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# BIRTHRIGHT: THE GORGON'S ALLIANCE

## Troubleshooting Guide

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### SECTION 1 - HARDWARE REQUIREMENTS

**Requirements:** **DOS:** MS-DOS 5.0+, Pentium 75, 8MB RAM VLB Video, Soundcard w/DAC, CDROM, Mouse **WIN95:** P75+, 8MB RAM, VLB or PCI Video CDROM, Soundcard w/DAC, Mouse  
**Multiplay:** WIN95, Modem or Network **Recommended For Best Performance:** Pentium 100+,

16MB RAM, 6X CDROM, VLB or PCI Video **Multiplay:** WIN95, 28.8 Modem or Network

## SECTION 2 - INSTALLATION PROCEDURES

**NOTE:** The following examples assume that you are using hard drive C: and CD-ROM drive D:. If your CD-ROM drive is not D:, substitute all references with the appropriate drive letter.

### DOS INSTALLATION:

Exit Windows completely by closing Program Manager. Place the CD in the drive. Type C: and press <Enter> to make sure that you are logged to the hard drive. Then, type CHKDSK and press <Enter>. If any errors or problems are found, type CHKDSK /F and press <Enter> to correct them. Also, check the "bytes available on disk" line to insure that you have sufficient hard drive space to do the installation. Please note that you should double the hard drive space requirement when installing to drives that are compressed with utilities like DriveSpace or Stacker.

Now, type D: and press <Enter> to switch to the CD ROM drive. Then, type INSTALL and press <Enter> to begin installation. Follow the on-screen prompts, making sure to verify that all hardware selections are correct for your system.

### WINDOWS 95 INSTALLATION:

Run SCANDISK from the **Start, Programs, Accessories, System Tools** menu. Allow SCANDISK to correct any errors it finds. Check the "bytes available on disk" line to insure that you have sufficient hard drive space to do the installation. Please note that you should double the hard drive space requirement when installing to drives that are compressed with utilities like DriveSpace or Stacker.

Insert Disk 1 into your CD-ROM drive. After a few seconds, a window will automatically appear on your Desktop and ask you if you would like to install BIRTHRIGHT. Choose "Install" and follow the on-screen instructions. If Autoplay is disabled on your system, the Install window will not appear automatically. To initiate the installation procedure manually, click on START, RUN and then type "D:\SETUP" and press ENTER.

To play BIRTHRIGHT in Windows 95 after installation, insert the CD in your CD-ROM drive and follow the on-screen instructions, or click on START, PROGRAMS, SIERRA and choose BIRTHRIGHT.

## SECTION 3 - COMMON SETUP AND INSTALLATION PROBLEMS

### DOS/WINDOWS 95:

**Problem:** When installing the game, you receive the message "Error reading drive D". Message will vary depending on what drive you are installing from.

**Solution:** There are several factors that can cause a "read" error of this type. The most common is a dirty or scratched CD. You should check the CD to make sure that there are no smudges, fingerprints, scratches or cracks on it. If you see any smudges on the CD, clean it off with a soft cloth and try it again. If the disk is scratched, it will need to be replaced.

If cleaning the CD doesn't help, the problem may lie with the CD ROM drivers. You should make sure that you are using a recent version of MSCDEX in your AUTOEXEC.BAT (DOS version only). If you're using DOS 6.0 or higher, use version 2.23 of MSCDEX in your C:\DOS directory. You should also check with the CD ROM drive manufacturer to make sure that you have the latest version of their CD drivers. Outdated or incompatible CD drivers can cause this type of problem.

If you need to replace your disks or CD, replacement is FREE for the first 90 days of product ownership. After 90 days there is a \$10.00 handling fee per program. For the fastest service, simply mail Disk #1 or

the CD to us along with a copy of your sales receipt dated within 90 days or the \$10.00 handling fee, and a note detailing your computer hardware and the problem that is occurring. Please include your full name, mailing address, and daytime telephone number so we can contact you if necessary. We will then send a complete replacement set of disks to you. The address is: CUC Software Fulfillment, 4100 West 190<sup>th</sup> Street, Torrance, California 90504.

## DOS

**Problem:** After typing INSTALL, a row of dots goes across the screen and stops. The computer is locked up with this row of dots appearing on the screen. (DOS installation).

**Solution:** The dots indicate the hardware detection portion of the installation program. You can bypass the hardware detection (and therefore the lockup) by typing INSTALL /F /M.

## WINDOWS 95

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

**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 DAC (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 95 in 256 colors. Even though your monitor and video card may be capable of displaying 256 colors, Windows 95 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 BIRTHRIGHT .

**Solution:** BIRTHRIGHT requires a computer with a minimum of 12 MB (12288K) of RAM to run in Windows 95. To free up memory in Windows 95, close any and all Windows 95 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 the Setup test program again. 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 95 programs, and start the Setup/Install program again. These steps should give you enough memory to run the program.

## SECTION 4 - COMMON GAME PROBLEMS

**PLEASE NOTE:** Unless otherwise stated, the following issues occur in both the DOS and Windows 95 versions of BIRTHRIGHT.

**Problem:** You receive "You need XXXXXX bytes more memory to run this application," "DOS4GW Professional error", "Insufficient memory" or "Out of Memory" messages when attempting to run BIRTHRIGHT (DOS version).

**Solution:** See Section 5 - Memory and Speed Troubleshooting for help with memory problems.

**Problem:** You receive the error message, "Cannot find 999.pal resource. If this is a CD-ROM game, please make sure that a CD-ROM is loaded. If you continue to experience this dialog, make sure your CD-ROM drivers are loaded properly."

**Solution:** This error occurs when the game program is unable to locate the BIRTHRIGHT CD in the CD-ROM drive. Make sure a CD is in the drive. If there is a CD in the drive, then your CD-ROM drivers are not loading properly and the game is not recognizing your CD drive. Create a boot disk using the appropriate instructions in Sections 7 or 8 and make sure the CD-ROM drivers load correctly.

**Problem:** You receive the error message, "Error 140 Decompression" or "Error 141 Decompression"

**Solution:** This error occurs when the CD-ROM drive is unable to decompress the game video files. You should check the CD to make sure that there are no smudges, fingerprints, scratches or cracks on it. If you see any smudges on the CD, clean it off with a soft cloth and try it again. If the disk is scratched, it will need to be replaced. Please see Section 2 for our replacement policy.

If cleaning the CD doesn't help, the problem may lie with the CD ROM drivers. You should make sure that you are using a recent version of MSCDEX in your AUTOEXEC.BAT. If you're using DOS 6.0 or higher, use version 2.23 of MSCDEX in your C:\DOS directory. If you're using Windows 95, use version 2.25 of MSCDEX in the C:\WINDOWS\SYSTEM directory. You should also check with the CD ROM drive manufacturer to make sure that you have the latest version of their CD drivers. Outdated or incompatible CD drivers can cause this type of problem.

With Windows 95 you can also check your CD-ROM setting. From **Control Panel**, click on **System**, then **Performance**, **File System**. Click on the tab for **CD ROM**. The **Optimize Access Pattern For** option should have the speed of your CD-ROM drive selected. To change it, click on the arrow in the settings box and choose the option that is compatible to the speed of your CD-ROM drive.

**Problem:** When starting the game, you receive the error message, "No mouse driver was found in MS-DOS". (DOS version)

**Solution:** Locate and run a DOS mouse driver before running BIRTHRIGHT. Check your mouse documentation for complete instructions on running your mouse driver.

**Problem:** Your mouse pointer only works on one side of the screen. (DOS version)

**Solution:** This is indicative of a conflict between your VESA driver and your mouse driver. Contact your video card and mouse manufacturers to obtain updated drivers.

**Problem:** You receive the error message, "No VESA support detected" when starting the game. (DOS version)

**Solution:** This error occurs when your video card's VESA driver is not loaded before the game is run. The VESA driver allows DOS games to run in the resolution of 640x480x256 colors. Sierra has provided many popular VESA drivers for your use on CD #1. You will find them in the \VESA\VESA directory on the CD. If you do not see your video card listed, or the drivers on the CD do not work for you, please contact your video card to obtain the latest VESA driver for your card.

**Problem:** "DOS/4GW Professional Fatal Error", followed by a screen of technical information while running BIRTHRIGHT in an MS-DOS box under Windows 95.

**Solution:** Although you can run this game through an MS-DOS box under Windows 95, Sierra recommends running the Windows 95 version of the game in Windows 95 or rebooting into an MS-DOS session before installing and running the DOS version of the game. To allow Win95 to boot to an MS-DOS session, reboot your computer and press the F8 key on your keyboard when you see the screen message "Starting Windows 95".

**Problem:** "Error 62 can't find ID corresponding to offset 8 in script 34" (Windows 95)

**Solution:** This error usually occurs on Packard Bell computers with the Sound144 modem/sound card combo. Systems with this problem often have the Aztech Washington 16 driver installed in Device Manager - this driver does not work with BIRTHRIGHT. You must upgrade to the new Aztech Sound 144 driver (v2.40). Contact Aztech (not Packard Bell) to obtain this driver. Aztech's phone number is 800-886-8879.

**Problem:** "Teleport" spell teleports you into a wall.

**Solution:** If this happens, you will need to restore a previously saved game.

**Problem:** During an Adventure, realtime combat is too slow.

**Solution:** Because of the higher resolutions used, there is no way to get the combat to move any faster. It is recommended that you use the auto-res feature within the options.

**Problem:** You cannot use "Bloodtheft" as mentioned in help.

**Solution:** This feature was not incorporated into this version of BIRTHRIGHT.

**Problem:** You receive a "CDR 101" or "DOS Error, Read Error" message while playing the game.

**Solution:** There are several factors that can cause "read" errors of this type. The most common is a dirty or scratched CD. You should check the CD to make sure that there are no smudges, fingerprints, scratches or cracks on it. If you see any smudges on the CD, clean it off with a soft cloth and try it again. If the disk is scratched, it will need to be replaced.

If cleaning the CD doesn't help, the problem may lie with the CD ROM drivers. You should make sure

that you are using a recent version of MSCDEX in your AUTOEXEC.BAT. If you're using DOS 6.0 or higher, use version 2.23 of MSCDEX in your C:\DOS directory. If you're using Windows 95 in DOS Mode, use version 2.25 of MSCDEX in the C:\WINDOWS\SYSTEM directory. You should also check with the CD ROM drive manufacturer to make sure that you have the latest version of their CD drivers. Outdated or incompatible CD drivers can cause this type of problem.

If you need to replace your disks or CD, replacement is FREE for the first 90 days of product ownership. After 90 days there is a \$10.00 handling fee per program. For the fastest service, simply mail Disk #1 or the CD to us along with a copy of your sales receipt dated within 90 days or the \$10.00 handling fee, and a note detailing your computer hardware and the problem that is occurring. Please include your full name, mailing address, and daytime telephone number so we can contact you if necessary. We will then send a complete replacement set of disks to you. The address is: CUC Software Fulfillment, 4100 West 190<sup>th</sup> Street, Torrance, California 90504.

**NOTE:** If you do not see your specific problem listed above, these standard troubleshooting procedures correct most problems running BIRTHRIGHT.

**Step 1 - Run the program from a minimal boot disk.**

A boot disk is a tool that can be used to resolve most conflicts. Boot disks will free up more system resources and memory for your games. The boot disk also creates an environment that is "cleaner" or free of extra TSR and utilities that can sometimes cause conflicts. Boot disk instructions are included in Sections 7 and 8 of this document.

**Step 2 - Check for corrupted files.**

Run CHKDSK /F or SCANDISK to detect and correct any hard drive errors and corrupted files. If you find any errors such as cross-linked or truncated files or lost allocation units, correct them, then delete and reinstall the game.

**Step 3 - Check for sound card conflicts. (DOS version)**

Many lockups in games can be traced to sound card configuration. To determine if you have a sound card lockup, run the INSTALL program and check the current setting for "AUDIO". playing the game. See your sound card's documentation for help resolving sound card conflicts.

**Step 4 - Reinstall the game in a clean boot environment.**

Lockups and other technical problems can be caused by corrupted game files. No program will run correctly if the data or executable files are corrupted. These corruptions will occur during the installation of the game and are usually due to conflicts with TSR's or other utilities running in DOS during the installation. Reinstalling the game in the same DOS environment will usually result in the same corrupted data. You should install the game in a "clean" boot environment.

**Step 5 - Create a clean Windows 95 environment (Windows 95 version)**

Make sure that all screen savers, virus scans, and sound-related Windows 95 programs (IconHear It, Wired for Sound, etc.) are disabled before starting the game. In addition, if you are using an alternate Windows 95 desktop like Norton Desktop or PCTools, use the default Windows 95 desktop instead. Use ALT-CTRL-DEL to pull up the "Close Program List" and close everything but Explorer and Systray. Now try running BIRTHRIGHT.

### **Step 6 - Verify free Hard Drive Space (Windows 95 Version)**

Windows 95 uses free hard drive space to make virtual memory as it needs it. Sierra Recommends keeping at least 20-30 MB of hard drive space free to ensure that Windows 95 has enough space to make virtual memory.

### **Step 7 - Disable Direct Sound (Windows 95)**

Click START, PROGRAMS, SIERRA, and then BIRTHRIGHT's DIRECT SOUND SETUP UTILITY. Once the program is started, remove the check mark from the Direct Sound box to turn off direct sound. Close the program and play BIRTHRIGHT.

### **Step 8 - Check your drivers!**

Outdated or incompatible video or sound drivers can also cause lockups and errors in Windows 95. Sierra recommends you check with your sound and video card manufacturers to make sure you have the latest versions of these drivers. Some manufacturers update their drivers several times a year, so it's easy to get behind.

## **SECTION 5 - MEMORY/SPEED TROUBLESHOOTING**

If you are having difficulties freeing up sufficient memory to play BIRTHRIGHT or are experiencing problems with choppy video playback, try the following steps:

### **Make a Boot Disk:**

A boot disk is a tool that can be used to resolve most conflicts. Boot disks will free up more system resources and memory for your games. The boot disk also creates an environment that is "cleaner" or free of extra TSR and utilities that can sometimes cause conflicts. Boot disk instructions are included in Sections 7 and 8 of this document.

**NOTE:** Many systems equipped with large IDE hard drives have special procedures that must be followed to boot from a boot disk. Two common examples are holding the <Shift> key while pressing the Reset button or pressing the <Spacebar> after rebooting. If your system has difficulties reading the boot disk, check your system documentation for the correct procedure to boot from a boot disk in the A: drive.

### **Play the Game in DOS:**

The Windows 95 operating system takes up resources above and beyond those of DOS. To free up the most resources for the game, try running the game in DOS instead. If you're playing in Windows 95, restart in DOS mode. Place the first CD in the drive, change to that drive by typing the drive letter of the CD ROM followed by a " : " (colon) and pressing <Enter>. From the resulting prompt, type INSTALL, press <Enter> and follow the on-screen prompts.

## **SECTION 6 - SOUND CARD CONFIGURATION AND SOUND ISSUES**

### **DOS SOUND CARD CONFIGURATION:**

In DOS, the best sound card settings for a Soundblaster compatible card are I/O 220, DMA 1 and IRQ 5

or 7. If you're using a Pro Audio card, the best settings are I/O 220, DMA 3 and IRQ 5 for the Pro Audio portion of the card, set the Soundblaster portion of the card to DMA 1 and IRQ 7. Make sure that the Soundblaster and ProAudio portions do not share the same DMA! Settings outside these parameters can cause lockups and/or choppy, repeating or garbled speech. Most sound cards have test utilities that will tell you what settings you are using. Check your sound card documentation for more information.

#### **DOS SOUND ISSUES:**

**Problem:** Choppy, repeating or garbled speech.

**Solution:** This is caused by non-standard sound card settings or a conflict between the sound card and another piece of hardware on your computer. See "DOS Sound Card Configuration" above for supported settings and refer to your sound card documentation for information on resolving hardware conflicts.

**Solution #2:** This is also caused by caching the CD ROM drive with Smartdrive, on some systems. Create a boot disk (see Section 7) to disable Smartdrive.

#### **WINDOWS 95 SOUND CARD CONFIGURATION:**

To make sure that your sound card is configured correctly in Windows 95, check the **Audio** 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.

AUDIO: SB16 Wave Out

The names of the Audio 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.

#### **WINDOWS 95 SOUND ISSUES:**

**Problem:** Choppy, Static, Bad sound or no sound at all.

**Explanation:** BIRTHRIGHT uses Microsoft's Direct Sound by default. Some sound cards do not support this at this time. Others may require an update of the Sound Card Drivers to function properly.

**Solution:** Disable Direct Sound. Click START, PROG BIRTHRIGHT, SIERRA, and then BIRTHRIGHT's DIRECT SOUND SETUP UTILITY. Once the program is started, remove the check mark from the Direct Sound box to turn off direct sound. Close the program and play BIRTHRIGHT.



## SECTION 7 - DOS BOOT DISK INSTRUCTIONS

**IMPORTANT NOTE:** Please read the entire instructions prior to starting at Step 1. If you are playing the Windows 95 version of BIRTHRIGHT, you can skip Step 2.

### STEP 1 - FORMATTING THE DISK

To make a boot disk, format a high density diskette in the A: drive. (It is necessary to reformat the disk if it is already formatted.) Formatting the disk with the /S switch 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. Type the FORMAT command as follows:

**FORMAT A: /S <ENTER>**

If you get a "Bad command or file name" error message, type:

**PATH=C:\DOS <ENTER>**

Then retype the FORMAT command above. If you receive the error again, the MS-DOS FORMAT command may not be on your system, or it may have been renamed. Programs such as PC Tools and Norton Disk Utilities sometimes rename the FORMAT command to prevent accidental loss of data. If you are using a program of this type, check your documentation to find out how to format a SYSTEM DISK, then proceed to Step 2.

### STEP 2 - LOCATING THE MOUSE DRIVER (Skip if playing the Windows 95 version of BIRTHRIGHT)

If you are playing a game that uses a mouse, the Microsoft compatible mouse driver must be loaded into memory with the boot disk. There are two kinds of mouse drivers available: those that load in the CONFIG.SYS file and those that load in the AUTOEXEC.BAT file. CONFIG.SYS mouse drivers have an extension of .SYS (MOUSE.SYS) and AUTOEXEC.BAT drivers have either a .COM or .EXE extension (MOUSE.COM, MOUSE.EXE). You must load at least one of these drivers, but it is not necessary to load them all.

If you do not know where the mouse drivers are located on your system, the command below should help you locate them. Type the following at the C:\ prompt:

**DIR MOUSE\* /S <ENTER>**

This command will cause the system to search all subdirectories for a file called MOUSE. If the system locates a MOUSE file, it will display the path where the file is located. For example, if the MOUSE.COM file is located in a C:\MOUSE directory, the system will display:

#### Directory of C:\MOUSE

<b>MOUSE.SYS</b>	<b>55160</b>	<b>03-10-92</b>	<b>3:10a</b>
<b>MOUSE.COM</b>	<b>56408</b>	<b>03-10-03</b>	<b>6:00a</b>

If this procedure does not locate a MOUSE file, your mouse driver may have a different name. Some common names for mouse drivers are IMOUSE, GMOUSE and HP MOUSE. You should check your mouse documentation for the exact file names and how to install them.

Once you have located the mouse driver, you must copy it to the boot disk. The following example assumes that the mouse drivers are located in the C:\MOUSE directory as shown in the step above. To copy the MOUSE files to the boot disk, type:

**COPY C:\MOUSE\MOUSE.\* A: <ENTER>**

Substitute the appropriate path and file names for your mouse drivers in the command above. After you press ENTER, you should see a message indicating that some files were copied.

### **STEP 3 - LOCATING THE CD ROM DEVICE DRIVER**

The CD ROM drive requires a device driver loaded in the CONFIG.SYS file. This driver must be loaded correctly or you will be unable to access your CD ROM drive. To make sure that the device driver loads correctly on the boot disk, look at the CONFIG.SYS on the hard drive and copy the driver line from there. At the C:\ prompt, type:

**TYPE CONFIG.SYS | MORE**

**NOTE:** The | is called a "pipe" command and is created by pressing <SHIFT> <BACKSLASH>.

The CONFIG.SYS file will display on the screen. Look for the line that loads the CD ROM device driver. This line will contain the same "/D:" switch as the MSCDEX line in the AUTOEXEC.BAT file. Using the MSCDEX example above, you would be looking for a line containing "/D:MSCD001". The line should look something like this:

```
DEVICE=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220  
DEVICEHIGH=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220  
DEVICEHIGH /L:14652 =C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220
```

The device driver in your CONFIG.SYS may differ slightly from those listed above. Carefully write down the line for use in your boot disk. Leave out the "/L:" information, if any, and the "HIGH" in "DEVICEHIGH". Your CD ROM device line should appear as follows:

```
DEVICE=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220
```

**NOTE:** If you have a SCSI CD ROM drive, there may be an additional driver in your CONFIG.SYS that must be loaded for the CD ROM device drivers to load correctly. Check your CD drive documentation for more information.

### **STEP 4 - LOCATING THE MSCDEX CD ROM EXTENSION**

In addition to the CD ROM device driver in the CONFIG.SYS, your CD ROM drive requires MSCDEX, the Microsoft extension for CD ROM drives. If this extension is not loaded correctly in the AUTOEXEC.BAT, you will be unable to access your CD ROM drive. To make sure that MSCDEX loads correctly on the boot disk, look at the AUTOEXEC.BAT on the hard drive and copy the MSCDEX line from there. At the C:\ prompt, type:

**TYPE AUTOEXEC.BAT | MORE <ENTER>**

The AUTOEXEC.BAT file will display on the screen. Look for the line that loads the MSCDEX extension. It should look something like this:

```
C:\DOS\MSCDEX /D:MSCD001  
LH C:\DOS\MSCDEX /D:MSCD001  
LOADHIGH /L:14429 C:\DOS\MSCDEX /D:MSCD001  
C:\WINDOWS\SYSTEM\MSCDEX /D:MSCD001
```

The MSCDEX line in your AUTOEXEC.BAT may differ slightly from the ones above. Carefully write down the line for use in your boot disk. Leave out the "/L:" information, if any and the "LH" at the beginning of the line. For example, any of the above lines will appear on your boot disk as follows:

**C:\DOS\MSCDEX /D:MSCD001**

### **STEP 5 - LOCATING THE SOUND CARD DRIVERS**

Many sound cards have drivers or initialization lines that must be loaded in the AUTOEXEC.BAT or CONFIG.SYS. Some sound cards that require these drivers or initialization routines are the Soundblaster 16, MAD16 and the Aria 16.

At the end of this document, you will find a section labeled "Sound Cards". These tables contain the sound card lines for many common sound cards. Check to see if your sound card is on the list. If it is, then you will need to add the appropriate lines to the AUTOEXEC.BAT and/or CONFIG.SYS on your boot disk. If your sound card is not on the list, you should check your documentation for information on what needs to load in the AUTOEXEC.BAT and CONFIG.SYS.

### **STEP 6 - CREATING THE CONFIG.SYS FILE**

To create the CONFIG.SYS file on the boot disk, type the following at a DOS prompt:

```
A: <ENTER>
CD\ <ENTER>
EDIT CONFIG.SYS <ENTER>
```

This will display the blank (usually blue) screen of the DOS Editor. Enter the following lines:

```
DEVICE=C:\DOS\HIMEM.SYS
DOS=HIGH,UMB
FILES=30
BUFFERS=20
```

If you're using MOUSE.SYS to load your mouse, add the following line:

```
DEVICE=A:\MOUSE.SYS
```

Add the CD ROM device driver as you wrote it down in the "Locating the CD ROM Device Driver" section. The device driver should look something like this:

```
DEVICE=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220
```

If you need to load any sound card drivers, copy them from the "Sound Cards" section now. The following example lines are for the Soundblaster 16:

```
DEVICE=C:\SB16DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5
```

**DEVICE=C:\SB16\DRV\CTMMSYS.SYS**

Save the file by pressing <ALT>, <F>, then <S>. Exit the file by pressing <ALT>, <F>, then <X>.

### **STEP 7 - CREATING THE AUTOEXEC.BAT FILE**

To create the AUTOEXEC.BAT file on the boot disk, type the following at a DOS prompt:

```
A: <ENTER>  
CD\ <ENTER>  
EDIT AUTOEXEC.BAT <ENTER>
```

This will display the blank (usually blue) screen of the DOS Editor. Enter the following lines:

```
@ECHO OFF  
C:\  
SET COMSPEC=C:\COMMAND.COM  
PROMPT SIERRA BOOT DISK $_$PSG  
PATH=C:\;C:\DOS;C:\SIERRA
```

If you are using the MOUSE.COM or MOUSE.EXE file to load your mouse, add the appropriate line:

```
A:\MOUSE.COM
```

Add the MSCDEX line as you write it down in the "Locating the MSCDEX CD ROM Extension" section. For example:

```
C:\DOS\MSCDEX /D:MSCD001
```

If you need to run any sound card initialization programs or load any drivers, copy them from the "Sound Cards" section now. The following example lines are for the Soundblaster 16:

```
SET BLASTER=A220 I5 D1 H5 T6  
SET SOUND=C:\SB16  
SET MIDI=SYNTH:1 MAP:E  
C:\SB16\SB16SET /M:220 /VOC:220 /CD:220 /MIDI:220 /LINE:220  
C:\SB16\DIAGNOSE /S
```

Add a MS DOS SmartDrive disk cache to enhance performance of the videos in the game. If you have an 8 MB system, type the following line:

```
C:\DOS\SMARTDRV /512
```

If you have 12 or more MB of RAM, use the following line instead:

```
C:\DOS\SMARTDRV /2048
```

Save the file by pressing <ALT>, <F>, then <S>. Exit the file by pressing <ALT>, <F>, then <X>.

### **STEP 8 - REBOOT THE SYSTEM AND START THE GAME**

Reboot your system by pressing the <RESET> button on your computer or by using the <CTRL-ALT-DEL> key combination on your keyboard. Once you get to a DOS prompt, follow the instructions in the game manual to begin.

**Note:** If your system does not seem to recognize the boot disk, check your system documentation to insure that your computer does not use a hard disk manager that requires a special procedure to boot from a floppy disk.

## **SECTION 8 - WINDOWS 95 BOOT DISK INSTRUCTIONS**

### **STEP 1: FORMATTING THE DISK**

Place a high-density diskette that you do not have any information on in your A: drive. Then, open **My Computer** from the desktop and highlight the icon for Drive A:. Right-click on the icon and choose **Format**. In the resulting dialog box, make sure that checks are in the boxes for "*Full*" and "*Copy System Files*". Click on **OK** to start the process.

### **STEP 2: COPYING THE MSDOS.SYS FILE**

While still in **My Computer**, double-click on the icon for the C: drive to open it. Look for the file called MSDOS.SYS in the list of files. If you cannot find it, click on the **View** menu, choose **Options** and then the **View** tab. Make sure that "*Show all files*" is checked and that "*Hide MS DOS file extensions...*" is NOT checked. Once you've found the file, right-click on it and choose **Send To 3 ½ Floppy (A)**. You will be prompted to replace an existing file – click on **OK**.

**NOTE:** Try your boot disk at this point by going to the **Start** menu and choosing **Shutdown and Restart the Computer** with the disk in your A: drive. If your computer has Windows '95 drivers for all of your hardware, it should work fine. If you have problems with sound reproduction, CD ROM access or any other computer functions, continue this process.

### **STEP 3: CREATE A CLEAN WINDOWS 95 ENVIRONMENT**

Make sure there are not any non-essential tasks running before starting the game. Press <Ctrl-Alt-Del> to bring up a Close Windows 95 dialog box. Explorer is mandatory. For all other items, highlight them and click on **End Task**. Repeat the process until all are disabled. Now try using your product.

## **SECTION 9 - OBTAINING A SIERRA PATCH DISK**

There are currently no patch updates for this game. If you are having trouble with the game, and it is not covered in this technical manual, please feel free to contact Sierra Technical Support. The contact information is listed in Section 10.

## **SECTION 10: CONTACTING SIERRA FOR FURTHER ASSISTANCE**

Sierra On-Line has a full library of help documents available electronically. You can download them from the following sources:

- America On-Line: Use keyword SIERRA and choose "Software Libraries", then "Troubleshooting Guides & FAQ's"
- CompuServe: Use go SIERRA, choose "The Sierra On-Line Forum", then search the "Help Documents" library.

- Go to our home page on the World Wide Web at <http://www.sierra.com> and follow the on-screen information.

Additionally, you can get 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.

If you prefer to get assistance from a technician, Sierra Technical Support will be happy to assist you. All of the online services listed above are staffed by Sierra technicians. Additionally, you can send e-mail to [support@sierra.com](mailto:support@sierra.com).

Additionally, a Sierra Technical Support, 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

Thanks for choosing Sierra!  
**SOUND CARD CONFIGURATION**

NOTE: The sound card drivers and initialization lines in this section are the default settings for these devices. You should check your AUTOEXEC.BAT and CONFIG.SYS on your hard drive to see if you are using any non-default settings.

**Sound Card AUTOEXEC.BAT CONFIG.SYS Notes**

Adlib NONE NONE This card supports MIDI only – no digitized sounds.

Aria 16 Common on IBMs SET ARIA=C:\ARIA SET BLASTER=A220 I5 D1 T5 C:\DOS\  
SOUNDCLT.COM\* DEVICE=C:\ARIA\BIN\SOUNDCFG.SYS DEVICE=C:\ARIA\BIN\SNDSAVR.SYS

\*This line is not always present.

Diamond SET BLASTER=\* SET SOUND16=C:\DIAMOND C:\DIAMOND\SNDDINIT /B\*\* NONE

\*Check your AUTOEXEC.BAT on the hard drive for the SET BLASTER parameters. \*\*Use /C for Soundblaster mode and /B for Microsoft Sound System mode.

Ensoniq Soundscape Common with Gateway 2000 computers. SET BLASTER=A220 Ixx Dx SET  
SNDSCAPE=C:\SNDSCAPE C:\SNDSCAPE\SSINIT NONE \*Use FM for FM synth, GM for General

MIDI and MT32 for Roland MT32 emulation with older drivers. Uses /I to automatically initialize FM and General MIDI with newer drivers. If you have the older drivers, we strongly recommend updating them .

ESS Audio Drive Common on Compaq systems NONE DEVICE=C:\CPQDOS\VOLCTRL.EXE\*  
DEVICE=C:\PCAUDIO\VOLCTRL.EXE\*\*\*Loads the DOS mixer. <Ctrl/Right Shift> turn up the volume,  
<Ctrl/Left Shift> turns it down. \*\*Necessary to load Windows mixer.

Forte 16 Common on Pacard Bell's SET BLASTER=\* SET GALAXY=\* SET SOUND=C:\FORTE16 C:\  
FORTE16\UTILITY\EMUTSR NONE \*Check the AUTOEXEC.BAT on your hard drive for these settings.  
\*\*Enables the Soundblaster emulation.

Gravis Ultrasound or Gravis ACE SET ULTRASND=\* SET ULTRADIR=\* C:\ULTRASND\ULTRINIT  
SBOS.BAT\*\* SET BLASTER=A220 I5 D1 NONE \*Check the AUTOEXEC.BAT on your hard drive for  
complete SET lines for the GUS. \*\*The SBOS.BAT line must be loaded to enable the card's Soundblaster  
emulation. This line is not needed for the ACE.

Jazz 16 SET BLASTER=A220 I5 D1 DEVICE=C:\JAZZ\JAZZ.SYS D:\* Q:\* \*D: DMA CHANNEL. \*\*Q:  
IRQ SETTING. Specific values and directories may change

Mad 16 SET MAD16=C:\MAD16 SET BLASTER=A220 I5 D1 C:\MAD16\M16INIT /B /M\* NONE \*Use /B  
switch for Soundblaster mode. Use /M switch for Microsoft Sound System Mode

Mozart Sound Card Common on Canon systems SET BLASTER=A220 I5 D1 SET SOUND=C:\MOZART C:\  
MOZART\MTZVOL.EXE DEVICE=C:\MOZART\MZTINIT.SYS WSS /530\* \*WSS /530 Puts the card  
into WSS mode port 530

Multi-Media Pro 16 SET BLASTER=A220 I5 D1 SET GALAXY=\* SET SOUND=C:\MMP16P NONE  
\*Check the AUTOEXEC.BAT on your hard drive for the full SET GALAXY line.

MWave Common on IBM Thinkpads and Aptivas SET BLASTER= SET MWPATH=C:\MWD\  
MANAGER; C:\MWD\MWGAMES\* SET MWROOT=C:\MWD MWGAMES=ON\*\*  
NONE \*This is all one line. \*\*ON turns on Soundblaster emulation and OFF turns it off.

Mwave on Acer Machines None Rem DEVICE=C:\MWW\MANAGER\DWCFGMG.SYS\*  
\*Remove the Remark from this line and it will allow the sound card to initialize in dos. Run FASTCFG at  
the c:\ prompt and choose advanced mode to get sound in your dos games.

Pro Audio Spectrum 16 SET BLASTER=A220 I5 D1 DEVICE=C:\SPECTRUM\MVSOUND.SYS D:\*Q:\*  
D: DMA CHANNEL. Q: IRQ SETTING. <DIR> may be PROAUDIO on older drivers.

Soundblaster AWE 32 SET BLASTER=A220 I5 D1 SET SOUND=C:\SB16 C:\SB16\SB16SET /P/Q C:\SB16\  
DIAGNOSE /S\* C:\SB16\AWEUTIL /S DEVICE=C:\SB16\DRV\CTSB16.SYS /UNIT=0  
/BLASTER=A:220 I:5 D:1 H:5 DEVICE=C:\SB16\DRV\CTMMSYS.SYS\*\* \*May be SBCONFIG on older  
cards. \*\*This line is only required to enable the sound card's CD-ROM interface.

Soundblaster Pro SET BLASTER=A220 I5 D1 SET SOUND=C:\SBPRO\* C:\SBPRO\SBP\_SET\*  
NONE \*On newer cards the drivers and such may look like the SB16 except loading out of a different  
directory.

Soundblaster 16 SET BLASTER=A220 I5 D1 H5 T6 SET SOUND=C:\SB16 SET MIDI=SYNTH:1 MAP:E C:\  
SB16\SB16SET\* C:\SB16\DIAGNOSE /S\*\* DEVICE=C:\SB16\DRV\CTSB16.SYS /UNIT=0  
/BLASTER=A:220 I:5 D:1 H:5 DEVICE=C:\SB16\DRV\CTMMSYS.SYS\*\*\* \*Check the AUTOEXEC.BAT on  
your hard drive for the complete SET SOUND and SET BLASTER lines.

Sound 16A Common on Packard Bells 2 OF 2\*\* SET BLASTER=A220 I5 D1 SET GALAXY=\* C:\AUDIO\  
SNDINIT.EXE /B\*\* SET SOUND16=C:\AUDIO NONE \*Check the AUTOEXEC.BAT on your hard drive for  
the complete SET GALAXY line. \*\*Use /B switch for SB mode \*\*Use /M switch for Microsoft Sound System  
Mode

Sound 144 Common on Packard Bell SET BLASTER=A220 I5 D1 SET GALAXY=\* SET  
SOUND=SOUND144 C:\SOUND144\UTILITY\SETMODE /SBP\*\* NONE \*Check the AUTOEXEC.BAT on  
your hard drive for the complete SET GALAXY line. \*\*Use /SBP for Soundblaster mode and /MSS for Microsoft  
Sound System mode.

Vibra 16 SET BLASTER=A220 I5 D1 H5 T6 SET SOUND=C:\VIBRA16 SET MIDI=\* C:\VIBRA16\  
DIAGNOSE /S\*\* C:\VIBRA16\MIXERSET /P/Q DEVICE=C:\VIBRA16\DRV\VIBRA16.SYS DEVICE=C:\  
VIBRA16\DRV\CTMMSYS.SYS \*Check the AUTOEXEC.BAT on your hard drive for the complete SET MIDI  
line. \*\*Older cards may use SBCONFIG instead of DIAGNOSE.

If your specific sound card is not listed here, check with your system manufacturer or contact their technical support for additional information about sound card configuration. **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 as detailed as possible. Again, feel free to attach additional sheets if necessary.)

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

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\*

\*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 HerculesTrident  
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:

Disk Compression Software (*circle*):    DoubleSpace    DriveSpace    Stacker    SuperStor    **None**  
Other:

**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:

**12 ADDITIONAL CONTACT INFORMATION**

**Sales Support**

**United States**

Sierra Direct  
7100 W. Center Rd  
STE 301  
Omaha, NE 68106

U.S.A. Sales Phone: (800) 757-7707  
International Sales: (425) 746-5771  
Hours: Monday-Saturday 7AM to 11 PM CST, Sundays 8 AM to 9PM CST  
FAX: (402) 393-3224

**Disk and or Manual Replacement:**

Sierra On-Line Fulfillment  
4100 West 190<sup>th</sup> Street  
Torrance, CA 90504

**Product Returns:\***

Sierra On-Line Returns  
4100 West 190<sup>th</sup> Street  
Torrance, CA 90504

NOTE: To replace your disk(s) please send only Disk #1 (or the CD) and copy of your dated Receipt, if less then 90 days. After 90 days please include a \$10 handling fee along with Disk / CD #1. For Documentation, please include a \$ 5.00 handling fee and a photocopy ONLY of disk #1. Payment should be made at the time of your request. **Sorry, no credit cards.**

**\* Returns to this address valid in North America only.**

**THE SIERRA NO-RISK GUARANTEE**

The Promise: We want you to be happy with every Sierra product you purchase from us. Period. If for any reason you're unhappy with the product, return it within 30 days for an exchange or a full refund...EVEN IF YOU BOUGHT IT RETAIL. (Hardware ordered direct must be returned within ten days.)

The Only Catch: You've got to tell us why you don't like the game. Otherwise, we'll never get any better. Send it back to us and we promise we'll make things right. (If you bought it at a retail outlet, please send your original sales receipt.)

**\* Returns valid in North America only.**

**United Kingdom**

Sierra On-Line Limited  
2 Beacontree Plaza,  
Gillette Way,  
Reading, Berkshire  
RG2 0BS United Kingdom

Main: (0118) 920-9111  
Monday-Friday, 9:00 a.m. - 5:00 p.m.  
Fax: (0118) 987-5603  
Disk/CD replacements in the U.K. are £6.00,  
or £7.00 outside the UK. Add "ATTN.: Returns."

**France**

Parc Tertiaire de Meudon  
Immeuble "Le Newton"  
25 rue Jeanne Braconnier  
92366 Meudon La Forêt Cedex

Phone: (01) 46-01-48-53  
Lundi au Vendredi de 9h à 18h  
Fax: (01) 46-30-00-65

France

### **Germany**

Sierra Coktel Deutschland  
Robert-Bosh-Str. 32  
D-63303 Dreieich  
Germany

Tel: (0) 6103-99-40-53  
Montag bis Freitag von 10h – 17Uhr  
Fax: (0) 6103-99-40-35

### **On-Line Sales**

**CompuServe USA:** GO SI (CServe Mall)  
**CompuServe United Kingdom:** GO UKSIERRA  
**CompuServe France:** GO FRSIERRA  
**CompuServe Germany:** GO GESIERRA  
**America Online:** Keyword Sierra  
**Internet USA:** <http://www.sierra.com>  
**Internet United Kingdom:** <http://www.sierra-online.co.uk>  
**Internet France:** <http://www.sierra.fr>  
**Internet Germany:** <http://www.sierra.de>

### **Technical Support**

#### **Automated Technical Support Line - USA:**

1-425-644-4343

Sierra On-Line offers a 24-hour Automated Technical Support line with recorded answers to the most frequently asked technical questions. To access this service, call (425) 644-4343, and follow the recorded instructions to find your specific topic and resolve the issue. If this fails to solve your problem, you may still write, or fax us with your questions, or contact us via our On-Line services.

#### **U.S. Technical Support**

Sierra On-Line  
Technical Support  
P.O. Box 85006  
Bellevue, WA 98015-8506

Main: (425) 644-4343  
Monday-Friday, 8:00 a.m. - 4:45 p.m. PST  
Fax: (425) 644-7697

#### **Automated Technical Support Line - United Kingdom:**

(0118) 920-9111

Sierra On-Line UK offers a 24-hour Automated Technical Support line with recorded answers to the most frequently asked technical questions. To access this service, call (0118) 920-9111, and follow the recorded instructions to find your specific topic and resolve the issue. If this fails to solve your problem, you may still write, or fax us with your questions, or contact us via our Internet or CompuServe sites.

#### **U.K. Technical Support**

Sierra On-Line Limited  
2 Beacontree Plaza,  
Gillette Way,  
Reading, Berkshire  
RG2 0BS United Kingdom

Phone: (0118) 920-9111  
Monday-Friday, 9:00 a.m. - 5:00 p.m.  
Fax: (0118) 987-5603

#### **France**

Parc Tertiaire de Meudon  
Immeuble "Le Newton"  
25 rue Jeanne Braconnier  
92366 Meudon La Forêt Cedex  
France

Téléphone: 01-46-01-46-50  
Support Technique automatisé 7 jours sur 7 24h/24  
Techniciens accessibles du Lundi au Vendredi de 10h à 19h  
Fax: 01-46-30-00-65

#### **Germany**

Sierra Coktel Vision Deutschland  
Robert-Bosh-Str. 32  
D-63303 Dreieich  
Deutschland

Phone: (0) 6103-99-40-40  
Montag bis Freitag von 9 – 19Uhr  
Fax: (0) 6103-99-40-35  
Mailbox: (0) 6103-99-40-41



Maximum charge is £3.75. Must have permission of the person who pays the phone bill before calling. Line available in the UK only. Requires a touch tone phone.

#### MICROSOFT SDK

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