



## Demo Troubleshooting Guide

This troubleshooting guide will provide you with information about the **Star Wars®: Force Commander™ Demo**. You will find solutions to common problems that were encountered while running the game and DirectX in the Windows 95/98 Operating Systems.

### Table of Contents

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

## -1- General Information

### Supported Operating Systems

To be able to run the **Force Commander** demo, you must have Windows 95 or 98 as your operating system and your computer hardware must be 100% DirectX 7.0a compatible. MS-DOS, Windows 3.1x, Windows NT 3.x, Windows NT 4.0, Windows 2000, Linux, and OS/2 are not supported. For more information on DirectX, see Section 5 of this Troubleshooting Guide.

### Minimum Requirements

**Computer:** 100% Windows 95/98 DirectX compatible computer required.

**CPU:** Pentium II class 266 MHz or faster CPU required.  
Pentium II class 350 MHz or faster recommended.

**Memory:** 64 MB or higher RAM required.

**Graphics Card:** 8MB PCI or AGP Direct3D compatible graphics accelerator card required.  
16MB AGP graphics accelerator card recommended.

**CD-ROM:** Quad speed CD-ROM drive required for the full version of the game.

**Sound Card:** 100% Windows 95/98 DirectX compatible 16-bit sound card required.

**Input Device:** 100% Windows 95/98 compatible Mouse and Keyboard required.

**DirectX:** Microsoft DirectX 7.0a must be installed to play **Force Commander**.  
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:** Your system may require the "latest" Windows 95/98 drivers for your particular hardware.

**Installation:** Installation requires 117 MB free hard drive space. It is recommended that you have an additional 175 MB of free space available for the Windows swap file.

**The following Multiplayer Support is available in the full version of the game:**

**Local Area Network Play:** Supports up to 4 players via IPX or TCP/IP Local Area Network.

**Internet Play:** Supports up to 4 players via 28.8Kbps or faster connection to the Internet.

**Modem-to-Modem Play:** Supports 2 players via 28.8Kbps or faster modem.

## -2- General Troubleshooting

**Force Commander** was designed to run under Windows 95/98 with DirectX 7.0a. 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.

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

- Please check **DirectX Setup** (Section 5) in this Troubleshooting Guide for directions on how to find out if your computer hardware is supported by DirectX.
- Check to see if your Windows desktop color palette is set to 16-bit color and the desktop area is set to 640x480. On some video cards, other desktop settings may cause problems in **Force Commander**. Please consult **Video Issues** (Section 6) for more information.
- Check to see how much room is available on your hard drive to make sure that you have enough free space for **Force Commander** to run. It is recommended that you have an additional 175 MB of free space after installing the game for the Windows swap file.
- Do you have any other applications running, such as memory managers, screen savers, or virus protection programs? Any of these may interfere with **Force Commander**. Please refer to **Running Other Programs in the Background** in this section for more information.
- You may have a corrupted installation. Try uninstalling and reinstalling the demo.

## What if My Computer Goes to a Black or White Screen and Locks Up?

If you end up at a black or white screen and the game appears to be stuck with the music playing, please press **ESC** first to access the Options Menu and exit the game. If the menu does not open, press **ALT-F4**, before trying anything else. If this fails, press **CTRL-ALT-DEL** once and choose **END TASK** on **Force Commander**, which will take you back to the desktop. If you do not see the dialog box after pressing **CTRL-ALT-DEL**, press **ENTER** twice and this should take you back to the desktop. Then restart your computer and try running the game again.

## Running Other Programs in the Background

Generally, we have found that it is not a good idea to run any other programs in the background while playing **Force Commander**. Please turn off any active screen savers while running **Force Commander**, 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 also need to close programs that start from your StartUp folder which were added to load programs automatically when Windows is started, such as the Microsoft Office Toolbar and the SB Live! toolbar. Some of these programs display icons on your system tray. If you have icons on your systray, right-click on each of them and select the option to disable, unload, or close them before running **Force Commander**. 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 **Force Commander**, you may want to remove the program shortcuts from the StartUp folder. Simply disabling some programs may not help, as the programs still use resources that are needed to play **Force Commander**. For information about how to do this, please consult Windows Help.

## MS-DOS Memory Managers

If you are running any memory managers, such as EMM386 or QEMM, you may experience problems when running **Force Commander**. Windows 95, Windows 98 and **Force Commander** are protected mode programs and may have problems running with memory managers loaded. However, we do not recommend making any changes to your system configuration without first contacting your computer manufacturer. Some sound cards require these memory managers to work in MS-DOS mode.

## Power Management

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

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

### Running on Low-End Systems

When running **Force Commander** on a low-end system with 64MB 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 or memory may improve performance. Check **Performance** (Section 4) in this troubleshooting guide for more performance tips.

### Desktop Color Palette and Resolution

If you experience problems running **Force Commander**, we recommend that you set your desktop **Color Palette** or **Colors** to **High Color (16-bit)** and the **Desktop** or **Screen Area** to **640x480** or **800x600**. When running **Force Commander** 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** solves these problems.

### Changing Your Desktop Color Palette and Resolution

To change your desktop color palette and resolution:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
  - **Windows 95:** Look at **Color Palette**.
  - **Windows 98:** Look at **Colors**.
    - Choose **High Color (16-bit)**.
  - **Windows 95:** Look at **Desktop Area**.
  - **Windows 98:** Look at **Screen Area**.
    - Move the slide-bar to **640x480** or **800x600**.
- Click **OK** to close this window.
- If your computer prompts you to restart, click on **Yes**.

## -3- Installation

### Installing **Force Commander**

Please check your available hard drive space before installation. Installation of the demo requires 117 MB of free hard drive space on your computer. We recommend that you have at least an additional 175 MB of free space available for your **Force Commander** files and the Windows swap file. If you have too little free space on your drive after installation, you may be unable to start the game. Too little free space on a hard drive could also affect other applications, such as word processors that need room to spool print jobs.

### Installing the **Force Commander** Demo on a Hungarian Machine

At the time of release of the **Force Commander** demo, we were unable to install **Force Commander** with the Regional Setting set to Hungarian. To install the game, you will need to change the region to English (United States) and complete the installation, then change back to Hungarian. Please check the Microsoft Windows update site for other solutions to this problem.

### Installing MSVCRT.DLL

When you install **Force Commander**, the game installs the file MSVCRT.DLL. This file is a shared file that is installed to the Windows\System directory. Several other programs also install this file and if it is overwritten by a different version, the game will no longer run. If this occurs, you will need to reinstall **Force Commander** to correct this issue.

### Shortcut to the **Force Commander** Demo does not appear on Desktop

When multiple users are using the same computer, you may be using separate profiles for each user. When your system is configured this way, if you choose to create a shortcut to the program during

installation, it may not appear on your desktop. If this occurs, you will need to go to the Windows Desktop folder and copy the shortcut to your current desktop.

### Uninstall Warning

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

- The UnInstallShield may have left the **Force Commander** program group in the start menu. Rebooting your computer will remove them after uninstalling.
- You have other LucasArts games on your computer. The LucasArts folder will not be removed from your computer because the other LucasArts games are stored here.
- You may have chosen to keep your saved games and configuration files.

### Can I Move the **Force Commander** Demo Folder after I Install?

If you decide to move the **Force Commander** demo to a new directory, uninstall first, then reinstall to the new location. Simply moving the **Force Commander** demo folder will cause the game to stop working.

## -4- Performance

### Improving Performance of **Force Commander**

The following are a few suggestions that may free up system resources and improve performance of **Force Commander**.

To run **Force Commander** 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 175 MB of free hard disk space after installation.

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.

**Close out of all other programs before running **Force Commander**.** This includes virus scanning, word processing and Internet programs. Simply disabling these programs may not help, as the programs will still use resources that are needed to play **Force Commander**. If you experience problems completely closing programs that are running, consult the documentation for those individual programs.

### Optimizing Performance in **Force Commander**

#### Configuring Launcher Options for Optimal Performance

Adjusting various options may enhance the performance of **Force Commander**. To access this menu:

- Open the **Force Commander** demo launcher.
- Select **Options**.
- Select **Performance Options**. There are two tabs accessible from this menu, **Display** and **Audio**.

#### Display

The display tab is used for selecting certain graphics options in the game. The following suggestions may increase performance in the game:

- **Resolution:** Choosing a 16-bit resolution, such as 640x480x16, from the list may increase performance.
- **Use low-res textures:** Selecting low-resolution textures may increase performance.
- **Use 32-bit Z-buffer:** Selecting this option allows your graphics card to use 32-bit Z-buffering and may improve performance. Check your owner's manual to see if your graphics card supports this feature.
- **Use Hardware Cursor:** Selecting this feature will improve performance if your graphics card supports it. **NOTE:** If you have a 3dfx pass-through card, you do not want to select this option.

- **Use 32-bit textures:** Disabling this feature may improve performance on some graphics cards.

**NOTE:** When you select 640x480, the text on some screens may be difficult to read at times.

## Audio

The audio tab is used for selecting certain audio options in the game. The following suggestions may increase performance in the game:

- **8-channel sound:** Selecting this option may increase performance, but this feature may cause sounds to cut off when multiple sounds occur.
- **No Sound:** Select this option if you are experiencing long pauses when sounds are played.

## Set Low-Performance Defaults

Selecting this button from either screen sets the following options:

- **Resolution:** 640x480x16
- **Fog Level:** 75%
- **LOD Level:** 35%
- **Use Low-Res Textures:** enabled
- **8-Channel Sound:** enabled.

This setting should only be used on low-end systems or if you are having performance problems.

## Configuring In-Game Options for Optimal Performance

Adjusting various options in the **Video Options** menu may enhance the performance of *Force Commander*. To access these options,

- Press **ESC** once you are in the level.
- Select **Options**.
- Select **Video**, and then select the option you wish to adjust.

## LOD (Level of Detail) Settings

Turn down the LOD to make the textures the lowest possible resolution. Adjusting this option changes the level of detail of the terrains and models. Selecting a higher level of detail will provide the highest quality graphics, but decreases performance. Selecting a lower detail level increases performance while decreasing the overall level of detail in *Force Commander*.

## Graphical Corruption with Low LOD Settings

You may experience some graphical corruption in certain areas of the game if the Level of Detail (LOD) is set to the lowest setting. This is especially noticeable in areas with a lava flow.

## Fog Settings

Turning up the fog level will increase the density of the fog. This will make it so your graphics card will not have to draw the whole map. Adjusting this option increases performance while decreasing long distance visibility in the game.

## Mip Mapping

Enabling Mip Mapping may increase performance with some 3D chipsets, but it can also decrease performance on 3D chipsets that do not support this feature. Mip mapping uses more texture memory by using low detail textures on distant objects to reduce texture sparkling and eliminate the moiré pattern effect.

# -5- 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 features. Prior to DirectX, developers were forced to write hardware-specific code (with a specific driver for each different piece of hardware).

**NOTE:** Since DirectX 7.0 is relatively new in the computer world, we have found that some older systems may contain hardware that may not be fully DirectX 7.0 compatible. For optimum performance in **Force Commander**, 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.

**NOTE:** Some programs that were made with earlier versions of DirectX may not work with DirectX 7.0a.

### Checking Your System for DirectX Support

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

- Select **Help** from the **Force Commander** demo launcher.
- Select **Analyze your Computer**.
- Click on **DXDiag**. This takes you to the DirectX Diagnostics screen
- Click on the **Display 1**, **Display 2**, and **Sound** tabs.

If you are experiencing any problems while running **Force Commander**, 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 for the card for further assistance.

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

## -6- Video Issues

This section of the Troubleshooting Guide will provide you with information on problems encountered with specific video cards while playing **Force Commander**.

### General Information and Troubleshooting Tips

#### Compatibility

To play **Force Commander**, your video card must have **8 MB** of video RAM and be 100% DirectX compatible. If you do not know if your video card is supported by DirectX, please consult **DirectX Setup** (Section 5) in this Troubleshooting Guide for information about how to check for DirectX support.

#### Non-DirectX Supported Video Card Problems

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

- **Black Screen:** Your screen may go black but the sound and music will continue to play.
- **Corrupted Graphics:** You might see horizontal or diagonal lines over the screen.
- **Flashing Graphics:** You may see flashing corrupted graphics on the screen.
- **Strange Colors:** Your video card may display the colors incorrectly.
- **Slow Graphics:** The gameplay may be slow.
- **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 **Force Commander**.

If you have encountered any of these problems, check with your video card manufacturer for updated DirectX drivers.

### Setting Up Your Monitor

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

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

### Black Screen When Starting *Force Commander*

If you get a black screen while starting the game, you may be experiencing one of the following problems:

- Your graphics card may be using a non-standard or unsupported refresh rate for the monitor you have.
- Your graphics card may not support the resolution you are attempting to use.
- Your monitor may not be properly configured in Windows. Follow the directions above to check your monitor settings.
- Your video card drivers may have become corrupted. You may need to reinstall the drivers.
- Your graphics card may not have been detected.
- You may have selected 32-bit Z-buffer with a card and/or resolution that doesn't support it.

### Text Difficult to Read at 640x480

When you choose to play *Force Commander* at an in-game resolution of 640x480x16 or 640x480x32, the text on some screens may be difficult to read at times. Selecting a higher resolution will correct this.

### Changing Resolutions in *Force Commander*

Changing the game's video resolutions may result in a shift in graphics on your monitor. If this occurs, you may need to adjust your monitor. If you do not know how to do this, please consult the documentation that came with your monitor.

### Changing *Force Commander* Display Settings

After installing and configuring *Force Commander*, you may wish to change your display settings in the game. To do this:

- Select **Options** from the *Force Commander* launcher.
- Select **Performance Options**.
- Select your 3D graphics accelerator card from the **Display Driver** list if you wish to choose between your primary display and a pass-through card. The default driver will be your 3D pass through card if you have one installed in your system.
- Select a **Resolution** from the list of available game resolutions. This list will change according to the driver that you are using for your 3D accelerator card.
- From this screen, you can also select low-res or 32-bit textures, enable your hardware cursor, enable 32-bit Z-buffer or choose the low performance defaults if you are experiencing performance problems when playing the game.
- Click on **Accept** to save your changes and close this menu.



## Customizing Display Options

You can customize your performance options for smoother gameplay, better performance, or more detailed graphics while playing **Force Commander**. To do this, press **ESC**, select **Options**, and then select **Video**. From this screen you can adjust the following options:

- **LOD (Level of Detail) Settings:** Adjusting this option changes the level of detail of the terrains and models. Selecting a higher level of detail will provide the highest quality graphics, but decreases performance. Selecting a lower detail level increases performance while decreasing the overall level of detail in **Force Commander**.
- **Fog Settings:** Turning up the fog level will increase the density of the fog. This will make it so your graphics card will not have to draw the whole map. Adjusting this option increases performance while decreasing long distance visibility in the game.
- **Gamma Correction:** The gamma slider is used to turn up and down the brightness in the game, as some cards may be too bright or too dark by default. If you are unable to adjust the gamma through the in-game menu, you may need to adjust this in the control panel for your graphics card in Windows before stating the game.

## Currently Supported 3D Cards and Chipsets

Below is a list of the 3D video cards and chipsets that are supported in **Force Commander**. 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 **Force Commander**.

**NOTE:** Some of the following cards will work with **Force Commander**, but contain certain problems listed below under **Specific Video Issues**. When using any of these cards and chipsets, you should be using the latest drivers for your card or DirectX 7.0a driver 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

Card Name	Chipset	Driver Ver.	Version VxD#
3D Labs Oxygen VX1	3D Labs GLINT R3	0688	4.10.01.2106
Canopus Pure3D II	3dfx Voodoo 2	3.01.01	4.11.01.0350
Canopus Pure3D II LX	3dfx Voodoo 2	3.01.01	4.11.01.0350
Creative Labs 3D Blaster Voodoo2	3dfx Voodoo 2	3.01.01	4.11.01.0350
Diamond Monster 3D II	3dfx Voodoo 2	3.01.01	4.11.01.0350
Guillemot Maxi Gamer 3D 2	3dfx Voodoo 2	3.00	4.11.01.0441
Orchid Righteous 3D II	3dfx Voodoo 2	3.01.01	4.11.01.0350
STB BlackMagic 3D	3dfx Voodoo 2	3.01.01	4.11.01.0350
Creative Labs 3D Blaster Banshee	3dfx Voodoo Banshee	1.10	4.10.01.0110
Diamond Monster Fusion	3dfx Voodoo Banshee	4.10.0213	4.10.01.0213
Guillemot Maxi Gamer Phoenix	3dfx Voodoo Banshee	1.02.02	4.10.01.0378
STB Systems Lightspeed 3300	3dfx Voodoo Banshee	1.02.03	4.10.01.0378
3dfx Interactive Voodoo3 2000	3dfx Voodoo3	1.03.00	4.11.01.1211
3dfx Interactive Voodoo3 3000	3dfx Voodoo3	1.03.00	4.11.01.1211
3dfx Interactive Voodoo3 3000	3dfx Voodoo3	1.03.00	4.11.01.1211
3dfx Interactive Voodoo3 3500	3dfx Voodoo3	1.03.00	4.11.01.1211
ATI Technologies Rage Fury	ATI Rage 128	w98_r128	4.11.01.6263
ATI Technologies Rage Magnum	ATI Rage 128	w98_r128	4.11.01.6263
ATI Technologies Rage Fury Pro	ATI Rage 128 Pro	w98_r128	4.11.01.6263
ATI Technologies Xpert LCD	ATI Rage LT Pro	2560	4.11.01.2560
ATI Technologies Xpert@Work	ATI Rage Pro AGP 2X	2560	4.11.01.2560
ATI Technologies Rage Fury Maxx	Dual ATI Rage 128 Pro	CD	4.11.01.7925
Matrox Millennium G200	MGA-G200	w9x_541	4.11.01.2410
Matrox Millennium G200 SD	MGA-G200	w9x_541	4.11.01.2410
Matrox Graphics G400	MGA-G400	w9x_541	4.11.01.2410
Matrox Graphics G400 Dual Head	MGA-G400	w9x_541	4.11.01.2410
Creative Labs 3D Blaster Annihilator	nVIDIA GeForce 256	3dbgfw9x	4.11.01.2202
nVIDIA GeForce 256 DDR Dev Board	nVIDIA GeForce 256	3.68	4.12.01.0368
STB Systems Velocity 128	nVIDIA RIVA 128 ZX	3.37	4.11.01.0337
Canopus Spectra 2500	nVIDIA RIVA TNT	3.10.01	4.11.01.0208

Creative Labs Graphics Blaster RIVA TNT	nVIDIA RIVA TNT	3.68	4.12.01.0368
Diamond Viper V550	nVIDIA RIVA TNT	4.10.0255	4.10.01.0255
Diamond Viper V550 SDR	nVIDIA RIVA TNT	3.68	4.12.01.0368
STB Systems Velocity 4400 w/TV out	nVIDIA RIVA TNT	2.08	4.11.01.0208
STB Systems Velocity 4400	nVIDIA RIVA TNT	1.60	4.10.01.0160
Creative Labs 3D Blaster RIVA TNT2	nVIDIA RIVA TNT2	3.68	4.12.01.0368
Diamond Viper V770	nVIDIA RIVA TNT2	3.68	4.12.01.0368
Creative Labs 3D Blaster TNT2 Ultra	nVIDIA RIVA TNT2 Ultra	3.68	4.12.01.0368
Guillemot MaxiGamer Xentor 32	nVIDIA RIVA TNT2 Ultra	3.68	4.12.01.0368
Diamond Viper V730 Vanta	nVIDIA Vanta	3.68	4.12.01.0368
Diamond Fire GL 1000 Pro	Permedia 2	0366	4.10.01.2501
Viewtop 3D Mars2	Permedia 2	2105	4.10.01.2105
3D Labs Permedia3 Create!	Permedia 3	0684	4.10.01.2106
VideoLogic PowerVR Neon250	PowerVR 3	3.2.1.2	4.11.01.1079
Diamond Stealth II S200	Rendition V2100	3.0b5	4.10.00.3581
ExpertColor 3DSaturn NVT5200	Rendition V2200	3.0b5	4.10.00.3581
Hercules Thriller 3D	Rendition V2200	3.0b5	4.10.00.3581
Diamond Viper II Z200	S3 Savage 2000	9.01.09	4.11.01.9001
Hercules Terminator BEAST	S3 Savage 3D	6.12.01	4.10.02.4004
Diamond Stealth III S540	S3 Savage4	8.10.21	4.11.01.8007
Diamond Stealth III S540 Xtreme	S3 Savage4	8.10.21	4.11.01.8007
Diamond Stealth III S540FP	S3 Savage4	8.10.21	4.11.01.8007
Diamond Stealth III S540FP	S3 Savage4	8.10.21	4.11.01.8007
Creative Labs 3D Blaster Savage4	S3 Savage4 PRO	8.10.21	4.11.01.8007

## Currently Unsupported Cards and Chipsets

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

Card Name	Chipset
ATI Technologies 3D Xpression+ PC2TV	3D Rage II
ATI Technologies 3Dpro Turbo	3D Rage II
ATI Technologies 3Dpro Turbo PC2TV	3D Rage II
Canopus Pure3D	3dfx Voodoo Graphics
Deltron Technologies RealVision Flash 3D	3dfx Voodoo Graphics
Diamond Multimedia Monster 3D	3dfx Voodoo Graphics
Orchid Technologies 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
Diamond Multimedia Stealth II G460	Intel i740
Intel Express 3D	Intel i740
Real3D StarFighter	Intel i740
Onboard Intel i810	Intel i810
Matrox Graphics Mystique	MGA-1064
Matrox Graphics Millenium II	MGA-2164
Matrox Graphics Productiva G100	MGA-G100
STB Nitro DVD	Mpact 2
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
STB Velocity 128 AGP	nVIDIA RIVA 128

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 Multimedia 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	S3 ViRGE/VX
SiS 3D Pro AGP	SiS 6326
Jaton Corporation Video-87 AGP	Trident 3D Image 975
Jaton Corporation Video-97 AGP	Trident 3D Image 985

## Specific Video Issues

### 3dfx Voodoo II or Voodoo 3 Cards

At the time of release of Force Commander, the DirectX 7 drivers for these cards have graphical problems in the game. When you select units, the text and certain console items will display as solid blocks. When you deselect the units, they will display correctly. We recommend that you check the 3dfx website for updated drivers which may correct these problems.

When using a 3dfx pass through card, such as the Voodoo II, you will need to disable the hardware cursor to enable the mouse cursor in the game. This option is accessible in **Performance Options** on the launcher or in the **Video Options** menu within the game.

### ATI Rage 128

While using a card with this chipset with some versions of the driver, you may experience the following problems:

- The selection box when you select units on the screen may not be visible.
- The bottom line on the marker may not display.
- Boxes around items in menus may not display.
- You may be unable to target traps in some areas of the game.

This does not happen on all machines with this card. If this occurs, we recommend that you check the ATI website for updated drivers which may correct these issues.

### ATI Rage Pro or Rage LT Pro

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

- Text may look blocky and pixilated.
- Smoke and clouds may look dithered when using 16-bit resolutions.
- There may be black boxes around some transparent objects.
- Graphics may look blocky.
- You may see graphical corruption if you set the resolution to 800x600x32.
- You may see a question mark instead of a forward arrow in the game menus.

For best performance with these cards, we recommend that you use the low performance defaults, which is accessible from the launcher in the **Performance Options** screen. Choosing a resolution above 640x480 will greatly deteriorate performance in the game.

### Matrox G200 or G400

When using a card with these chipsets with the Matrox driver version 5.30, you may experience the following issues:

- The arrows in game menus may be missing.
- The game may occasionally lockup or crash to the desktop when certain features in the Matrox Powerdesk are enabled.
- When you select multiple units, the text and some console items will display as solid blocks. When you deselect the units, they will display correctly.

These issues are corrected by updating to driver version 5.41, which is available on the Matrox website.

When using either of these drivers with the game resolution set to 800x600, you may see a square of corruption that sticks to the cursor. This will continue after exiting game until the computer is rebooted or the desktop resolution is changed.

### **Rendition V2200**

While using a card with this chipset, selecting a higher resolution may also cause textures to corrupt. Choosing a resolution above 640x480 will greatly deteriorate performance in the game. Using the Rendition driver version 3.0b5 will provide the best performance and graphic quality with these cards. If you experience any problems with these cards, we recommend that you use the low performance defaults, which is accessible from the launcher in the **Performance Options** screen. If you do not select the low performance defaults, make sure that you enable low res textures with these cards.

## **Video Cards**

### **3DLabs Permedia3 Create!**

When using a card with the Permedia3 chipset, you may experience the following issues:

- The junctions of the lava flow do not display the graphical layers correctly. The top layers flash in and out, causing several triangles to be missing.
- There may be a thin green line of corruption on the screen.
- The clouds and eruptions may appear dithered at resolutions below 1280x1024.

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

When using this card with Creative driver dated 10-6-99, you may experience intermittent crashes in the game. Updating to the nVIDIA detonator driver version 3.68 corrects these issues.

### **Diamond Fire GL**

When using Diamond driver version w9x1kp\_6, you may see the following problems:

- The text may display as solid blocks.
- There will be no textures in 3D areas of the front end and in the game engine.

Permedia 2 driver version 4.10.01.2501 correct these issues. These drivers are available at the 3DLabs website.

### **Diamond Monster 3D II**

When using this card with Diamond driver version 3dii207, the highlighted units will be highlighted in a light blue box instead of dark blue. This makes it very hard to tell that it is highlighted. The 3dfx driver version 3.01.01 corrects this issue.

### **Diamond Stealth II S220**

When using this card with the manufacturers drivers, you may see the following issues:

- The arrows may be missing from the menus.
- There may be missing textures on some models.
- There will not be any button graphics on the console.

Rendition driver version 3.0b5 corrects these problems. These drivers are available at the Rendition website.

### **Gateway STB Velocity 128**

When using this card in a Gateway system with the latest driver for this chipset on the Gateway site, you will experience the following problems:

- The stormtrooper's color palette may display incorrectly.
- There may be missing textures.
- You may see checkerboard patterns on the maps or on the terrain.

Updating to the latest driver for this chipset, which is available at the STB website, corrects these issues.

### **Hercules Thriller 3D**

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

- There may not be any textures in game.

- All models and terrain may be white.
- The text may display as solid blocks.

These issues are corrected with Rendition driver version 3.0b5. We recommend that you use the low performance defaults with this card. Choosing a resolution above 640x480 will greatly deteriorate performance in the game.

### **Hercules Terminator Beast**

When using this card in **Force Commander**, you may see a 1" x .5" rectangle displayed on the screen during loading screen. Please check the Hercules website for updated drivers which may correct this problem.

### **VideoLogic PowerVR Neon250**

When using this card with driver version 4.11.01.10079, you may experience the following issues:

- There will be no fog of war on the overhead map.
- Objects, such as the lava river, may appear through the BHCI.
- Some menu items may not have selection boxes.
- Resolutions above 800x600 will not work with 32-bit Z-buffer enabled.

We recommend that you check for updated drivers, which may correct these issues.

### **Viewtop Mars3D**

When using this card with driver version 4.10.01.2105, the smoke and clouds may look dithered. Please check for updated drivers, which may correct this problem.

If you are unable to resolve video problems 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.

## **-7- Sound Issues**

### **DirectX Compatibility**

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

### **No Sound in the *Force Commander* Demo Launcher**

The game's launcher occasionally may have no sound. When this happens, it usually affects the rest of the game. Windows may still be using your sound card from the last application you were running. Rebooting the computer should correct this. If rebooting does not correct this, your sound card may not be set up correctly in Windows. Please read the rest of this section to find out how to check whether or not your sound card is working correctly.

**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.

### **Volume Control**

You can change the volume within the game by going to **Audio Options**. To do this:

- Press **ESC**, select **Options**, and then click on **Audio**.
- Choose the volume control that you wish to adjust.

### Volume Levels

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

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
  - **Windows 95:** Choose **Multimedia**.
  - **Windows 98:** Choose **Entertainment**.
- Choose **Volume Control**.
- Adjust the Wave Volume slider.
- If you are not hearing any sound, de-select the MUTE box below the Wave Volume slider.

### 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 cards' 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 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.

### Test your Sound Card in Windows

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

- Click on the **Start** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
  - **Windows 95:** Choose **Multimedia**.
  - **Windows 98:** Choose **Entertainment**.
- Choose **Media Player**.
- Go to the File menu.
- Choose **Open...** and choose a sound to test. Please be sure to choose **Files of type: Sound (\*.wav)**.

### Test your Sound Card in DirectX Diagnostics

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

- Select **Help** from the **Force Commander** demo launcher.
- Select **Analyze your Computer**.
- Click on **DXDiag**. This takes you to the DirectX Diagnostics screen.
- Click the tab that says Sound and then click on **Test**. If your card fails any of the tests here, you may have problems running **Force Commander** or any other game that requires DirectX.

**Error: This Device is in Use by Another Application**

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 **Force Commander**. Please check **General Troubleshooting** (Section 2) in this guide for more information.

**Error: A Sound Card was Not Detected in Your System...**

If you have been playing the game and you receive this error when you attempt to start the game again, you will need to restart your computer to correct this issue.

**Error Message when Starting *Force Commander* with Voice Modem Installed**

When you have a voice modem installed, you may receive the error "**This program has performed an illegal operation**" when you click on **Play Star Wars Force Commander** from the launcher menu. Also, the sound may drop out or stutter in the cutscenes if the wave device on your modem is enabled. To correct either of these problems:

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

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

## Specific Sound Cards

**Aureal A3D Cards**

If you experience any problems while using an Aureal A3D sound card, we recommend that you download the latest Aureal A3D reference drivers from the Aureal website.

**Creative Labs AWE64**

When using this card, if you launch the game and the opening cutscene seems to be pausing or skipping, with the sound cutting in and out, you may have Full Sound Duplex disabled for the card. Enabling Full Sound Duplex operation will correct this problem. To do this:

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

**Ensoniq Soundscape and Soundscape Vivo**

When using these cards with **Force Commander**, you may experience occasional bursts of static in some areas of the game, especially during cutscenes. To correct this, you may need to set all volume settings to the middle in the Windows volume control.

When using this card with driver version 1.02, you may experience sound stuttering in the cutscenes. We recommend that you check the Ensoniq website for updated drivers which may correct this problem.

### **Ensoniq AudioPCI**

When using this card with **Force Commander**, you may experience choppy performance during cutscenes and some of the voices may stutter. Please check the Ensoniq web site for updated drivers that may correct this problem.

### **Soundcards with the ESS 1688 Chipset**

When using a card with this chipset, you may experience choppy performance during cutscenes. Please check the ESS web site for updated drivers that may correct this problem.

### **Guillemot MaxiSound Game Theater 64 and Sound 64 Dynamic 3D**

When using either of these cards in Windows 98, you may hear an unusual popping sound on top of the regular sounds during cutscenes. Updating to the newest driver for this card corrects this. However, this card uses multiple system resources and may cause additional performance problems in the game.

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

When using this card, you may occasionally hear a small popping sound, especially during transitions. Lowering the volume sliders in **Audio Options** helps correct this issue.

### **Soundcards with the OPTi 925 and 931 Chipsets**

When using a card with either of these chipsets, 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 website for updated drivers for these cards.

### **Shark Predator 3D**

When using this card, the volume in the game may be too quiet. If this occurs, you will need to adjust the volume in Windows prior to starting the game.

### **Turtle Beach Montego A3D Xtreme**

Installing driver version 1187 for this card after installing **Force Commander** may cause the game to crash when you click on **Start Game**. This is occurring because these drivers install an older version of a Windows shared file, MSVCRT.DLL, which is necessary to run **Force Commander**. If this occurs, you will need to uninstall and then reinstall the game to correct this. You will be prompted to restart your computer after you reinstall to replace this file.

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

When using the Windows 98 drivers with a Yamaha OPL3 sound card, you may hear popping and static in the cutscenes. This issue is corrected with Yamaha driver version 2338 (4.05.00.2338).

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

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

### **Compact Keyboards**

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

### **Keyboard Limitations**

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



### **Unplugging Your Game Controller**

Don't unplug your joystick while playing *Force Commander*. But why would you do that, anyway?

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

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

### **Hint Line**

#### **U. S.**

If you need a hint, you may call our automated Hint Line. This service costs 95 cents per minute, requires a touch-tone phone, and you must be at least 18 years old or have a parent's permission to call. The number is **1-900-740-JEDI (1-900-740-5334)**. The option to speak with a live Hint Operator is also available from this number Monday through Friday between the hours of 8:30 AM and 5:00 PM. (Average call length is three minutes.)

#### **Canada**

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

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

Visit the LucasArts Web site at **[www.lucasarts.com](http://www.lucasarts.com)**. From there, you can access the Technical 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 Technical 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.

### **Technical Support Mailing Address**

LucasArts Entertainment Company LLC  
P.O. Box 10307  
San Rafael, CA 94912  
Attn: Product Support

### **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.

© LucasArts Entertainment Company LLC.  
© Lucasfilm Ltd. & TM or (R) as indicated.  
All rights reserved. Used under authorization.

## **-10- Web Sites**

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