



## WebDemo Troubleshooting Guide

This troubleshooting guide will provide you with information about the *Star Wars® Starfighter™ WebDemo*. You will find solutions to common problems that were encountered while running the game and DirectX in the Windows 95, 98, Millennium Edition (ME), 2000, and XP Operating Systems.

### Table of Contents

1. General Information
2. General Troubleshooting
3. Installation
4. Performance
5. Video Issues
6. Sound Issues
7. Controller Device Issues
8. DirectX Setup
9. How to Contact LucasArts
10. Web Sites

# -1- General Information

## DISCLAIMER

This troubleshooting guide reflects LucasArts' best efforts to account for and attempt to solve problems that you may encounter while playing the *Star Wars Starfighter* computer video game. LucasArts makes no representation or warranty about the accuracy of the information provided in this troubleshooting guide, what may result or not result from following the suggestions contained in this troubleshooting guide or your success in solving the problems that are causing you to consult this troubleshooting guide. Your decision to follow the suggestions contained in this troubleshooting guide is entirely at your own risk and subject to the specific terms and legal disclaimers stated below and set forth in the Software License and Limited Warranty to which you previously agreed to be bound.

This troubleshooting guide also contains reference to third parties and/or third party web sites. The third party web sites are not under the control of LucasArts and LucasArts is not responsible for the contents of any third party web site referenced in this troubleshooting guide or in any other materials provided by LucasArts with the *Star Wars Starfighter* computer video game, including without limitation any link contained in a third party web site, or any changes or updates to a third party web site. LucasArts is not responsible for webcasting or any other form of transmission received from any third party web site nor is LucasArts responsible if the third party web site is not working appropriately, including without limitation if the designated third party web site cannot be accessed due to an inaccurate URL.

LucasArts is providing reference to third parties and/or third party web sites to you only as a convenience, and the inclusion of any third party and/or third party web site does not imply endorsement by LucasArts of the respective third party or third party web site, or any association with the operators of any third party web site. You are responsible for viewing and abiding by the privacy statements and terms of use posted at the third party web sites. Any dealings with third parties (including advertisers) referenced in this troubleshooting guide or in any other materials provided by LucasArts with the *Star Wars Starfighter* computer video game or participation in promotions, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties or representations associated with such dealings or promotions, are solely between you and the advertiser or other third party. LucasArts or any of LucasArts' affiliated entities shall not be responsible or liable for any part of any such dealings or promotions.

## Supported Operating Systems

To be able to play *Star Wars Starfighter*, you must have Windows 95, 98, Millennium Edition (ME), 2000, or XP installed and configured correctly and your computer hardware must be 100% DirectX 8.x compatible. For more information on DirectX, see Section 9 of this Troubleshooting Guide.

If you are running Windows 2000 or XP, you must have local administrator rights to properly install the game.

## Unsupported Operating Systems

MS-DOS, Windows 3.1x, Windows NT 3.x, Windows NT 4.0, Linux, and OS/2 are not supported.

## Minimum Requirements

- Computer:** 100% DirectX compatible computer required.
- CPU:** Pentium II or Athlon class 350 MHz or faster CPU required.  
Pentium II or Athlon class 450 MHz or faster recommended.
- Memory:** 64 MB RAM required. 128 MB RAM recommended.  
128 MB required for Windows 2000 and XP.

- Graphics Card:** 16 MB DirectX 8 compatible PCI or AGP 3D Hardware Accelerator required.
- Sound Card:** 16-bit sound card required.
- CD-ROM:** Quad Speed IDE or SCSI CD-ROM drive required for the full version.
- Input Device:** Keyboard or mouse required. Joystick or gamepad recommended.
- DirectX:** Microsoft DirectX 8.0a or 8.1 must be installed to play the *Star Wars Starfighter WebDemo*. A link to the Microsoft DirectX page is available at the LucasArts website. Please refer to **Installation** and **DirectX Setup** in this Troubleshooting Guide for more information about DirectX.
- NOTE:** DirectX may require the "latest" updates for your operating system. This may also include the latest drivers for your particular motherboard, sound and video hardware.
- Installation:** **Installation** requires 85 MB of free hard drive space. It is recommended that you have at least an additional 100 MB of free space available after installing the game for the Windows swap/page file.

## **-2- General Troubleshooting**

*Star Wars Starfighter* was designed to run under Windows 95, 98, Millennium (ME), 2000, or XP with DirectX 8.x. 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 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 included in this guide 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 operating mode.

### **Why Can't I Get The Launcher To Respond?**

- There may be a hardware conflict in your system.
- Your computer may not be 100% DirectX 8.x compatible.

Please consult **DirectX Setup** in this Troubleshooting Guide for more information.

### **I Cannot Launch *Star Wars Starfighter*. What Do I Do Now?**

- Check to see how much room is available on your hard drive to make sure that you have enough free space for *Star Wars Starfighter* to run. It is recommended that you have at least 100 MB of free space after installing the game for the Windows swap/page file.
- Check to see if your Windows desktop color palette is set to **High Color (16-bit)** and the desktop area is set to **800 by 600**. On some video cards, other desktop settings may cause problems in *Star Wars Starfighter*. Please consult **Video Issues** (Section 5) for more information.
- Check to see if you have any other applications running, such as memory managers, screen savers, or virus protection programs. If you receive the error: **Error: Cannot Initialize Sound System**, another application may be using the sound system on your computer. Please refer to **Should I have Other Programs Running in the Background** in this section and **Sound Issues** (Section 6) for more information.
- Check to see if Direct3D is disabled. This may occur because of driver incompatibilities. Please refer

- to **DirectX Setup** (Section 9) for information on how to check if Direct3D is enabled.
- Check **DirectX Setup** (Section 9) in this Troubleshooting Guide for directions on how to find out if DirectX supports your computer hardware.
- If none of the suggestions above help, you may have a corrupted installation. Try uninstalling, then reinstalling *Star Wars Starfighter*.

### **Why Does DirectX Say I Need To Install DCOM?**

When installing DirectX 8.x in Windows 95 or 98, you may see an error at the end of installation stating that you need to install DCOM and providing download information. If this occurs, click on **OK**. This error is due to the fact that you have not installed the latest updates for your operating system from Microsoft.

### **What Should I Do If My Computer Goes To A Black Screen Or Locks Up?**

If you end up at a black screen or the game appears to lock up, please press **ALT-F4**, then **ENTER** before trying anything else. If these fail, press **CTRL-ALT-DEL** once and choose **END TASK** on *Star Wars Starfighter*, which should take you back to the desktop. Windows 2000 and XP users will need to click on **Task Manager**, and then choose **END TASK**. If you do not see a 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.

### **Why Do I Keep Getting Static Bursts In *Star Wars Starfighter*?**

- Your sound card may not be fully DirectX compatible. Please look at the **DirectX Setup** section in this Troubleshooting Guide for information about how to check for DirectX compatibility.
- You may need to update the drivers for your sound card.
- Your volume may be turned up too loud in Windows.
- Your amplified speakers may be plugged into speaker-out on your sound card.

Please consult **Sound Issues** (Section 6) in this Troubleshooting Guide for more information.

### **Should I Have Other Programs Running In The Background?**

Generally, we have found that it is not a good idea to run any other programs in the background while playing *Star Wars Starfighter*. Please turn off any active screen savers while running this game, as they may interrupt the game and cause problems. Various video, sound, or memory problems may occur if other programs are running, including virus-detection utilities. You may need to disable or close programs that start automatically when Windows is started, such as the Microsoft Office Toolbar and the Live!Ware Creative Launcher. Some of these programs display icons on your system tray. 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 *Star Wars Starfighter*. 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 *Star Wars Starfighter*, we recommend that you consult Windows Help for information on how to remove shortcuts or how to keep other programs from running in the background.

### **Why Does Task Switching Cause Problems On My System?**

We recommend that you do not task switch while playing *Star Wars Starfighter*. You may experience various issues, such as graphical corruption or loss of textures in some areas of the game or loss of keyboard or mouse function when task switching from the game.

### **Running On Low-End Systems**

When running *Star Wars Starfighter* on a low-end system or a system with 64 MB of RAM, you may experience some stuttering in the sound and graphics. This usually happens if other programs are running or your system resources are low. Freeing up system resources may improve performance. Check **Performance** (Section 4) in this troubleshooting guide for more performance tips.

### **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 the computer returns from sleep mode.
- The monitor may go to a black screen while you are playing or when sitting at one screen for long periods of time.

### **Desktop Color Palette And Resolution**

If you experience problems running the game, we recommend that you set your desktop **Color Palette** or **Colors** to **High Color (16-bit)** and the **Desktop** or **Screen Area** to **800 by 600**. When running *Star Wars Starfighter* 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 you may see graphic corruption. In most cases, switching to **High Color (16-bit)** solves these problems.

### **Changing Your Desktop Color Palette And Resolution**

*Star Wars Starfighter* is designed to run optimally with the desktop color palette set to **High Color (16-bit)**. To change your desktop color palette and resolution:

- **Right-click** on the desktop where there are not any icons.
- Choose **Properties** from the shortcut menu.
- Click on the **Settings** tab.
  - **Windows 95:** Look at **Color Palette**.
  - **Windows 98/ME/2000:** Look at **Colors**.
  - **Windows XP:** Look at **Color Quality**.
    - Choose **High Color (16-bit)**.
  - **Windows 95:** Look at **Desktop Area**.
  - **Windows 98/ME/2000:** Look at **Screen Area**.
  - **Windows XP:** Look at **Screen Resolution**.
    - Move the slide-bar to **800 by 600**.
- Click **OK** to close this window.
- If your computer prompts you to, restart.

### **AMD K6 Processor Based Machines**

Although the minimum specifications for *Star Wars Starfighter* require a Pentium II or better or an Athlon class processor, some AMD machines using the K6-2 and K6-3 processors were used while testing the game. We are unable to offer support for these machines at this time, but have found that many users computers based on the K6-2 400 or better will likely be able to play the game. If you attempt to play *Star Wars Starfighter* with one of these machines you may encounter various issues including static sound, poor performance or framerate and certain controller issues. Updating to the latest drivers for your motherboard, video and sound cards, and controllers may alleviate these issues, but LucasArts can not offer support for users playing *Star Wars Starfighter* on these systems.

### **Windows 2000 and XP Issues**

#### **Administrative Rights**

Some of the steps noted in this Troubleshooting Guide regarding making adjustments to your system, such as setting up your monitor, will not be available for you to modify unless you are logged onto the system with Administrative Rights. Without these rights, you may be unable to select the option because it is grayed out.

#### **Memory Requirements For Windows 2000 and XP**

64 MB of RAM is the minimum required to run the Windows 2000 and XP operating systems. We strongly recommend that you have a minimum of 128 MB of RAM on your system when playing *Star Wars Starfighter* in Windows 2000 and XP. This will often avoid certain issues associated with running *Star Wars Starfighter* with only 64 MB of RAM. These include out of virtual memory errors, hitching and other

performance issues.

### **Keyboard Functionality In Windows 2000 and XP**

When playing *Star Wars Starfighter* on a Windows 2000 or XP system, you may experience the following issues:

- Pressing **ALT**, **CTRL** or **SHIFT** multiple times may bring up a Windows dialog box while playing the game. This is a function of Accessibility options. For information regarding disabling this feature, please consult Windows Help.
- Pressing **ALT + TAB** to task out multiple times in a row may cause the game to close.

### **Out Of Virtual Memory Error In Windows 2000 or XP**

When playing *Star Wars Starfighter* on a 64MB or 128MB system with Windows 2000 or XP, you may see an **Out of Virtual Memory Error** while playing or when exiting this game. This occurs because the minimum memory requirement for Windows 2000 and XP is 64MB. If this occurs, we recommend that you exit the game and reboot your computer to clear the memory before playing again. If the problem persists, you may want to adjust your Page file settings to allow Windows to start the game with more virtual memory. Consult Windows Help for information on how to modify your Page file settings.

## **-3- Installation**

### **Installing the *Star Wars Starfighter* WebDemo**

Please check the amount of available hard drive space on your system before installing the *Star Wars Starfighter WebDemo*. Installation requires 85 MB of free hard drive space. We recommend that you have at least an additional 100 MB of free space available for the Windows swap file. If you have too little free space on your hard drive after installing *Star Wars Starfighter*, you may be unable to start the game. Installation installs to the default directory, **C:\Program Files\LucasArts\Starfighter WebDemo**, or prompts you for a new location and asks where to add shortcuts to the Start Menu and if you wish to install a shortcut on your desktop.

### **System Analyzer Says No 3D Hardware Present**

The system analyzer will fail your 3D graphics accelerator card prior to the installation of DirectX 8.x, stating that you have no 3D hardware present. This occurs because DirectX 8.x is necessary for the system checker to determine the 3D capability of your graphics accelerator card.

### **Installing DirectX 8.x**

*Star Wars Starfighter* requires DirectX 8.0a if you are running Windows 95, or DirectX 8.1 in Windows 98, ME, and 2000. You can also download and install DirectX through the link at <http://support.lucasarts.com/patches/dx.htm>. For more information, please consult the **DirectX Setup** section of this Troubleshooting Guide.

### **DCOM Error Message During DirectX Installation**

When installing DirectX 8.x in Windows 95 or 98, you may see an error at the end of installation stating that you need to install DCOM and providing download information. If this occurs, click on **OK**. This will not affect your ability to play the game. This error is due to the fact that you have not gotten the latest updates for your operating system from Microsoft.

### **Shortcut To *Star Wars Starfighter* Does Not Appear On The Desktop**

The following are a few reasons why the shortcut to *Star Wars Starfighter* may not appear on your desktop after installing the game:

- When multiple users use one computer, each person may have a separate profile. If your system is configured this way and you choose to create a shortcut to the game during installation, it may not

appear on your desktop. If this occurs, just go to the Windows Desktop folder and copy the shortcut to your current desktop or copy the shortcut from the Start Menu to your desktop.

- You may be running Windows 2000 or XP. If you were not logged on to the system with local administrator rights when you installed the game, the shortcut will not appear on the desktop.
- You may have chosen Automatic installation. This option does not create a shortcut on your desktop.

### **Uninstall Warning**

When you uninstall *Star Wars Starfighter*, you may receive a warning stating that the uninstaller may not have removed everything. You may have installed other LucasArts programs on your computer after installing *Star Wars Starfighter*. The LucasArts folder will not be removed from your computer because the other LucasArts games are stored there.

### **Can I Move The *Star Wars Starfighter* Folder After I Install?**

If you wish to move the *Star Wars Starfighter* folder to a new folder, uninstall first, then reinstall to the new location. Make sure to choose **Yes** when prompted to keep your pilot and configuration files when uninstalling, so you do not lose your progress. Simply moving the folder will cause the game to stop working.

## **-4- Performance**

### **Performance Issues In *Star Wars Starfighter***

When running *Star Wars Starfighter* on the minimum required system, you may experience the following issues:

- There may be stuttering in the voice and sound.
- Transitions may take a long time.
- There may be slow downs or stuttering in-game performance.

This occurs most frequently when other programs are running or if your system resources are below 70%. Freeing up system resources may improve performance in the game. For more information, please refer to the **Close All Other Programs Before Running *Star Wars Starfighter*** section below.

### **Improving Performance In *Star Wars Starfighter***

The following are a few suggestions that may free up system resources and improve performance in *Star Wars Starfighter*.

To run *Star Wars Starfighter* with optimal performance:

- No other programs should be running in the background.
- System resources should be at least 85% free.
- There should be at least 100 MB of free hard disk space after installation.
- Your system should pass all tests run by the system analyzer, which is located in the help menu on the *Star Wars Starfighter* launcher.

To check for specific information on the items listed above, please consult the Table of Contents of this guide for the appropriate section numbers for any of the topics you have questions about.

### **Adjusting Configuration Options for Optimal Performance**

If you experience any performance problems when running *Star Wars Starfighter*, you may want to make adjustments based upon the amount of memory on your 3D graphics card and the speed of your system. Choosing lower detail cutscenes may improve performance on your system, especially when using a 16 MB video card.

To access this option:

- Open the *Star Wars Starfighter* launcher.
- Select **Options**.
- Select **Configuration Options**.
- Select **640x480x16** or **800x600x16** under **Display Mode**.
- Click on **Apply** or **OK** to save your configuration changes.

### **Optimal Performance Settings**

If you adjust any Display settings in the configuration options and you experience performance problems, we recommend that you change these settings based upon the following guidelines:

#### **CPU < PII 450**

Screen Size = 800x600x16-bit

#### **CPU => PII 450**

Screen Size = 1024x768x16-bit

#### **CPU => PIII 1Ghz**

Screen Size = 1280x1024x32-bit

### **1280x1024 Display Mode Settings**

Some cards may have issues when running the game after selecting a 1280x1024 Display Mode in the launcher Configuration Options screen. You may experience severe hitching, a generally poor framerate, or occasional lock ups or crashes. If any of these issues occur when playing *Star wars Starfighter*, please select a lower resolution.

### **16-bit vs. 32-bit Resolutions**

*Star Wars Starfighter* was developed to be played in 32-bit color. We have provided the option to play in 16-bit color in order to accommodate users with lower end systems or graphics cards to enhance performance. When playing in 16-bit color, you may experience various graphics issues in the game. These issues include:

- Unsatisfactory color blending or blocky graphics, particularly in sky textures.
- Corruption at the seams of adjacent textures.
- Corruption of certain effects textures such as water and lava.

*Star Wars Starfighter* defaults to a 16-bit color depth because some video cards will not display 32-bit color. For best results go into the configuration options section of the launcher and select a 32-bit display mode.

### **Close All Other Programs Before Running *Star Wars Starfighter*.**

This includes virus scanning, word processing and Internet programs. Simply disabling these programs will not always help, as the programs will still use resources that are needed to run *Star Wars Starfighter*. If you experience problems completely closing programs that are running, consult the documentation for those individual programs. This is a common problem when trying to completely disable virus-scanning software.

## **-5- Video Issues**

This section of the Troubleshooting Guide will provide you with information on problems encountered with specific video cards while running *Star Wars Starfighter*. If you are unable to resolve any video issues through this Troubleshooting Guide, please contact your hardware manufacturer for updated DirectX drivers. We have included a list of web sites for downloading drivers for your specific card at the end of this document.

## General Information and Troubleshooting Tips

### DirectX Compatibility

To run *Star Wars Starfighter*, your video card driver must be DirectX 8.x compatible. If you do not know if your video card is DirectX compatible, please consult the **DirectX Setup** section in this Troubleshooting Guide for information about how to check for DirectX compatibility.

### Non-DirectX Supported Video Cards

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 have a very slow framerate or the game may pause.
- Double Vision: Have you ever worn 3D glasses that didn't work quite right?
- Your game may crash to the desktop when trying to start *Star Wars Starfighter*.

If you have encountered any of these problems, check with your video card manufacturer for updated drivers and read the **Specific Video Cards Issues** in this section for a list of any problems encountered while testing *Star Wars Starfighter* with your video card.

### Integrated Video Chipsets

When your computer has the video chip built on to the motherboard and the system only meets the minimum requirement for RAM, you may experience various problems that occur because the video chipset may use system memory for its video memory. You may experience the following issues:

- *Star Wars Starfighter* may not run.
- Transitions may be slow.
- You may go to a black screen when task switching for a prolonged period of time.
- The frame rate may be slow and choppy.

### Setting Up Your Monitor

If you experience any video problems, you should make sure that your monitor is set up correctly in the display control panel. To do this:

- **Right-click** on the desktop where there are no icons.
- Choose **Properties** from the shortcut menu.
- Click on the **Settings** tab.
  - **Windows 95a:** Click on **Change Display Type...**
  - **Windows 95b:** Click on **Advanced Properties...**
  - **Windows 98/ME/2000/XP:** Click on **Advanced...**
    - **Windows 98:** Click on **Change...** on the Monitor tab.
      - Click on **Next>**
      - Choose **Display a list of all drivers...** and click on **Next>**
    - **Windows ME:** Click on **Change...** on the Monitor tab.
      - Choose **Specify the location of the Driver...** and click on **Next>**
      - Choose **Display a list of all drivers...** and click on **Next>**
    - **Windows 2000/XP:** Click on **Properties** on the Monitor tab.
      - Click on the **Driver** tab.
      - Click on **Update Driver...**
        - **Windows 2000:** Choose **Display a list of all drivers...**
          - Click on **Next>**
        - **Windows XP:** Choose **Install from list or specific location...**
          - Choose **Don't search. I will choose the driver to install...**
          - Click on **Next>**

- Choose your monitor from the list. If you are unable to find your monitor listed, please consult the manufacturer of your monitor to see if they have Windows drivers available for your monitor. This driver allows Windows to set up the monitor correctly.
- 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. If you are unable to find the correct monitor listed, go to standard monitor types at the top of this list and select **Plug and Play Monitor**. This driver should work with most Windows compatible plug and play monitors, and may correct issues with some older video cards.

### Currently Supported 3D Cards and Chipsets

Below is a list of the 3D video cards and chipsets that are supported in *Star Wars Starfighter*. 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 *Star Wars Starfighter*.

**NOTE:** Some of the following cards will work with *Star Wars Starfighter*, 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 unless noted below. We have included a list of web addresses for downloading drivers for your specific card at the end of this document.

### Supported 3D Card and Video Driver List

#### Windows 95/98

Card Name	Chipset	Driver	Version #
3D Labs Oxygen VX1	3D Labs GLINT R3	21070829r	4.12.01.2107
3dfx Voodoo3 2000	3dfx Voodoo 3	v3-w9x-1.07.00	4.12.01.0666
3dfx Voodoo3 3000	3dfx Voodoo 3	v3-w9x-1.07.00	4.12.01.0666
3dfx Voodoo5 5500	3dfx VSA 100	vs-w9x-1.04.00	4.12.01.0666
ATI Radeon	ATI Radeon	4_13_7189	4.13.01.7189
ATI Radeon 7500	ATI Radeon 7500	4_13_7189	4.13.01.7189
ATI Radeon 8500	ATI Radeon 8500	8500_4_13_7191	4.13.01.7191
ATI Rage Fury	ATI Rage 128	r128_4_13_7192	4.13.01.7192
ATI Rage Magnum	ATI Rage 128	r128_4_13_7192	4.13.01.7192
ATI Rage Fury Pro	ATI Rage 128 Pro	r128_4_13_7192	4.13.01.7192
Matrox G400	Matrox G400	w9x_672	4.12.01.2020
Matrox G400 Dual Head	Matrox G400	w9x_672	4.12.01.2020
Matrox G450	Matrox G450	w9x_672	4.12.01.2020
Matrox Millennium G550	Matrox G550	w9x_672	4.12.01.1220
Matrox Millennium G200	MGA-G200	w9x_623	4.12.01.2730
Creative 3D Blaster Annihilator Pro 2	NVIDIA GeForce 2	win9x-xp-2311	4.13.01.2311
nVIDIA GeForce 2 MX 400	NVIDIA GeForce 2	win9x-xp-2311	4.13.01.2311
ASUSTeK AGP-v7700 GeForce 2 GTS	NVIDIA GeForce 2 GTS	win9x-xp-2311	4.13.01.2311
Elsa Gladiac GeForce 2 GTS	NVIDIA GeForce 2 GTS	win9x-xp-2311	4.13.01.2311
Elsa Gladiac GeForce 2 MX	NVIDIA GeForce 2 MX	win9x-xp-2311	4.13.01.2311
Guillemot 3D Prophet	NVIDIA GeForce 256	win9x-xp-2311	4.13.01.2311
Hercules 3D Prophet DDR-DVI	NVIDIA GeForce 256	win9x-xp-2311	4.13.01.2311
nVIDIA GeForce 3	NVIDIA GeForce 3	win9x-xp-2311	4.13.01.2311
nVIDIA GeForce 3 Ti 500	NVIDIA GeForce 3 Ti 500	win9x-xp-2311	4.13.01.2311
Creative Graphics Blaster RIVA TNT	NVIDIA RIVA TNT	win9x-xp-2311	4.13.01.2311
Diamond Viper V730 Vanta	NVIDIA RIVA TNT Vanta	win9x-xp-2311	4.13.01.2311
Elsa Erazor III-N32 DVI	NVIDIA RIVA TNT2	Elsa9xme	4.13.01.2311
Creative Varpac Blaster TNT2	NVIDIA RIVA TNT2 M64	win9x-xp-2311	4.13.01.2311
Guillemot MaxiGamer Xentor 32	NVIDIA RIVA TNT2 Ultra	win9x-xp-2311	4.13.01.2311
3D Labs Permedia3 Create!	Permedia 3	21070828r	4.12.01.2107
Hercules 3D Prophet 4000XT	PowerVR Kyro	3dpkw9x-9031	4.13.01.5296
VideoLogic Vivid!	PowerVR Kyro	vivxs36134w9x	4.13.01.4162
Hercules 3D Prophet 4500	PowerVR Kyro II	3dpkw9x-9031	4.13.01.5296
VideoLogic Vivid! XS	PowerVR Kyro II	vivxs361119	4.13.01.5296
Diamond Viper II Z200	S3 Savage 2000	viperii_win9x_95103	4.12.01.9007

## Windows ME

Card Name	Chipset	Driver	Version #
3dfx Voodoo5 5500	3dfx VSA 100	1.01.00	4.12.01.0584
ATI Radeon	ATI Radeon	4_13_7189	4.13.01.7189
ATI Radeon 7500	Radeon 7500	4_13_7189	4.13.01.7189
ATI Radeon 8500	ATI Radeon 8500	8500_4_13_7191	4.13.01.7191
ATI Rage Fury	ATI Rage 128	r128_4_13_7192	4.13.01.7192
ATI Rage Magnum	ATI Rage 128	r128_4_13_7192	4.13.01.7192
ATI Rage Fury Pro	ATI Rage 128 Pro	r128_4_13_7192	4.13.01.7192
Matrox G400	Matrox G400	w9x_672	4.12.01.2020
Matrox G450	Matrox G450	w9x_672	4.12.01.2020
Matrox Millennium G550	Matrox G550	w9x_672	4.12.01.1220
ASUSTeK AGP-v7700 GeForce 2 GTS	NVIDIA GeForce 2 GTS	Win9x_2183	4.13.01.2183
nVIDIA GeForce 3 Ti 500	NVIDIA GeForce 3 Ti 500	winxp2183	4.13.01.2183
Creative 3D Blaster Annihilator Pro 2	NVIDIA GeForce 2	win9x-xp-2311	4.13.01.2311
nVIDIA GeForce 2 MX 400	NVIDIA GeForce 2	win9x-xp-2311	4.13.01.2311
ASUSTeK AGP-v7700 GeForce 2 GTS	NVIDIA GeForce 2 GTS	win9x-xp-2311	4.13.01.2311
Elsa Gladiac GeForce 2 GTS	NVIDIA GeForce 2 GTS	win9x-xp-2311	4.13.01.2311
Elsa Gladiac GeForce 2 MX	NVIDIA GeForce 2 MX	win9x-xp-2311	4.13.01.2311
Guillemot 3D Prophet	NVIDIA GeForce 256	win9x-xp-2311	4.13.01.2311
Hercules 3D Prophet DDR-DVI	NVIDIA GeForce 256	win9x-xp-2311	4.13.01.2311
nVIDIA GeForce 3	NVIDIA GeForce 3	win9x-xp-2311	4.13.01.2311
nVIDIA GeForce 3 Ti 500	NVIDIA GeForce 3 Ti 500	win9x-xp-2311	4.13.01.2311
Creative Graphics Blaster RIVA TNT	NVIDIA RIVA TNT	win9x-xp-2311	4.13.01.2311
Diamond Viper V730 Vanta	NVIDIA RIVA TNT Vanta	win9x-xp-2311	4.13.01.2311
Elsa Erazor III-N32 DVI	NVIDIA RIVA TNT2	Elsa9xme	4.13.01.2311
Creative Varpac Blaster TNT2	NVIDIA RIVA TNT2 M64	win9x-xp-2311	4.13.01.2311
Guillemot MaxiGamer Xentor 32	NVIDIA RIVA TNT2 Ultra	win9x-xp-2311	4.13.01.2311
3D Labs Permedia3 Create!	Permedia 3	21070828r	4.12.01.2107
Hercules 3D Prophet 4000XT	PowerVR Kyro	3dpkw9x-9031	4.13.01.5296
VideoLogic Vivid!	PowerVR Kyro	vivxs36134w9x	4.13.01.4162
Hercules 3D Prophet 4500	PowerVR Kyro II	3dpkw9x-9031	4.13.01.5296
VideoLogic Vivid! XS	PowerVR Kyro II	vivxs361119	4.13.01.5296
Diamond Viper II Z200	S3 Savage 2000	9-51-11	4.12.01.9014

## Windows 2000

Card Name	Chipset	Driver	Version #
3D Labs Oxygen VX1	3D Labs GLINT R3	W2k2160691	5.00.2195.1620
3D Labs Oxygen GVX1 Pro	3D Labs GLINT R4	W2k2160691	5.00.2195.1620
3dfx Voodoo3 2000	3dfx Voodoo 3	v3-w2k-1.03.00	5.00.2195.0232
3dfx Voodoo3 3000	3dfx Voodoo 3	v3-w2k-1.03.00	5.00.2195.0232
3dfx Voodoo5 5500	3dfx VSA 100	vs-w2k-1.04.00	5.00.2195.0232
ATI Radeon	Radeon	w2k_5_13_01_3276	5.13.01.3276
ATI Radeon 7500	Radeon 7500	w2k_5_13_01_3276	5.13.01.3276
ATI Radeon 8500	Radeon 8500	w2k_5_13_01_3276	5.13.01.3276
ATI Rage Fury	Rage 128	w2k_5_13_01_3279	5.13.01.3279
ATI Rage Magnum	Rage 128	w2k_5_13_01_3279	5.13.01.3279
ATI Rage Fury Pro	Rage 128 Pro	w2k_5_13_01_3279	5.13.01.3279
Matrox G200	MGA-G200	Win2k	5.00.2180.3711
Matrox G400	Matrox G400	w2k_572	5.12.01.1720
Matrox G400 Dual Head	Matrox G400	w2k_572	5.12.01.1720
Matrox G450	Matrox G450	w2k-572	5.12.01.1720
Matrox Millennium G550	Matrox G550	w2k-572	5.12.01.1720
Creative 3D Blaster Annihilator Pro 2	NVIDIA GeForce 2	Win2k-xp_23.11	6.13.10.2311
nVIDIA GeForce 2 MX 400	NVIDIA GeForce 2	Win2k-xp_23.11	6.13.10.2311
ASUSTeK AGP-v7700 GeForce 2 GTS	NVIDIA GeForce 2 GTS	Win2k-xp_23.11	6.13.10.2311
Elsa Gladiac GeForce 2 GTS	NVIDIA GeForce 2 GTS	Win2k-xp_23.11	6.13.10.2311
Elsa Gladiac GeForce 2 MX	NVIDIA GeForce 2 MX	Win2k-xp_23.11	6.13.10.2311

Guillemot 3D Prophet	NVIDIA GeForce 256	Win2k-xp_23.11	6.13.10.2311
Hercules 3D Prophet DDR-DVI	NVIDIA GeForce 256	Win2k-xp_23.11	6.13.10.2311
nVIDIA GeForce 3	NVIDIA GeForce 3	Win2k-xp_23.11	6.13.10.2311
nVIDIA GeForce 3 Ti 500	NVIDIA GeForce 3 Ti 500	Win2k-xp_23.11	6.13.10.2311
Creative Graphics Blaster RIVA TNT	NVIDIA RIVA TNT	Win2k-xp_23.11	6.13.10.2311
Diamond Viper V730 Vanta	NVIDIA RIVA TNT Vanta	Win2k-xp_23.11	6.13.10.2311
Elsa Erazor III-N32 DVI	NVIDIA RIVA TNT2	Win2k-xp_23.11	6.13.10.2311
Creative Varpac Blaster TNT2	NVIDIA RIVA TNT2 M64	Win2k-xp_23.11	6.13.10.2311
Guillemot MaxiGamer Xentor 32	NVIDIA RIVA TNT2 Ultra	Win2k-xp_23.11	6.13.10.2311
3D Labs Permedia3 Create!	Permedia 3	w2k2160691	5.00.2195.1620
Hercules 3D Prophet 4000XT	PowerVR Kyro	3dpk-2k-9031	4.13.01.5296
VideoLogic Vivid!	PowerVR Kyro	vivxs36134w2k	4.13.01.5296
Hercules 3D Prophet 4500	PowerVR Kyro II	3dpk-2k-9031	4.13.01.5296
VideoLogic Vivid! XS	PowerVR Kyro II	vivxs361119w2k	4.13.01.5296

## Windows XP

Card Name	Chipset	Driver	Version #
3D Labs Oxygen VX1	3D Labs GLINT R3	w2k2160691	5.00.2195.1620
3D Labs Oxygen GVX1 Pro	3D Labs GLINT R4	w2k210691	5.00.2195.1620
3dfx Voodoo3 2000	3dfx Voodoo 3	winxp	5.00.3545.0028
3dfx Voodoo3 3000	3dfx Voodoo 3	winxp	5.00.3545.0028
3dfx Voodoo5 5500	3dfx VSA 100	winup	5.00.3545.0028
ATI Radeon	Radeon	6133276	6.13.3276.0000
ATI Radeon 7500	Radeon 7500	6133276	6.13.3276.0000
ATI Radeon 8500	Radeon 8500	6133276	6.13.3276.0000
ATI Rage Fury	Rage 128	r128xp	6.13.10.5002
ATI Rage Magnum	Rage 128	r128xp	6.13.10.5002
ATI Rage Fury Pro	Rage 128 Pro	r128xp	6.13.10.5002
Matrox G400	Matrox G400	w2k-572	5.12.01.1720
Matrox G400 Dual Head	Matrox G400	w2k-572	5.12.01.1720
Matrox G450	Matrox G450	w2k-572	5.12.01.1720
Matrox Millennium G200	MGA-G200	w2k 533	5.12.01.1210
Creative 3D Blaster Annihilator Pro 2	NVIDIA GeForce 2	win2k-xp 2311	6.13.10.2311
ASUSTeK AGP-v7700 GeForce 2 GTS	NVIDIA GeForce 2 GTS	win2k-xp 2311	6.13.10.2311
Elsa Gladiac GeForce 2 GTS	NVIDIA GeForce 2 GTS	win2k-xp 2311	6.13.10.2311
Elsa Gladiac GeForce 2 MX	NVIDIA GeForce 2 MX	win2k-xp 2311	6.13.10.2311
Guillemot 3D Prophet	NVIDIA GeForce 256	win2k-xp 2311	6.13.10.2311
Hercules 3D Prophet DDR-DVI	NVIDIA GeForce 256	win2k-xp 2311	6.13.10.2311
Creative Graphics Blaster RIVA TNT	NVIDIA RIVA TNT	win2k-xp 2311	6.13.10.2311
Diamond Viper V730 Vanta	NVIDIA RIVA TNT Vanta	win2k-xp 2311	6.13.10.2311
Elsa Erazor III-N32 DVI	NVIDIA RIVA TNT2	win2k-xp 2311	6.13.10.2311
Creative Varpac Blaster TNT2	NVIDIA RIVA TNT2 M64	win2k-xp 2311	6.13.10.2311
Guillemot MaxiGamer Xentor 32	NVIDIA RIVA TNT2 Ultra	win2k-xp 2311	6.13.10.2311
3D Labs Permedia3 Create!	Permedia 3	w2k2160691	5.00.2195.1620
Hercules 3D Prophet 4000XT	PowerVR Kyro	3dpk-2k-9031	4.13.01.5296
VideoLogic Vivid!	PowerVR Kyro	vivxs36134w2k	4.13.01.5296
Hercules 3D Prophet 4500	PowerVR Kyro II	3dpk-2k-9031	4.13.01.5296
VideoLogic Vivid! XS	PowerVR Kyro II	vivxs361119w2k	4.13.01.5296

## Currently Unsupported Cards and Chipsets

The following 3D cards were found to have significant problems when playing *Star Wars Starfighter*. If you are using any of the following cards or chipsets, you may not be able to run *Star Wars Starfighter*. 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>.

## Unsupported Cards in Windows 95, 98, ME, 2000 and XP

Card Name	Chipset
ATI Technologies 3D Xpression+ PC2TV	3D Rage II
ATI Technologies 3Dpro Turbo	3D Rage II
Canopus Pure3D II	3dfx Voodoo 2
Canopus Pure3D II LX	3dfx Voodoo 2
Creative Labs 3D Blaster Voodoo2	3dfx Voodoo 2
Diamond Monster 3D II	3dfx Voodoo 2
Guillemot Maxi Gamer 3D 2	3dfx Voodoo 2
Orchid Righteous 3D II	3dfx Voodoo 2
STB BlackMagic 3D	3dfx Voodoo 2
Creative 3D Blaster Banshee	3dfx Voodoo Banshee
Diamond Monster Fusion	3dfx Voodoo Banshee
Guillemot Maxi Gamer Phoenix	3dfx Voodoo Banshee
STB Lightspeed 3300	3dfx Voodoo Banshee
Canopus Pure3D	3dfx Voodoo Graphics
Diamond Monster 3D	3dfx Voodoo Graphics
Deltron RealVision Flash 3D	3dfx Voodoo Graphics
Orchid Righteous 3D	3dfx Voodoo Graphics
Hercules Stingray 128/3D	3dfx Voodoo Rush
Intergraph Intense 3D Voodoo	3dfx Voodoo Rush
Number Nine Revolution 3D	#9 Ticket to Ride
Number Nine Revolution IV	#9 Ticket To Ride IV
ATI Rage Fury Maxx	ATI Dual Rage 128 Pro
ATI Xpert LCD	ATI Rage LT Pro
ATI Xpert@Play	ATI Rage Pro
ATI Xpert@Work	ATI Rage Pro
Diamond Multimedia Stealth II G460	Intel i740
Intel Express 3D	Intel i740
Real3D StarFighter	Intel i740
Onboard Intel i810	Intel i810
Matrox Graphics Productiva G100	MGA-G100
STB Nitro DVD	Mpact 2
VideoLogic PowerVR Neon250	PowerVR 250
VideoLogic Apocalypse 3D	NEC PowerVR PCX
Matrox Graphics Matrox M3D	NEC PowerVR PCX-2
NEC Technologies Power VR PCX2	NEC PowerVR PCX-2
VideoLogic Apocalypse 3Dx	NEC PowerVR PCX-2
ASUSTeK 3DexPlorer 3000	NVIDIA RIVA 128
Canopus Total 3D 128v	NVIDIA RIVA 128
Diamond Viper V330	NVIDIA RIVA 128
STB Velocity 128	NVIDIA RIVA 128 ZX
Diamond Fire GL 1000 Pro	Permedia 2
Viewtop 3D Mars 2	Permedia 2
Creative Labs 3D Blaster PCI	Rendition V1000-E
Intergraph Intense 3D 100	Rendition V1000-E
Sierra On-Line Screamin'3D	Rendition V1000-E
Canopus Total3D Verite	Rendition V1000L-P
Diamond Stealth S220	Rendition V2100
ExpertColor 3Dsatum NVT5200	Rendition V2200
Hercules Thriller 3D	Rendition V2200
Hercules Terminator BEAST	S3 Savage 3D
Diamond Stealth III S540FP	S3 Savage4
Diamond Stealth III S540	S3 Savage4
Diamond Stealth III S540 Extreme	S3 Savage4
Creative 3D Blaster Savage4	S3 Savage4 Pro
Onboard Savage Pro	S3 Savage Pro
Diamond Stealth 3D 2000 Pro	S3 ViRGE/DX
STB Systems Nitro 3D	S3 ViRGE/GX
Cardex GX2	S3 ViRGE/GX2
Number Nine 9FX Reality 772	S3 ViRGE/VX

STB Systems Velocity 3D  
SiS 3D Pro AGP  
Jaton Corporation Video-87 AGP  
Jaton Corporation Video-97 AGP  
VideoExcel Blade 3D  
Trident 3Dforce G-32

S3 ViRGE/VX  
SiS 6326  
Trident 3D Image 975  
Trident 3D Image 985  
Trident Blade 3D 9880  
Trident BladeXP T64

### **Unsupported Cards in Windows 2000 and XP**

3D Labs Oxygen GVX1 Pro  
Diamond Viper II Z200

3D Labs GLINT R4  
S3 Savage 2000

### **Windows 2000 Issues**

When using Windows 2000, your video card may be disabled for running 3D applications. This occurs because the driver for your card may not have enabled 3D acceleration when the driver was installed. Please refer to the Windows 2000 supported card list for the driver version that corrects this issue.

The following chipsets have a Windows 2000 driver that correct this issue:

- NVIDIA RIVA TNT
- NVIDIA RIVA TNT2
- NVIDIA RIVA TNT2 Ultra
- NVIDIA RIVA TNT VANTA

### **Specific Video Issues**

#### **16MB Graphics Card Issues**

When using a graphics card with 16MB of memory, you may experience the following issues when playing *Star Wars Starfighter*:

- Performance may be slow in some areas.
- You may see flickering graphics.
- Textures may be missing or they may display incorrectly.

Please check **Adjusting Configuration Options For Optimal Performance** in the **Performance** Section of this Troubleshooting Guide for recommended settings if you experience any of the issues listed above.

#### **16-bit vs. 32-bit Color Depth**

*Star Wars Starfighter* was developed to be played in 32-bit color. We have provided the option to play in 16-bit color in order to accommodate users with lower end systems or graphics cards to enhance performance. When playing in 16-bit color, you may experience various graphics issues in the game. These issues include:

- Unsatisfactory color blending or blocky graphics, particularly in sky textures.
- Corruption at the seams of adjacent textures.
- Corruption of certain effects textures such as water and lava.

*Star Wars Starfighter* defaults to a 16-bit color depth because some video cards will not display 32-bit color. For best results go into the configuration options section of the launcher and select a 32-bit display mode.

#### **1280x1024 Display Mode Settings**

Some cards may have issues when running the game after selecting a 1280x1024 Display Mode in the launcher Configuration Options screen. You may experience severe hitching, a generally poor framerate, or occasional lock ups or crashes. If any of these issues occur when playing *Star Wars Starfighter*, please select a lower resolution.

## Chipset Issues

### 3D Labs GLINT R3 or Permedia 3

When using a card with one of these chipsets, you may see occasional flickering lines in some areas of the game. This is a known issue with these chipsets and will not affect gameplay. We recommend that you check the 3DLabs website for updated drivers which may correct this issue.

### ATI Radeon

When running *Star Wars Starfighter* on an ATI Radeon or Radeon 7500 you may experience some of the following display issues:

- Fog effects may not display in land map levels.
- Buttons and level preview pictures may be corrupted or missing in the menus.
- You may see some textures changing as the camera angle changes.
- You may see flickering polygons in some reflective water textures when FSAA is enabled. These textures may not display correctly with FSAA disabled.
- You may see black triangles appear on some land textures when FSAA is enabled. Disabling FSAA corrects this issue.

Please check the ATI website for new driver releases that may fix these issues.

NOTE: When using a card with the Radeon chipset, you will need to enable 32-bit Z-buffer in the D3D Options of the ATI control panel to use 32-bit in the game.

### ATI Radeon 8500

When using a card with this chipset, you may experience very long load times or fail to load space maps when 6X FSAA is enabled. If this occurs, we recommend that you select a lower FSAA setting or disable this option.

### ATI Radeon in Windows 95

ATI does not provide Windows 95 support from their Radeon cards. At this time we cannot offer support for these cards in Windows 95.

### ATI Rage 128 or Rage 128 Pro

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

- You may experience performance problems in some areas of the game after selecting a screen size of 1280x1024 in the Configuration Options screen. If this occurs, we recommend that you select a lower screen size.
- You may see graphic corruption of either side of the title screen and in-game menus.
- You may see a concentration of stars along the top and left edges of the screen on space levels.
- You may see white text in menus and sprites may occasionally display incorrectly. This is most noticeable when the game is paused. Unpausing the game corrects this issue.

At the time of release of this title, there was no driver that corrects this. Please check the ATI web site for updated drivers that may correct this.

### 3DFX Voodoo 3

When using a card with this chipset, the mission briefing text in menus may display the letters pressed very close together, making them a bit difficult to read. This is a function of how the Voodoo 3 displays the font used in these areas.

### 3DFX Voodoo 5

When using a card with this chipset, you may see vertical bars of graphic corruption of either side of the title screen and in-game menus after selecting a 32-bit Display Mode in the Configuration Screen. Selecting a 16-bit option corrects this issue.

### **Matrox Video Cards in Windows 95**

Matrox has dropped Windows 95 support from their latest drivers. At this time we cannot offer support for any Matrox video cards in Windows 95. If you run *Star Wars Starfighter* in Windows 95 with one of these cards you may see corrupt graphics, missing textures, or crashes and lockups.

### **Matrox G200**

When using this card, you may experience intermittent lockups after selecting 1280x1024x32-bit in the Configuration Options screen. If this occurs, we recommend that you select a lower screen size.

### **NVIDIA GeForce 2 MX**

When using a card with this chipset with Detonator XP driver version 23.11 in Windows 95, you may experience performance issues in some areas of the game after selecting a 32-bit color setting in the Configuration Options screen when FSAA is enabled. If this occurs, we recommend that you select a 16-bit setting or disable FSAA.

### **PowerVR Kyro II**

When using a card with this chipset, you may see thin black vertical lines of corruption in menus after enabling 4X or 2X Vertical FSAA in the display properties for your card. If this occurs, we recommend that you disable this option or select 2X Horizontal.

## **Video Cards Issues**

### **3DFX Voodoo 3 3500**

The front-end menus of *Star Wars Starfighter* may be corrupted when displayed with this video device. The menu backgrounds may appear black and flat and background art may not display. If this occurs, the menus will still be legible. This issue does not effect in-game art or gameplay.

### **3D Labs Permedia 3 Create and Oxygen VX1**

When using these cards in Windows 2000 or Windows XP, you may experience various issues in certain display modes:

- The opening title screen after the Secret Level logo screen may not display, or may only display the legal text at the bottom of the screen. If this occurs, press any key to bypass this screen.
- Mission goals text in the mission loading screens may not display correctly.
- Mine and missile explosion effects may not display.
- Damage effects on enemies and environments may not display.

We have found these issues to be most common in the 800x600 display modes, but present also in 1024x768 and 1280x1024. If you encounter these issues, select a 640x480 display mode in the Configuration Options section of the *Star Wars Starfighter* launcher.

### **3D Labs Oxygen GVX210**

When using this card, you may see occasional flickering lines in some areas of the game. This is a known issue with this card and will not affect gameplay. We recommend that you check the 3DLabs website for updated drivers which may correct this issue.

### **Creative Labs 3D Blaster TNT2 Ultra**

When using this card with the Creative driver dated 10-6-99, tntaw9x.exe version 4.11.01.2111, the game may not run or you may experience intermittent crashes in the game. These issues are corrected by changing to the latest NVIDIA Detonator XP driver, version 23.11.

### **Matrox G400 Dual Head**

When using this card in Windows 2000, the letters on the game loading screen may appear as blocks. This issue is corrected by changing to the latest Windows 2000 driver version, w2k\_572.

### **STB Velocity 4400**

When using this card with the STB driver dated version 1.60 (4.10.01.0160), the game may not run or you may experience intermittent crashes in the game. These issues are corrected by changing to the latest NVIDIA Detonator XP driver, version 23.11.

## **-6- Sound Issues**

If you are unable to resolve sound problems through this troubleshooting guide, please contact your hardware manufacturer for updated drivers.

### **DirectX Compatibility**

Your sound card needs to be DirectX compatible to run *Star Wars Starfighter*. Consult the **DirectX Setup** section in this Troubleshooting Guide for information about how to check for DirectX support. If the driver for your hardware is not DirectX compatible, check with your hardware manufacturer for updated drivers.

**NOTE:** If the Media Player is not installed, some of the following instructions 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 Windows.

### **Static Or Distortion In *Star Wars Starfighter***

You may hear occasional static in sound effects or sound distortion in the game if the volume is set too high. This is especially noticeable on some older model cards. If this occurs, we recommend that you lower the volume control in the game. If that does not correct the issue, you will need to lower the volume control in Windows. Some older cards work best with the Windows Wave volume set to 50%.

### **Adjusting Volume Levels Within *Star Wars Starfighter***

To access these options:

- Select **Options** from the Main Menu.
- Select **Sound Setup**.
- Scroll to the appropriate slider for the sound element you want to adjust:  
**Music, Sound Effects** or **Voice**
- Adjust the volume slider with the left and right arrow keys or with the direction control of your controller.
- Hit **Enter** or the **Trigger** button to accept the changes.

### **Adjusting The Volume Through Windows**

With some sound cards, you may want to adjust the volume in the Windows control panel before starting *Star Wars Starfighter*, or you may need to exit the game to adjust the volume. Double click on the Volume Control icon on your task bar and adjust the volume control and wave volume. If the Volume Control icon is not on your taskbar, follow these directions to adjust your volume:

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
  - **Windows 95:** Choose **Multimedia**.
  - **Windows 98/ME/2000/XP:** Choose **Entertainment**.
- Choose **Volume Control**.
- Adjust the Wave Volume slider.

- If you are not hearing any sound, make sure to de-select the MUTE box below the Wave Volume slider.

### **Default Volume Levels Vary in Different Operating Systems**

The default volume levels vary greatly on some sound cards in the different operating systems. Because of this, you may need to adjust your volume control in Windows before entering the game. Please follow the instructions above for information on adjusting the volume through Windows.

### **Volume Control Programs**

Some sound card and/or PC manufacturers may have proprietary software that must be adjusted separately from the Windows Volume control. Consult your hardware documentation for more information.

### **Powered or Amplified Speakers**

If you have powered speakers and have 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 jacks 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.

### **General Sound Card Troubleshooting**

If your sound card is not set up correctly in Windows, not 100% DirectX or Windows 95, 98, 2000, ME, or XP 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.

### **Testing Your Sound Card In Windows**

You can use the **Windows Media Player** to play a sound to make sure your sound card is set up correctly in Windows. To do this:

- Click on the **Start** button on your taskbar.
- Select **Programs**.
- Select **Accessories**.
  - **Windows 95:** Select **Multimedia**.
  - **Windows 98/ME/2000/XP:** Select **Entertainment**.
- Select **Windows 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)**.

### **Testing Your Sound Card In DirectX Diagnostics**

After installing DirectX 8.x, you can run the **DirectX Diagnostics** program to test your sound card. To do this:

- Select **Help** from the *Star Wars Starfighter* launcher.
- Select **Analyze your Computer**.
- Click on **DirectX Diagnostics**. This takes you to the DirectX Diagnostics screen.
- Click the tab that says **Sound**, and then click on **Test**. If your card fails these tests, you may have problems running *Star Wars Starfighter* or any other program that requires DirectX.

### **Error: Cannot Initialize Sound System**

If you receive this error, it is most likely due to another program using your sound card resources. To correct this, make sure to close all programs before attempting to run *Star Wars Starfighter*. Please check the **General Troubleshooting** section in this guide for more information.

## **Error: This Device Is In Use By Another Application**

If you receive this error when attempting to launch *Star Wars Starfighter*, it is most likely due to another program using your sound card resources. To correct this, make sure to close all programs before attempting to run *Star Wars Starfighter*. Please check the **General Troubleshooting** section in this guide for more information.

## **Gameport Latency Issues**

Certain sound cards, such as cards with ESS and Yamaha chipsets, utilize the Standard Gameport driver included in the Windows operating systems. These cards may cause performance problems if a controller is connected to the gameport. You may experience hitching in the game or your controller may not work properly. If you see these issues, try using a USB controller to play the game and disconnect any devices from the gameport on your sound card.

## **Specific Sound Cards**

### **Diamond Monster Sound MX400**

When using this card in Windows ME you may not hear sound coming from the rear speakers of a 4-speaker system. This is a known issue with the drivers that Windows ME supplies for this card. Unfortunately, there are no drivers that fix this issue.

The In Control™ tools that come with this card have a setting that enables Direct Sound acceleration. This feature is enabled by default when the software is installed. With this enabled you may experience distortion in the sound in *Star Wars Starfighter*. If this occurs disable Direct Sound Acceleration in the In Control Tools control panel.

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

When using this card in Windows 95 OSR2 with Ensoniq driver ssiwiz95, the sound volume slider in the Options menu may not affect the sound effects volume. If this occurs, you will need to use the Windows Volume Control to adjust this volume in the game. To do this, follow the instructions above to access Volume Control, and then adjust the Wave Balance slider.

## **Gameport Latency Issues**

Certain sound cards, such as cards with ESS and Yamaha chipsets, utilize the Standard Gameport driver included in the Windows operating systems. These cards may cause performance problems if a controller is connected to the gameport. You may experience hitching in the game or your controller may not work properly. If you see these issues, try using a USB controller to play the game and disconnect any devices from the gameport on your sound card.

### **ESS Canyon 3D Chipset**

When an ESS Canyon 3D sound card, such as the Diamond MX400, is set up in Windows 2000 or ME, Windows detects the card as a Maestro 2E. When using these drivers, you may hear sound distortion and static in the game, or the rear speakers may not work. If this occurs, we recommend that you change to the driver for your specific card or check the ESS website for updated drivers which may correct these issues.

### **Guillemot MaxiSound Game Theater 64**

When using this card, you may experience the following issues:

- **Windows 95/98:** When using this card in with the drivers from the MaxiSound Game Theater CD, you may experience severe audio and video stuttering. Updating to driver version D64ess9xu13 (1.3 update) corrects these issues.
- **Windows XP:** We recommend that you do not use this card until new drivers become available. When using this card with Windows 2000 drivers, d64ess-2k-100 (5.01.2501.0000) in Windows XP,

there is no panning of the sound effects and voice lines may be severely corrupted in some campaigns. Please check for updated Windows XP drivers, which may correct these issues.

### **Microsoft Digital Sound System 80**

When using these speakers in USB mode, you may intermittently hear static and distortion in the audio. This occurs because the USB speakers require CPU time to run. Windows allocates 100% of the CPU to the programs that are running, such as *Star Wars Starfighter*, while some USB devices take up to 10% of the CPU, thus trying to use 110% of the resources.

### **OPTi 931 Chipset**

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

- You may occasionally hear long, loud bursts of static.
- You may randomly hear a scratchy sound.

Please check the OPTi web site for updated drivers for these cards.

### **Vortex and Vortex 2 Based Sound Cards**

We are unable to provide support for Vortex or Vortex 2 based sound cards in Windows 2000 or XP with this game. This includes the Turtle Beach Montego family of sound cards, as well as other cards with these chipsets.

### **Vortex Based Sound Cards**

When using a Vortex based sound card, you may hear occasional sound distortion in the game. If this occurs, we recommend that you lower the volume control in the game. If this does not correct the issue, you will need to lower the volume control in Windows to approximately ½ way.

### **Yamaha OPL3-SA Sound Cards**

When using the Windows drivers with a Yamaha OPL3 sound card, your sound card may not be recognized in the game. This issue is corrected with Yamaha driver version 2338 (4.05.00.2338).

## **-7- Controller Device Issues**

### **USB Devices**

When using USB devices on your system, you may occasionally hear static and distortion in audio or you may experience slow downs and hitching in the game. This occurs because USB devices require a percentage of the CPU's processing time to run. Windows allocates 100% of the CPU to the programs that are running, such as *Star Wars Starfighter*, while some USB devices take up to 10% of the CPU, thus trying to use 110% of the resources.

### **Configuring Game Controllers With Sliders**

When using a controller with a slider, you may run into some difficulty configuring your controller in the launcher's configuration menu. If the slider is not set to zero or to a neutral position the controller will be sending an active signal from the slider that may register when you select a controller function to configure. This will result in the slider being chosen as the command for that function unless it is set to an inactive state.

### **Gameport Latency Issues**

Certain sound cards, such as cards with ESS and Yamaha chipsets, utilize the Standard Gameport driver included in the Windows operating systems. These cards may cause performance problems if a controller is connected to the gameport. You may experience hitching in the game or your controller may not work properly. If you see these issues, try using a USB controller to play the game and disconnect any devices from the gameport on your sound card.

### **Logitech Game Controllers**

Logitech driver version 3.62, ws362enu.exe, is not supported in Windows 95.

### **Logitech Wingman Extreme Digital 3D**

In Windows 2000, you may find that the throttle slider on this controller will not work in the game when configured for the Boost/Brake function.

### **Logitech Wingman Action Pad and Wingman Rumble Pad**

In Windows 2000, you may find that the throttle slider on this controller will not function properly. With this slider configured for the Boost/Brake function, using this slider may cause your ship to both boost/brake and roll at the same time.

### **Custom Mouse Cursors**

When using custom Windows cursors, such as the 3D cursor, the game cursor may be discolored or corrupt in some areas on the game, especially in menus. Disabling this feature corrects this issue.

### **Kensington Expert Mouse**

When using the Kensington Expert Mouse with the PS/2 adaptor, the mouse may lose sensitivity in the game. Adjusting the sensitivity in the Mouse Control Panel or Kensington Mouseware does not correct this issue with this configuration. This does not occur when using the USB adaptor with this device.

### **Keyboard Issues**

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 Limitations**

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

### **Onboard Keyboard Shortcut Keys**

We recommend that you do not use any of the onboard shortcut keys on your keyboard when playing the game. Doing so may have adverse affects on the game, such as causing the game to close while you are playing a mission.

## **-8- DirectX Setup**

### **Technical Overview Of DirectX**

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. 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 configurations. Prior to DirectX, developers were forced to write hardware-specific code (with a specific driver for each different piece of hardware).

**NOTE:** Some older systems may contain hardware that may not be fully DirectX compatible. For optimum performance in *Star Wars Starfighter*, your system must fully support DirectX. Fortunately, many manufacturers are releasing updated drivers. If you are unsure whether your system will support DirectX, please contact the manufacturer of your system for more information.

**WARNING:** Once you have installed DirectX, it is not easily removed from your system.

## Where To Find DirectX 8.0a or 8.1

DirectX 8.0a and 8.1 are required to play *Star Wars Starfighter*. You can download and install DirectX through the link at <http://support.lucasarts.com/patches/dx.htm> if you do not already have it installed on your system. If DirectX 8.0 is detected on your system in Windows 95, you will not be prompted to install DirectX 8.0a in Windows 95. If this occurs, *Star Wars Starfighter* will work fine with that version.

**NOTE:** Some programs that were made with earlier versions of DirectX may not work with DirectX 8.x.

## Checking Your System For DirectX Support

After you have installed *Star Wars Starfighter* and DirectX, you may want to determine whether DirectX supports your computer hardware. To do this:

- Select **Help** from the *Star Wars Starfighter* launcher.
- Select **Analyze your Computer**.
- Click on **DirectX Diagnostics**. This takes you to the DirectX Diagnostics screen.
- Click on the **Display (or Display 1)** and **Sound** tabs.
- If you are experiencing any problems while running *Star Wars Starfighter*, we recommend that you test DirectDraw, Direct3D and DirectSound on their respective screens. If any of these tests fail, please check for updated drivers for the hardware that failed the test. If you continue to have problems after updating the drivers, we recommend that you contact the hardware manufacturer of the card for further assistance.

If you are unable to open the *Star Wars Starfighter* launcher, follow these steps to run the DirectX diagnostics program after installing DirectX:

- Click on **Start** to open the start menu.
- Click on **Run**.
- Type **DXDiag** into the Run dialog box.
- Click **OK**.

## -9- How to Contact LucasArts

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

## Where To Find Us Online

Visit the LucasArts Web site at [www.lucasarts.com](http://www.lucasarts.com). From there, you can access the Support area where 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, an interactive knowledge base, which is available in the Support section of the LucasArts Web site at <http://support.lucasarts.com>. Yoda's Help Desk offers 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. If Yoda's Help Desk is unable to provide you with a solution to your problem, you will be given the option to submit an e-mail message to an online representative.

### LucasArts Company Store

Visit our secure online store at [www.lucasarts.com/companystore](http://www.lucasarts.com/companystore). The Company Store offers a complete selection of LucasArts games, hint books and logo gear. Reach us by mail at:

LucasArts Company Store  
P.O. Box 14797  
Fremont, CA 94539

Or fax us at 1-925-275-1190.

## **-10- Web Sites**

The list below is provided to assist you in finding the latest drivers for your sound and/or video hardware. Please check your hardware manufacturer's web site for updated drivers for your specific card.

3dfx	<a href="http://www.3dfx.com">www.3dfx.com</a>
3DLabs	<a href="http://www.3dlabs.com">www.3dlabs.com</a>
A-Bit	<a href="http://www.abit.com">www.abit.com</a>
AMD	<a href="http://www.amd.com">www.amd.com</a>
Asus	<a href="http://www.asus.com">www.asus.com</a>
ATI Technologies	<a href="http://www.ati.com">www.ati.com</a>
Aureal Sound Cards	<a href="http://www.vortexofsound.com">www.vortexofsound.com</a>
Aztech Labs	<a href="http://www.aztech.com.sg">www.aztech.com.sg</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.sonicblue.com">www.sonicblue.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>
Gainward	<a href="http://www.gainward.com">www.gainward.com</a>
Gateway 2000	<a href="http://www.gateway.com">www.gateway.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>
I/O Magic	<a href="http://www.iomagic.com">www.iomagic.com</a>
Intergraph	<a href="http://www.intergraph.com">www.intergraph.com</a>
Kensington	<a href="http://www.kensington.com">www.kensington.com</a>
Logitech	<a href="http://www.logitech.com">www.logitech.com</a>
Matrox	<a href="http://www.matrox.com">www.matrox.com</a>
Microsoft	<a href="http://www.microsoft.com">www.microsoft.com</a>
Microsoft Sidewinder	<a href="http://www.microsoft.com/sidewinder/">www.microsoft.com/sidewinder/</a>
Netgear	<a href="http://www.netgear.com">www.netgear.com</a>
NVIDIA	<a href="http://www.nvidia.com">www.nvidia.com</a>
OPTi	<a href="http://www.opti.com">www.opti.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>
USRobotics	<a href="http://www.usrobotics.com">www.usrobotics.com</a>
VIA Technologies	<a href="http://www.via.com.tw">www.via.com.tw</a>
VideoLogic	<a href="http://www.videologic.com">www.videologic.com</a>
Yamaha	<a href="http://www.yamaha.com">www.yamaha.com</a>

© 2002 LucasArts Entertainment Company LLC. © 2002 Lucasfilm Ltd. & TM or ® as indicated. All rights reserved. Used under authorization.