Troubleshooting Guide

This troubleshooting guide has been included to provide you with information about the game and to inform you of solutions to common problems that were encountered during the testing phase. In this guide you will find solutions to problems found while running the **Grim Fandango™** demo in the Windows 9x Operating Systems.

Table Of Contents

-1- General Information

Minimum Requirements

Computer: 100% Windows 95 DirectX compatible computer required.
Compatible with Windows 98.

Graphics Card: 2MB PCI Graphics card required.

CPU: Pentium 133 or faster required.

Memory: 16MB RAM required. 24 MB recommended for optimal performance.

Sound Card: 100% Windows 9x compatible 16-bit sound card required.

Input Device: 100% Windows 9x compatible keyboard required. Optional support for
joysticks and gamepads.

DirectX: Microsoft DirectX 5.2 is available for download at the LucasArts website
and must be installed to play the *Grim Fandango* demo. If you are using
Windows 98, do not install DirectX because it is integrated with the
Operating System.

Note: Your system may require the "latest" Windows 9x drivers for your
particular hardware.

3D Acceleration

3D Acceleration is not available in the demo version of *Grim Fandango*. It will be a feature in
the full version of the game.

Desktop Color Palette

We recommend that you set your desktop to **High Color (16 bit) color**. When playing *Grim
Fandango* with your desktop set to a color palette other than 16 bit, you may experience
various problems while running the game.

Operating Systems Supported

To be able to run *Grim Fandango*, you **must** have **Windows 95** as your operating system
and your system must be 100% DirectX compatible. This program is Windows 98 compatible,
but upon release of this game, Windows 98 had just released so we were unable to verify full
compatibility with this operating system and all hardware configurations. If you experience
any problems when running the *Grim Fandango* demo in Windows 98, please check with
the manufacturer of your video card and sound card to assure that you have the latest
Windows 98 drivers for your computer hardware. MS-DOS, Windows 3.1x, Windows NT 3.x,
Windows NT 4.0 and OS/2 are not supported. For more information on DirectX, see Section
4 of this Troubleshooting Guide.

MS-DOS Memory Managers

If you are running any memory managers, such as EMM386 or QEMM, you may experience
problems when running *Grim Fandango*. Both *Grim Fandango* and Windows 9x are
protected mode programs and may have problems running with 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 Other Programs

Generally, we have found that it is not a good idea to have any other programs running while playing the *Grim Fandango* demo. Various video, sound, or memory problems may occur if other programs are running, including screen savers and virus-detection utilities. This includes items which start from your StartUp group, which were added to load programs automatically when Windows 9x is started. Some of these programs display icons on your taskbar. If you have icons on your taskbar, right-click on each of them and select the option to disable, unload, or close them, before playing the *Grim Fandango* demo. The next time you start your computer, StartUp items will load once more and these icons will return. If you cannot disable them from the taskbar and you experience problems playing the *Grim Fandango* demo, you may want to remove these shortcuts from the StartUp group. For information about how to do this, please consult Windows Help. Please turn off any active screen savers while playing the *Grim Fandango* demo, as they may interrupt the game and cause problems.

Microsoft Office

If you are using Microsoft Office and are using their Toolbar, we recommend that you turn it off while playing *Grim Fandango*. 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.

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.

-2- General Troubleshooting

Having Problems Running *Grim Fandango*?

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. 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 95's normal operation mode.

I can't launch the game. What do I do now?

- Please check DirectX Issues/Setup (Section 4) of this Troubleshooting Guide to see if your computer hardware is compatible with DirectX 5.2.
- You may not have enough free space on your hard drive for *Grim Fandango* to play. Check to see how much room is left on the drive. Windows needs free space on the hard drive for a 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 *Grim Fandango*. Please refer to General Information (Section 1) for more information.

What should I do if my 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 *Grim Fandango*, which will take you back to the desktop. 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. Then restart your computer and try running the game again. While playing *Grim Fandango*, we suggest that you do not use **CTRL-ALT-DEL**, as this may cause the game to stop responding or freeze up with a looping sound playing.

-3- Installation Issues

The *Grim Fandango* demo requires DirectX 5.2 to run properly. You may already have DirectX 5.2 installed from other games, or you can download it from the LucasArts website. For more information, please consult the **DirectX Setup/Issues** section (Section 4) of this Troubleshooting Guide.

The Sound Recorder and Volume Control are necessary components of Windows 95 when using DirectX 5.2. If they were not installed when Windows 95 was set up, you will want to install them before installing DirectX 5.2. You will need your original Windows 95 CD to do this.

Please follow these steps to add them to your system:

Adding the Sound Recorder and Volume Control

- Go to the **Start** button on your taskbar.
- Choose **Settings**.
- Choose **Control Panel**.
- Double click on **Add/Remove Programs**.
- Click on the **Windows Setup** tab.
- Scroll down to **Multimedia** and select **Details**.
- Check the boxes next to **Sound Recorder** and **Volume Control**.
- Click OK, then OK again to close both of these windows. You will then be prompted for your Windows 95 CD.

When these steps are complete, you may continue with the installation of DirectX 5.2.

Note: It is always a good idea to check and write down what sound and video hardware you have in your computer before installing DirectX. To do this:
- Right click on the **My Computer** icon on your desktop.
- Choose **Properties**.
- Click on the **Device Manager** tab.
- Look at **Display Adapters** and **Sound, Video, and Game Controllers**. Write down your hardware devices in case you have to manually restore your video or sound card drivers.

Installing *Grim Fandango*
- Please check your available hard drive space before installation. If you have too little free space on your hard drive after installation, you may be unable to start the game. It is recommended that you have an additional 20 MB of free space available for the Windows 95 swap file. Too little space on a hard drive could also affect other applications, such as word processors that need room to spool print jobs.

Can I Move *Grim Fandango* Folder after I Install?

If you wish to move *Grim Fandango* to a new directory, uninstall first, then reinstall to the new desired location. Simply moving *Grim Fandango* folder may cause *Grim Fandango* to stop working.

-4- DirectX Issues/Setup

Grim Fandango needs to have DirectX 5.2 installed to run. WARNING: Once you have installed DirectX, it is not easily removed from your system. If you are using Windows 98, do not install DirectX because it is integrated with the Operating System.

DirectX 5.2 Installation

During the installation of DirectX 5.2, you may be asked to insert your original Windows 95 installation disk. This will happen if certain components of Windows 95 that are needed by DirectX were not fully installed during your initial Windows 95 installation. We recommend that you install these components before the installation of DirectX 5.2. Please refer to **Installation Issues** (Section 3) for information about how to add these components. The files that DirectX needs to install are located in the **D:\Win95** directory, with **D:** representing the drive letter of your CD-ROM drive. CD-ROM drive letter designations may vary, so be sure to find out what yours is. **NOTE:** If the Windows 95 CAB files are installed on your hard drive, please click on Browse and choose the location of the directory where they are located.

Write Down your Original System Configuration

Note: It is always a good idea to check and write down what sound and video hardware you have in your computer before installing DirectX. To do this:
- Right click on the **My Computer** icon on your desktop.
- Choose **Properties**.
- Click on the **Device Manager** tab.
- Look at **Display Adapters** and **Sound, Video, and Game Controllers**. Write down your hardware devices in case you have to manually restore your video or sound card drivers.

How to Check Your System for DirectX Compatibility and Certification

After you have installed *Grim Fandango* and DirectX, to determine whether your hardware is certified:
- Click on the icon for your primary hard drive (usually the "C" drive).
- Click on **Program Files**, then **directx**, then **setup**, then **dxsetup.exe**. This will take you to the DirectX Setup screen.
- Look at the lines that describe your computer's components.
- If they say "**Certified**," 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**" after any of the components, you will need to update the appropriate driver so that your system is fully DirectX certified. The manufacturer should be able to provide you with instructions for updating your drivers, and provide you with more information regarding DirectX certification.

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

Microsoft to sit in the operating system and provide games programmers with seamless access to all of the hardware features available today. The DirectX library is divided into 5 main sections: DirectDraw, Direct3D, DirectSound, DirectInput, and DirectPlay.

DirectDraw

Provides access to video hardware for 2D graphics, allowing the use of the full range of resolutions and color depths provided by modern hardware. DirectDraw also improves performance of some 2D graphics functions by allowing video acceleration in hardware.

Direct3D

The *Grim Fandango* demo does not have 3D support, but just in case you still want to know, Direct3D sits on top of DirectDraw and provides access to hardware 3D acceleration if it is available. Direct3D is designed to work with the full range of 3D cards on the market, giving a smooth interface to your 3D hardware. Using Direct3D with your 3D accelerator can provide tremendous speed improvements as well as better image quality, all at higher resolutions. The full version of the game will support Direct3D.

DirectSound

Provides access to the audio hardware on the system, allowing for the full features of the audio hardware to be used (such as 3D sound). As with the other components, DirectSound is a seamless way to write directly to your sound hardware.

DirectInput

DirectInput provides a means for the programmer to make use of the large variety of input devices on the market - from mice, keyboards and joysticks to gamepads and beyond. It also allows programmers to use some of the later advanced features in some hardware.

DirectPlay

This is the multiplayer gaming module in DirectX which provides seamless access to networking functionality for gaming. DirectPlay supports direct serial connections, modem play, LAN play and Internet Play. DirectPlay also supports third-party on-line gaming services by allowing them to develop their own DirectPlay drivers for use with games that support DirectPlay. Of course, since there is no multiplayer gameplay in *Grim Fandango*, this feature won't do anything in this game.

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 *Grim Fandango*, your system must fully support DirectX. Fortunately, 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 more information.

DirectX Driver Issues

We suggest using the DirectX 5.2 drivers that are recommended during the installation of DirectX unless newer drivers are available for your hardware or you experience problems after installing DirectX. The only time that this doesn't apply is when the section that pertains to your hardware specifically tells you to use a different driver than suggested. This is particularly true for video card drivers.

Effects of Video Card Driver Installation by DirectX

When DirectX is being 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. DirectX may not recommend changing the driver for your card at all because you may be using these utilities

to customize your desktop display and removing them may have adverse effects on your computer.

Restoring Original Video Drivers through DirectX Setup
If you need to restore your original video card driver through DirectX Setup:
- Click on the icon for your primary hard drive (usually the "C" drive).
- Click on **Program Files**, then **directx**, then **setup**, then **dxsetup.exe**. This will take you to the DirectX Setup screen.
- Click on **Restore Display Drivers**. This will restore the previously installed drivers on your computer. (**Note:** This will only work if you have only installed DirectX once).
- Click on **OK** when the installer asks you to reboot your computer.

You can also restore your sound card drivers in this manner by choosing **Restore Audio Drivers.**

Restoring Original Video Drivers through Windows 95
If you need to restore your original video card driver through Windows 95, follow the instructions below. These steps may vary if you are using any version of Windows 95 other than the original.
- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab**.**
- Click on **Change Display Type…** This choice is not available if you are using the second release of Windows 95.
- If you are using the second release of Windows 95, click on **Advanced Properties.**
- 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 card or chipset.
- When your computer prompts you to restart, click on **Yes**.

-5- Video Issues

This section of the Troubleshooting Guide will provide you with information on problems encountered with video cards while playing *Grim Fandango* while using your video card.

General Information and Troubleshooting Tips

3D Acceleration
3D Acceleration is not available in the demo version of *Grim Fandango*. This feature will be supported in the full version of the game.

Video Card Memory
The *Grim Fandango* demo does not support video cards with less then 2MB of RAM. Consult your video card manual or manufacturer if you are having video problems and are unsure if your video card has at least 2MB of RAM on it.

DirectX Compatibility

To play *Grim Fandango*, your video card must be 100% DirectX compatible. If you do not know if your video card is DirectX compatible, please consult the **DirectX Issues/Setup** section (Section 4) of this Troubleshooting Guide for information about how to check for DirectDraw and Direct3D compatibility or if you encounter problems with your graphics card after installing DirectX.

Non-DirectX Supported Video Card Problems

If your video card is not 100% DirectX compatible, you may encounter any of the following problems:
- 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.
- 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 or pause.
- Double Vision: Have you ever worn 3D glasses that didn't work quite right?
- Your game may crash to the desktop when trying to start *Grim Fandango*.

If you have encountered any of these problems, check with your video card manufacturer for updated drivers or part three of this section for information on specific video cards.

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. If you are using the original version of 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 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.

If you are using the second version of Windows 95 (OSR2):
- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab**.**
- Click on **Advanced Properties…**
- Click on the **Monitor** tab.
- 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 Issues

Important Note

Unless otherwise noted for your video card, we recommend that you follow DirectX 5.2's recommendations for replacing or not replacing the drivers for the card.

ATI 3D Rage Pro

We recommend that you have 32 MB of RAM when using a card with this chipset.

Cirrus Logic CL-GD 5430 or CL-GD5446 Chipsets

When using a card with either of these chipsets, you may experience graphics that are the incorrect colors throughout the game. We have no fix for this problem. Please contact your card manufacturer for updated drivers that may correct this problem.

Canopus Total3D 128v

When using this card, you may experience graphics that are the incorrect colors throughout the game. Using driver version 1.10.01 corrects this problem. This driver is available on their website at http://www.canopus.com.

Diamond Multimedia Stealth 3D 2000

When using driver version 1.02, you may experience problems when playing the *Grim Fandango* demo. We recommend that you download the latest driver from the Diamond Multimedia website. Their web address is http://www.diamondmm.com.

Diamond Multimedia Stealth 64 VRAM

When using this card, we recommend that you use the Diamond GT drivers version 3.25. If you use the DirectX 5.2 drivers, the characters in the game may be invisible. However, we have found that using using the GT driver may cause another LucasArts title, **Mysteries of the Sith™** to crash to the desktop or the loading screen may be black with just the load progress bar showing between levels. You will need to use the DirectX drivers to be able to play **Mysteries of the Sith**. Just reinstall DirectX from the game's launcher menu before playing **Mysteries of the Sith** and overwrite the GT drivers with the DirectX driver.

Hercules Graphite Terminator Pro

When using this card, you may experience a graphic wave of corruption behind characters as they walk when using the Hercules driver. When you install DirectX, the driver installation will recommend that you do not update this driver. You may need to reinstall DirectX and update this driver even though it recommends not to. This will fix the problem you are having, but change the card to it's chipset.

Matrox Mystique

When using this card with the 3.70 drivers, the following problems may occur:
• Buzzing sound during cutscene
• Artifacts of movement on screen during cutscene
• Crash to desktop after cutscene
Using driver version 3.80 fixes this problem.

Oak Warp 5

We recommend that you do not task switch when using a card with this chipset.

-6- Sound Issues

DirectX Compatibility

Consult the **DirectX Issues/Setup** section (Section 4) 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.

No Sound in *Grim Fandango* 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 check the rest of this section to see how to check and see if 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 Microsoft.

Volume Control

There is no volume control in the demo version of this game. You will need to use the Windows 9x control panel to adjust the volume in the game. 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.

Volume Control Programs

Some sound card and/or PC manufacturers may have proprietary software that must be set separately from the Windows 95 Volume Control program. Please see your hardware manuals for more information.

Powered or Amplified Speakers

If you have powered speakers and have both line-out and speaker-out jacks on your sound card, try plugging your speakers into the line-out jack. Most sound card's speaker- out 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.
- The sound may drop out.
- You may experience a clicking or crackling sound.
- The game may not run.

Here are a few things to do to get your sound working in *Grim Fandango*:
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.

Error Message when Starting *Grim Fandango* with Voice Modem Installed
When you have a voice modem installed, you may receive the following error: This program has performed an illegal operation when you click on **Play *Grim Fandango*** from the launcher menu, or the sound is dropping out or stuttering in the cutscene if the wave device on your modem is enabled. To correct this:
- Click on **Start**
- Select **Settings**
- Select **Control Panel**
- Double-click on **Multimedia**
- Click on the **Advanced** tab
- Click the **+** next to **Audio Devices**
- Double-click on **Audio for Voice 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

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 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** form 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**.

Media Vision ProAudio Studio
When using this card, you may experience background music switching between the left and right stereo channels. There may also be an occasional popping sound or static in the music. At this time we have no fix for this problem. Please check our website to see if we have found a fix to this problem.

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

-7- Controller Device Issues

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

Keyboard Limitations

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

Analog Joysticks

If your analog joystick is not recognized in the game or has poor performance, you may have previously installed the software that ships with Microsoft digital joysticks and gamepads. Uninstalling this software and reinstalling the analog joystick in your Windows 95 Game Controller Control Panel should correct this problem.

-8- How to Contact LucasArts

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

Where To Find Us Online

Visit the LucasArts Web site at http://www.lucasarts.com/support/. From there, 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, which is available in the Technical Support section of the LucasArts Web site at http://www.lucasarts.com/support/. Yoda's Help Desk offers interactive 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.

LucasArts Company Store

Visit the LucasArts Company Store at **http://www.lucasarts.com**. The Company Store offers the complete line of LucasArts games, hint books and logo gear.