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## **Lords of the Realm 2**

### **Troubleshooting Guide**

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

##### **REQUIRED**

Windows 95 or DOS 6.0+  
486DX-66  
8MB RAM  
Local Bus Video  
34 MB Hard Drive Space (Minimum Install)  
Double Speed CD-ROM  
Mouse  
Sound Card

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

Pentium 75+  
Quad speed CD-ROM Drive  
Direct-X Compliant Sound and Video (For Win95)  
101 MB Hard Drive Space (Maximum Install)

## SECTION 2 - INSTALLATION PROCEDURES

### WINDOWS 95:

Insert the CD and wait for the Lords of the Realm 2 window to appear. Click on Install. If you do not have Autorun enabled, insert the CD into the appropriate drive, click on the **Start** button, then click on **Run**. In the text field, type the letter of your CD-ROM drive followed by :\\SETUP. Example: **D:\\SETUP**. Follow the on-screen prompts to complete the installation. If you fail any of the tests, see SECTION 3 - COMMON INSTALLATION PROBLEMS.

### MS-DOS:

Insert the CD and switch to the CD drive by typing the drive letter followed by a colon. Example: **D:[ENTER]**. Then type **INSTALL [ENTER]** to begin the installation program. Follow the on-screen prompts to complete the installation.

## SECTION 3 - COMMON INSTALLATION PROBLEMS

### WINDOWS 95:

**Problem:** Your computer crashes during the hardware tests or fails one or more of the hardware tests, but you know you meet the minimum requirements for the game.

**Solution:** If the Hardware Test crashes, then re-run the setup program (you may need to restart Windows first), skip the hardware test, and install the game even though the test claims that you have failed.

**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. When 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.

If you need to replace your CD, replacement is FREE for the first 90 days of product ownership. After 90 days there is a \$10.00 handling fee per program. Mail us the CD, 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 you a replacement CD. The address is: Sierra On-Line Customer Service, PO Box 485, Coarsegold CA 93614-0485.

**Problem:** Your computer fails the Display test; you get a message saying "Your video display supports 16 colors...".

**Solution:** Sierra's Windows games require that Windows is running in 256 color mode. Even though your monitor and video card may be capable of displaying 256 colors, Windows may not be set up to use this resolution. To check, right-click on the desktop and choose Properties from the pop up menu. In the Settings section, if the *Color Palette* section reads 16 colors, you will need to change to 256 colors. **Although Lords of the Realm 2 will run in displays of more than 256 colors, you will not be able to view some of the visual effects in the game.**

**Warning:** *Be careful when changing video drivers!* If you choose one that is not designed for your particular monitor, Windows may not display properly. If this occurs, restart your computer and hit [F8] when the words "Starting Windows '95" are displayed. Choose Safe Mode from the options list. While you are in Safe Mode, right-click on the desktop and select Properties from the pop up menu. Change the *Color Palette* and *Desktop Area* to a setting supported by your system.

**Problem:** Your computer fails the Display test; you get a message saying "Your video display supports 256 colors at a resolution of 800 x 600 and a speed of XXX K pixels/sec...".

**Solution:** The display rate of your computer is not fast enough to satisfactorily play the game. If you are running 800 x 600 resolution, switch to 640 x 480 at 256 colors. Right-click on the desktop and choose Properties from the pop up menu. In the Settings section, if the *Desktop Area* section reads 800 x 600, or higher, change to 640 x 480. Click on the OK button and follow the onscreen prompts from Windows '95. Once Windows has resized, click on the Start button and choose Settings, Control Panel. Double click on the System icon, then click on the Performance tab and the Graphics

button. Make sure the slider for Hardware Acceleration is all the way to the right. Restart Windows and run the setup program and test your display. If your computer still fails the display test, you may be able to play Lords of the Realm 2 on your system with some limitations. In the game, turn down some, or all, of the detail options. Also be aware that the game may play more slowly.

**Problem:** Your computer fails the Sound Card test.

**Solution:** Your sound card may be incorrectly configured for DAC (Audio) or your sound card drivers may not be properly installed or configured. 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 MIDI (music) and DAC (Audio). Also check the Audio and MIDI settings in the Multimedia section of Control Panel. The Audio setting defines what driver will be used to produce digitized sound (DAC). Speech and sound effects in a game are usually DAC sounds. The MIDI setting indicates what driver is being used for music playback. The following examples are for the SoundBlaster 16:

AUDIO: SB16 Wave Out

MIDI: MIDI for Internal OPL2/OPL3 FM Synthesis

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

**Problem:** After the game installs there is no Icon to start the game.

**Solution:** CD-ROM caching programs or drivers will prevent the executable from copying to the hard drive. Disable CD-ROM caching utilities, and change any CD caching drivers to the standard MSCDEX drivers.

## SECTION 4 - WINDOWS 95 / DOS MEMORY TROUBLESHOOTING

If you are having trouble freeing up enough memory to run **Lords of the Realm 2**, follow these steps:

### WINDOWS 95:

#### **Create a Boot Disk:**

Create a boot disk using the instructions in SECTION 8 - WINDOWS 95 BOOT DISK INSTRUCTIONS.

#### **Disable any hardware cache:**

Some CD ROM drives, such as the Teac 4x, install their own cache. This cache may use as much as 4 MB of memory. Consult with the manufacturer or your hardware documentation if you do not know how to disable this cache.

#### **Create a Clean Windows Environment:**

Make sure that there are no other Windows programs running. Disable all screen savers, virus scans, etc. If you are using an alternate Windows desktop (Norton Navigator, etc.) use plain Windows 95 instead. If you have sound-related Windows programs installed (IconHearIt, SoundBits, etc.), make sure they are disabled before starting the game. Also, disable your wallpaper as intricate wallpaper can use a considerable amount of memory.

### MS-DOS:

#### **Create a Boot disk:**

Create a boot disk using the instructions in SECTION 9 - MS-DOS BOOT DISK INSTRUCTIONS.

## SECTION 5 - ILLEGAL OPERATION ERRORS

An Illegal Operation or a Page Fault is a generic Windows 95 error message than can occur in any Windows program. Insufficient memory, conflicts between two or more drivers or programs, or corrupted files can all contribute to this type of error. The following steps will resolve most of these illegal operation errors.

- 1) Create a boot disk using the instructions in SECTION 9 - MS-DOS BOOT DISK INSTRUCTIONS.
- 2) Disable any and all other Windows programs (if any) that are running prior to starting the game. This includes all screen savers, wallpaper, etc.
- 3) Set your Video Display to 640 by 480, 256 colors. (Consult the steps given for changing display settings in SECTION 3 - COMMON INSTALATION PROBLEMS.)

- 4) Run SCANDISK on your hard drive by clicking **Start**, then **Programs, Accessories, System Tools, Scandisk**. et Scandisk correct any errors, then uninstall Lords or the Realm 2 and re-install it.
- 5) Make sure that you have at least 20-30 MB of free hard drive space so that Windows 95 can properly allocate virtual memory.
- 6) Disable Video Acceleration. Click on **Start**, then **Settings, Control Panel**. Double-click the **System** icon, choose **Performance**, then **Graphics**. You should see a slider bar labeled Hardware Acceleration. Lower the bar a notch (slide it to the left), then restart Windows when you are prompted and run the game again. Continue doing this until you cannot lower the bar any more or the problem is corrected. If this corrects the problem, you should contact your video card manufacturer to obtain updated video drivers.
- 7) Free up memory by lowering your CD ROM Supplemental Cache Size. From **Control Panel**, click on **System**, then **Performance, File System**. Click on the tab for **CD ROM**. Adjust the slider bar for Supplemental Cache Size from "Large" to "Small", then click on OK.

## SECTION 6 - COMMON GAME PROBLEMS

Unless otherwise stated, the following issues can occur in both the DOS and Windows version.

**Problem:** In Windows 95, the mouse disappears, exhibits erratic behavior, or changes graphics on the menu screens.

**Solution:** Animated, 3D, or custom cursors can cause this problem. Click **Start, Settings, and Control Panel**. Then double click the MOUSE icon under the Control Panel, select the Pointers, and chose the Windows Standard.

**Problem:** In Windows 95, the game locks up when you finish a battle or when you try to build a castle.

**Solution:** Some systems have a problem playing the Smacker animation files that run at these parts of the game. To work around this problem, Click on the options menu and then on Display. Make sure that the game is running in full screen and then turn the animations off. Alternately, you can check with you hardware manufacturer for updated Window 95 video card drivers which should improve software support and, could quite possibly, fix the problem. Sierra is currently investigating this issue.

**Problem:** In Windows 95, you get an Error Loading DPLAYX.DLL, DDRAW.DLL or D[anything].DLL.

**Solution:** Click **Start, Programs, Sierra**, and then **Install Microsoft's DirectX3**. Next choose **Reinstall DirectX**. This will reinstall Microsoft's DirectX Game SDK modules.

**Problem:** *Running under DOS 6.+*, turning off the sound locks up the game.

**Solution:** Do not turn off the music when running in MS-DOS. Sierra is currently investigating this issue.

## SECTION 7 - SOUND CARD CONFIGURATION AND SOUND ISSUES

### Windows 95:

Improper sound card configuration will cause problems with some multimedia applications. Check your sound card's documentation, or with the manufacturer of the card, to ensure your sound card is properly set up for Windows 95. If your manual does not cover configuration for Windows 95, you should get updated information from the card's manufacturer. This information may be available online through CompuServe, America On Line or another service.

To play in Windows 95, **Lords of the Realm 2** requires a Windows 95 compatible sound card. For your sound card to be compatible with Windows 95, it must be supported directly by Windows 95. If you encounter any problems, check your sound card documentation to insure that it is supported by Window 95 and that it is correctly setup in Windows 95.

**Problem:** No sound effects during the game, or sound works for awhile then stops.

**Solution:** Make certain that your sound card supports **DirectX 3**. You may need to reinstall DirectX or check with your sound card manufacturer to make sure that your sound card is set up properly and that it supports DirectX 3. If continue to have problems with the effects, make certain that you have the latest Windows '95 drivers for your sound card.

### MS-DOS:

**Problem:** *Running under DOS 6.+*, no program for changing the sound card options.

**Solution:** Change to the **\LORDS2\DRIVERS** and run **SOUNDSET**.

## SECTION 8 - WINDOW 95 BOOT DISK INSTRUCTIONS

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

### STEP 1

#### FORMATTING THE DISK

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

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

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

### STEP 2

#### REBOOT THE COMPUTER AND START THE GAME

Leave the disk in the drive and restart the computer by clicking on **Start, Shut Down, Restart the Computer**. When Windows 95 is restarted, start Lords of the Realm 2.

## SECTION 9 - MS-DOS BOOT DISK INSTRUCTIONS

**IMPORTANT NOTE:** Please read the entire instructions prior to starting at Step 1. If you are playing in Windows 3.1x, skip Step 2.

### STEP 1

#### FORMATTING THE DISK

To make a boot disk, you must “system” format a high density diskette in the A: drive. This procedure will transfer the “system files” to the disk and allow the computer to boot up correctly. The diskette must be in the A: drive; the computer will not boot from the B: drive. At a DOS prompt, 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 a Windows 3.1x game)

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. The CONFIG.SYS mouse drivers have an extension of .SYS (MOUSE.SYS) and the 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 HPMOUSE. 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 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. To display the CONFIG.SYS, type the following at a DOS prompt:

**CD\ <ENTER>**

**TYPE CONFIG.SYS /p<ENTER>**

The CONFIG.SYS file will display on the screen. Look for the line that loads the CD ROM device driver. 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.

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.

**NOTE:** If you cannot locate the driver in your CONFIG.SYS file, check your CD-ROM drive documentation, or contact the manufacturer.

**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 display the AUTOEXEC.BAT, type the following at a DOS prompt:

**CD\ <ENTER>**

**TYPE AUTOEXEC.BAT /p<ENTER>**

The AUTOEXEC.BAT file will display on the screen. Look for the line that loads MSCDEX. 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**

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.

### **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 Card Configuration". These tables contain the sound card driver and initialization lines for many common sound cards. Check to see if your sound card is on the list. If it is, add the appropriate lines to the AUTOEXEC.BAT and/or CONFIG.SYS on your boot disk when instructed. If your sound card is not listed, check your sound card documentation for information on what needs to load in the AUTOEXEC.BAT and CONFIG.SYS.

### **STEP 6**

#### **CREATING THE CONFIG.SYS FILE ON THE BOOT DISK**

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  
DEVICE=C:\DOS\EMM386.EXE NOEMS (Do not include this line if playing in Windows)  
DOS=HIGH,UMB  
FILES=30  
BUFFERS=20
```

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

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

Add the CD ROM device driver you wrote it down in Step 3: "Locating the CD ROM Device Driver" section. If you're playing a standard DOS game, the device driver should look something like this:

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

If you need to load any sound card initialization programs or load any drivers, type them in now. You can copy the appropriate lines from the "Sound Card Configuration" section located at the back of this document. The following example lines are for the SoundBlaster 16:

```
DEVICEHIGH=C:\SB16DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5  
DEVICEHIGH=C:\SB16DRV\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 ON THE BOOT DISK**

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 \$\_SPSG  
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:

**LH A:\MOUSE.COM**

Add the MSCDEX line you wrote down in Step 4: "Locating the MSCDEX CD ROM Extension". For example:

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

Next, add the following line:

**LH C:\DOS\SMARTDRV.EXE 512**

If you need to load any sound card initialization programs or load any drivers, type them in now. You can copy the appropriate lines from the "Sound Card Configuration" section located at the back of this document. 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**

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

## **STEP 8**

### **REBOOT THE COMPUTER AND START THE GAME**

Leave the boot disk in the drive and reboot your system by pressing the <RESET> button on your computer or by using the <CTRL> <ALT> <DELETE> key sequence on your keyboard. Follow the instructions in the game manual to start the game.

## **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 (206) 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 (206) 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 (206) 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 (206) 644-4343 between 8:00 am and 4:45 pm, Monday through Friday. Please try to be at your system or have a copy of a Microsoft Diagnostics (MSD) report from it when you call.

If you are in Europe, please contact our office in England. The Customer Service number is (44) 1734-303171, between 9:00 am and 5:00 pm, Monday through Friday. The BBS number is (44) 1734-304227 and the fax number is (44) 1734-303201. Customer Service can also be reached at the following address:

Sierra On-Line Limited  
4 Brewery Court  
The Old Brewery  
Theale, Reading, Berkshire  
RG7 5AJ 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 Packard Bells	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\ DWCFCGMG.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 :

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

**Name/Description of Program:** \_\_\_\_\_

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

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

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

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

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

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

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

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

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

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

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

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