windows Security menu while playing Dungeon Siege.
- **nVidia RIVA TNT2 (all):** When you are running the game in full screen there are two black flashes that occur during the "preparing world" screen. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. To resolve this issue, download and install the latest drivers from nVidia.
- **nVidia RIVA TNT2 Model 64/Model 64 Pro:** A fatal exception occurs during the credits. The drivers that were available at the time of the Dungeon Siege release did not solve this problem. To resolve

this issue, reduce the display settings to 16 bit in the **Display** options or download and install the latest drivers from nVidia.

- **STB Velocity 4400:** When you force 32 bit settings on this card, the graphics are corrupted. This card only supports 16 bit settings. To resolve this issue, use only 16 bit settings in the **Display** options.
- **STB nVidia ZX 8MB:** Some graphics are corrupted. The memory on this card is below the minimum configuration for Dungeon Siege. To resolve this issue, update your video card.
- **ST Kyro:** A Critical Error or Fatal Error occurs when you change the game resolution. To resolve this issue, download and install the latest retail drivers from ST.
- **Trident Blade XP:** No waterfall effects are visible. To resolve this issue, download and install the latest drivers from Trident Microsystems.
- **VIA Motherboard Chipset:** Instability problems may occur when playing any 3-D game at full screen. To resolve this issue, download and install the latest motherboard drivers, or visit www.viatech.com for the latest 4-1 drivers specific for your motherboard chipset. You can also visit the Windows Update page for drivers and compatibility.

I. Graphics Card Drivers and Manufacturers

Make sure that you have the latest drivers from the manufacturer of your video card. Many of the issues listed in this document can be resolved if you install the latest drivers. Listed below are the Web sites for some common video card manufacturers. Please note that some or all of the cards produced by a particular manufacturer may not be supported by Dungeon Siege.

3dfx Interactive - <http://www.voodoofiles.com>
3DLabs - <http://www.3dlabs.com>
Aopen - <http://www.aopen.com>
Asus - <http://www.asus.com>
ATI - <http://support.atitech.ca>
Aztech Labs - <http://www.aztech.com>
Canopus - <http://www.canopuscorp.com>
Creative Labs - <http://www.creativelabs.com>
Elsa Technology - <http://www.elsa.de>
Gateway 2000 - <http://www.gw2k.com>
Guillemot - <http://www.guillemot.com>
Hercules (see Guillemot) - <http://www.guillemot.com>
I/O Magic - <http://www.iomagic.com>
Intergraph (see 3DLabs) - <http://www.3dlabs.com>
Jaton - <http://www.jaton.com>
Leadtek - <http://www.leadtek.com>
Matrox - <http://www.matrox.com>
Number Nine - <http://www.nine.com>
nVidia - <http://www.nvidia.com>
Orchid (see S3) - <http://www.s3.com>
S3 Incorporated - <http://www.s3.com>
Silicon Integrated Systems Corporation (SiS) - <http://www.sis.com.tw>
STB (see 3dfx Interactive) - <http://www.3dfx.com>
ST (Kryo) - <http://eu.st.com/stonline/prodpres/graphic/kyro/default.htm>
Trident Microsystems, Inc. - <http://www.tridentmicro.com/index.html>
VIA Technologies - <http://www.viatech.com>
VideoLogic - <http://www.videologic.com>

J. Connectivity Issues

The most common connectivity issues are listed below.

Playing Dungeon Siege on a Network

To play Dungeon Siege through a firewall, a proxy server, Network Address Translation (NAT), or Internet Connection Sharing (ICS), you may need to specify the port through which you're playing. See the Knowledge Base article at <http://support.microsoft.com/default.aspx?scid=kb;en-us;Q240429> for more information. There is no guarantee that Dungeon Siege multiplayer will work through a firewall. If you are behind a firewall, you may need to temporarily turn the firewall off to play Dungeon Siege over a network.

Windows Me/XP Internet Connection Sharing

Multiplayer clients cannot join consistently while trying to connect in Dungeon Siege using Internet Connection Sharing under Windows Me or Windows XP. At the time of the Dungeon Siege release, there is no resolution for this issue; however, please check <http://www.dungeonsiege.com> for current game information and the latest updates.

Unavailable IP Address is Displayed at Settings Summary Screen

If the host machine has more than 2 Ethernet adapters, an unavailable IP address may be displayed at the Settings Summary pane. At the time of the Dungeon Siege release, there is no resolution for this issue; however, please check <http://www.dungeonsiege.com> for current game information and the latest updates.

Playing Dungeon Siege Online Behind a NAT (Network Address Translation) or Firewall

If you use a broadband connection, you may encounter problems when trying to play Dungeon Siege on

systems using Network Address Translation (NAT). If your system uses a NAT you will not be able to host games of Dungeon Siege. However, you will typically be able to join games hosted by users whose systems do not employ a NAT.

8 You can overcome this problem by reprogramming your NAT to redirect all external network traffic to a specific host on the internal network. Be aware that you can only have a single server behind the NAT. Port forwarding circumvents many of the security features of your NAT.

9 Alternatively you can enable specific ports. Dungeon Siege uses DirectPlay 8.1, which typically uses ports 6073, 2302, and 2300.

ZoneMatch Port

- AutoUpdate, Chat, Games List, News: 80 TCP
- 2300 UDP - Primary ZoneMatch Port

Game Session Ports

- 6073 UDP - Primary: Inbound for Hosting, Outbound for Joining
- 2302-2400 UDP - Secondary: Inbound
- 2302-2400 UDP - Secondary: Outbound

Please consult your NAT documentation for specific information on port forwarding.

For more information on NAT please see the article at

http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dx8_c/directx_cpp/Play/Understand/Networking/nats.asp.

Not Able to Communicate with the Auto-Update Server

If you are behind a proxy, Auto-Update may not be able to communicate with the Auto-Update server. You can manually configure a proxy server name in the DungeonSiege.ini file as follows:

```
autoupdate_server = autoupdate.zone.com
autoupdate_proxy = autoupdate.zone.com
```

By default, autoupdate_proxy is set to autoupdate.zone.com. To set a different proxy server, type:

```
autoupdate_proxy = myproxyserver
```

K. Product Support Services

OEM distributed: Since **Dungeon Siege** was included with your hardware device or system, the hardware manufacturer provides technical support and assistance for this software. Your manufacturer may have customized the installation with unique components such as specific device drivers and optional settings to maximize the performance on their hardware. If you need technical assistance with **Dungeon Siege**, please contact your manufacturer directly as they are the best-qualified to support the software that they have installed it on their hardware.

Conditions: Microsoft's support services are subject to then-current prices, terms, and conditions, which are subject to change without notice.