This is a FAQ for Tomb Raider 1, however, most of the items here are applicable for, but some
items are irrelevant for Unfinished Business.

General rules:
Don't use QEMM. Disable or reduce the frequency of any system agents, i.e. TSR, screen savers, virus programs, etc.
Disable SMARTDRIVE and DOSKEY.
If you have OS/2, make sure you have version 4 or above and are using the DOS session.
SCSI device owners: On some occasions, Tomb Raider will not run at all due to the interface incompatibility. We regret to inform you that their won't be any patches for this problem.
If you own a PnP type sound card, please get the most recent DOS sound drivers from the manufacturer.
TROUBLESHOOTING TIPS:
1) Controllers: Joystick and Gamepads, Icons spin, No Controls.
2) Configuring the Keyboard/Joystick/Gamepad.
3) Sound Issues, Red Book Audio, Sound Detection.
4) Display Blackouts, Image Incompatibility, Mesh Graphics, Animations, FMV (full motion video).
5) CDROM drives faster than 4x, long pauses, Read Error, Vibrations.
6) 3D Video Cards.
7) Where to get hints and Cheat Codes.
8) What operating systems are supported?
9) Where is the background music?
10) How to exit.
11) Can I run it on a 486?
12) How to get high resolution or SVGA mode.
13) Can I copy the whole game to the hard drive?
14) Disable the autorun and examining files.
15) Save File Issues.
16) Error Messages.
17) Tomb Raider Story Line Synopsis.
18) Addtional Help.

1) Controllers: Joystick and Gamepads, Icons spin, No Controls.
Spinning icons or Lara suddenly moves on her own can be attributed to the game's incompatibility with your joystick/gamepad or game port. Power down your computer and unplug the joystick/gamepad then turn on the computer and play the game. Regardless of the recommendation below, if the problems continue to persist, then the game is not compatible with the device.
Diamond Edge 2000 and 3000 series video card has a sega gameport included, the only solution is to disable this port manually. We suggest you carefully do so as it may render your card useless if handled incorrectly.
Diamond 3D Rage and the menu ring just keeps on spinning:
You will need to get the latest drivers for the card from Diamond (Version 2.21). This will give you a new Tab in the Display Adapter Properties that controls your Joystick Port on the card. You will need to disable the joystick ports. If you have problems you will need to contact Diamond Technical Support to set the card up properly.
How to disable the EDGE 3D Digital game port in DOS:
From the WINDOWS directory, edit DOSSTART.BAT. You will see the following:
SET NVJOY=ON SET NVMIDI=P330 SET NVDIR=C:\EDGE3D NVWINDIR=C:\WINDOWS C:\EDGE3D\DOS\RM.EXE
Change the SET NVJOY=ON to SET NVJOY=OFF. This disables the EDGE 3D game port in DOS. Save the file and exit. Restart the system in MS-DOS mode for the changes to take effect. To enable the game port once again for the EDGE 3D, simply reverse the procedure.
GRAVIS Grip owners, Gamepad Pro or Grip system, use the multiport v1.2, the old multiport

drivers, not the new ones.

If you have a CH Gamepad, use the speed adjustable driver in the autoexec.bat.

CH Gameport: Please install the DOS driver. You can get a copy from their website for updated versions.

Gravis Gamepad Pro users, in Win95 only, you can use the profiler or multiport drivers. Or for either Win95 or DOS, on the underside of the pad, make sure the selector is set to 1-player mode only.

To set up the GRAVIS Grip Key program: set from regular keyboard keys and put them on the game pad, save it as "Tombraider.GKS" or any other name with .GKS extension. Make sure the Tombraider.GKS (Grip Key Set) is "Configured" in File/configure GRIP. Then hit the "!" icon on the toolbar (8'th from the left) and it should be in the bottom right conner. Load the game. To download the upgrade for the GRIP KEY 2.10:

http://www.gravis.com/files/pc/joystick/grip/GRIP210A.ZIP

or http://www.gravis.com/files/pc/joystick/grip/GRIP210B.ZIP

-Contributor: Van Hoesen

Microsoft Sidewinder Gamepad: This pad will not work if you use the Sound Blaster AWE32 sound card.

KNOWN JOYSTICKS THAT CAUSE THESE PROBLEMS:

THRUSMASTER T2/T1 STEERING WHEEL

MS SIDWINDER PRO

THRUSTMASTER 2 JS

GRAVIS THUNDERBIRD I

THRUSTMASTER F15E TALON

LOGITECH WINGMAN

2) Configuring the Joystick/Gamepad Devices:

From the Main Title screen, select the Control icon. Use the left or right arrow in order for the name to display 'User defined keys.' Use the down or up arrow to select the action commands you want then hit Enter, the box should move to the left. You can now select which keyboard key you want to use for this particular action. NOTE: the 'Default Keys' can never be changed. Regardless of any new keys you selected under User defined keys, you will be able to use those keys at the same time. Flashing cursor indicates that you have selected 1 keyboard key for two or more actions. Another option to disable the Windows 95 key is to get a shareware utility from Microsoft that disables the Win95 key.

3) Sound Issues, Red Book Audio, Sound Detection.

Most name brand computers sold today do not have Creative Lab Sound Blaster sound cards. You will need to know which sound card that your computer has. You can find this information in Device Manager in Windows 95 or contact your computer manufacturer. Below are listed the most common sound cards and their settings. If you cannot hear sound if you have set the sound, you need to run the game in DOS mode.

Sound Blaster PnP Sound Cards

Tomb Raider may not auto-detect your sound card successfully. You will need to insure that all DOS drivers are installed for your sound card. If you are unsure as to how to do this you should contact your computer manufacturer or Creative Labs. If you have DOS drivers installed, make sure that you have the following line in your Autoexec.bat file; Set Blaster=A220 I5 D1 T6. If the game locks up in Window 95 restart your computer in DOS mode and follow the DOS installation instructions in the game manual.

ESS audio drive

Many Compaq and Dell computers use this sound card. Tomb Raider will incorrectly detect your sound card as a Sound Blaster 16ASP/AWE32. You need to go to the sound setup in the game and manually select the ESS Audio Drive from the list. Use the same settings that were auto-detected, usually Port 220, DMA 1, and IRQ 5. Try test, if you hear Lara say; "Right, Let's go adventuring!" choose continue and then choose save settings. If the game locks when you try test, Press CTRL, ATL, and Delete and End Task on instr. If Windows says

that it can't close DOS program just click yes. Now click on Start, Shut Down and the Restart computer in MS-DOS mode. Then click yes. Follow the DOS installation instructions found on page three of your manual.

Mwave sound card
Most IBM Aptiva and Acer Aspire computers have this sound/modem card. You may not be able to set the game up in Windows. When you get the sound setup, you will want to select Manually Select Sound Card. Choose the first Sound Blaster Option, Your Port 220, DMA 1, and IRQ 5. After you hear Lara say, "Right, Let's go adventuring!" Select Continue and then select save settings. If this is not successful you will need to Shut Down and Restart the computer in MS-DOS mode. Once you are in DOS follow the "DOS Installation Instructions." When you get the sound setup, you will want to select Manually Select Sound Card. Choose the first Sound Blaster Option, Your Port 220, DMA 1, and IRQ 5. After you hear Lara say, "Right, Let's go adventuring!" Select Continue and then select save settings. You should exit the game and restart Windows. Once you have restarted Windows you should be able to start the game normally.

Crystal Sound device
This sound card is use by many computer manufacturers. When you get the sound setup, you will want to select Manually Select Sound Card. Choose the Sound Blaster Pro, Port 220, DMA 1, and IRQ 5. After you hear Lara say, "Right, Let's go adventuring!" Select Continue and then select save settings.

Yamaha OPL3sa
This sound card is use by many computer manufacturers, such as Hewlett-Packard and Sony. When you get the sound setup, you will want to select Manually Select Sound Card. Choose the Sound Blaster Pro, Port 220, DMA 1, and IRQ 5. After you hear Lara say, "Right, Let's go adventuring!" Select Continue and then select save settings.

PCI Sound Cards
PCI sound cards were not available at the time of the release of Tomb Raider, subsequently, it is very likely that some of these cards may have some trouble with Tomb Raider and other DOS based games. If you are having such trouble, it is recommended that you contact your sound card manufacturer on how they suggest setting up the game and sound card drivers to work with DOS games.

4) Display Blackouts, Image Incompatibility, Mesh Graphics, Animation's, FMV (full motion video).
 GENERAL CHECKLIST:
-Disable DOSKEY drivers
-Service Pak 2, Rev B, or OEM SR2, the game will not work.
-Windows NT will not work with the game.
-486 machines: Tomb Raider may work if your video card contains more than 2MB of VRAM.
Display Problems: Change the refresh rates on monitors to at least 72 Mhz and run the Universal driver.
If your screen locks up, is distorted, or only shows a certain section, then run these programs/drivers before installing or playing the game:
1) the univesa driver that came with the cd or through our ftp site, or
2) a DOS UNIVBE shareware driver, you can download one from www.scitechsoft.com, or
3) using a commercial application called a Power2Play Utility program.
If you have a black screen upon running the installation or tomb executables: run any of the above programs, disable any TSR's, and do all the steps in DOS.
Known cards that requires VESA drivers:
STB Velocity 3D
Diamond Stealth 64
Imagine Series 128 se
Diamond 2000 or 3000 series cards (some, not all)
Matrox Millenium with Gravis Ultrasound card
STB Video Rage

Tseng ET4000
OAK TECH MODEL 87 W/TRIDENT 81DAC CHIPSET.
STB LIGHTSPEED 128
DIAMOND STEALTH 128
DIAMOND 3D RAGE VIDEO CARD.
MATROX MILLENIUM
Hercules Dynamite 128.
Possible problems with these setups:
Cirrus logic 5430/40 PCI and AZT2316/R sound card.
Diamond EDGE 3D Video Adapter and TYAN Tomcat Motherboard
Diamond TELECOMMANDER Sound/Modem card
STB Velocity 3D
If you are loading UNIVBE and do not get any animations or a black screen, disable this driver.
If you have the Tseng ET4000 video card, use the TLIVESA driver from Tseng.
Matrox Millenium cards: run the command "uvcongif.exe /s28" from the Matrox directory using the Martrox MGA series drivers. -Contributor: Chris
S2 chipset owners, please get the latest drivers from S3.
MATROX MYSTIQUE VIDEO CARD AND THE COLORS ARE ALL WRONG: press the F1 key, refer to page 4 of the manual.
Number 9 video card and no FMV: go to www.scitechsoft.com web site and download the DOS UNIVBE (Display Doctor) shareware program.
Cirrus Logic 7555 with compressed graphics: same as Number 9 above.
Orchid Righteous 3D: revision "D" cards with SEC memory had a few production problems. Please consult Orchid for a patch.
Can not initialize FMV player: possible solution is to open the CD-ROM drive door and close it as the game goes to a black screen.

5) CDROM drives faster than 4x, long pauses, Read Error, Vibrations.
GENERAL RULES:
Having a DOS drivers for your CDROM drive solve most of problems you encounter with regards to CD audio and video. If you don't have this driver or unsure, please contact your CDROM or computer maker for more assistance.
If you have a CDROM drive faster than a 4x, using a 4x DOS driver also alleviates incompatibilities. Again, consult the CDROM or computer maker for more information.
Problems:
cannot initialize FMV device
vibrations
Possible fixes:
Obtain the latest drivers from the CDROM manufacturer. Most of them are available on the web site.
NEC CDROM Drive: You must use an older NEC_IDE.SYS DOS driver, dated prior to December 1994. -Contributor: Jeff
TOSHIBA CDROM Drives and Other CDROM Drives greater than 4X:
There are multiple problems with the Toshiba drives or fast CDROM drives and this game such as long pauses, loss of the red book audio, and loss of save files. To this date, we don't have any fix, just a possible solution. We are currently investigating the cause of this conflict. These are possible solutions:
Changing the DOS driver from the TAISATAP.SYS to the Toshiba 4X driver D011v109.sys (an Oak Technology driver). -Contributor: CLEVE
Red Book Audio: After you restart the computer, run the game screen and select Sound Setup. Redo the sound settings until the TEST option work. (Note: If you had to shut down to DOS, then you would run SETUP.) After you complete the sound setup, run the game.
Loss of Red Book Audio:
When you get to the Main Title Screen and you don't hear any sound, you need to reinstall

doing the following:
Delete a file in your C: drive called Tombpath.bat. After this, run the installer from your cdrom and do everything similar to what you did before, including the correct directory path. The files will be overwritten but any save files will not. You can also delete the entire Tombraid directory and the Tombpath.bat file then reinstall. If you have any save files, just place them in a temporary directory.
If you have multiple CDROM drives, make sure the CDROM you use to play the game is the first drive the game will look, i.e. its ID number is the first among all CDROM drives.
Another solutions: Disable smartdrv and add "buffer=30"
'S_Loadlevel(): Could not open .....' Error:
This error is one of the main cause of these drives. The solution stated above is the only known workaround. Having known these problems, we will try to investigate and attempt to fix this problem.

6) 3D Video Cards.
You may have noticed why we only support 3DFX, 3DFX Voodoo Rush, Rendition, Mystique, and Power VR chipsets. The reason for this is that their software engineers have worked closely with our developers to create such a patch. Possible additions to this lineup is highly unlikely because of our next project, Tomb Raider II.
List of 3DFX cards: Diamond Monster 3D Orchid Righteous 3D List of 3DFX Voodoo Rush Hercules Stingray Intergraph 3D Voodoo
List of Rendition cards: Creative Labs 3D Blaster Intergraph Reactor Sierra On-Line Screamin' 3D Canopus Total 3D
List of Power VR cards: Power VR PCX1/PCX2 Matrox M3D
MATROX Mystique 2MB and 4MB cards.
Below are listed possible problem you may encounter with you 3D card and Tomb Raider:
For 3DFX cards: Black screen and white line around gun shots: Disable the VGA Palette Snoop option in the Bios. We recommend this only if you are familiar with your BIOS, consult the manual or the computer maker.
Orchid Righteous 3D: revision "D" cards with SEC memory had a few production problems. Please consult Orchid for a patch. -Contributor: steven
Pink colors: You are using a prototype 3DFX board, please use a production board.
RENDITION cards: If you get a message: "COULD NOT OPEN VERITE ERROR CODE 50:01", please make sure you have installed the VERITE drivers. If you did not get any software along with your video card, check from your source or the manufacturer itself.
Creative Labs 3D BLASTER DOESN'T PLAY : DOWNLOAD THE LATEST 3D BLASTER BIOS UPDATE FROM CREATIVE LABS WEB SITE or through their support line.

7. Where to get hints.
Eidos Interactive does not provide hints or live hint lines. DO NOT call technical support for game play assistance. We do have an automated hint line, the number is 1-900-773-4367. The charge is $.95 per minute. You must be 18 years or older or have you parentes permission to call. If you live in Canada or has the 900 blocking, your only option is to purchase the strategy guide from computer stores or bookstores. If no one has it, you can call the publisher at 650-372-9787, Dimension Publishing. Additonally, Prima Publishing has an Unoffical hint book, you can contact them at 1-800-537-2343.
Below are all the codes that we know and we do not provide any support.
PC Cheat Codes
Level Skip Code : While in a level do the following with Lara: Walk one
step forward (using the walk key), take one step backward, turn around 3 full times (doesn't matter which direction), and then do a Forward jump.
All Weapons Code : While in a level do the following with Lara: Walk
one step forward (using the walk key), take one step backward, turn around 3 full times (doesn't matter which direction), and then do a Backward jump.

8) What operating systems are supported?
 OPERATING SYSTEMS:
Tomb Raider was not designed to run with Windows NT, any version, even using the DOS shell. You have to create a dual boot system to enable DOS or Windows 95. Also, if you have the Windows 95 Service Pack 2 or OEM SP2, the game may not run properly since we did not test this new OS. No MACINTOSH version of the game will be made at all.

9. Where is the background music?
Background Music only occurs during the animated sequences, Main Title Screen, and Lara's action such discovering a secret room or is in danger. Sound effects are gunshots, movement collision, footsteps, grunts, and animal sounds. The DOS/WIN 95 version only contains 9 audio tracks. You can listen to these tracks using your CD audio controller. The Sony and Saturn versions contain more audio tracks. This was a design decision.
Below is a summary of each track in the DOS/WIN 95 version:
Track 1: Data files for the whole game
Track 2: Background music for the Main Title Screen
Track 3: Ambient music
Track 4: Another ambient sound
Track 5: Introduction sound
Track 6: Another sound
Track 7: Natla and Lara's dialogue after the Great Pyramid Level
Track 8: Lara and Larson's dialogue after LEVEL 4
Track 9: Lara places the scion, after Natla's Mine
Track 10: Lara is reading the hieroglyphics, after Tomb of Tihocan level.

10. How to exit.
To exit the game, hit ESC, arrow down to the Passport and hit Enter. Arrow right one or two times and select 'Exit to Title' then hit Enter. This will take you to the Main Title Screen, select Passport again, arrow right and select Exit then hit Enter.

11. Can I run it on a 486?
 We do not recommend running the game with a 486 processor regardless of the speed, yes even at 100MHz. That is because the animated sequences will not run, only a squeech sound or hissing noise. In addition, the graphics will be slow. We were able to run it at VGA with reduce screen size on a 15" monitor which was adequate for general gameplay but difficult to find small places or hideaways. If your video card has 2MB or more VRAM, you may be able to play all the animations.

12. How to get high resolution or SVGA mode.

To get SVGA mode, press F1 when you are in the game. This will let you switch modes between VGA and SVGA. If in SVGA mode your speed is slow, press F2 to reduce the screen size. F3 to increase it back. Refer to the manual, page 4, for more keyboard commands.

13. Can I copy the whole game to the hard drive?
 You cannot copy the full game to your hard drive because the game is programmed to installed about 1MB of files to your hard drive and look for the data files from the CDROM. We felt this helps reduce the overhead of data installed to the hard drive and prevent piracy.

14. Disable the 'Autorun' and examining files.
 To prevent the Autorun feature to execute when you insert the CD, simply hold the Shift KEY until the CD is loaded. If you want to open the CD to examine its contents, just click with the Right-Mouse-Button.

15. Save File Issues.

If you find yourself loosing your save files, unable to Save or Load game files, or unable to save the settings, make sure you have installed the game properly. If you are playing the game from the CDROM, you cannot write any files to it. If you are unable to install because of sound problems, please refer to #3 of this FAQ for more information.
Playing Lara and her double: A bug exists in this level that occurs randomly, to save in this area: Go to the entrance and jump up to the outside direction, slide back into the room and the double will now act as before. Wait again until the door on the other side opens. If not you will have a dead double lying around somewhere in the room and the exit door stays closed. Afterwards, save the game. Don't save in between.

16. Error Messages.
 "Cannot allocate Real Mode buffer, Memory allocation error: Cannot start COMMAND, exiting"
There are two possible solutions to this message;
1. You have a 486 CPU and the game requires a Pentium 60 or greater to run. you will not be able to run Tomb Raider on your Computer.
2. You have a DOS system. Tomb Raider requires at least 6.5 megabytes of EMS memory and at l at least 580 kilobytes of conventional memory to run. You will need to create a boot disk to get the game to run. You will need to make sure that your EMM386.EXE line has RAM and not NOEMS. Also, you will want to REM your mouse line in your AUTOEXEC.BAT file.
"Cannot access D:\DATA\LEVEL5.PHD".
"Tomb Raider Core Design Nov. __ (05 or 21) 1996 (Time)
Level __ (E:\data\level_.phd) is version _____. (This game code is
version 32). Levels 2 and 4 and version #'s 7941664 and 10998396."
"Cannot access D:\DATA\LEVEL5.PHD" and then
"Please insert the Tomb Raider CD" (one has to eject the CD, reinsert it, let it spin up, and then reload Tomb Raider.)
S_LoadLevel( ): Could not open E:\data\level12.phd
Not ready reading drive E
Abort, Retry, Fail?
PLEASE: Refer to the CDROM section, FAQ #5, for more information on possible solutions.

17. Tomb Raider Story Line Synopsis.
 Introduction:
A nuclear explosion in Los Alamos, New Mexico hurled a piece of artifact to the sky where it landed in an undisclosed desert valley. From a hotel in Calcutta, Larson delivers a message to Lara Croft using a laptop computer link, live from Natla's office. Lara is given the job of finding an artifact called the Scion. The artifact supposedly contains " unknown powers" from Atlantis. Her first task is to go to Peru and into the City of Qualopec, an ancient Incan city, and find the first piece of the Scion.
First Level:
Along with a guide, Lara finds the entrance to the lost city. Upon opening the huge doors, several wolves attack the guide. After Lara killed all the wolves and found the guide dead, she enters the opening when the doors suddenly closes behind her.
First Cut Scene (after the Tomb of Qualopec level):
Larson tells Lara that Natla has sent Pierre to find the other 2 pieces of the Scion, disclosing the location, St. Francis' Folly. Afterwards, Larson tries to put the hurt on Lara but she gets the better of him. Lara goes to Natla's headquarters, breaks in and looks for the information on where to get the next piece of the Scion.
Second Cut Scene (after the Tomb of Tihocan level):
Lara is reading an Egyptian hieroglyphics both from the wall and the cover of a tomb. After holding the 2 pieces of the Scion together, she is suddenly pulled into a dream about Atlantis; a scene of ancient rituals. The dream shows her where the last piece is located... in the ruins of ancient Egypt. Riding a motorcycle, she heads speedily to find the last piece.
Third Cut Scene (after the Sanctuary of the Scion level):

Coming out of the cave and blinded by the sun, Natla's hired companions sneak up on Lara. One of them, the Cowboy, takes Lara's pistols and the 3 pieces of the Scion. The Cowboy shows the Scion to Natla and she orders them to kill Lara. However, Lara eludes them by jumping off the cliff into the river. Once Natla and her companions drive away, Lara rides her motorcycle and chases them. She then arrives by a pier, finding out that Natla's party have boarded a yacht and are about to leave. Using her bike, she speeds up towards shore and jumps into the water, swimming towards the yacht, avoiding Natla's bodyguards and sneaking aboard the boat. Once in the boat, she goes inside a stow away and sleeps. When she wakes up, the yacht has stopped next to an island.
Natla's Mines:
The scene begins with Natla placing the Scion in an ancient table, suspended by a magnetic field, when it suddenly turns and activates a count down timer. The mountain collapses revealing the pyramid of Atlantis.
The Great Pyramid:
As Lara approaches the same table where Natla placed the scion earlier, she falls into another dream; rituals of the old Atlantis with Natla being accused of stealing the Scion for personal powers. When she steps back, Natla confronts her regarding the power of the Scion. As the countdown elapses, Lara pulls the pistols when Natla pushes here towards the edge. Lara manages to grab the ledge on the opposite side while Natla falls to her death. Suddenly, the piece on top of the wall moves.
Ending:
When Lara escapes from the Pyramid, Atlantis explodes. As our heroine swims towards the yacht and drives away, our story ends.

18) Additional Help
Q. I have tried everything that is printed in this FAQ and I still have problems. Where can I find additional information?
A. You may find additional information from our technical support web site at http:\\www.eidosinteractive.com. Once you have arrived at the web page, click on the "Technical Support" link and then the Tomb Raider link.

You may also receive technical assistance (not game solutions or codes) via email, fax or phone:
The Americas:
*emai*l: You may also receive technical assistance (not game solutions or codes) via e-mail at techsupp@eidos.com. We also have email forms on our web site.
fax: (415) 547-1202 or (415) 537-0095
phone:(415) 547-1244. There are technicians available Monday through Friday 9:00 a.m. to 5:00 p.m. After 5:00 p.m. you can have access to our automated information that has many solutions for the problems that you may have.
UK:
email: techsupp@eidos.co.uk
phone:0121.356.0831

Rest of the World:
Please refer to the packaging from Tomb Raider 1

Cheers,
March 1998