



S I E R R A ®

Sierra Technical Support Email: simulations@sierra.com
WWW: <http://www.sierra.com>

Outpost 2 Troubleshooting Guide

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The following information should help you solve any problems you might experience with Outpost 2. Sierra Technical Support provides this documentation as a reference to Sierra customers using Sierra software products. Sierra Technical Support makes reasonable efforts to ensure that the information contained in this documentation is accurate. However, Sierra makes no warranty, either express or implied, as to the accuracy, effectiveness, or completeness of the information contained in this documentation.

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SECTION 1 - HARDWARE REQUIREMENTS

REQUIRED

- Windows(R) 95
- IBM PC-compatible with a 60 MHz Pentium processor or better
- 16 MB of RAM
- 2x CD-ROM drive
- 50 MB of free hard drive space. (NOTE: Additional space may be required, depending on the system's configuration. See Troubleshooting in the Online Help file for more information.)
- Local bus SVGA card with at least 1 MB of Video RAM. (NOTE: The card must support a 640 x 480 resolution in 16-bit color mode.)
- Windows(R) 95 compatible sound card with DirectX(TM) 3 support is required for sound and for some other functions. See Troubleshooting in the Online Help file for more information.

SECTION 2 - INSTALLATION PROCEDURES

Insert the CD into the CD ROM drive. Wait about 10 seconds, and Windows should bring up an Outpost 2: Divided Destiny window. Select **Install**.

If Auto Insert notification is turned off, install the program by clicking on **Start**, then **Run...**, then typing in D:\SETUP.EXE and clicking **OK**. (If your CD ROM drive is a letter other than D, substitute the appropriate drive letter.).

SECTION 3 - COMMON INSTALLATION PROBLEMS

Problem: The computer fails the Sound Card test and the voice/fanfare in the Wave/MIDI tests is not heard.

Solution: The sound card may be incorrectly configured for digital sound (Audio) or the sound card drivers may not be properly installed or configured for Windows 95. Make sure the speakers are turned on and increase the volume levels for digital sound (Audio) in the Windows mixer program for the sound card. Consult the sound card documentation or the manufacturer for information regarding the correct configuration of the sound card in Windows 95.

Problem: "Error reading drive D" when installing the game. Message will vary depending on what drive game is installing from.

Solution: There are several factors that can cause a "read" error. The most common is a dirty or scratched CD. Check the CD to make sure that there are no smudges, fingerprints, scratches or cracks on it. If there are any smudges on the CD, clean it off with a soft cloth and try it again. If the disk is scratched, it will need to be replaced.

If cleaning the CD doesn't help, the problem may lie with the CD ROM drivers. The game may not install properly unless you are using Windows 95 virtual drivers. To determine whether you are using virtual or real mode drivers, hold down the ALT key and DOUBLE-CLICK on MY COMPUTER. Click on the PERFORMANCE tab at the top of the SYSTEM PROPERTIES window. In the FILE SYSTEM field it should read 32 BIT. It should NOT read: Some drives are using MSDOS compatibility.

For information on using virtual drivers in Windows 95, please contact the computer manufacturer.

If you need to replace your disks or CD, replacement is FREE for the first 90 days of product ownership. After 90 days there is a \$10.00 handling fee per program. For the fastest service, mail the CD to us along with a copy of your sales receipt dated within 90 days or the \$10.00 handling fee, and a note detailing your computer hardware and the problem that is occurring. Please include your full name, mailing address, and daytime telephone number so we can contact you if necessary. We will then send a complete replacement set of disks to you. The address is: CUC Software Fulfillment, 4100 West 190th Street, Torrance, California 90504.

SECTION 4 - COMMON GAME PROBLEMS

There is an extensive troubleshooting section included with the **Outpost 2 On-Line Manual**. It can be accessed it by opening the **On-line Help** in the game or by clicking on **Start, Programs, Sierra**, and then clicking on the **Outpost 2 Online Manual icon**. Then click on **Getting Started** and then **Troubleshooting**. Some areas covered are DirectX, sound/video, and multiplayer issues.

There are also Outpost 2 strategy guides included with the game. They can accessed by clicking on **Start, Programs, Sierra, Outpost 2 Strategy**, and then choosing the appropriate guide. These are included to help with gameplay questions and to give tips and strategies for successfully playing Outpost 2.

Problem: Cannot access the Outpost 2 Strategy guides

Solution: Microsoft Word Viewer 97 needs to be installed to access these files. To install Word Viewer, click on **Start, Programs, Sierra, Outpost 2 Strategy, Setup Word Viewer**.

Problem: In mission 12 of the Eden Campaign, the game crashes with an invalid page fault in Outpost2.exe or suddenly exits to windows.

Solution: This issue is addressed in the Scenario Pack update. Please see SECTION 7 on obtaining this update.

Problem: Game crashes when more than 256 buildings are present.

Solution: This issue is addressed in the Scenario Pack update. Please see SECTION 7 on obtaining this update.

Problem: Game does not take up full screen.

Solution: This only happens when running the game at 16-bit(hi-color) and a resolution higher than 640x480. To change to a lower resolution, right-click on the Desktop (when you are not running Outpost 2), and select **Properties** from the popup menu. When the **Display Properties** dialog box appears, select the **Settings** tab. Then choose the **Desktop Area** to be 640x480. This will allow the game to start and play at full screen.

Problem: When playing on Windows NT, game often hangs or locks up for a few seconds.

Solution: Go into the **Game Preferences** and turn off the music.

Problem: Nothing happens when starting game on Windows NT. However, the game does appear in the Tasklist.

Solution: Open the control panel by clicking on **Start, Settings, Control Panel**. Then double click on **Multimedia** and click on the **Video** tab. Click on **Advanced**, then check **Maximum 16-bit Compatibility**.

Problem: I have Windows NT 4.0, but I do not have DirectX.

Solution: Contact Microsoft to get the latest Service Release Pack for NT.

Note:

Outpost 2 utilizes Microsoft DirectX. DirectX can be installed from the Outpost 2 CD during the setup procedure. DirectX is an add-on to Windows 95 that provides an interface between the hardware and application. By allowing the application more direct control of your system's hardware, DirectX is capable of greatly accelerating graphics and sound.

DirectX checks your video and sound card drivers for compliance. If your current drivers are not compliant, DirectX will install new drivers. The drivers installed by DirectX are designed by Microsoft, and may not be a perfect match for your particular brand and model of video or sound cards. If your system fails to run properly after installing DirectX, you will need to contact the manufacturer of your hardware, or Microsoft tech support.

SECTION 5 - SOUND CARD CONFIGURATION AND SOUND ISSUES

CONFIGURING YOUR SOUND CARD IN WINDOWS 95

To make sure that the sound card is configured correctly in Windows 95, check the **Audio** and **MIDI** settings in the **Multimedia** section of **Control Panel**. The **Audio** setting defines what driver will be used to produce digitized sound (DAC). Speech and sound effects in a game are usually DAC sounds. The **MIDI** setting indicates what driver is being used for music playback. The following examples are for the SoundBlaster 16:

AUDIO: SB16 Wave Out

MIDI: MIDI for Internal OPL2/OPL3 FM Synthesis

The names of the Audio and MIDI drivers will vary, depending on the sound card. However, they should be similar to these SoundBlaster 16 drivers. For complete information (including driver names and installation instructions) on Windows 95 drivers for the sound card, contact the sound card manufacturer.

Problem: No sound is heard during the game in Windows 95.

Solution: This usually occurs when the sound card's Windows 95 drivers are not installed correctly or are not compatible with DirectX. Please contact the sound card manufacturer for DirectX compatible drivers. Also, please make sure that the sound and voices are turned on in the game in the Preferences Menu.

SECTION 6 - WINDOWS 95 SYSTEM DISK INSTRUCTIONS

IMPORTANT NOTE: Please read all instructions before beginning this procedure.

STEP 1

FORMATTING THE DISK

To make a boot disk, system format a high density diskette in the A: drive. This procedure will transfer the "system files" to the disk and allow the computer to boot up correctly. The disk must be in the A: drive

To format a disk in Windows 95, put the disk in the drive, open **My Computer**, then right click on the **A:** icon. From the pop-up menu, select **Format**. Under "Format type" select **Full**; under "Other options", choose **Copy system files**. Click on **Start**.

After the disk is formatted, copy the MSDOS.SYS file from the hard drive to the floppy disk. To do this, leave the floppy disk in the drive, open **Windows Explorer** and find the MSDOS.SYS file in the root of the C: drive. Right click on the file, then select **Send to** from the pop-up menu. Send the file to the A: drive.

NOTE: If there is not an MSDOS.SYS file in Explorer, the file is hidden. To make the file visible, select **View, Options**, then **Show all files**. To hide them again after making the boot disk, choose **View, Options, Hide files of this type**.

STEP 2

REBOOT THE COMPUTER AND RUN THE GAME

Leave the disk in the drive and restart the computer by clicking on **Start, Shut Down.**, then **Restart the computer**. The computer will now re-boot with the boot disk. When Windows 95 restarts, start Outpost.2

SECTION 7 - OBTAINING THE SCENARIO PACK 1 AND UPDATE

Currently, the latest version of Outpost 2 is version 1.01. This update adds 3 new scenarios to multiplayer as well as several improvements to the Outpost 2 software. The name of the file is **OP2UPDT.EXE** and is downloadable from the Sierra web site.

For more information on what the update changes and how to apply it, please read the UPDATE.TXT file included with the update. The fastest way to obtain this update is to download it from the Sierra web site (<http://www.sierra.com/titles/outpost2>). You can also request this update to be mailed to you by contacting Sierra Technical Support. Our contact information appears in Section 8 of this document.

SECTION 8 - CONTACTING SIERRA FOR FURTHER ASSISTANCE

Sierra On-Line has a full library of help documents available electronically. You can download them from Sierra's home page on the World Wide Web at <http://www.sierra.com> by following the on-screen information.

Other options include leaving a message for Sierra's technical support staff at the web site above by accessing the technical support message boards, or e-mailing to simulations@sierra.com with a complete description of the game, your system, and the problem you are experiencing.

You can also receive your document via our automated faxback service. Call (425) 644-4343, choose to use the automated technical support system and follow the voice instructions provided. You will be faxed a catalog of all of the documents that we have to offer and you will then be able to get the documents you need. If you prefer, you can also fax us at (425) 644-7697 with your document request.

Additionally, a Sierra Technical Support, Support Request Form has been enclosed in case you wish to contact us via fax or U.S. mail. Simply fill it out and return it to us. Our fax number is (425) 644-7697 and our mailing address is:

Sierra On-Line Technical Support
PO Box 85006
Bellevue, WA 98015-8506

For phone assistance, you can reach Sierra Technical Support at (425) 644-4343 between 8:00 am and 4:45 pm, Monday through Friday. Please have the game installed and be at your system when you call.

If you are in Europe, please contact our office in England. The Customer Support number is (0118) 920-9111, between 9:00 am and 5:00 pm, Monday through Friday. The fax number is (0118) 987-5603. Customer Service can also be reached at the following address:

Sierra On-Line Limited
2 Beacontree Plaza
Gillette Way
Reading, Berkshire
RG2 OBS United Kingdom

SIERRA ON-LINE TECHNICAL SUPPORT REQUEST FORM (for IBM PC's & Compatibles)

Please provide as much of the information requested below as possible. Attach additional pages if necessary. **Please Print clearly.**)

Name :

Full Mailing Address :			
FAX Number:		Phone Number:	
		Email Address:	

Name/Description of Program:

Description of Problem (Please be as specific an detailed as possible. Again, feel free to attach additional sheets if necessary.)

How are you running the program? (Circle one)	* As a DOS Application in DOS	* As a Windows Application in Windows	* As a DOS application in or through Windows
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Computer Brand:

Computer Model:

Operating System (circle all that apply)	DOS 5	DOS 6	DOS 6.2+	Win 3.1/3.11	Win 95	OS/2*	Windows NT*
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***NOTE: Windows NT, OS/2 & Other Operating Systems are not officially supported.**

CPU Brand (circle):	INTEL		AMD			CYRIX		NEXGEN			Other:		
CPU Type (circle):	386SX	386DX	486SX	486DX	Pentium			Pentium Pro			Other:		
CPU Speed (circle):	25	33	40	50	66	75	100	120	133	150	166	Other:	

Total RAM installed in the system in MB (circle)	1 MB	2 MB	4 MB	8 MB	16 MB	32 MB	Other:	
Total Hard Drive Space in MB:							Free Hard Drive Space after installing the Program (in MB):	

CD ROM Brand (circle):	NEC	Mitsumi	Creative Labs	Diamond	Sony	Teac	Other:					
CD ROM Model:				CD ROM Speed (circle)			1x	2x	3x	4x	6x	8x

Video Card (circle):	Diamond	ATI	Number9	STB	Cirrus	Matrox	Hercules	Trident	Other:	
Video Card Model:				Video Memory (circle):			512k or less	1 MB	2MB	4MB or more

Screen resolution you are using in Windows currently (circle)	640x480	800x600	1024x768	1280x1024	1600x1200 +
Color Depth you are using in Windows currently (circle)	16	256	32,768+ (High Color)*	16.7 Million (True Color)*	

***NOTE: If you are using anything other than 256 colors, we generally recommend using 256 for most programs.**

Sound Card Brand/Model/Description (please write in):

DMA (circle)	0	1	3	5	Other:		IRQ (circle)	3	5	7	10	Other:		Port Address (circle)	220	240	Other:	
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Disk Compression Software (circle):	Doublespace	DriveSpace	Stacker	SuperStor	None	Other:	
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Please check any steps below which you have tried:

SCANDISK, Delete & Re-install program	A DOS & Windows installation (for programs supporting both)
Boot Disk	Disk or CD replacement
Patch Disk (If applicable) Name of patch:	Updated Drivers
Temporarily disabling Sound card/Sound in Program	Other: