



Demo Version 1.0

## Troubleshooting Guide

This troubleshooting guide will provide you with information about *Star Wars®: Rogue Squadron 3D™* demo. You will find solutions to common problems that were encountered while testing the game in the Windows environment with DirectX. For an updated list of game functions and features in *Rogue Squadron 3D*, please consult the readme which is accessible through the game's launcher menu.

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## -1- General Information

### Supported Operating Systems

To be able to run the *Rogue Squadron 3D* demo, you must have Windows 95 or 98 as your operating system and your computer hardware must be 100% DirectX 6.0 compatible. MS-DOS, Windows 3.1x, Windows NT 3.x, Windows NT 4.0 and OS/2 are not supported. For more information on DirectX, see Section 5 of this Troubleshooting Guide.

### Minimum Requirements

- Computer:** 100% Windows 95/98 DirectX compatible computer required.
- CPU:** Pentium 166 required. Pentium 200 or higher recommended.
- Memory:** 32 MB RAM required.
- Video:** 3D accelerated video card required.  
4MB PCI or AGP Direct3D or Glide compatible 3D accelerator required.  
(see Section 6 for a list of supported cards)
- CD-ROM:** Quad speed or faster CD-ROM drive required for the full version of the game.
- Sound Card:** 100% Windows 95/98 DirectX compatible 16-bit sound card required.
- Input Device:** 100% Windows 95/98 compatible joystick, mouse or keyboard required.  
Joystick recommended. Optional support for Force Feedback joysticks.
- DirectX:** Microsoft DirectX 6.0 must be installed before playing the *Rogue Squadron 3D* demo . A link to the Microsoft DirectX page is available at the LucasArts website. Please refer to **Installation** (Section 3) and **DirectX Setup** (Section 5) in this Troubleshooting Guide for more information about DirectX.
- Note:** Your system may require the "latest" Windows 95/98 drivers for your particular hardware.
- Installation:** Installation requires 46 MB free hard drive space. It is recommended that you have an additional 100 MB of free space available for the Windows swap file.

## -2- General Troubleshooting

*Rogue Squadron 3D* was designed to run under Windows 95/98 with DirectX 6.0. If the game unexpectedly freezes up, returns you to your desktop, or if you experience any other severe problems, you should try to properly shut down Windows and reboot your computer. (As a rule, you should never turn off your computer while the hard drive is active.) This will help to prevent possible problems related to the error that you have experienced. It is especially important to reboot your computer before trying any of the troubleshooting tips or before attempting to restart the game. Note: If your computer reboots into Safe Mode, go to Shut Down Windows and choose Restart the Computer. This will put you back into Windows' normal operation mode.

## Why Can't I Get the Game's Launcher to Respond?

- There may be a hardware conflict in your system.
- The launcher may have encountered an error while loading.

First press **CTRL-ALT-DEL** to see if the launcher has stopped responding. If it has, click on **Rogue Squadron 3D Launcher** in the list and choose **End Task**. This will close the launcher and take you back to the Windows desktop.

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

- Please check **DirectX Setup** (Section 5) in this Troubleshooting Guide to see if your computer hardware is compatible with DirectX 6.0.
- Check to see if your Windows desktop resolution is set to 16-bit color. On some video cards, other desktop resolutions cause problems in **Rogue Squadron 3D**. Please consult **Video Issues** (Section 6) for more information.
- Make sure that you have enough free space on your hard drive for **Rogue Squadron 3D** to play. It is recommended that you have at least an additional 100 MB of free space available after installation for the Windows swap file.
- Make sure to quit out of any other applications, such as memory managers, screen savers, E-mail, Web browsers, or virus protection programs. Any of these may interfere with **Rogue Squadron 3D**. Please refer to **Running Other Programs in the Background** in this section for more information.

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

If you end up at a black screen after choosing **Play Rogue Squadron 3D** from the launcher, please press **ESC**, **SPACE BAR**, and **ENTER** before trying anything else. If this fails, press **CTRL-ALT-DEL** and choose **END TASK** on **Rogue Squadron 3D**, which will take you back to the desktop. If you do not see the dialog box after pressing **CTRL-ALT-DEL**, press **ENTER** twice and this should take you back to the desktop. Then restart your computer and try running the game again. While playing **Rogue Squadron 3D**, we suggest that you do not use **CTRL-ALT-DEL**, as this may cause the game to stop responding or freeze up with a looping sound playing. You may also go to a black screen if your 3D accelerator card is not supported in **Rogue Squadron 3D**. Check Section 6 for a list of cards that are supported in the game.

## Running Other Programs in the Background

Generally, we have found that it is not a good idea to run any other programs while running **Rogue Squadron 3D**. Please turn off any active screen savers while running **Rogue Squadron 3D**, as they may interrupt the game and cause problems. Various video, sound, or memory issues may occur if other programs are running, including virus-detection utilities. This includes items which start from your StartUp folder which were added to load programs automatically when Windows is started, such as the Microsoft Office Toolbar. Some of these programs display icons on your taskbar. If you have icons on your taskbar, right-click on each of them and select the option to disable, unload, or close them before running **Rogue Squadron 3D**. The next time you start your computer, these items will load once more and the icons will return. If you cannot disable them from the taskbar and you experience problems running **Rogue Squadron 3D**, you may want to remove the program shortcuts from the StartUp folder. For information about how to do this, please consult Windows Help.

## Memory Managers

If you are running any memory managers, such as EMM386 or QEMM, you may experience problems when running **Rogue Squadron 3D**. Windows 95, Windows 98 and **Rogue Squadron 3D** are protected mode programs and may have problems running with memory managers loaded. We do not recommend making any changes to your system without first contacting your computer manufacturer about the configuration of your computer.

## Power Management

If your computer is equipped with a Power Management Feature you may want to disable it. Please consult your computer's documentation or the manufacturer for assistance in doing this. When Power Management is enabled, the following problems may occur:

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

## Task Switching

We recommend that you do not Task Switch when playing *Rogue Squadron*.

## Desktop Color Palette

We recommend that you set your desktop to **High Color (16-bit)**. When playing *Rogue Squadron 3D* with your desktop set to a color palette other than 16 bit, some video cards may experience problems launching the game, difficulty when task switching, or other graphics problems. In most cases changing your desktop to High Color corrects these problems.

## Changing Your Desktop Resolution and Color Palette

*Rogue Squadron 3D* is designed to run optimally in **High Color (16-bit)** mode. To change your desktop resolution and color mode:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Choose **High Color (16-bit)** under **Color Palette**
- Move the slide-bar under **Desktop area** to **640x480** or **800x600**.
- Click **OK** to close this window.
- If your computer prompts you to restart, click on **Yes**.

# -3- Installation

The *Rogue Squadron 3D* demo requires DirectX 6.0 to run properly. You may already have DirectX 6.0 installed from other games, or you can access a link to it from the LucasArts website. For more information, please consult **DirectX Setup** (Section 5) in this Troubleshooting Guide.

## Adding Sound Recorder, Volume Control and Audio Compression

The Sound Recorder, Volume Control and Audio Compression are necessary components of Windows when using DirectX 6.0. If they were not installed when Windows was set up, you will want to add them before installing *Rogue Squadron 3D*. DirectX will ask for your Windows CD during installation if it does not find these components, which may cause the DirectX installation to be incomplete and you may see the error **DXSetup Error -7** or **DXSetup Error -8** after changing to the Windows CD. If this happens, reboot your computer and follow these steps.

To add these Windows components:

- Go to the **Start** button on your taskbar.
- Choose **Settings**.
- Choose **Control Panel**.
- Double-click on **Add/Remove Programs**.
- Click on the **Windows Setup** tab.
- Scroll down to **Multimedia** and select **Details**.
- Check the boxes next to **Audio Compression**, **Sound Recorder** and **Volume Control**.
- Click OK, then OK again to close both of these windows. You will be prompted for your Windows CD.

When these steps are complete, you may continue with the installation of DirectX 6.0.

### **Uninstall Warning**

When you uninstall *Rogue Squadron 3D*, you may receive a warning stating that the uninstaller may not have removed everything. Here are a few reasons why you may see this message:

- You have other LucasArts games on your computer. The "LucasArts" directory will not be removed from your computer because the other LucasArts games are stored here.
- You may have chosen to keep your pilot.

### **Can I Move the *Rogue Squadron 3D* Demo Folder after I Install?**

If you wish to move the *Rogue Squadron 3D* demo to a new directory, uninstall first, then reinstall to the new desired location. Simply moving the *Rogue Squadron 3D* demo folder may cause the game to stop working.

## **-4- Performance**

### **Performance Problems in *Rogue Squadron 3D***

You may occasionally experience slow downs or graphics problems while playing *Rogue Squadron 3D*, especially on a low-end system or a system that has low system resources. (note: frame rate issues are directly contingent on your system's overall performance)

### **Increasing Performance in *Rogue Squadron 3D***

The following are a few things that may increase performance in *Rogue Squadron 3D*.

Make sure no other programs are running. This includes antivirus and e-mail programs, as well as web browsers and applications that load toolbars. Simply disabling the antivirus program may not be sufficient. It may be necessary to completely close the program to prevent conflicts, and free up system resources. Please consult the documentation for your virus program for information on closing the program. You can check your system resources by right clicking on the My Computer icon on your desktop and selecting **Properties** and then choosing the **Performance** tab. Your system resources should be over 89% to run *Rogue Squadron 3D* optimally.

Changing some of the in-game features will enhance the performance of *Rogue Squadron 3D*.

#### **Disable High-Fidelity Sound**

If you have enabled high fidelity sound in the **Audio Settings** screen, disabling this feature may enhance performance in the game.

#### **Disable 4-Speaker Surround Sound**

If you have enabled 4-speaker sound in the **Audio Settings** screen, disabling this feature may enhance performance in the game.

#### **Disable Overlays**

Disabling overlays may enhance performance in the game. However, this will remove the radar, damage and available missile displays in flight. To disable them:

- Select **Settings** from the options menu.
- Select **General**.
- Deselect the **Enable Overlays** checkbox.

#### **Disable V-Sync**

Disabling V-sync may increase performance. However please take note that disabling V-sync will cause a certain amount of graphic tearing. To disable this:

- Select **Settings** from the options menu.
- Select **Video**.
- Deselect the **Enable V-Sync** checkbox.

### **Check your Video Card**

The type of 3D accelerator card your system has is a major factor in determining the performance in *Rogue Squadron 3D*. We suggest that you refer to Section 6 to make sure your 3D video card is supported by *Rogue Squadron 3D*.

## **-5- DirectX Setup**

DirectX 6.0 must be installed prior to running *Rogue Squadron 3D*. You will also be unable to configure your video card or joystick for the game until DirectX 6.0 is installed. WARNING: Once you have installed DirectX, it is not easily removed from your system.

### **DirectX 6.0 Installation**

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

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

### **DXSetup Error -7 or -8**

You may see the error **DXSetup Error -7** or **DXSetup Error -8** during the installation of DirectX if you do not have Audio Compression, Sound Recorder or Volume Control installed on your computer prior to installing DirectX 6.0. Please refer to **Installation** (Section 3) for instructions on adding these components to Windows.

### **Write Down your Original System Configuration**

NOTE: It is always a good idea to check and write down what sound and video hardware you have in your computer before installing DirectX. To do this in Windows 95 and 98:

- Click on **Start**.
- Select **Settings**.
- Choose **Control Panel**.
- Double click on **System**.
- Click on the **Device Manager** tab.
- Click on the plus sign to the left of **Display Adapters** and **Sound, Video, and Game Controllers**. Write down your hardware devices in case you have to manually restore your video or sound card drivers.

### **Checking Your System for DirectX Compatibility**

After you have installed *Rogue Squadron 3D* and DirectX, you may want to determine whether your computer hardware is supported by DirectX. To do this:

- Double-click on the **My Computer** icon on your desktop.
- Double-click on the **C** drive.
- Double-click on **Program Files**, then **Directx**, then **Setup**, then **Dxdiag**. This will take you to the DirectX Diagnostics screen.

Click on the **Display 1**, **Display 2**, and **Sound** tabs to check the DirectX Certification status.

**NOTE:** You will only see **Display 2** if you have a 3D Accelerator pass-through card.

- Look next to '**Certified**' in the drivers section on each of these pages.
  - If it says '**Yes**', the game should run fine.
  - If it says '**No**', the drivers are not certified by the Microsoft Labs. If you experience problems, please check with the manufacturer of the card for the latest DirectX compatible drivers.
  - If it says '**No Hardware Support**', you will need to update the driver so that your system is fully DirectX certified. The manufacturer should be able to provide you with instructions for updating your drivers, and provide you with more information regarding DirectX certification.

## Technical Overview of DirectX

The DirectX platform provides an environment that allows developers to use a standardized format when programming an application. This makes it easier to support a wide variety of different hardware features. Prior to DirectX, developers were forced to write hardware-specific code (with a specific driver for each different piece of hardware). DirectX is a library provided by Microsoft to run inside the operating system and provide programmers with seamless access to all of the hardware features available today.

**NOTE:** We have found that some older systems may contain hardware that may not be fully DirectX compatible. For optimum performance in *Rogue Squadron 3D*, your system must fully support DirectX. Fortunately, many manufacturers are releasing updated drivers. If you are unsure whether or not your system will support DirectX, please contact the manufacturer of your system for more information.

## DirectDraw

DirectDraw allows programmers to directly access video hardware and memory. This improves performance while still maintaining compatibility with Windows.

## Direct3D

Direct3D provides direct access to 3D hardware. Direct3D is designed to work with the majority of 3D cards on the market, giving programmers an easier interface to your 3D hardware. Using Direct3D with your 3D accelerator can provide speed improvements as well as better image quality.

## DirectSound

DirectSound is the wave-audio part of DirectX, which provides full functionality and hardware acceleration to the sound device. This allows for all the features of audio hardware to be used, including support for 3D positional and interactive sound.

## DirectInput

DirectInput provides support for input devices including mice, keyboards, joysticks and other game controllers. DirectInput gives faster access to input data by communicating directly to the hardware driver rather than relying on Windows to do so.

## DirectPlay

This is the multiplayer gaming module in DirectX, which provides access to networking functionality for gaming. DirectPlay supports direct serial connections, modem play, LAN play and Internet Play. Of course, since there is no multiplayer gameplay in *Rogue Squadron 3D*, this feature won't do anything in this game.

## DirectX Driver Issues

We suggest using the DirectX 6.0 drivers that are recommended during the installation of DirectX unless you experience problems after installing DirectX. The only time that this does not apply is when a section in this troubleshooting guide that pertains to your hardware specifically tells you to use a different driver. This is particularly true for video card drivers.

### Effects of Video Card Driver Installation by DirectX

When DirectX is being installed, some video card utilities may be disabled, such as Diamond Multimedia's InControl Tools, STB Vision95, or Creative Labs Graphics Control utilities. You may no longer be able to access them through their taskbar icon and the options for changing your video properties may change back to stock Windows options. DirectX may not recommend changing the driver for your card at all because you may be using these utilities to customize your desktop display and removing them may have adverse effects on your computer.

### Restoring Original Drivers through DirectX Setup

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

- Double-click on the **My Computer** icon on your desktop.
  - Double-click on the **C** drive.
  - Double-click on **Program Files**, then **Directx**, then **Setup**.
  - Double-click on **Dxsetup**. This will take you to the DirectX Setup screen.
  - Click on **Restore Video Drivers** or **Restore Audio Drivers**. This will restore the previously installed drivers on your computer.
- Click on **OK** when the installer asks you to reboot your computer.

### Restoring Original Video Drivers through Windows

If you need to restore your original video card driver through Windows, follow the instructions below.

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
  - **Windows 95a:** Click on **Change Display Type...**
  - **Windows 95b:** Click on **Advanced Properties...**
  - **Windows 98:** Click on **Advanced...**
- Click on **Change...** in the Adapter section.
  - **Windows 98:** Click on **Next>**
  - Choose **Display a list of all drivers...** and click on **Next>**
- Choose your original video card or the name of the chipset from the list.
- If the correct video card or chipset is not an option in **Show Compatible Devices/Hardware**, click on **Show All Devices/Hardware**, scroll through the list of Manufacturers, click on the correct one, then click on the name of your card or chipset.
- When your computer prompts you to restart, click on **Yes**.

## -6- Video Issues

This section of the Troubleshooting Guide will provide you with information and problems encountered with video cards while playing *Rogue Squadron 3D*.

### General Information and Troubleshooting Tips

#### Direct3D and Glide Compatibility

To play *Rogue Squadron 3D*, your 3D accelerator card must be 100% Direct3D or Glide compatible. If you are not sure if your card is Direct3D compatible, please consult **DirectX Setup**



(Section 5) under **Checking your System for DirectX Certification** for information about your card or if you encounter problems with your graphics card after installing DirectX. See the section below for information about the Glide driver.

## Glide Driver

The Glide driver is provided for use with your 3Dfx based 3D card. If you choose to use this driver, your 3D card must have a 3Dfx Voodoo based chipset. This includes all 3Dfx Voodoo Graphics, 3Dfx Voodoo2, 3Dfx Voodoo Banshee and 3Dfx Voodoo Rush based cards. This driver provides the optimal performance for your 3D accelerator card. You must have Glide version 2x installed to use this driver. The Glide driver is available at the 3Dfx website if you are unable to locate it on your 3D accelerator card manufacturers' website.

## Non-DirectX Supported Video Card Problems

If your video card is not 100% DirectX compatible, you may encounter any of the following problems:

- **Black Screen:** Your screen may go black but the sound and music will continue to play.
- **Corrupted Graphics:** You might see horizontal or diagonal lines over the screen.
- **Flashing Graphics:** You may see flashing corrupted graphics on the screen.
- **Strange Colors:** Your video card may display the colors incorrectly.
- **Slow Graphics:** The gameplay may be slow.
- Your game may crash to the desktop when trying to start *Rogue Squadron 3D*.

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

## Setting Up Your Monitor

If you experience any video problems or you are not able to get all of the resolutions that your video card supports, you should make sure that your monitor is set up correctly in the display control panel. To do this:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
  - **Windows 95a:** Click on **Change Display Type...**
  - **Windows 95b:** Click on **Advanced Properties...**
  - **Windows 98:** Click on **Advanced...**
- Click on **Change...** in the Monitor section.
  - **Windows 98:** Click on **Next>**
  - Choose **Display a list of all drivers...** and click on **Next>**
- Choose your monitor from the list.
- If the correct monitor is not an option in **Show Compatible Devices**, click on **Show All Devices**, scroll through the list of manufacturers, click on the correct one, then click on the name of your monitor.

## Gamma Correction

The **Gamma Correction** slide bar in the **Video Settings** screen may not work. This is because some cards do not support this feature.

## Selecting Video Resolutions in the Game

If you crash to the desktop when you attempt to enter a mission, this may be caused by your video card. You may have chosen a video resolution that is not supported by your card. This is usually caused by your card falsely reporting the memory on your card.

## Changing 3D Accelerator Cards

If you change your 3D accelerator card after installing the game, you will need to allow *Rogue Squadron 3D* to detect your new card before playing again. The game may lock up when you

return to the **Video Settings** screen if you do not do this with cards that use certain types of drivers. Please check **DirectX Setup** (Section 5) under **Changing your Computer's Hardware** for more information before setting up your card in the game.

To change the 3D driver for the **Rogue Squadron**:

- Go to the **Rogue Squadron 3D** Launcher menu.
- Select **Hardware Configuration**.
- Select **Change 3D Video Card**.
- Click on the down arrow and select your driver from the list. NOTE: This list will change according to the 3D capable graphics cards that you have in your system.

## Currently Supported 3D Cards and Chipsets

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

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

## Supported Cards

Card Name	Chipset	Version	Version VxD #
Canopus Pure3D II	3Dfx Voodoo 2	1.30.02	4.10.01.0158
Creative Labs 3D Blaster Voodoo 2	3Dfx Voodoo 2	1.00	4.10.01.0052
Diamond Multimedia Monster 3D II	3Dfx Voodoo 2	1.00	4.10.01.0200
Guillemot International Maxi Gamer 3D 2	3Dfx Voodoo 2	1.0	4.10.01.0094
Orchid Technologies Righteous 3D II	3Dfx Voodoo 2	1.1	4.10.01.0052
STB Systems BlackMagic 3D	3Dfx Voodoo 2	1.00	4.10.01.0094
3Dfx Interactive Voodoo Banshee	3Dfx Voodoo Banshee		4.10.01.0232
Diamond Multimedia Monster Fusion	3Dfx Voodoo Banshee	1.07	4.10.01.0106
Canopus Pure3D	3Dfx Voodoo Graphics	2.16 3Dfx	4.10.01.0016
Deltron Technologies RealVision Flash 3D	3Dfx Voodoo Graphics	2.16 3Dfx	4.10.01.0016
Diamond Multimedia Monster 3D	3Dfx Voodoo Graphics	2.16 3Dfx	4.10.01.0016
Orchid Technologies Righteous 3D	3Dfx Voodoo Graphics	2.16 3Dfx	4.10.01.0016
Hercules Stingray 128/3D	Alliance Promotion aT25/3Dfx	3.0	4.10.01.2073
Intergraph Intense 3D Voodoo	Alliance Promotion aT25/3Dfx	2073	4.10.01.2073
Hercules Stingray 128/3D	Alliance Promotion aT3D/3Dfx	3.0	4.10.01.2073
Jazz Multimedia Adrenaline Rush 3D	Alliance Promotion aT3D/3Dfx	2073	4.10.01.2073
ATI Technologies XPert@play	3D Rage Pro	5.0	4.10.01.2312
ATI Technologies XPert@work	3D Rage Pro	5.0	4.10.01.2312
Diamond Multimedia Stealth II G460	Intel i740	1400	4.10.01.1400
Intel Express 3D	Intel i740	2.6	4.10.26.1939
Real3D StarFighter AGP	Intel i740	0295	4.10.01.0295
Matrox Graphics Productiva G100 AGP	MGA-G100	4.11	4.10.01.4110
Matrox Graphics Millennium G200 AGP	MGA-G200	4240	4.10.01.4240
STB Systems Nitro DVD	Mpact 2	3073	4.10.01.3073
Number Nine Revolution IV AGP	Ticket to Ride IV	06.062.208	4.10.01.9399
ASUSTek 3DexPlorer 3000 PCI	nVIDIA RIVA 128	2.0	4.10.01.0250
ASUSTek 3DexPlorer 3000 AGP	nVIDIA RIVA 128	2.0	4.10.01.0250
Canopus Total 3D 128v	nVIDIA RIVA 128	1.30	4.10.01.0250
Diamond Multimedia Viper 330 AGP	nVIDIA RIVA 128	1713	4.10.00.1713
Diamond Multimedia Viper 330 PCI	nVIDIA RIVA 128	0128	4.10.01.0128
STB Systems Velocity 128	nVIDIA RIVA 128	1.8	4.10.01.0180
STB Systems Velocity 128	nVIDIA RIVA 128 ZX		4.10.01.0180
Canopus Spectra 2500	nVIDIA RIVA TNT	1.10.04	4.10.01.0039
Diamond Multimedia Viper 550	nVIDIA RIVA TNT	0220	4.10.01.0220
Creative Labs Graphics Blaster Exxtreme	Permedia 2	2110	4.10.01.2110

Diamond Multimedia FireGL 1000 Pro	Permedia 2	1.8	4.10.01.0180
Viewtop 3D Mars 2	Permedia 2	2105	4.10.01.2105
Creative Labs 3D Blaster PCI	Rendition V1000-E	Rev 5	4.10.00.3418
Intergraph Intense 3D 100	Rendition V1000-E		4.03.00.3133
Sierra On-Line Screamin' 3D	Rendition V1000-E	2.20.07	4.05.00.9001
Canopus Total3D Verite	Rendition V1000L-P	2.30.02	4.05.00.9001
Diamond Multimedia Stealth II S220	Rendition V2100	1.10	4.10.01.0108
Hercules Thriller 3D	Rendition V2200	3596	4.10.01.3596

### Currently Unsupported Cards and Chipsets

These 3D cards were found to have significant problems when playing *Rogue Squadron 3D*. If you are using any of the following cards or chipsets, you may not be able to run *Rogue Squadron 3D*. Some of the cards listed below may end up working if updated drivers become available. For an updated list of supported cards please check the LucasArts Web page at <http://www.lucasarts.com>.

Card Name	Chipset
ATI Technologies 3DPro Turbo	3D Rage II+DVD
ATI Technologies 3DPro Turbo PC2TV	3D Rage II+DVD
Number Nine Revolution 3D AGP	#9 Ticket to Ride
Creative Labs Graphics Blaster 3D	Cirrus Logic CL-GD5464
Matrox Graphics Mystique	MGA-1064
Matrox Graphics Millennium II	MGA-2164
NEC Technologies Power VR PCX	NEC PowerVR PCX
VideoLogic Apocalypse 3D	NEC PowerVR PCX
Matrox Graphics Matrox m3D	NEC PowerVR PCX-2
NEC Technologies Power VR PCX-2	NEC PowerVR PCX-2
VideoLogic Apocalypse 3Dx	NEC PowerVR PCX-2
3D Labs Permedia	Permedia
Diamond Multimedia Stealth 3D 2000 Pro	S3 ViRGE/DX
STB Systems Nitro 3D	S3 ViRGE/GX
Number Nine Reality 772	S3 ViRGE/VX
STB Velocity 3D	S3 ViRGE/VX
SiS 3D Pro AGP	SiS 6326
Jaton Corporation Video-87 AGP	Trident 3D Image 975
Jaton Corporation Video-97 AGP	Trident 3D Image 985

## Specific Video Issues

### Important Note

Unless otherwise noted for your video card, we recommend that you follow DirectX 6.0's recommendations for replacing or not replacing the drivers for the card. This is because these drivers have passed the Microsoft certification process and will most likely work best in the DirectX environment.

### Chipsets

#### 3Dfx Voodoo Graphics or Voodoo 2 Accelerator Cards

If you experience any problems while using your 3Dfx based accelerator card, we recommend that you use the Glide driver or the latest 3Dfx reference drivers for your specific chipset. These drivers are available at the 3Dfx website. At the time of release of this game, the Voodoo Graphics driver version is 2.16 and the Voodoo 2 is 3.01.

**WARNING:** If you add a 3Dfx Voodoo Graphics or Voodoo 2 accelerator card after you have been playing *Rogue Squadron 3D* or install Glide drivers, you will need to remove your pilot and create a new pilot. If you attempt to use your old pilot after installing the new card or these drivers, the game will lock up when you attempt to go to the **Video Settings** screen.

### **Sound Corruption When Using a Voodoo Graphics Card**

When using the DirectX or the Windows 98 driver for your 3Dfx Voodoo Graphics based accelerator card, you may hear sound corruption in the game. We recommend that you use 3Dfx Voodoo Graphics driver version 2.16 or above. These drivers are available on the 3Dfx website. After installing these drivers, you will want to use the Direct3D (D3D) driver. Follow the steps listed below to change to this driver.

When using the Glide driver with your 3Dfx Voodoo Graphics based accelerator card, you may hear sound corruption in the game. Changing to the 3Dfx Direct3D driver may correct this. To change drivers:

- Go to the **Rogue Squadron 3D** Launcher menu.
- Select **Hardware Configuration**.
- Select **Change 3D Video Card**.
- Select **3Dfx DirectX 5 Driver (Driver: D3D)**.

### **3D Labs Permedia 2**

When using a graphics card with the Permedia 2 chipset with some versions of the driver, you may experience the following graphical problems:

- The blue projection beams in the level select screen may not appear.
- The engine trails may not be transparent.
- Shields may look incorrectly drawn.
- There may be some graphical corruption at the end of cutscenes.
- Lights from towers may be opaque.

### **ATI Rage Pro**

When using a graphics card with this chipset, you may see the following issues:

- There may be blockiness in the graphics, especially during explosions.
- The transparencies may not display correctly.
- Textures and graphics may overlap on some screens.
- When using some versions of the driver, you will be unable to play the game.

### **nVIDIA RIVA 128 and RIVA 128 ZX**

When using a graphics card with one of these chipsets, you may experience the following issues:

- Seams may be visible between the textures while flying.
- Transparencies may display incorrectly or may appear solid.
- The engine flames may be slightly corrupted.

### **Rendition V-1000**

When using a graphics card with this chipset, you may experience the following issues:

- There may be cross hatched lines and some graphic corruption in the sky.
- There will be no fog in the game because this chipset does not support a full fog table which is required in **Rogue Squadron 3D**.
- There may be slowdowns in the game when there is a lot of activity on the screen. This is especially noticeable on a low end system. We recommend that you have at least a P200 when using this card in the game.

## **Video Cards**

### **Canopus Spectra 2500**

When using this graphics card (nVIDIA RIVA TNT chipset) you may occasional see a band of color on the horizon. This will not effect gameplay.

### **Diamond Multimedia Stealth II S220**

When using this graphics card (Rendition V-2100 chipset), you may experience the following problems:

- The Star Wars logo may be slightly corrupted and the background may be solid blue during the text crawl. The blue background may cause the planet at the end of the text crawl to be obscured from vision.
- The text on the in-flight menus may appear slightly corrupted.
- The framerate may drop when there is a lot of activity on the screen on a low end system.

#### **Diamond Multimedia FireGL 1000 Pro**

When using this graphics card with some versions of the driver, you may experience various problems. This includes those noted above under Permedia 2 and poor performance in the game. We recommend using driver version 4.10.01.2357 or the latest 3D Labs Permedia 2 driver.

#### **Diamond Multimedia Viper V330**

When using this card (nVIDIA RIVA 128 chipset), do not select a video resolution greater than 800x600 in the **Video Settings** screen. The game will crash if you attempt to use a higher resolution. This is caused by your card falsely reporting the memory on your card.

#### **Diamond Multimedia Viper V550 AGP**

When using this card (nVIDIA RIVA TNT chipset) you may experience graphical corruption in the game when using driver version 4.10.01.0239. Textures may be missing, 3D objects may be missing triangles, and sprite type objects may appear as a group of large pixels. We recommend using Diamond driver version 4.10.01.0220. You may see some corruption in the mission select screen. The lower portion of this screen may show part of the previously displayed screen. You can also use the latest drivers, version 4.10.01.0046, for your card's chipset. These drivers are available at the nVIDIA website.

#### **Hercules Stingray 128/3D**

When using this card with driver version 4.10.01.2072, you may see some corruption along the top of the text crawl. A portion of the planet at the end of the text crawl may flicker along the top of the screen. The 3Dfx Voodoo Rush reference drivers, which are available at the 3Dfx website, correct this problem.

#### **Hercules Thriller 3D**

When using this card (Rendition 2200 chipset), some transparencies may appear solid.

#### **Intel Express 3D**

When using this card (Intel i740 chipset), you may experience the following problems:

- If you crash to the desktop when you attempt to start a mission, you may have a resolution selected in **Video Settings** that is not supported by your card. Change the resolution to 800x600 and the game should run fine.
- When using this card, there may be missing polygons and smearing in the game. To fix this:
  - Go to the **Start Menu** and choose **Programs**.
  - Select **Intel Express 3D**, then **Drivers**.
  - Select **DirectX 6 Mode Off**. Allow the program to update the Registry. This will disable the DirectX 6 driver and utilize the DirectX 5 driver.

#### **Matrox Productiva G100**

When using this card, you may see a screen door type texture during explosions.

#### **Matrox Millennium G200**

When using this card, seams may be visible between the textures while flying. Changing the video resolution to 800x600 in **Video Settings** may help with this issue.

#### **STB Nitro DVD**

When using this card (Mpact 2 chipset), textures may appear blurry from a distance. You may also experience occasional slowdowns in the game. Please contact the STB website to see if there are newer drivers available that correct these issues.

### **ViewTop 3D Mars 2**

When using the stock drivers (4.10.01.2103) for the ViewTop 3D Mars 2, you may see graphic corruption and clipping in the game. The clipping problem is fixed with driver version 4.10.01.2105 which are available at the ViewTop website.

## **-7- Sound Issues**

### **DirectX Compatibility**

Consult **DirectX Setup** (Section 5) of this Troubleshooting Guide for information about how to check to see if your sound card is DirectX compatible. If it is not, check with your hardware manufacturer for updated drivers.

### **Enabling High-Fidelity and 4-Speaker Surround Sound**

Enabling High Fidelity sound or 4-Speaker Surround sound will not have a noticeable effect unless you are running on an MMX system. Disabling these features in **Audio Settings** may enhance performance in the game on a low-end system.

### **No Sound in the *Rogue Squadron 3D* Launcher**

If there is no sound when you run the game's launcher, Windows may still be using your sound card from the last application you were running. When this happens, it usually affects the rest of the game. Rebooting the computer should correct this. If it doesn't, your sound card may not be set up correctly in Windows. Please check the rest of this section to see how to check and see if your sound card is working correctly.

### **Static in the Game**

You may occasionally hear bursts of static in the game. This usually occurs when there is an explosion to the left side of your ship. Lowering the volume in Windows and in the game helps with this issue.

### **Sound Corruption When Using a Voodoo Graphics Card**

When using the DirectX or the Windows 98 driver for your 3Dfx Voodoo Graphics based accelerator card, you may hear sound corruption in the game. We recommend that you use 3Dfx Voodoo Graphics driver version 2.16 or above. These drivers are available on the 3Dfx website. After installing these drivers, you will want to use the Direct3D (D3D) driver. Follow the steps listed below to change to this driver.

When using the Glide driver with your 3Dfx Voodoo Graphics based accelerator card, you may hear sound corruption in the game. Changing to the 3Dfx Direct3D driver may correct this. To change drivers:

- Go to the ***Rogue Squadron 3D*** Launcher menu.
- Select **Hardware Configuration**.
- Select **Change 3D Video Card**.
- Select **3Dfx DirectX 5 Driver (Driver: D3D)**.

### **Volume Control**

To adjust the Music, Sound Effect, or Voice volume control from within the game:

- Select **Settings** from the options menu. To access this menu from the hangar, press **ESC**.

- Select **Audio**.
- Adjust the Music, Sound Effect, or Voice volume settings.

To adjust the volume in flight:

- Press **ESC**.
- Select **Sound Settings**.
- Adjust the volume slide bars.

With some sound cards you may need to use the Windows control panel to adjust the volume in the game. If you do not have the Volume Control icon on your taskbar:

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
  - **Windows 95:** Choose **Multimedia**.
  - **Windows 98:** Choose **Entertainment**.
- Choose **Volume Control**.
- Turn the wave setting **ON** by de-selecting the MUTE box or turning up the volume in the wave setting.

### **Volume Control Programs**

Some sound card and/or PC manufacturers may have proprietary software that must be set separately from the Windows Volume Control program. Please see your hardware manuals for more information.

### **Powered or Amplified Speakers**

If you have powered speakers and there are both line-out and speaker-out jacks on your sound card, try plugging your speakers into the line-out jack. Most sound card's speaker-out jack have an amplified signal and may cause static or popping on your amplified speakers. Switching to your line-out jack may greatly improve the sound quality. Also try reducing the Master Volume in Windows or turning up the volume on your speakers.

### **General Sound Card Troubleshooting**

If your sound card is not set up correctly in Windows, not 100% DirectX or Windows compatible, or you have a resource conflict, these sound problems may occur:

- You may hear static.
- You may hear stuttering, especially as someone starts speaking.
- You may hear repeating sounds.
- There may be no sound.
- The sound may drop out.
- You may experience a clicking or crackling sound.
- The game may not run.

Note: If the Media Player is not installed, the following instruction will not work. If you want to add it, please consult Windows Help for assistance. Just type Media Player in the index section and follow the directions provided by Microsoft.

### **Test your Sound Card in Windows**

You can use the Windows Media Player to make sure that your sound card is set up correctly in Windows. To test playing a sound in Windows:

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
  - **Windows 95:** Choose **Multimedia**.
  - **Windows 98:** Choose **Entertainment**.
- Choose **Media Player**.

- Go to the File menu.
- Choose **Open...** and choose a sound to test. Please be sure to choose **Files of type: Sound (\*.wav)**.

### **Playing *Rogue Squadron 3D* with Voice Modem Installed**

When you have a voice modem installed, the sound may drop out or stutter in the cutscenes if the wave device on your modem is enabled. To correct this problem:

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

**Note:** This will disable all voice features on your modem.

## **Specific Sound Cards**

### **Creative Labs AWE64**

When using this card, if you launch the game and the opening cutscene seems to be pausing or skipping with the sound cutting in and out, you may have Full Duplex disabled for the card.

Enabling Full Sound Duplex operation will correct this problem. To do this:

- Right-click on the **My Computer** icon.
- Select **Properties** from the pop-down menu.
- Click on the **Device Manager** tab.
- Click on **Sound, Video, and Game Controllers**.
- Click on **AWE64 16-bit Audio**.
- Click on **Settings**.
- Click on **Restore Defaults**.

### **Creative Labs Sound Cards**

With some early Creative Labs cards, DirectX will recommend that you keep your existing driver, even if you are running older drivers. If you have one of these cards, you may need to reinstall DirectX and go against the recommendations for these drivers, or install the latest drivers for your card from Creative Labs.

### **Ensoniq Soundscape S-2000**

When using this card in Windows 98, the sound may occasionally drop out. Please check the Ensoniq website to see if there are Windows 98 drivers available for this card.

### **MaxiSound Game Theatre**

When using this card, you may hear an unusual popping and clicking sounds on top of the regular sounds or there may be skipping in the sound and music. Updating to the newest driver for this card corrects this.

### **MediaSonic Gold-16 Pro**

When using this card with driver version 4.03.00.0035, the sound may be too quiet in the game. The driver for the ESS 1868 chipset, version 4.05.00.0013 worked best in ***Rogue Squadron 3D*** with this card. These drivers are available at the ESS website. We also found that some digital joysticks had a slight delay in response with this card.

### **S3 Sonic Vibes**



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

#### **Trident 4DWave-DX**

When using this card, you may hear occasional static and popping in the game, especially during the text crawl.

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

## **-8- Controller Device Issues**

### **Adding or Changing Controllers after Installing *Rogue Squadron 3D***

When you setup a joystick on your computer after installing *Rogue Squadron 3D*, the game may not see the controller. You may need to tell the game about the new controller in two locations.

- Select **Hardware Configuration** from the game's launcher.
- Select **Joystick Options**.
- Select the name of your controller from the pop-down list and choose **Accept**, then **Done**.
  - If your controller is not listed, select **Calibrate Joystick**. This takes you to the Windows Game Controller Applet. Make sure that your joystick is setup and working correctly. If you experience any problems calibrating or testing your controller, please consult the documentation for your joystick.
  - Return to the launcher menu and select the name of your controller from the pop-down list. Choose **Accept**, then **Done**.
- Return to the main launcher menu and choose **Play *Rogue Squadron 3D***.
- Once in the game, select **Settings** from the **Pilot Roster** screen.
- Select **Joystick**. If the settings for the controller are blank or the incorrect number of buttons are displayed for your joystick, select **Defaults** and the game will reset the options according to your controller selection.

### **Multiple Joysticks**

If you have more than one joystick installed on your system, such as USB devices, you will have to select your preferred controller before starting the game. To do this:

- Open the game's launcher.
- Select **Hardware Configuration**.
- Select **Joystick Options**.
- Select your preferred controller from the list and choose **Accept**, then **Done**.

### **Analog Joysticks**

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

### **Keyboard and Gamepad Control**

When using a keyboard or gamepad to fly in *Rogue Squadron 3D* on a low end system, you may find that the in-flight control is somewhat sluggish or erratic and it may be difficult to control your ship. A lower framerate results in very poor control in the game. We highly recommend using a joystick to play the game.

### **Compact Keyboards**

Users of compact keyboards, such as those found on laptop systems or those used for ergonomic reasons, may experience some problems using the default set of keyboard commands.

### **Keyboard Configuration**

Some keyboards may have limitations in the game. You may be unable to use multiple keys simultaneously. If you are pressing two or more keys at the same time, only one key will register the action that you chose.

## **-9- How to Contact LucasArts LLC**

LucasArts has set up a variety of services to provide you with information regarding our programs, hint & gameplay assistance, and technical support.

### **Hint Line: U. S.**

If you need a hint, you may call our automated Hint Line. This service costs 95 cents per minute, requires a touch tone phone, and you must be at least 18 years old or have your parents' permission to call. The number is **1-900-740-JEDI (1-900-740-5334)**. The option to speak with a live Hint Operator is also available from this number. (Average call length is three minutes.)

### **Hint Line: Canada**

Our Hint Line is also available to our Canadian customers. This service costs \$1.25 (U.S.) per minute, requires a touch tone phone, and you must be at least 18 years old or have your parents' permission to call. The number is **1-900-677-JEDI (1-900-677-5334)**. (Average call length is three minutes.)

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

Visit the LucasArts Web site at <http://www.lucasarts.com>. From there, you will have the option to receive online technical support through Yoda's Help Desk, browse technical documents, or leave a message for an online representative.

### **Yoda's Help Desk**

We are proud to feature Yoda's Help Desk, which is available in the Technical Support section of the LucasArts Web site at <http://www.lucasarts.com/support/>. Yoda's Help Desk offers interactive solutions to technical issues based on information you provide. Visitors to Yoda's Help Desk will be able to receive technical support 24 hours a day, seven days a week.

### **LucasArts Company Store**

Visit the LucasArts Company Store at <http://www.lucasarts.com>. The Company Store offers the complete line of LucasArts games, hint books and logo gear.

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## -10- Websites

3Dfx Interactive	<a href="http://www.3dfx.com">www.3dfx.com</a>
Acer	<a href="http://www.acer.com">www.acer.com</a>
Alliance Semiconductor	<a href="http://www.alsc.com">www.alsc.com</a>
Asus	<a href="http://www.asus.com">www.asus.com</a>
ATI Technologies	<a href="http://www.atitech.com">www.atitech.com</a>
Aural Semiconductor	<a href="http://www.a3d.com">www.a3d.com</a>
Aztech Labs	<a href="http://www.aztechca.com">www.aztechca.com</a> or <a href="http://www.aztech.com.sg">www.aztech.com.sg</a>
Canopus	<a href="http://www.canopuscorp.com">www.canopuscorp.com</a>
Cirrus Logic	<a href="http://www.cirrus.com">www.cirrus.com</a>
Compaq	<a href="http://www.compaq.com">www.compaq.com</a>
Creative Labs	<a href="http://www.creativelabs.com">www.creativelabs.com</a>
Crystal Semiconductor	<a href="http://www.crystal.com">www.crystal.com</a>
DELL Computer	<a href="http://www.dell.com">www.dell.com</a>
Diamond Multimedia	<a href="http://www.diamondmm.com">www.diamondmm.com</a>
Elsa	<a href="http://www.elsa.com">www.elsa.com</a>
Ensoniq	<a href="http://www.ensoniq.com">www.ensoniq.com</a>
ESS Technologies	<a href="http://www.esstech.com">www.esstech.com</a>
Gateway 2000	<a href="http://www.gateway2000.com">www.gateway2000.com</a>
Guillemot	<a href="http://www.guillemot.com">www.guillemot.com</a>
Hercules	<a href="http://www.hercules.com">www.hercules.com</a>
Hewlett Packard	<a href="http://www.hp.com">www.hp.com</a>
IBM	<a href="http://www.ibm.com">www.ibm.com</a>
Intel	<a href="http://www.intel.com">www.intel.com</a>
Intergraph	<a href="http://www.intergraph.com">www.intergraph.com</a>
Jaton	<a href="http://www.jaton.com">www.jaton.com</a>
LucasArts Entertainment Co. LLC	<a href="http://www.lucasarts.com">www.lucasarts.com</a>
Matrox	<a href="http://www.matrox.com">www.matrox.com</a>
Media Vision	<a href="http://www.svtus.com">www.svtus.com</a>
MediaSonic	<a href="http://www.mediasonic.com">www.mediasonic.com</a>
Number Nine	<a href="http://www.nine.com">www.nine.com</a>
Oak Technology	<a href="http://www.oaktech.com">www.oaktech.com</a>
OPTi	<a href="http://www.opti.com">www.opti.com</a>
Orchid	<a href="http://www.orchid.com">www.orchid.com</a>
Packard Bell	<a href="http://www.packardbell.com">www.packardbell.com</a>
Real 3D	<a href="http://www.real3d.com">www.real3d.com</a>
Rendition	<a href="http://www.rendition.com">www.rendition.com</a>
STB Systems	<a href="http://www.stb.com">www.stb.com</a>
Trident	<a href="http://www.tridentmicro.com">www.tridentmicro.com</a>
Turtle Beach	<a href="http://www.tbeach.com">www.tbeach.com</a>
Yamaha	<a href="http://www.yamaha.com">www.yamaha.com</a>