This topic forces the Help file to open the Contents topic (below) in a Trbl window when swfftrbl.hlp is double-clicked.

Troubleshooting Information for SideWinder Force Feedback Game Controllers

For help using your SideWinder force feedback game controller, click the appropriate button below.

 SideWinder Force Feedback Pro joystick

 SideWinder Force Feedback Wheel

My SideWinder Force Feedback Pro joystick is not working

If your SideWinder Force Feedback Pro joystick does not appear to be working, the first thing to check is the state of the green LED on the base of the joystick.   This LED can indicate a problem with the connections between the joystick and the game port and also with the power connection to the AC adapter.

Depending on the state of the LED, click the appropriate button below.

The LED is lit
The LED is blinking
The LED is not lit

Joystick LED is lit

The lit LED indicates that the joystick is properly connected to the game port and also to the AC adapter.   With connections correctly made, you can proceed with a test of joystick operation.

Control Panel: Game Controllers provides a way for you to check the buttons and movement of your SideWinder Force Feedback Pro joystick to see if they are operating correctly with your computer.

To test the stick and buttons of your joystick

1   Click here   to open Control Panel: Game Controllers.
2   In the **Controller** column, select the SideWinder Force Feedback Pro joystick, and then click **Properties**.
3   Click the **Test** tab and press the hat switch or button on your SideWinder joystick.   If the corresponding light on the screen lights up when you press a joystick button, then that button is working correctly.
4   You can further test your joystick by moving the handle. If the cursor in the window traces the movement of the handle, the handle is working correctly.

Does the joystick perform as described above?

Yes
No

Joystick LED is blinking

The blinking LED indicates that the joystick is not properly connected with the AC adapter to an AC wall outlet. It is also possible that the wall outlet has no power.

Connect the AC adapter to an AC outlet that you know is working, verify that the LED lights without blinking, and try your joystick again.

Joystick LED is not lit

The unlit LED indicates that the joystick is not properly connected to the game port on your sound card.

Connect the joystick cable firmly to the 15-pin game port on your sound card, verify that the LED lights, and then try your joystick again.

My SideWinder Force Feedback Wheel is not working

If your SideWinder Force Feedback Wheel does not appear to be working, the first thing to check is the state of the red LED behind the Force button in the center of the wheel.   This LED can indicate a problem with the connections between the wheel and the game port.

Depending on the state of the LED, click the appropriate button below.

The LED is lit
The LED is blinking
The LED is not lit

Wheel LED is lit

The lit LED indicates that the wheel is properly connected to the game port, getting power from the AC adapter, and that forces are have been turned on.   With connections correctly made, you can proceed with a test of joystick operation.

Control Panel: Game Controllers provides a way for you to check your wheel and pedals to see if they are operating correctly with your computer.

To test the wheel and buttons

1   Click here   to open Control Panel: Game Controllers.
2   In the **Controller** column, select the **SideWinder Force Feedback Wheel**, and then click **Properties**.
3   Click the **Test** tab and press one of the buttons on the wheel.   If the corresponding light on the screen lights up when you press a button, that button is working correctly.
4   You can further test your SideWinder Force Feedback Wheel by turning the wheel and observing that the image of the wheel on the screen moves when you turn the wheel.

Does the wheel perform as described above?
Yes
No

Wheel LED is blinking

The blinking LED indicates that the wheel is not properly connected to the game port on your sound card.

Connect the wheel's cable firmly to the 15-pin game port on your sound card.   You should notice that the wheel centers itself and that the LED turns off, indicating that the wheel is getting power but that forces are not turned on.   Press the **Force** button and verify that that the LED lights when forces are turned on.   Then try your wheel again.

Wheel LED is not lit

The unlit LED means one of two things: the wheel isn't getting power or the wheel is working properly but forces are not turned on.   Try the following:

1   Check that the AC adapter is properly connected to the wheel and that the adapter is plugged into a wall outlet you know is working.

2   Press the **Force** button to turn forces on.   The LED should become lit when forces are on.

Is the LED lit now?
▪   Yes
▪   No

Wheel is not getting power

If the LED is still unlit, the wheel is not getting power.   If you are sure that the AC adapter is properly connected to the wheel and plugged into a wall outlet you know is working, then you may have a faulty AC adapter.   See **Getting Help from Microsoft Technical Support** for information.

Run setup for the SideWinder Software and check for multiple game ports

Since your controller is connected properly but didn't perform correctly when you tested it, you should run the **Setup** program for the SideWinder Software again to make sure that the software is correctly installed on your machine.

Insert the CD in the CD-ROM drive and follow the setup instructions given in the Getting Started booklet to reinstall the SideWinder Software.

It is possible that your computer is equipped with more than one game port.   To check for multiple game ports, examine the back of your computer for one or more adapters that have 15-pin game ports mounted on them.   Typical game ports will be either on your sound card or on a dedicated game card.   If your machine has multiple game ports, you may have to disable one in order for your SideWinder game controller to work.

If you have only one game port and you've reinstalled the SideWinder Software, but your game controller still doesn't work, you'll need to contact Technical Support for assistance.   See **Getting Help from Microsoft Technical Support** for information.

Test the controller's forces

Control Panel: Game Controllers provides a way for you to check the force feedback operation of your SideWinder game controller in order to see if your controller and the MIDI interface are operating correctly.

To test the forces of your SideWinder controller

1   Click here   to open Control Panel: Game Controllers, if it is not already open.
2   In the **Controllers** column, select the game controller (SideWinder Force Feedback Pro or SideWinder Force Feedback Wheel) for which you want to test forces.
3   Click the **Test Forces** tab
4   Grasp the controller and press a button that corresponds to the type of force you want to feel. If the controller's movement matches the type of force you choose, then the force feedback feature is working correctly.

Does the controller move in your hand when you press a button?

   Yes
   No

Conditions that can affect the operation of your SideWinder Force Feedback controller

Since your SideWinder force feedback controller and the SideWinder Software are working correctly, the lack of forces when playing your game is most likely caused by:

- Your game not being force feedback enabled.
- An incorrect setting or option choice in your game.

To solve either of these problems, you can review the manual that came with your game, taking note of any special instructions that pertain to enabling force feedback.   Also, you may need to reinstall your game, paying particular attention to any selections that have to do with the type of sound card in your system and other choices that could affect installation of the force feedback feature.

Note

It is also possible that your computer is equipped with a sound card that requires a certain multimedia setting for single-mode DMA.   This may be the case if operation of your game controller was sluggish or intermittent when playing your force feedback game.

Check for single-mode DMA

If the response of your SideWinder force feedback controller seems sluggish or intermittent, or your controller stops responding while playing your game, especially with music playing, you may have a sound card that needs the following setting:

1 Click here   to open the Multimedia Properties window.
2 Click the **Advanced** tab.
3 In the **Multimedia devices** window, double-click **Audio Devices**.
4 Select the listed audio device, click **Properties**, then click **Settings**.
5 If there is a **Use single-mode DMA** check box, select it.
6 Click **OK**.

Continue with the Troubleshooter.

Troubleshooting the MIDI/Game Port

Your SideWinder force feedback controller communicates with your computer through the MIDI (Musical Instrument Digital Interface) section of your sound card's game port. Even though your SideWinder controller operates normally in the non-force feedback mode, you'll still need to check the MIDI section of your game port, since it is essential to force feedback operation. The force feedback feature of your game and also the Test Forces feature in Control Panel: Game Controllers, both rely on correct operation of the MIDI port.

The external MIDI port is usually enabled when your sound card is installed, but in some instances may not be.   This Troubleshooter guides you through the process of enabling your system's external MIDI port.

Start the MIDI port Troubleshooter.

Note

- Please refer to the Sound Card Compatibility Issues section of the SideWinder Reference for information on special setup for sound cards, incompatible sound cards, and related information.   To access the Sound Card Compatibility Issues file:

    1   Click the Windows **Start** button, point to **Programs**, point to **Microsoft Hardware**, point to **SideWinder Game Controllers**, and then click **SideWinder Central**.

    2   From the SideWinder Central window, click **More Information**, and then select **Sound Card Compatibility Issues**.

Before you start

Make sure you have the latest device drivers for your sound card from your card's manufacturer.   These are typically available from your sound card's manufacturer via floppy disk, their bulletin board service (BBS), or their Internet Web site. It's extremely important to have the latest sound card drivers to help assure that new devices are compatible with your system.

After installing new sound card drivers, consult your original sound card documentation or any documentation that accompanied the new drivers for instructions on enabling the external MIDI port.   If such information does not exist, use the steps outlined in this Troubleshooter, but be aware that all sound cards are different and that the following procedure may not exactly match the steps necessary for your system.

Continue with the Troubleshooter.

About MIDI port troubleshooting

When your sound card doesn't have the correct driver installed or is configured improperly, the MIDI port, and consequently force feedback, will not work.   You can use the Windows Control Panel and the Device Manager to check and change the following items yourself, or you can follow the steps in the Troubleshooter.

- In Multimedia Properties, check for an enabled MIDI port on your sound card.

- In Device Manager, troubleshoot the MIDI port by:

  1 Changing the Resource Settings for your sound card, turning the automatic settings either on or off.

  2 Manually changing the settings by choosing a new Basic Configuration for your sound card.   Some sound cards require that the Basic Configuration setting be set to a particular value.

  3 Making sure that another device is not conflicting with your sound card.   If it is, identify an unused resource and assign it to the device that is causing the conflict.

Note

- Any time you alter your computer's configuration, it's a good idea to back up critical information contained on your hard drive.

What do you want to do next?

See step-by-step instructions on how to troubleshoot the MIDI port.

Open MultiMedia Properties..

Open Device Manager.

Check for an enabled MIDI port

The MIDI port contained on your sound card must be enabled in order for force feedback to work.   Check to make sure your MIDI port is enabled:

1   Click here   to open the Multimedia Properties window.
2   Click the **MIDI** tab.
3   In the **MIDI output/Single instrument** window, make sure there is a MIDI port listed, such as MIDI for External MIDI Port, MIDI for MPU 401, MIDI for SoundBlaster, and so on.

If there is no MIDI port listed, no MIDI port is enabled and you'll need to install the correct driver for your sound card and then test the forces again.   You can usually install the correct driver in either of two ways:

- Reinstall the sound card software from your original CD or disks.

- Download the latest driver from your sound card manufacturer's BBS or Web site.

After installing new sound card drivers, consult your original sound card manual or any instructions that accompanied the new drivers for enabling the external MIDI/game port.   If such information is not available, use the subsequent steps in this Troubleshooter, but be aware that sound cards differ and the following procedure may not exactly match the steps necessary for your system.

Click here to continue with the Troubleshooter.

Configure the MIDI port

If your MIDI port is enabled, the next step is to open the Device Manager so you can check MIDI port configuration settings:

1   Click here ⬜ to open the Device Manager.

2   Make sure **View Devices By Type** is selected.

3   Scroll down the list to **Sound, video and game controllers**, and then click the ⊞ to display the list of controllers connected to your computer.

4   Click the controller entry in the list that identifies your sound card.   For example, Creative Labs Sound Blaster 16.   Note that this is an example; your sound card's name can be quite different.   Do *not* click the **Gameport Joystick** entry; this entry is not related to the external MIDI port.

5   Click **Properties** to open the Properties dialog box.

6   Click the **Resources** tab.

7   Scroll down the **Resource settings** list until you see a listing for **Input/Output Range**.   There may be one or more entries, and will look somewhat like the following example.
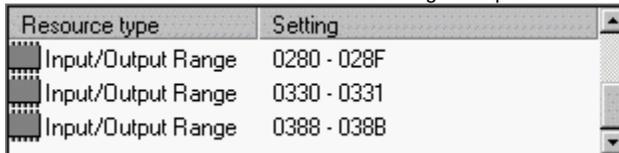
Resource type	Setting
Input/Output Range	0280 - 028F
Input/Output Range	0330 - 0331
Input/Output Range	0388 - 038B

In order for the external MIDI port to operate, there typically must be one Resource type entry in the list with a **Setting** value that has a starting address 03X0 - 03XX. (In the example above, the **Setting 0330 - 0331** is present, so the external MIDI port is enabled.) Typical values are:

0300 - 0301

0310 - 0311

0320 - 0321

0330 - 0331

It is possible that your MIDI port will operate without a resource entry in this range.   For more information, please refer to the Sound Card Compatibility Issues section of the SideWinder Reference.

Are the required values present in your list of Resource settings?

⬜ No, the required values are not present in my list of Resource settings.

⬜ Yes, the required values are not present in my list of Resource settings.

Note

• The Sound Card Compatibility Issues section of the SideWinder Reference contains information on special setup for sound cards, incompatible sound cards, and related information.   To access the Sound Card Compatibility Issues file:

1   Click the Windows **Start** button, point to **Programs**, point to **Microsoft Hardware**, point to **SideWinder Game Controllers**, and then click **SideWinder Central**.

2   From the SideWinder Central window, click **More Information**, and then select **Sound Card Compatibility Issues**.

Find a configuration that enables the MIDI port

Make a note of all the Resource settings in the list in case you need to restore them later.

If the **Use automatic settings** box is not checked, select it and then click **OK**.   Windows will attempt to configure your sound card for all available resources.   It may be necessary to restart Windows in order to complete the process.

Was the Use automatic settings box already selected?

   Yes, the **Use automatic settings** box was already selected.
   No, I just selected the **Use automatic settings** box.

Check new configuration settings

1 If the Device Manager is no longer open, click here [ ] to view **Device Manager**.
2 Make sure **View Devices By Type** is selected.
3 Once again, scroll down to the **Sound, video and game controllers** entry, click on the name of your sound card, and look for the necessary **Resource setting**. Again, look for one Resource type entry in the list with a **Setting** value that has a starting address 03X0 - 03XX.   For example, one of the following values:
0300 - 0301
0310 - 0311
0320 - 0321
0330 - 0331

Are the required values present in *your* list of Resource settings?

[ ]   No, none of the Input/Output Range values listed for my sound card has the required value.
[ ]   Yes, one of the Input/Output Range values listed for my sound card has the required value.

Try new basic configuration

1   Clear the **Use automatic settings** check box.

2   Select **Basic configuration 0000** from the **Setting based on** list box.
    Check the **Resource settings** list again to see if the necessary Resource type and Setting are now listed there. Again, look for one Resource type entry in the list with a **Setting** value that has a starting address 03X0 - 03XX.   For example, one of the following values:
    0300 - 0301
    0310 - 0311
    0320 - 0321
    0330 - 0331

3   If none of the values match, then select the next configuration setting in the **Setting based on** list, such as 0001, 0002, and so on.

4   Repeat this process until you find a Resource type and Setting that contains the required values.

If you find the proper Resource type and Setting, but it results in a device conflict message appearing in the **Conflicting device list**, start the Windows Hardware Conflict Troubleshooter.
Click here   to display that topic.

If none of the Basic configurations have the necessary Resource type and Setting, see the Sound Card Compatibility Issues section of the SideWinder Reference.

Note

•   The Sound Card Compatibility Issues section of the SideWinder Reference contains information on special setup for sound cards, incompatible sound cards, and related information.   To access the Sound Card Compatibility Issues file:

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    2   From the SideWinder Central window, click **More Information**, and then select **Sound Card Compatibility Issues**.

Configuration complete

Because the required Resource settings match the settings for your sound card, your sound card should now be configured properly.

If you still encounter problems, your sound card may not be compatible with the SideWinder force feedback controller.   Please refer to the Sound Card Compatibility Issues section of the SideWinder Reference for information on special setup for sound cards, incompatible sound cards, and related information. To access the Sound Card Compatibility Issues file:

1   Click the Windows **Start** button, point to **Programs**, point to **Microsoft Hardware**, point to **SideWinder Game Controllers**, and then click **SideWinder Central**.

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