

Outlaws Troubleshooting Guide

This troubleshooting guide has been included on the Outlaws Demo to provide you with information about the game, and to inform you of solutions to common problems that were encountered during the testing phase.

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-1- General Information

Minimum Requirements

Operating System: Windows 95 required.

CPU: Pentium 60 or faster required.

Memory: 16MB RAM required.

CD-ROM: 2X CD-ROM required. 4X CD-ROM or above recommended.

Graphics Card: SVGA graphics card required

Sound Card: 16-bit sound card required.

Input Device: Keyboard and mouse required. Joystick and DirectInput™ compatible devices also supported.

DirectX: Necessary Microsoft™ DirectX 3.0a drivers are available on our website.

Installation: Demo Installation requires 22 MB free hard drive space.

Multiplayer Installation requires an additional 14 MB free hard drive space.

Multiplayer Requirements

CPU: Pentium 90 or faster recommended for Multiplayer play.

Local Area Network Play: Supports up to 8 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 14.4Kbps or faster modem.

Direct Serial Play: Supports 2 players via Null Modem Cable.

Operating Systems Supported

To be able to run Outlaws, you **must** have **Windows 95** as your operating system. We have not fully tested Outlaws under Windows NT 4.0 and we cannot guarantee compatibility. MS-DOS, Windows 3.1x, Windows NT 3.x and OS/2 are not supported. Your system must also be 100% DirectX compatible to run Outlaws at its optimum performance. For more information on DirectX, see Section 4 of this Troubleshooting Guide.

-2- DirectX 3.0a

First let's give you a little background on Windows 95 DirectX. Windows 95 Game SDK, which means Software Developers Kit, uses a program known as DirectX which will write directly to your video, sound, and input hardware. This allows gamers to shoot desperadoes faster and hear their taunts better than ever before. Unfortunately, not all hardware is supported by DirectX 3.0a.

How to Check Your System for DirectX Compatibility.

After you have installed Outlaws and DirectX, to determine whether your hardware is certified:

- Go to the Windows 95 desktop.
- Double-click on the **My Computer** icon.
- Double-click on the **C: drive** folder.
- Double-click on the **Program Files** folder.
- Double-click on the **DirectX** folder.
- Double-click on the **Setup** folder.
 - Double-click on **DXSetup.exe**.

DirectX Certification

Look at the lines that describe your hardware. If they say "**Certified**" on the right hand side of the window, then your drivers are DirectX certified and the game should run fine. If they have only the version numbers with nothing after that or a blank line, then they are supported, but not yet certified by Microsoft and may have problems. If they say "**No hardware support**," then your drivers are not supported, and you may experience problems when playing the game.

If you see "**No Hardware Support**" listed after any of the components, you will need to update the appropriate driver so that your system is fully DirectX certified. The manufacturer of your system should be able to provide you with instructions for updating your drivers, and provide you with more information regarding DirectX certification. Alternately, you can use the MGL drivers included on the CD. See the **Alternate Display Drivers** section of this Troubleshooting Guide for information about installing these drivers.

Note: Some programs that were made for earlier versions of DirectX may not work with this version.

Technical Overview of DirectX

The DirectX platform provides an environment that allows developers to use a standardized format when programming a game, thus making it accessible to 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). The DirectX platform is an

Application Programming Interface (or API) that contains many different components. These include:

DirectPlay: Provides an API designed to enhance multiplayer gaming over LANs, modems, serial cables, as well as the Internet.

DirectInput: Provides advanced support for both analog and digital control devices within the Windows 95 environment.

DirectSound: Provides your sound card with audio drivers that make playing sounds less CPU intensive, which helps to enhance sound and music, and allows for optimal performance of 3-D positional audio.

DirectDraw: Provides accelerated support for 2-D and 3-D rendering of graphics.

Since DirectX is relatively new in the computer world, we have found that some older systems may contain hardware that may not be fully DirectX compatible. **For optimum performance in Outlaws, your system must fully support DirectX.** Luckily, many manufacturers are releasing updated drivers. If you are unsure whether or not your system will support DirectX, please contact the manufacturer of your system for further information or you can use the alternate drivers we have provided.

-3- Performance Issues

If you are running Outlaws on a Pentium 60 to 90, here are a few things that will enhance the game's performance:

Playing Outlaws in Low Resolution

You may want to play Outlaws in low resolution. To do this:

- Double click on the **OLCFG** file in the directory where you installed the Outlaws demo.
- Click on **Display Configuration** at the top of this window.
- Click on **320x200** under Available Modes.
 - Click **OK** to exit the Outlaws Configuration Screen.

Disabling Your Joystick

You may want to disable your joystick. To do this:

- Press **ESC**.
- Choose **Configure**.
- Choose **Joystick**.
- Click on the checkbox next to **Active** to deselect this option.
- Click on **Accept** to save your changes.

Adjusting Your Screen Size

You may want to adjust your screen size in the game:

- For better performance, you can shrink your screen size down by using the +/- keys.

Turning Tinting Off

You may want to turn tinting off. To do this:

- Press **ESC**.
- Choose **Configure**.
- Choose **Other Controls**.
- Deselect **Tinting**.

- Click on **Accept** to return to the previous menu.

Memory Managers

If you are running DOS or Windows 3.1x memory managers, such as EMM386.EXE or QEMM, you may experience problems when running Outlaws. Both Outlaws and Windows 95 are protected mode programs and may have problems running with these memory managers loaded. We do not recommend making any changes to your system without first contacting your computer manufacturer about the configuration of your computer.

Running Programs

Generally, we have found that it is a good idea not to have any other programs running while playing Outlaws. Various video, sound, or memory problems may occur while other programs, including screen savers and virus-detection utilities, are running.

-4- General Troubleshooting

When Having Problems Running Outlaws

Outlaws is designed to run under Windows 95 with DirectX 3.0a. If the game unexpectedly freezes up, returns you to your desktop, or if you experience any other severe problems, you should try to properly exit Windows and reboot your computer. (As a rule, you should never turn off your computer while the hard drive is active). This will help to 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 or before attempting to restart the game**. If this does not correct the problem, we recommend that you first completely uninstall Outlaws and then reinstall the game. If your computer reboots into **Safe Mode**, go to **Shut Down Windows** and choose **Restart the Computer**. This will put you back into normal Windows 95.

If Your Computer goes to a Black Screen or Locks Up

If you end up at a black screen, please press ESC, SPACE BAR, or ENTER before trying anything else. If this fails, press **CTRL-ALT-DEL** and choose **END TASK** on **Outlaws**, which will take you back to the desktop. Then restart your computer and try running the game again. If you do not see the dialog box after pressing **CTRL-ALT-DEL**, hit **ENTER** twice and this should take you back to the desktop. **While playing Outlaws**, we suggest that you **do not use CTRL-ALT-DEL**, as this may cause your game to stop responding or freeze up with a looping sound playing.

Running Programs

Generally, we have found that it is a good idea not to have any other programs running while playing Outlaws. Various video, sound, or memory problems may occur while other programs, including screen savers and virus-detection utilities, are running. Please turn off any active screen savers while playing Outlaws, as they may interrupt the game and cause problems.

Adjusting Brightness in the Game

If your screen is too dark, please go to the **Options** menu and adjust the **Gamma**. If you are using 3D accelerated graphics, this feature will be disabled.

If Your Windows 95 Desktop is Corrupt after Playing Outlaws

If when you stop playing Outlaws and return to your Windows 95 desktop, you find that it has been crunched together with no Start Menu in sight or the icons are pushed in towards the

center of the screen, try this:

- **Right click** on the desktop.
- Choose **Properties**.
- Choose **Settings**.
- Change your **Color Palette** to high color (16-bit) and **Desktop Area** to 640x480.
 - Your computer will then prompt you to restart and everything should be fine.

Saved Games

Please be sure to specify a name when saving the game. If you do not give a name for your saved game, Outlaws may accidentally save over the previous saved game, or may not save at all. Please use only letters and numbers in your saved game names. Other characters may cause trouble.

Power Management

If your computer is equipped with a Power Management Feature, you may want to disable it as the monitor may go to sleep while you are playing. Please consult your computer's documentation or the manufacturer for assistance in doing this.

Icons on Taskbar Turning Black or Corrupting

Occasionally the icons on your taskbar or desktop may turn black or be corrupted. This is an issue with the way that Windows 95 uses its color palette. Sometimes DirectX may override your desktop colors leaving your desktop with the incorrect color scheme. Rebooting your machine fixes this problem.

Computer and Software Compatibility Issues

IBM Aptiva

We experienced difficulties when testing Outlaws on this computer. We have found one or more pieces of the default system hardware are not DirectX compatible. You may want to contact IBM for more information, or to see if they have released updated drivers that will allow your system to be compatible with DirectX. You may be able to play Outlaws using the alternate MGL video and Multimedia sound drivers provided in the Outlaws Demo.

Microsoft Office™

If you are using Microsoft Office™ and are using their Toolbar, we recommend that you turn it off while playing Outlaws. When you restart your computer it will be turned on again. This also applies to any other programs that use a toolbar that stays on your desktop.

Memory Managers

If you are running DOS or Windows 3.1x memory managers, such as EMM386.EXE or QEMM, you may experience problems when running Outlaws. Both Outlaws and Windows 95 are protected mode programs and may have problems running with these memory managers loaded. We do not recommend making any changes to your system without first contacting your computer manufacturer about the configuration of your computer.

NEC Ready 9022

The Alliance ProMotion 6422 video card is not DirectX certified. You may not be able to run Outlaws using the DirectX drivers. This card does work with the low resolution MGL drivers that are included in the Outlaws Demo. We also found that leaving the game running without playing for over 10 minutes may cause your computer to lock up with a black screen. If you need to leave your computer for an extended period of time, we recommend that you exit the game.

Packard Bell

Some new Packard Bell systems are shipping with S3 ViRGE drivers that are not DirectX

supported. If you choose "S3 ViRGE PCI," you will only get software emulation. They have new drivers ("S3 Inc. ViRGE PCI") available. The version of this driver that is shipped on the machine will not work correctly with DirectX 3.0a. Packard Bell's web address is <http://www.packardbell.com>. S3's address is <http://www.s3.com>.

Toshiba Infinia 7130

You may experience loud music volume. If this happens, first turn all of the volume sliders up in the game. Then adjust the volume on the speakers to turn down the music. This should correct the problem.

-5- Video Issues

DirectX Compatibility

Consult the DirectX section of this Troubleshooting Guide for information about how to check to see if your video card is DirectX compatible. If it is not, check with your hardware manufacturer for updated drivers or see the **MGL Display Driver** section below.

Video Card Utilities

After DirectX has been installed, some video card utilities may be disabled, such as Diamond Multimedia's InControl Tools, STB Vision95, or Creative Labs Graphics Control utilities. You will no longer be able to access them through their taskbar icon and the options for changing your video properties may change back to stock Windows 95 options.

Non-DirectX Supported Video Card Problems

If your video card is not supported by DirectX, these video problems may occur:

- DirectX may identify your card incorrectly and install the incorrect driver for your card.
- **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 all over the screen.
- **Strange Colors:** Your screen colors might look strange.
- **Slow Graphics:** The gameplay may be slow.
- **Double Vision:** Have you ever worn 3D glasses that didn't work quite right?
 - Your game may freeze when exiting Outlaws.

On some video cards such as the **Genoa Phantom 64**, **Diamond Stealth 64 2001**, or the **Trident TGUI9680/TGUI9682**, which are DirectX supported, you may see the following in the Options Menu:

- There may be graphic static.
- There may be flickering.
 - There may be horizontal lines of graphic corruption.

This does not affect gameplay and we have found no fix for it at this time.

If you are Unable to Get Outlaws Working with DirectDraw.

DirectDraw is the primary display driver for Outlaws, but if you are unable to get Outlaws working with DirectDraw, we suggest that you play Outlaws in a window. To do this:

- In the Outlaws demo directory, double-click on **OLCFG.EXE**
- Click on **Window** under Display Driver.
 - Click **OK** or press **ENTER** to continue.

This will bring up a dialog box suggesting that you set your desktop to 800x600 in High Color.

- Click on **Yes** to close this dialog box. This will return you to the launcher.

While playing in a window, setting your desktop to high color (16-bit) will greatly enhance the appearance of the game. For information about changing your video resolution, please consult **Changing Your Desktop Resolution** in this Troubleshooting Guide.

Playing in a Window at 256 Colors

We recommend playing Outlaws in 16-bit color mode if you are playing in a window. When your desktop color mode is set to 256 colors and you are playing in a window, if you press **ESC** to access the in-game menu and click on the desktop, the Outlaws screen will start flashing. When you reactivate the Outlaws window, the flashing will stop.

Cursor Flickers While Playing in a Window

With certain video cards, your arrow cursor may flicker when you are playing in a window. This is a limitation of how the card reads the cursor being used jointly between an application and Windows 95.

Changing Your Desktop Resolution

Outlaws is designed to perform optimally in High Color (16-bit) color mode. If you are playing Outlaws in a window, you will also want to change your Desktop area to 800x600. To change your desktop resolution and color mode:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Choose **High Color (16-bit)** under **Color Palette**
- Move the slide-bar under **Desktop area** to **800x600**.
- Click **OK** to close this window.
- When your computer prompts you to restart, click on **Yes**.

MGL Display Drivers

The MGL drivers provided in the Outlaws Demo are alternate display drivers from Sci-Tech. They also have a shareware utility called Display Doctor available that can enhance the MGL drivers. This file can be found through their website at <http://www.scitechsoft.com> or by ftp at <ftp://ftp.scitechsoft.com/>.

To select the MGL display drivers:

- In the Outlaws demo directory, double-click on **OLCFG.EXE**
- Click on **MGL** under Display Driver.
- Click on **320x200** under Available Modes.
- Click **OK** to return to the launcher.

Corrupted Icons When Using MGL Drivers

When using the MGL drivers with some video cards the interface icon buttons, like the close button (X), may be corrupted upon exiting Outlaws. Rebooting your computer fixes this problem.

Using ALT-TAB when Playing Outlaws in Low-Resolution

Some video cards do not correctly restore the desktop resolution to its original state when switching away for the game. If this happens you may want to try the MGL drivers that we have included in the Outlaws Demo.

Video Corruption in Low Resolution Mode

On certain systems, you may experience video corruption when playing in Low Resolution. The corruption will usually appear as a horizontal line flashing randomly across the screen.

The problem can usually be avoided by turning off the **Tinting** option. To do this:

- Press **ESC**.
- Choose **Options** from the menu.
- Select **Other Options**.

- Disable **Tinting** by clicking on the check box to deselect this option.
- Click on **Accept** to save your changes.

Setting Up Your Monitor

If you experience any video problems or 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.

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Click on **Change Display Type...**
- Click on **Change...** in the Monitor Type section.
- 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.

Specific Video Card Driver Issues

The driver that DirectX chooses is not always the best driver for your hardware and may cause problems. Under some circumstances, you will want to change to a different driver for your video card. Please see below for more information about which driver we found to work best with your specific video card and Outlaws.

To change your video driver in Windows 95:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Click on **Change Display Type...**
- Click on **Change...** in the Adapter Type section.
- Choose your original video card or the name of the chipset from the list.
- If the correct video card or chipset 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 chipset.
- When your computer prompts you to restart, click on **Yes**.

ATI 3D Pro Turbo PC2TV: Using the updated drivers (version 3.03) from ATI's website works best with Outlaws. ATI's web address is <http://www.atitech.com> or <http://www.atitech.ca>.

ATI 3D Xpression: Using the updated drivers (version 3.03) from ATI's website works best with Outlaws. ATI's web address is <http://www.atitech.com> or <http://www.atitech.ca>.

ATI 3D Xpression+ PC2TV: Using the updated drivers (version 3.03) from ATI's website works best with Outlaws. ATI's web address is <http://www.atitech.com> or <http://www.atitech.ca>.

Creative Labs 3D Blaster: When your video driver is set to 512x384, your monitor may lose its signal, but the game will continue. Creative Labs is aware of this problem. There may be a fix for it on their website at this time. Creative Lab's web address is <http://www.creaf.com>. Also when using this card the first time that you launch the game, the opening cutscene may be incorrectly placed on the screen making the cutscene elongated and justified to one side of the screen. If you exit out of the game and relaunch it, the problem will be fixed.

Diamond Multimedia Edge 3D: DirectX does not support this card because it does not currently have Windows 95 compatible drivers. You can contact your hardware manufacturer or Diamond Multimedia for updated DirectX drivers. Diamond's web address is <http://www.diamondmm.com>.

Diamond Multimedia Viper: DirectX does not support this card because it does not currently have Windows 95 compatible drivers. You can contact your hardware manufacturer or Diamond Multimedia for updated DirectX drivers. Diamond's web address is <http://www.diamondmm.com>.

Diamond Stealth 64 Video VRAM: Use the Diamond GT driver version 4.02.325. Earlier versions were not DirectX compatible. Diamond's web address is <http://www.diamondmm.com>.

Diamond Multimedia Stealth 3D 2000: Setting the card to its chipset works fine (S3 ViRGE). To change the chipset, follow the directions above.

Early versions of Diamond GT drivers: When installing DirectX applications, a dialog box may appear asking if you would like to install a certified DirectX driver. You should select "No," so that the Diamond GT drivers will not be overwritten. If you have already let DirectX change the drivers, follow the directions above to change back to the correct drivers. Version 4.02.325 is available on their website and should be DirectX compatible. Diamond's web address is <http://www.diamondmm.com>.

Number Nine #9GXE64: When you hit **ALT-ESC** in low resolution, you may go to a black screen with blue vertical lines and multicolor dots. **ALT-TAB** back to the game and it should work fine.

Number Nine 9FX Motion 771: The drivers that are shipped with this card are not DirectX 3.0a supported. Setting the card to its chipset works fine (S3 Vision968). To change to the chipset, follow the directions listed above.

Number Nine Imagine 128: The drivers that are shipped with this card have no DirectX support. Use the Windows 95 drivers, then reinstall DirectX 3.0a. Note: The game will not appear in full screen when the desktop is set to 256 colors and you are playing in low resolution.

Orchid Kelvin EZ: You may experience a low frame rate when playing Outlaws at 640x480. Switching to a lower resolution should correct this.

S3 ViRGE: Use the driver that is provided to you by DirectX and not the driver that is shipped with the Virge chipset.

STB Powergraph 64: The stock drivers are not DirectX 3.0a supported. Downloading the updated drivers (version 4.02.00.0095) from STB's website should correct this. Their web address is <http://www.stb.com>.

STB Powergraph 64 Video: Setting the card to its chipset works fine (S3Trio 64+). To change to the chipset, follow the directions listed above.

STB Sprint 32: Setting the card to its chipset works fine (Trident 9440). To change to the chipset, follow the directions listed above.

STB Velocity 64V: The version of drivers that are currently available on STB's website are not DirectX 3.0a supported. Setting the card to its chipset works fine (S3 Vision968). To change to the chipset, follow the directions listed above.

-6- 3D Graphics Support

Hardware Accelerated 3D Graphics 3Dfx Glide Driver

The 3Dfx Glide driver is provided for your 3Dfx based 3D card. Using this driver will give you hardware accelerated 3D graphics. If you choose to use this driver, you must have a 3Dfx Voodoo chipset on your 3D card, such as the Diamond Monster 3D, the Orchid Righteous 3D, or the Hercules Stingray 128/3D cards.

To set up the 3Dfx Glide Driver:

- In the Outlaws demo directory, double-click on **OLCFG.EXE**
- Click on **3Dfx Glide** under Display Driver if you are using Glide 2.1.
- Click on **3dxf Glide 2.3** under Display Driver if you are using Glide 2.3.
- Click on one of the available video modes.
- Click **OK** to save changes.
- Double-click on **OLDEMO.EXE** to begin the game.

Glide Driver Version

If you are using the 3Dfx video card with a Glide driver version earlier than 2.1.1, you may experience a lock up with the error message **OLCFG has caused a stack fault...** when trying to use the 3Dfx Glide driver provided in Outlaws. You need Glide driver version 2.1.1 or later to correct this problem. The driver for the Orchid Technologies Righteous 3D can be found at <http://www.orchid.com>. The newest version of their driver (r3dv1_3d.zip) can be found at their ftp site, accessible through their website. The driver for the Diamond Monster 3D card can be found at Diamond's website at <http://www.diamondmm.com>.

Hercules Stingray 128/3D

If you are using the Hercules Stingray with a driver version earlier than 1.01, you may experience severe graphical problems. You need the Hercules Win95 driver version 1.01 or later to correct this problem (this version uses the Glide driver v.2.3). This driver can be found at <http://www.hercules.com/support/drivers/stingray/s1283d/>. Download the driver labeled "S128W101.EXE". Note: We recommend against playing in 512x384 while using this driver.

Unable to Load DLL: LECGLIDE.DLL

This error may happen if you choose the 3Dfx Glide display driver without having a 3Dfx card installed in your computer or the appropriate drivers have not been installed for your card. Please look at the **Glide Driver Version** section above for more information. You must use a 3Dfx card to use the Glide driver.

Task Switching when Playing Outlaws with 3Dfx Glide Driver

We recommend that you do not task switch when playing Outlaws with the 3Dfx Glide driver. This is a known problem with some versions of the driver. Please check your 3Dfx graphic card manufacturer's website for updated drivers that may correct this problem.

Orchid Righteous Card Problems

If you have an Orchid Righteous video card and you experience a crash or lockup as soon as you launch the game, you may have a card with a known RAM defect. You can download a patch from Orchid's FTP site, available through their web site, to fix the problem. You should look for the patch labeled "R1_2_48D.EXE".

Advanced Options for the 3Dfx Glide Driver

When you select the 3Dfx Glide Driver, there is an advanced button in the Outlaws Configuration screen. The default settings are the optimal settings for the 3Dfx cards. The following are brief descriptions of the available options in the Advanced screen.

Smooth out Close-up Textures

Turns on bilinear filtering (smoothing) of textures that are expanded when drawn. This makes nearby images look "fuzzy" instead of pixellated. Enabling this option should not significantly affect performance.

Smooth out Far Away Textures

Turns on bilinear filtering (smoothing) of textures that are shrunk down when drawn. This tends to eliminate moiré patterns and other "wiggle" effects at great distance. Enabling this option should not significantly affect performance.

Maintain Resolution of Large Textures

Keeps walls, ceilings, and floor textures at full resolution. Generally, reducing the texture resolution is barely perceptible and greatly reduces the amount of texture RAM required to render a scene. Enabling this option will cause larger textures to be used, which may degrade game performance.

Maintain Resolution of Large Sprites

Keeps sprite (object) textures at full resolution. Generally, reducing the sprite resolution is barely perceptible and greatly reduces the amount of texture RAM required to render a scene. Enabling this option will cause larger textures to be used, which may degrade game performance.

Maintain All Sprite Directions

Enables all views of sprite objects. By disabling all but the primary four view directions for sprites, the number of textures needed to render a scene is greatly reduced. Enabling this option will cause more textures to be used, which may degrade game performance.

Use Alpha Channels for Sprites

Enables the use of Alpha textures for sprite objects. Normally 256-color textures are used wherever possible; however, this may produce a black "halo" effect around objects. Enabling this option will cause larger textures to be used, which may degrade game performance.

Enabling Tinting Effects

Turns on tinting effects. These include the red flash when hit and underwater tinting. Enabling this option will cause some additional large objects to be rendered, which may degrade game performance.

Enabling Translucent Water Effects

Turns on translucent water effects. This makes it possible to partially see through the surface of water. Enabling this option will cause more of the level to be rendered, which may degrade game performance. When this is enabled, you may see a blue outline around enemies if they are between you and some water.

-7- Sound Issues

DirectX Compatibility

Consult the DirectX section of 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. If you are unable to use DirectSound, you can use the Multimedia Sound drivers.

Adjusting the DirectSound Settings

- From the Outlaws Launcher Menu, click on **Troubleshooting**.

- Click on **Change Sound Driver**.
- Click on **DirectSound**.
- Click on the **Advanced** button.
 - Then you will be able to select your DirectSound options.

Adjusting Movie Audio Quality

You can adjust the **Movie Audio Quality** settings if the movies are not running smoothly on your system. Choosing the lowest setting will allow the movies to run smoother. Choosing a higher quality setting will make the movies sound better, but perform slower on a lower end machine.

The options are:

- Low Quality
- High Quality
- Very High Quality

Adjusting Mixer Channel Count

You can adjust the **Mixer Channel Count** settings to make the game run more smoothly on your system. Choosing the lowest setting will allow Outlaws to run smoother. Choosing a higher quality setting will make the game sound better, but perform slower on a lower end machine.

The options are:

- 4
- 8
- 16

Testing Your Sound

If you wish to test your sound after customizing your settings

- Click on **Start Test**.
- You should hear a gunshot move from left to right if your speakers are oriented correctly.

Multimedia Sound

DirectSound is the primary sound driver for Outlaws, but if you are unable to get Outlaws working correctly because your audio drivers are not DirectX compatible, you can play Outlaws using the Multimedia Sound driver. The Multimedia Sound driver is a driver developed by LucasArts as an alternative to DirectSound.

To select the Multimedia Sound driver:

- In the Outlaws demo directory, double-click on **OLCFG.EXE**
- Click on **Sound Configuration** (in the upper-right section)
- Click on **Multimedia Sound** under Sound Driver
- Click **OK** to save changes
 - Double-click on **OLDEMO.EXE** to begin the game.

Note: If the **Volume Control** or the **Media Player** are not installed, some of the following instructions will not work. If you want to add either of them, please consult the **Windows 95 Helpfile** for assistance. Just type Volume Control or Media Player in the index section and follow the directions provided by Windows 95.

Volume Levels in Outlaws

If you find that the music levels are too loud or too quiet, and are unable to change the volume through the Outlaws volume configuration screen, then you may adjust these levels using the **Windows Volume Control** icon. Use the **ALT + TAB** keys to go to the desktop, then double-click on the speaker icon in the corner of the taskbar.

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 jack 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 95, not 100% DirectX or Windows 95 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.
- There may be no sound, or the sound may drop out.
- You may experience a clicking or crackling sound.
 - The game may not run.

Getting your Sound Working in Outlaws:

First make sure that your sound card is set up correctly in Windows 95. Then use the Windows 95 Media Player to test a sound. To do this:

- Click on the **START** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- Choose **Multimedia**.
- 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)**.

Wave Settings

Make sure that the wave setting is turned ON. To do this:

- Double-click on the **Volume Control icon** on your taskbar.
 - Turn the wave setting **ON** by de-selecting the MUTE box or turning up the volume in the wave setting.

Volume Control

If you do not have the **Volume Control** icon on your taskbar:

- Click on the **START** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- Choose **Multimedia**.
- Choose **Volume Control**.
 - Turn the wave setting **ON** by de-selecting the MUTE box or turning up the volume in the wave setting.

Other Volume Control Programs

Other manufacturers may also have proprietary software that must be set separately from the Windows 95 Volume Control program. Please see your hardware manuals for more information.

Enabling Text

If you are unable to get sound working in Outlaws or you have disabled your sound, please hold down the ALT key and then press the T key to turn on text while in cutscenes.

Specific Sound Cards

Aztech Sound Galaxy Washington 16: You may experience occasional bursts of static while you are playing Outlaws. Please download the newest drivers from Aztech. This may fix the problem. Aztech's web address is <http://www.aztechca.com>.

Creative Labs Sound Blaster AWE64: If you are using driver version 4.33.12, Outlaws may crash as soon as you try to start the game with a Fatal OE error in VxD DSound. Driver version 4.33.14 corrects this and is currently available on Creative Lab's website. Creative's web address is <http://www.creaf.com>. Also, Outlaws requires the AWE64 to have full sound duplexing turned on; if you turned this off for any other program, you should turn it back on for Outlaws.

Diamond Monster Sound: Please see the next section (Section 8) for information on the Aureal 3D Sound driver and the Diamond Monster Sound card.

Ensoniq Soundscape: If the game locks up, you are probably using a driver that is not supported by DirectX. Driver version W95b44 or SSIWIZ95 should correct this problem. Ensoniq's web address is <http://www.ensoniq.com>.

Advanced Gravis Ultrasound PnP: When using the newest downloaded drivers, the game had numerous speedup zones in the cutscenes, but gameplay was fine. DirectX setup displays a blank line for the audio driver, which means that the driver has not yet gone through DirectX certification. Gravis' web address is <http://www.gravis.com>.

Sony Computers with Yamaha Sound Cards: If you have a newer Sony computer with a Yamaha OPL sound card, we recommend that you do not use the Multimedia Sound driver. You may have problems playing sounds in the game or Outlaws may crash with an invalid page fault error message.

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

-8- Diamond Monster Sound/Aureal 3D Sound

Aureal A3D Sound

This driver is used for hardware enhanced 3D positional sound. It can be used with any sound card with the Aureal sound chip, like the Diamond Monster Sound card.

Setting Up the Diamond Monster Sound or Compatible Sound Card

To enable your Diamond Monster Sound or compatible sound card in Outlaws:

- In the Outlaws demo directory, double-click on **OLCFG.EXE**
- Click on **Sound Configuration** (in the upper-right section)
- Click on **Aureal A3D Interactive** under Sound Driver
- Click **OK** to save changes
- Double-click on **OLDEMO.EXE** to begin the game.

A3D Splash Screen

On some systems, even when the screen is enabled, the A3D Splash Screen may not appear. You may only hear the A3D Sound as the game starts. The screen should be there when you are playing in a window. If you have a problem, we recommend that you disable the splash screen in the Diamond Monster Sound control panel before playing Outlaws.

Unable to Load LECAUR3D.DLL

This error may happen if you choose the Aureal A3D Interactive Sound driver in the Outlaws Sound Configuration screen and do not have an Aureal compatible card in your system. You must have a card like the Diamond Monster Sound card to use this driver.

Diamond Monster Sound Card: Known Problems

You may experience a loss of sound, especially when you are playing a multiplayer game in quad-speaker mode. Diamond is aware of this problem. Please check their website for updated drivers at <http://www.diamondmm.com>.

When using the Microsoft Sidewinder Pro 3D joystick with the Diamond Monster Sound card, the sound card will not acknowledge the gaming device if the Microsoft Game Profiler is loaded when the joystick drivers are loaded. The Sidewinder stick can be used normally only if the Microsoft Input Gaming Device Profiler is not loaded. This problem has been reported to Microsoft and Diamond.

The drivers for the CH F-16 Combat Stick are incompatible with the Diamond Monster Sound card. If the player tries to use this stick with these drivers on this sound card, it will not register the stick as being plugged in. There is a workaround for this. You can manually add the gameport by going to Add New Hardware in the Windows 95 Control Panel. To add the gameport:

- Go to **Control Panel** and open it
- Double click on **Add New Hardware**
- Click on **Next**
- Select **No** then click on **Next**
- Scroll down the list and select **Sound, Video, and Game Controllers**
- Scroll down the **Manufacturers** list and select **Microsoft**
- Click on **Gameport Joystick** under **Models**, then click on **Next**
- Click on **Next** again, then click on **Finish**
- When you go to the **Joystick Control Panel**, you will need to select **CH Flightstick Pro** as your joystick.

If you try to use any gamepad with the Diamond Monster Sound card, it will be very difficult

to use the controls in the game; we advise against trying to use gamepads with this sound card. These problems has been reported to Diamond.

-9- Controller Devices

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. If you are using one of these keyboards, you may want to use one of the alternative sets of keyboard commands, or use the custom keyboard configuration to create a set of keyboard commands that works best with your keyboard.

Keyboard Limitations

Some keyboards may have limitations in the game, such as:

- You may be unable to cycle through all of the weapons in your inventory while you are in a crouching position. If you stand up, then crouch again, it should correct this problem.
- You may be unable to use multiple keys at once.
 - Occasionally keys may lock up, especially if held down for a long period of time.

Key Functions

A list of the default key functions is provided in the reference card. You may change the function of many of these keys by using the custom configuration menu. To access this menu:

- Select **Options** from the game's menu.
- Select **Keyboard**.
- From this screen you will be able to assign new functions to the keys. Once you have finished, click on the **Accept** button to save your changes.
 - Make sure that you only assign one function to each of the keys on your keyboard, mouse button, or joystick button; doing otherwise may cause problems in the game.

Windows 95 Key

The Windows 95 key has been disabled in Outlaws when playing in DirectDraw and 3Dfx display modes. It will still work when using the MGL display drivers. This is disabled because the key is close to the CTRL key, which is the default firing key, and may accidentally be hit while trying to fire your weapons.

Mapping Keys

If you map Nudge to the TAB key and Crouch to the Shift key, you may not be able to open doors while crouched down. We recommend you do not map any functions to the NumLock key.

Mouse Issues

We have found through testing that the following may happen when you are playing Outlaws using a mouse:

- Mouse control will not work while playing Outlaws in a window.

Joystick Issues

Each joystick will feature various default functions when used with the game. The functions may differ slightly, based on the type of joystick being used. To view the default functions for your joystick, consult the options menu. To access this menu:

- Select **Options** from the game's menu.
- Select **Joystick**.

- From this screen you will be able to view the current functions of the joystick, and/or change the function of the various buttons on your joystick. Once you have finished, click on the **Accept** button to save your changes.
- Make sure that you only assign one function to each of the buttons, and a different direction to each Axis, otherwise you may cause problems with the game.

Joystick Calibration

We recommend that you calibrate your joystick before starting Outlaws. You can do this by going to the Joystick Control Panel in Windows 95. Note: The name of the Joystick Control Panel may vary according to what software you installed with your joystick

Joystick Control

When using certain types of joysticks you may encounter the following control problems:

- If you set your hat switch to be used as your strafe buttons you may encounter problems when pushing the joystick all the way forward. The strafe buttons may not work.
- You may not be able to customize all the buttons.
- You may not be able to use the keyboard or mouse at all. In this case you will need to use the joystick for all game and menu functions.
- You may encounter poor aiming control.
- You may not be able to get your joystick to go completely to the left, right, top or bottom.
- Your cursor may drift off the screen.
 - Your button may get stuck in firing mode.

You may have to re-calibrate your joystick. Depending on the type of joystick you have, you may need to adjust your X and Y axis sliders during calibration to get it to calibrate correctly.

Configuring Unassigned Buttons

If some of your buttons don't work in Outlaws:

- You may not have assigned them in Joystick Configuration.
 - You may not have installed the Windows 95 software for your joystick. First try the Windows 95 software that came with your joystick. You may also want to contact the manufacturer of your joystick for the newest drivers.

If You are Having Trouble with Your Gamepad

You may need to enable it in Joystick Configuration.

- Press **ESC**.
- Click on **Joystick**.
- Click on the check box next to **Gamepad** to select this option.
 - Click on **Accept** to save your changes.

Unplugging Your Joystick

Don't unplug your joystick while playing. If you wish to disable your joystick, go to the Joystick Configuration Screen, deselect the **Active** button, then click on **Accept** to save your changes.

Information on Specific Joysticks

Gravis Grip:

The software for the Grip replaces the Windows 95 joystick calibration utility with its own version. When this happens, Outlaws cannot bring up the calibration screen when you try to access it through the game.

Microsoft Sidewinder 3D Pro

On some computers, the Microsoft Sidewinder 3D Pro may need to be setup as a 2 axis/4 button joystick in the **Joystick Control Panel**. Remember to switch to the single button at the base of the stick.

-10- Multiplayer Issues

Minimum Requirements for Hosting a Game

For Optimal Performance during network play, it is recommended that the game be hosted on a fast machine (P120+) with a PCI Network Adapter. Having more than 16MB of RAM in the host also improves network performance and stability.

Lockups or Other Problems Hosting or Joining TCP/IP games

Whenever trying to play or host a TCP/IP game on a LAN, Windows 95 may frequently try to connect to the Internet. In most cases, you can cancel out of the **Connect to** dialog box and maximize the game to continue. This occurs because the "Connect to the Internet as needed" check box is selected in your Internet Control Panel. If this is enabled on the host, it may cause problems for others joining the game. If you experience this problem, we recommend that you deselect this option. If you are playing an Internet game, it is recommended that you connect to the Internet before running Outlaws.

Error Opening Provider

If you receive this error, you probably don't have the appropriate network protocol installed. You must have either an IPX or a TCP/IP protocol loaded to play Outlaws over a network. Please talk to your Network Administrator for assistance in setting this up.

Adding a Network Protocol

If you receive the previous message and you are on your home computer, you can use the Windows 95 help files to assist you in setting up TCP/IP. You will need to have this setup before attempting to log on to the Internet. To do this:

- Go to the **Start** button on your taskbar.
- Choose **Help**.
- Click on the **Index** tab.
- Type in **Protocol**.
- Double click on **Installing**.
 - Follow the on-screen help to install the **TCP/IP** Protocol.

Joining Simultaneously

When multiple players attempt to join simultaneously, certain problems may occur. These are:

- Some players may not see other players in the lobby or in the game.
- Not all players names will show up in the in-game frag table.
- Some players' characters may appear to be standing still to other players although movement appears normal on that player's computer.
 - Rarely, the game may lock up while trying to connect to the host.

This is a known limitation of DirectX 3 and may be addressed in a future version of DirectX.

When playing on a network, it is recommended that you enter the lobby one at a time.

More than one Player with the Same Name

If more than one player has the same name, only one of their names will be displayed on the scoresheet at the end of the game.

Text Messages

Do not use character signs, such as the percent (%) in your taunts, as these characters are often reserved by Windows. Using these characters in your taunts may cause Outlaws to crash.

Game Info Not Found

Sometimes when selecting **Get Info** from the Join Game screen, you may receive a message stating that the game is "Not Found," but you will be connected to the game anyway. This usually happens when the host is busy, particularly when there are a large number of players connected to a low-end machine as a host.

If a Player Drops Out or You Lose Your Network Connection

When a player other than the host drops out of the game due to a system crash or loses the network connection, it often takes the host 2 to 3 minutes to realize that the player has left the game. This is a known limitation of DirectX and may be addressed in a future version of DirectX.

Playing an Internet Game while connected to a LAN

If you are playing an Internet game and two or more of the players happen to be on the same TCP/IP LAN, it is strongly recommended that you disconnect from the LAN before playing Outlaws (Just unplug your network cable before playing Outlaws). This is due to a characteristic of Windows 95 TCP/IP networking. Duplicate characters or other anomalies may occur during network play.

Network Connection Lost

Sometimes, though very rarely, when playing an IPX game, the host may crash with the message "Network Connection Lost." This is apparently a problem with DirectX, and may be addressed in future versions. When this occurs, you should reboot your computer before restarting the game.

Cannot See the Host

If you are joining an Internet or network game and do not see the host's game immediately, you may need to hit the **Rescan** button a couple of times to see the game. This happens most frequently during Internet play.

Hosting a Game with a Creative Labs 3D Blaster Video Card

If you are using a Creative Labs 3D Blaster video card, do not task out in the lobby of a game that you are hosting because this is known to cause problems.

Game Ending While Calibrating Joystick

If you are calibrating your joystick when the game ends, when you return to the Options menu you will be at a black screen. You need to hit **Space Bar** or **Enter** to return to the game at which point you will get the **Game Ended** message.

Entering Computer Names in the IP Address Window

When connecting through a TCP/IP LAN, you will be prompted with a dialogue box that says "ENTER THE COMPUTER NAME OR IP ADDRESS OF THE SESSION HOST, OR LEAVE BLANK TO SEARCH." When this occurs, click OK to bypass the dialogue box, and you should be able to continue. When playing on the Internet using a TCP/IP connection, you will need to enter a computer name or IP address when prompted. We have found that on

some computers, entering the name of the computer hosting a game may cause problems. We suggest using the IP address whenever possible.

Selecting Incorrect COM Port

If you select an incorrect COM port when setting up or attempting to join a Serial game, you will need to quit Outlaws and restart the game. After you restart the game, you can access the COM port selection window again.

Modem Issues

Before you attempt to host a modem game, make sure that your phone line is connected to your modem and that your modem is setup and operating correctly in Windows 95. You will also need to have an active ISP (Internet Service Provider) account if you are going to play Outlaws on the Internet.

Latency Issues

If your Internet connection experiences excessive latency while playing Outlaws, odd things may occur, such as minor inconsistencies between what different players see. This condition will correct itself, usually within a few seconds. If problems continue, you might try disconnecting from your ISP and reconnecting at a later time to get a more reliable connection to the Internet.

Error: Could not Open Line

If you receive a message stating, "Error: Could not open line" while attempting to reconnect via modem, try exiting the game completely and restarting Outlaws before connecting again. This is a known limitation of DirectX 3 and may be addressed in a future version of DirectX. If this does not work, check your modem configuration to make sure that it is set up correctly.

Cardinal MVPV34XF 33.6k

Hosting a game on the Cardinal MVPV34XF requires an Initialization String to be entered into the modem settings. To do this:

- Go to the **Control Panel**.
- Double click on **Modem**.
- Click on **Properties**.
- Click on the **Connections** tab.
 - Click on **Advanced**.

In the "**Advanced Connection Settings**" box, under the heading "**Extra Settings**," type in the string: **&F&C1&D0**. If it still doesn't work, type in: **&F&C1&D2**.

Unable to Join Session

If you get disconnected from your ISP or the game crashes, while you are playing an Outlaws Multiplayer game, the host of the game will wait 2.5 minutes before removing that player from the game list. If you try to rejoin during this time, you will get a message stating "Unable to Join Session". You must wait 2.5 minutes for the host to time you out before you join again.

Unable to See Other People's IPX Games

When playing a multiplayer game on an IPX LAN, all players must be using the same **Frame Type**. To check this:

- Right Click on the **Network Neighborhood** icon on your desktop.
- Choose **Properties** from the pop-down list.
- Click on the **IPX/SPX-compatible Protocol** that you are using.
- Click on the **Advanced** tab.
- Click on **Frame Type**.
 - Make sure these settings match on all computers. All computers should be set to Auto,

Ethernet 802.2 or Ethernet 802.3, as long as they are all set the same.

Booting a Player

If one player is having problems with their ISP connection, such as high latency and dropped packets, the host can boot this player from the game. Hitting the ALT + Y keys bring up a dialog box for you to choose which player to remove from the multiplayer game. Just type in **Boot:Playername** to boot the chosen player.

Poor Performance While Playing on the Internet Gaming Zone

Some systems may experience poor performance while playing on the Internet Gaming Zone. This is due to the overhead imposed by having a Web Browser running in the background. This is most common on slower Pentiums with 16MB RAM with low system resources. If you experience any excessive hard drive access or slow downs you may want to try closing any virus detection or extra programs to free up memory. You may also want to task switch using Alt-Tab and close the browser after joining a game. Click Outlaws on the task bar to return.