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## **Baseball Pro '98 Season Troubleshooting Guide**

### **Revised 9/29/97**

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### **SECTION 1 - HARDWARE REQUIREMENTS**

#### **REQUIRED**

Pentium or better  
16 MB RAM  
Windows 95  
Double Speed CD ROM drive  
Sound card w/Windows 95 drivers  
256 color display

#### **RECOMMENDED FOR BEST PERFORMANCE**

Pentium 120+  
32MB RAM  
4x CD-ROM  
16-bit Sound card  
Accelerated Video card.  
28.8 bps modem

## SECTION 2 - INSTALLATION PROCEDURES

### Windows 95 Installation

You can install the program by clicking on **Start**, then **Run...**, then typing in D:\SETUP.EXE and clicking **OK**. (If your CD ROM drive is a letter other than **D**, substitute the appropriate drive letter.)

Once you are in the Installation program, select **Test Hardware** to see if your computer and its present configuration will be sufficient to play the game. If your system passes the Hardware Test, click on the **Main Menu** button, then click on **Install**.

## SECTION 3 - COMMON INSTALLATION PROBLEMS

### Windows 95

**Problem:** Your computer fails the Sound Card test; you cannot hear the voice and fanfare in the Wave and MIDI tests.

**Solution:** Your sound card may be incorrectly configured for DAC (Audio) or your sound card drivers may not be properly installed or configured for Windows 95.

Make sure your speakers are turned on and run the Windows mixer program for your sound card so you can increase its volume levels for Audio. You should consult your sound card documentation or the manufacturer for information regarding the correct configuration of your sound card in Windows 95.

**Problem:** Your computer fails the Display test because you are not running in 256 colors, or your video card does not meet the Pixels-per-second Speed requirement for the game.

**Solution:** First make sure you are running Windows in 256 colors. Even though your monitor and video card may be capable of displaying 256 colors, Windows may not be set up to use this resolution. Click on the **Start** button, select **Settings**, then **Control Panel**. Double-click the **Display** icon. You will see four tabs: **Background**, **Screen Saver**, **Appearance**, and **Settings**. Click on **Settings**. In the box under **Color Palette**, it should say **256 Color**. If it does not, click on the down arrow next to the window to view a list of choices, and select the one that says **256 Color**. You will also notice a slider bar under **Desktop Area** for adjusting resolution from 640 by 480 pixels (the lowest setting) upwards. If your video card failed the initial speed test, try adjusting the resolution to 640 by 480 pixels. This will decrease the screen resolution but may improve the speed of your video card.

**Problem:** Your computer fails the Memory test; you get a message stating you do not have enough memory to run Baseball Pro '98.

**Solution:** Baseball Pro '98 requires a computer with a minimum of 16 MB (16384kb). To free up memory in Windows 95, close any and all Windows programs (including screen savers, wallpaper, virus detection programs, shell programs like Norton Desktop or Packard Bell Navigator, etc.) that may be running. On your Taskbar, right-click on the program tab for the program you wish to shut down, and select **Close**. Then run Baseball Pro's Setup program again and try the memory test. If your system still fails the test, consult the boot disk instructions at the end of this document and create a Windows 95 boot disk for your system. Then boot up with the boot disk, disable any and all other Windows programs, and start the Setup/Install program again. These steps should give you enough memory to run the program.

**Problem:** The game does not install properly and you receive a message, "cannot find x:\baseball\webpost.exe"

**Solution:** This problem is the result of using real mode device drivers for your CD ROM drive. The game will not install properly unless you are using Windows 95 virtual drivers. To determine this hold down the ALT key and DOUBLE-CLICK on MY COMPUTER. Click on the PERFORMANCE tab at the top of the SYSTEM PROPERTIES window. In the FILE SYSTEM field it should read 32 BIT. It should NOT read: Some drives are using MSDOS compatibility.

For information on using virtual drivers in Windows 95, please contact your computer manufacturer.

## SECTION 4 -- COMMON GAME PROBLEMS

**Problem:** I have no control over my players when playing a game with a human owned team.

**Solution:** Change the playcall and manage modes from BASIC to STANDARD or ADVANCED from the TEAM DATA menu. You can access the Team Data menu by pressing <Ctrl-D>. For more information on the different modes, hit F1 to bring up the Baseball Pro help and look up modes.

**Problem:** The frame rate in the batter-pitcher interface is choppy.

**Solution:** A combination of the following steps should help:

1. Make a Windows '95 boot disk. See Section 7 for assistance.
2. Make sure you are not running any background programs. From your desktop hold down CTRL, ALT and DELETE to bring up the CLOSE PROGRAM window. The only thing necessary to have running in this list is EXPLORER and SYSTRAY. If you have other programs in this list, highlight them and click on END TASK. Repeat these steps until EXPLORER AND SYSTRAY are the only things remaining in the list.
3. Set the display to 800x600x256 colors.
4. Make sure that the batter-pitcher interface window is maximum size. You should see a black border on all sides of it.
5. Change the detail of the graphics from HIGH to NORMAL.
6. Change the detail of the sound from HIGH to NORMAL.
7. Update the drivers for your video card.

**Problem:** After the last out of a game you click on OK and you receive a message, "BASEBALL caused an invalid page fault in module Unknown".

**Solution:** This issue is addressed in the BB9811PT.EXE update patch. Please see SECTION 8 on obtaining a Sierra Patch disk.

**Problem:** Players on the disabled list disappeared at the end of Spring Training.

**Solution:** This issue is addressed in the BB9811PT.EXE update patch. Please see SECTION 8 on obtaining a Sierra Patch disk.

**Problem:** Computer teams do not use the fifth starter in the pitching rotation.

**Solution:** This issue is addressed in the BB9811PT.EXE update patch. Please see SECTION 8 on obtaining a Sierra Patch disk.

**Problem:** Cy Young, Rookie of the Year and MVP are not awarded at the end of the season.

**Solution:** This is caused by looking at the Hall of Fame screen in Association History before the end of the playoffs during the first league year. You cannot regain the missing awards without starting a new association, but you can start getting the awards in future years of your current association in this manner: Go to the \SIERRA\BBPRO96 directory and delete the <ASSNNAME>.EOS file. (<ASSNNAME> is the eight letter name for your association.) Now, do not look at the Hall of Fame until the end of the current season's playoffs and all should work fine.

**Problem:** The FAST SIM preference doesn't appear to be working.

**Solution:** The FAST SIM preference uses a "scaled down" version of the normal game engine to generate the results of league games. Because the game is an attempt to be a very accurate, physics based baseball simulation, the FAST SIM will still take about a minute to simulate each game. While this isn't blazing fast, this is considerably faster than using the standard simulation.

## SECTION 5 -- TROUBLESHOOTING INVALID PAGE FAULTS

An Invalid Page Fault is a generic Windows error message than can occur in any Windows program. Insufficient memory, conflicts between two or more drivers or programs, or corrupted files can all contribute to Invalid Page Faults.

1. Run SCANDISK on your hard drive by clicking **Start**, then **Programs, Accessories, System**
2. **Tools, Scandisk**. Let Scandisk correct any errors, then delete the game and re-install it.
3. Disable Video Acceleration. Click on **Start**, then **Settings, Control Panel**. Double-click the
4. **System** icon, choose **Performance**, then **Graphics**. You should see a slider bar labeled
5. Hardware Acceleration. Lower the bar a notch (slide it to the left), then restart Windows when
6. you are prompted and run the game again. Continue doing this until you cannot lower the bar any
7. more or the problem is corrected. If this corrects the problem, you should contact your video
8. card manufacturer to obtain updated video drivers.
9. Free up memory by lowering your CD ROM Supplemental Cache Size. From **Control Panel**,
10. click on **System**, then **Performance, File System**. Click on the tab for **CD ROM**. Adjust the
11. slider bar for Supplemental Cache Size from "Large" to "Small", then click on OK.

## SECTION 6 - SOUND CARD CONFIGURATION AND SOUND ISSUES

### Windows 95

To make sure that your sound card is configured correctly in Windows 95, check the **Audio** and **MIDI** settings in the **Multimedia** section of **Control Panel**. The **Audio** setting defines what driver will be used to produce digitized sound (DAC). Speech and sound effects in a game are usually DAC sounds. The **MIDI** setting indicates what driver is being used for music playback. The following examples are for the SoundBlaster 16:

AUDIO: SB16 Wave Out

MIDI: MIDI for Internal OPL2/OPL3 FM Synthesis

The names of the Audio and MIDI drivers will vary, depending on your sound card. However, they should be similar to these SoundBlaster 16 drivers. For complete information (including driver names and installation instructions) on Windows 95 drivers for your sound card, contact your sound card manufacturer.

**Problem:** You hear no sound during the game

**Solution:** There are usually two things that can contribute to this problem.

1. Make sure that the volume is set correctly for the different types of sound files that Windows can play. To do this: Go to the **START** button and then select **PROGRAMS**. Scroll up to **ACCESSORIES** and select **MULTIMEDIA** and then finally select **VOLUME CONTROL**. Make sure none of the setting are "muted" and that all of the volume levels are at an appropriate setting.
2. Secondly, make sure that your sound card driver is compatible with DirectX 3.0. . To determine whether or not the sound card driver you are using is compatible with DirectX 3.0, go to **START** and then select **RUN**. From the OPEN text line you will need to type: X:\DIRECTX\DXSETUP.EXE (Replace X: with the letter of your CD ROM drive) and click on **OK**. This will bring up the DirectX setup window. Look for the component that reads: AUDIO DRIVER It should indicate that the driver is **CERTIFIED**. If any of your drivers do not say **CERTIFIED** or say **NO HARDWARE SUPPORT**, then you will need to contact your computer manufacturer for the latest available drivers that are DirectX 3.0 compatible.
3. Make a boot disk for Windows 95. Refer to Section 7 of this document.

## SECTION 7 - BASEBALL PRO '98 BOOT DISK INSTRUCTIONS

**IMPORTANT NOTE:** Please read all instructions before beginning this procedure.

### STEP 1 - FORMATTING THE DISK

To make a boot disk, you must “system” format a high density diskette in the A: drive. This procedure will transfer the “system files” to the disk and allow the computer to boot up correctly. The disk must be in the A: drive; the computer will not boot from the B: drive.

To format a disk in Windows 95, put the disk in the drive, open **My Computer**, then right click on the **A:** icon. From the pop-up menu, select **Format**. Under “Format type” select **Full**; under “Other options”, choose **Copy system files**. Click on **Start**.

After the disk is formatted, you must copy the MSDOS.SYS file from the hard drive to the floppy disk. To do this, leave the floppy disk in the drive, click on **Start, Find, Files or Folders**. In the “Named” box, type in: MSDOS.SYS. Click on “**Find Now**”. Right click on the highlighted file name at the bottom of the window, then select **Send to** from the pop-up menu. Send the file to the A: drive.

## **STEP 2 - REBOOT THE COMPUTER AND START THE GAME**

Restart the computer with the disk in the A: drive by clicking **Start, Shut Down, Restart the computer**. Follow the instructions in the game manual and start Front Page Sports Baseball Pro '98.

## **SECTION 8 - OBTAINING A SIERRA PATCH DISK**

Currently the latest version of Baseball Pro '98 is version 1.1. Many of the issues described in this troubleshooting guide are addressed in the version 1.1 update patch. The name of the patch is **BB9811PT.EXE** and is downloadable from the Sierra website ([www.sierra.com](http://www.sierra.com)).

For more information on what the patch changes and how to apply it, please read the README.TXT file included with the patch.

The fastest way to obtain a Sierra patch disk is to download it from the Sierra website (<http://www.sierra.com>). You can also request a patch disk be mailed to you by contacting Sierra Technical Support. Our contact information appears later in this document.

## **SECTION 9 - CONTACTING SIERRA FOR FURTHER ASSISTANCE**

Sierra On-Line has a full library of help documents available electronically. You can download them from Sierra's home page on the World Wide Web at <http://www.sierra.com> by following the on-screen information.

Other options include leaving a message for Sierra's technical support staff at the web site above by accessing the technical support message boards, or e-mailing to [simulations@sierra.com](mailto:simulations@sierra.com) with a complete description of the game, your system, and the problem you are experiencing.

You can also receive your document via our automated faxback service. Call (425) 644-4343, choose to use the automated technical support system and follow the voice instructions provided. You will be faxed a catalog of all of the documents that we have to offer and you will then be able to get the documents you need. If you prefer, you can also fax us at (425) 644-7697 with your document request.

Additionally, a Sierra Technical Support Request Form has been enclosed in case you wish to contact us via fax or U.S. mail. Simply fill it out and return it to us. Our fax number is (425) 644-7697 and our mailing address is:

Sierra On-Line Technical Support  
PO Box 85006  
Bellevue, WA 98015-8506

For phone assistance, you can reach Sierra Technical Support at (425) 644-4343 between 8:00 am and 4:45 pm, Monday through Friday. Please have the game installed and be at your system when you call.

If you are in Europe, please contact our office in England. The Customer Support number is (0118) 920-9111, between

9:00 am and 5:00 pm, Monday through Friday. The fax number is (0118) 987-5603. Customer Service can also be reached at the following address:

Sierra On-Line Limited  
2 Beacontree Plaza  
Gillette Way  
Reading, Berkshire  
RG2 OBS United Kingdom

**SIERRA ON-LINE TECHNICAL SUPPORT REQUEST FORM (for IBM PC's & Compatibles)**

Please provide as much of the information requested below as possible. Attach additional pages if necessary. **Please Print clearly.**

Name :

<b>Full Mailing Address :</b>			
<b>FAX Number:</b>		<b>Phone Number:</b>	
		<b>Email Address:</b>	

**Name/Description of Program:**

**Description of Problem** (Please be as specific as detailed as possible. Again, feel free to attach additional sheets if necessary.)

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<b>How are you running the program?</b> (Circle one)	* As a DOS Application in DOS	* As a Windows Application in Windows	* As a DOS application in or through Windows
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**Computer Brand:**

**Computer Model:**

<b>Operating System</b> (circle all that apply)	DOS 5	DOS 6	DOS 6.2+	Win 3.1/3.11	Win 95	OS/2*	Windows NT*
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*\*NOTE: Windows NT, OS/2 & Other Operating Systems are not officially supported.*

<b>CPU Brand</b> (circle):	INTEL		AMD			CYRIX		NEXGEN			Other:	
<b>CPU Type</b> (circle):	386SX	386DX	486SX	486DX	Pentium			Pentium Pro			Other:	
<b>CPU Speed</b> (circle):	25	33	40	50	66	75	100	120	133	150	166	Other:

<b>Total RAM installed in the system in MB</b> (circle)	1 MB	2 MB	4 MB	8 MB	16 MB	32 MB	Other:	
<b>Total Hard Drive Space in MB:</b>							<b>Free Hard Drive Space after installing the Program (in MB):</b>	

<b>CD ROM Brand</b> (circle):	NEC	Mitsumi	Creative Labs	Diamond	Sony	Teac	Other:			
<b>CD ROM Model:</b>				<b>CD ROM Speed</b> (circle)	1x	2x	3x	4x	6x	8x

<b>Video Card</b> (circle):	Diamond	ATI	Number9	STB	Cirrus	Matrox	Hercules	Trident	Other:
<b>Video Card Model:</b>				<b>Video Memory</b> (circle):	512k or less	1 MB	2MB	4MB or more	

<b>Screen resolution you are using in Windows currently</b> (circle)	640x480	800x600	1024x768	1280x1024	1600x1200 +
<b>Color Depth you are using in Windows currently</b> (circle)	16	256	32,768+ (High Color)*	16.7 Million (True Color)*	

*\*NOTE: If you are using anything other than 256 colors, we generally recommend using 256 for most programs.*

**Sound Card Brand/Model/Description (please write in):**

<b>DMA</b> (circle)	0	1	3	5	Other:	<b>IRQ</b> (circle)	3	5	7	10	Other:	<b>Port Address</b> (circle)	220	240	Other:
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<b>Disk Compression Software</b> (circle):	Doublespace	DriveSpace	Stacker	SuperStor	None	Other:
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**Please check any steps below which you have tried:**

<input type="checkbox"/>	SCANDISK, Delete & Re-install program	<input type="checkbox"/>	A DOS & Windows installation (for programs supporting both)
<input type="checkbox"/>	Boot Disk	<input type="checkbox"/>	Disk or CD replacement
<input type="checkbox"/>	Patch Disk (If applicable) Name of patch:	<input type="checkbox"/>	Updated Drivers
<input type="checkbox"/>	Temporarily disabling Sound card/Sound in Program	<input type="checkbox"/>	Other:

**SIERRA ON-LINE TECHNICAL SUPPORT REQUEST FORM (for IBM PC's & Compatibles)**

Please provide as much of the information requested below as possible. Attach additional pages if necessary. **Please Print clearly.**)

Name :

Full Mailing Address :			
FAX Number:		Phone Number:	
Email Address:			

Name/Description of Program:

Description of Problem (Please be as specific an detailed as possible. Again, feel free to attach additional sheets if necessary.)

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How are you running the program? (Circle one)	* As a DOS Application in DOS	* As a Windows Application in Windows	* As a DOS application in or through Windows
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Computer Brand:

Computer Model:

Operating System (circle all that apply)	DOS 5	DOS 6	DOS 6.2+	Win 3.1/3.11	Win 95	OS/2*	Windows NT*
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*\*NOTE: Windows NT, OS/2 & Other Operating Systems are not officially supported.*

CPU Brand (circle):	INTEL		AMD		CYRIX		NEXGEN		Other:				
CPU Type (circle):	386SX	386DX	486SX	486DX	Pentium		Pentium Pro		Other:				
CPU Speed (circle):	25	33	40	50	66	75	100	120	133	150	166	Other:	

Total RAM installed in the system in MB (circle)	1 MB	2 MB	4 MB	8 MB	16 MB	32 MB	Other:	
Total Hard Drive Space in MB:	Free Hard Drive Space after installing the Program (in MB):							

CD ROM Brand (circle):	NEC	Mitsumi	Creative Labs	Diamond	Sony	Teac	Other:		
CD ROM Model:	CD ROM Speed (circle)			1x	2x	3x	4x	6x	8x

Video Card (circle):	Diamond	ATI	Number9	STB	Cirrus	Matrox	Hercules	Trident	Other:	
Video Card Model:	Video Memory (circle):			512k or less	1 MB	2MB	4MB or more			

Screen resolution you are using in Windows currently (circle)	640x480	800x600	1024x768	1280x1024	1600x1200 +
Color Depth you are using in Windows currently (circle)	16	256	32,768+ (High Color)*	16.7 Million (True Color)*	

*\*NOTE: If you are using anything other than 256 colors, we generally recommend using 256 for most programs.*

Sound Card Brand/Model/Description (please write in):

DMA (circle)	0	1	3	5	Other:	IRQ (circle)	3	5	7	10	Other:	Port Address(circle)	220	240	Other:
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Disk Compression Software (circle):	Doublespace	DriveSpace	Stacker	SuperStor	None	Other:
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Please check any steps below which you have tried:

SCANDISK, Delete & Re-install program	A DOS & Windows installation (for programs supporting both)
Boot Disk	Disk or CD replacement
Patch Disk (If applicable) Name of patch:	Updated Drivers
Temporarily disabling Sound card/Sound in Program	Other:



