

Trouble Shooting

Please read and check for each type of problem (they are very simple tests). It may surprise you, but each of the items described herein can cause a number of seemingly unrelated problems. To print any of these help topics, from this Help system [FILE](#) menu, select [PRINT TOPIC](#).

MOST IMPORTANT:

If you experience problems with any of the games, the first and most important thing to do is check for hard drive corruption. Exit Windows completely and type `SCANDISK <Enter>` at the DOS prompt (run `CHKDSK /F` instead of `SCANDISK` with DOS versions earlier than 6.2). `SCANDISK` is a DOS utility that checks for and attempts to correct any hard disk corruption. You should "Delete" or "Fix" any areas with reported problems (if running `CHKDSK`, convert the lost clusters to files). Creating an undo disk is not necessary, nor is performing a "Surface Scan". If `SCANDISK` or `CHKDSK` report any problems, delete the game files and directory then reinstall the game.

If using Windows 95, click on the Start button, select Run, type `SCANDISKW` and hit the `<Enter>` key.

Many people have hard drive corruption or file cross-linking without ever knowing it. Such corruption or cross linking can cause loss of data, or result in programs performing mildly buggy to very bizarrely. DOS provides utilities to quickly detect and correct such conditions. See your DOS or Windows 95 manuals for more information.

[Windows 3.1 & Windows for Workgroups 3.11 Trouble Shooting](#)
[Windows 95 Trouble Shooting](#)

Windows 3.1 and Windows for Workgroups 3.11 Troubleshooting

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VIDEO:

Some problems are caused by faulty video drivers. Check for this by using a 256 Color Super VGA or a VGA video driver supplied by Windows, for example [Super VGA 640x480, 256 Color](#) or [VGA 640x480, 256 Color](#). Be sure to match the video resolution you are currently using. To select it, perform the following steps:

Exit Windows
At the prompt type: **CD WINDOWS**
At the prompt type: **SETUP**
Arrow up until the **DISPLAY:** line is highlighted
Hit the Enter key
Arrow down until one of the drivers mentioned above is highlighted
Hit the Enter key and follow the prompts.

SOUND:

If you are still experiencing problems, check for a sound conflict. To check, turn the sounds off. This is generally accomplished through an Options or Preference menu on the game screen. Once sound is turned off, exit the game (save preferences if asked) then restart the game. If the problem goes away, contact your sound board manufacturer for proper setup.

OTHER:

Thanks for reading this. If you have tried checking for hard drive corruption, for problems from the video and sound card, yet still need to contact Masque Publishing, your options are:

Tech Support	303-290-9853 (M-F 9-5)
FAX	303-290-6303 (fax requests are only answered via fax)
CompuServe	GO MASQUE (library 5)
CompuServe Id	71333,1547
Mail	Masque Publishing PO Box 5223 Englewood, CO 80155
EMAIL	71333.1547@compuserve.com

Please include the following information:

Product Name
Version (from the the About in the Help menu)
Description of the problem including any error messages that may appear on the screen.
Your Name

Your Mailing Address (in case we have a patch to send)

Most Important

Windows 95 Trouble Shooting

Windows 95 Troubleshooting

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VIDEO:

Some problems are caused by faulty video drivers. Check with your video board manufacturer to ensure that you have the latest version of video drivers. Ensure that you are using a 256 color palette. To check or select it, perform the following steps:

Double click on the	My Computer	icon
Double click on the	Control Panel	icon
Double click on the	Display	icon
Click on the	Settings	tab
Check for / Change Color Palette to	256 Color	

SOUND:

If you are still experiencing problems, check for a sound conflict. To check, turn the sounds off. This is generally accomplished through an Options or Preference menu on the game screen. Once sound is turned off, exit the game (save preferences if asked) then restart the game. If the problem goes away, contact your sound board manufacturer for proper setup.

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Most Important
Windows 3.1 & Windows for Workgroups 3.11 Trouble Shooting

