



S I E R R A ®

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

Phone: (425) 644-4343
Fax: (425) 644-7697
Email: support@sierra.com

America Online:
CompuServe:
WWW:

Keyword SIERRA
Go SIERRA
<http://www.sierra.com>

Front Page Sports: Golf Troubleshooting Guide

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SECTION 1 - HARDWARE REQUIREMENTS

REQUIRED:

Windows 95
Pentium 60 Mhz
16MB RAM
Windows compatible soundcard with DAC
Mouse
SVGA (640x480x256 colors)
25MB free Hard drive space

RECOMMENDED FOR BEST PERFORMANCE:

Pentium 90 Mhz or Better
32MB RAM
SVGA (1024x768 64k colors)
32MB RAM
16-bit Sound card
Quad speed or faster CD ROM
65MB free hard drive space

SECTION 2 – INSTALLATION PROCEDURES

If you are in Windows 95, insert the CD and Autoplay will then give you the option to install Front Page Sports Golf. Follow the on-screen prompts to complete the installation. If you do not have AUTOPLAY enabled, or if this option does

not appear, click on your START button, then select RUN. In the OPEN text line type the following: X:\SETUP.EXE (replace X: with the letter of your CD ROM drive) and click on OK

The same procedure will be required for the installation of the Coeur D'Alene add-on course. Insert the Coeur D'Alene add-on CD and go to your START button and select RUN. In the OPEN text line type the following:

X:\SETUP.EXE (replace X: with the letter of your CD ROM drive) and click on OK.

You can then proceed through the Sierra Setup program to successfully install the add-on course.

SECTION 3 - COMMON INSTALLATION PROBLEMS

Problem: Your computer fails the Sound Card test; you cannot hear the voice and fanfare in the Wave and MIDI tests.

Solution: Your sound card may be incorrectly configured for DAC (Audio) or your sound card drivers may not be properly installed or configured for Windows 95.

Make sure your speakers are turned on and run the Windows multimedia volume program and make sure that all of the volume settings are not muted and that they are set for appropriate volume levels. You should also consult your sound card documentation or the manufacturer for information regarding the correct configuration of your sound card in Windows 95.

Problem: Your computer fails the Display test because you are not running in 256 colors, or your video card does not meet the Pixels-per-second Speed requirement for the game.

Solution: If your video does not pass the display test then you will want to make sure you are running Windows in 256 colors. Running the game in HiColor mode may result in poor game performance. Even though your monitor and video card may be capable of displaying a higher color depth, it may not be able to stand up to the intense video requirement of Front Page Sports Golf. To set your color depth to 256 colors, simply click on the **Start** button, select **Settings**, then **Control Panel**. Double-click the **Display** icon. You will see four tabs: **Background**, **Screen Saver**, **Appearance**, and **Settings**. Click on **Settings**. In the box under **Color Palette**, it should say **256 Color**. If it does not, click on the down arrow next to the window to view a list of choices, and select the one that says **256 Color**. You will also notice a slider bar under **Desktop Area** for adjusting resolution from 640 by 480 pixels (the lowest setting) upwards. If your video card failed the initial speed test, try adjusting the resolution to 640 by 480 pixels. This will decrease the screen resolution but may improve the speed of your video card.

Problem: Your computer fails the Memory test; you get a message stating you do not have enough memory to run Front Page Sports Golf.

Solution: Front Page Sports Golf requires a computer with a minimum of 16 MB of physical RAM to run. To free up memory in Windows 95, close any and all Windows programs (including screen savers, wallpaper, virus detection programs, shell programs like Norton Desktop or Packard Bell Navigator, etc.) that may be running. On your Taskbar, right-click on the program tab for the program you wish to shut down, and select **Close**. Then run Golf's Setup program again and try the memory test. If your system still fails the test, consult the boot disk instructions at the end of this document and create a Windows 95 boot disk for your system. Then boot up with the boot disk, disable any and all other Windows programs, and start the Setup program again. These steps should give you enough memory to run the program.

Problem: You get a message that says your system does not have enough disk space to install Microsoft SDK.

Solution: Click on the **Start** button, select **Run**. In the text line type X:\directx\dxsetup (replace X with the letter of your cdrom drive) and then click on **OK**. From the directx setup window select **Reinstall DirectX**. When DirectX is through installing it will want to restart your computer. After your system restarts, proceed with the normal installation procedure and the game will install normally.

SECTION 4 - COMMON GAME PROBLEMS

Problem: My mouse flickers making it difficult to see the mouse pointer.

Solution: There are a couple of ways to solve this problem.

1. Switch your mouse pointer settings to the WINDOWS STANDARD pointer selection in the mouse control panel settings
2. Changing your display to 640X480 pixels at 256 colors may help this problem, although it will reduce the amount of detail in the game's graphics.

Problem: When viewing the leaderboard the text looks like garbled letters.

Solution: This problem has been addressed in the update patch GOLFPAT.EXE (Refer to Section 7 on how to obtain a Sierra Patch disk)

Problem: Slow game play.

Solution: The graphics in Front Page Sports Golf require a significant amount of your computer's resources. You should also try running the game with a Windows 95 Systems disk to make as much memory available to the game as possible.

Problem: I've created a player, but when I try to play the computer takes over and I can only watch.

Solution: When you create a player make sure you do not select **COMPUTER** under player details. Once the player is created you will not be able to change it. You can simply delete the player and create a new one.

Problem: When starting a game, the golf course and the golfer do not appear.

Solution: Try running the game with a color depth of 256 colors as opposed to "high color". To do this: Go to **START** and then **SETTINGS** and then select the **CONTROL PANEL**. From the **CONTROL PANEL** select **DISPLAY**. From the **DISPLAY PROPERTIES** window select the **SETTINGS** tab. Change the color palette to read **256 COLORS**.

Problem: The game tells me I'm running in 256 colors, and to choose HiColor Mode, but Windows doesn't allow me to use more than 256 colors.

Solution: You will need to contact your video card or computer manufacturer for the latest drivers for your video card. Your new video drivers should contain drivers that allow you to use HiColor mode provided your video card supports a higher color depth.

Problem: Error message: Cannot find file MSVCRT40.DLL (at any point of the game)

Solution: You can copy this file off of the game CD. First you will need to make sure you have the game CD in the CD ROM drive. Then go to **START** and then select **FIND**. In the **NAMED** field type in MSVCRT40.DLL. Make sure the **LOOK IN** field shows the letter of your CD ROM drive as opposed to the C: drive. Click on **FIND NOW**. The file should appear in the \DEMOS\FBPRO97\FBPRO97 folder on the game CD. Right click on the MSVCRT40.DLL file that appeared below and select **COPY**. Then open up **MY COMPUTER** and double-click on the C: drive. Then open up the **WINDOWS** folder. In that folder locate the **SYSTEM** folder and right-click on it and select **PASTE** from the menu.

After the MSVCRT40.DLL file is successfully copied in to the \WINDOWS\SYSTEM folder the error message will not recur.

Problem: The game will not let me select the Coeur d'Alene course.

Solution: You will first want to make sure that the Coeur d'Alene add-on course CD is in the drive. This may also indicate that you haven't installed the course to your hard drive. If this is the case, follow the instructions in **SECTION 2** to successfully install this add-on course.

Problem: Whenever my ball hits the cart path, a penalty stroke is added to my score.

Solution: This problem has been addressed in the update patch GOLFPAT.EXE (Refer to Section 7 on how to obtain a Sierra Patch disk)

General Troubleshooting Steps

If you do not see your specific problem listed above, these standard troubleshooting procedures correct most problems running Front Page Sports Golf:

Step 1 - Boot with a clean system disk before running the game.

A system disk is a tool that can be used to resolve most conflicts. A system disk will free up more system resources and memory for your games. The system disk also creates an environment that is “cleaner” or free of extra TSR and utilities that can sometimes cause conflicts. System disk instructions are included in Section 6 of this document.

Step 2 - Check for corrupted files.

Run SCANDISK to detect and correct any hard drive errors and corrupted files (Go to your **START** button and select **PROGRAMS**. Scroll up to **ACCESSORIES** and select **SYSTEM TOOLS**, and then finally select **SCANDISK**.) If you find any errors such as cross-linked files, truncated files or lost allocation units, correct them, then delete and reinstall Front Page Sports Golf.

Step 3 - Reinstall the program in a clean boot environment.

Lockups and other technical problems can be caused by corrupted program files. No program will run correctly if the data or executable files are corrupted. Corruption can occur during the installation of the program and is usually due to a conflict with a TSR (Terminate and Stay Resident program) or another utility running during the installation.

Step 4 - Create a clean Windows environment

Make sure that all screen savers, virus scans, sound-related programs (IconHear It, Wired for Sound, etc.) and other Windows programs are disabled before starting the game. In addition, if you are using an alternate Windows desktop like Norton Desktop or PCTools, use the default Windows desktop instead. In Windows 95, make sure that your virtual memory is enabled.

Step 5 - Check your drivers. Outdated or incompatible video or sound drivers can also cause lockups and errors in Windows. Sierra recommends you check with your sound and video card manufacturers to make sure you have the latest versions of these drivers. Some manufacturers update their drivers several times a year, so it's easy to get behind.

Your video card and sound card drivers must be compatible with Microsoft's DirectX 3.0. To determine whether or not the drivers you are using on your system are compatible with DirectX go to **START** and then select **RUN**. From the OPEN text line you will need to type: X:\DIRECTX\DXSETUP.EXE (Replace X: with the letter of your CD ROM drive) and click on **OK**.

This will bring up the DirectX setup window. Each of the components listed should also indicate whether or not they are **CERTIFIED**. If your drivers are listed as **CERTIFIED**, they have full compatibility with DirectX. If your drivers have a version number, but do not say **CERTIFIED**, they may be compatible though not yet certified by Microsoft. If there is no version number or they say **NO HARDWARE SUPPORT**, then you will need to contact your computer manufacturer for the latest available drivers that are DirectX 3.0 compatible.

SECTION 5 - SOUND ISSUES

To make sure that your 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 your 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 your sound card, contact your sound card manufacturer.

Problem: You hear no sound during the game.

Solution: There are usually two things that can contribute to this problem.

1. You will first want to make sure that your volume is set correctly for the different types of sound files that Windows can play. To do this: Go to your **START** button and then select **PROGRAMS**. Scroll up to **ACCESSORIES** and select **MULTIMEDIA** and then finally select **VOLUME CONTROL**. Make sure none of the settings are “**muted**” and that all of the volume levels are at an appropriate setting.
2. Secondly, you will want to make sure that your sound card driver is compatible with DirectX 3.0. . To determine whether or not the sound card driver you are using is compatible with DirectX 3.0, go to **START** and then select **RUN**. From the OPEN text line you will need to type: X:\DIRECTX\DXSETUP.EXE (Replace X: with the letter of your CD ROM drive) and click on **OK**.

This will bring up the DirectX setup window. Each of the components listed should also indicate that they are **CERTIFIED**. If your drivers are listed as **CERTIFIED**, they have full compatibility with DirectX. If your drivers have a version number, but do not say **CERTIFIED**, they may be compatible though not yet certified by Microsoft. If there is no version number or they say **NO HARDWARE SUPPORT**, then you will need to contact your computer manufacturer for the latest available drivers that are DirectX 3.0 compatible.

SECTION 6 - BOOT DISK INSTRUCTIONS FOR WINDOWS 95

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

STEP 1 - FORMATTING THE DISK

To make a boot disk, you must “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; the computer will not boot from the B: 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, you must copy the MSDOS.SYS file from the hard drive to the floppy disk. To do this, leave the floppy disk in the drive, click on **Start, Find, Files or Folders**. In the “**Named**” box, type in: MSDOS.SYS. Click on “**Find Now**”. Right click on the highlighted file name at the bottom of the window, then select **Send to** from the pop-up menu. Send the file to the A: drive.

STEP 2 - REBOOT THE COMPUTER AND START THE GAME

Restart the computer with the disk in the A: drive by clicking **Start, Shut Down, Restart the computer**. Follow the instructions in the game manual and start Front Page Sports Golf.

SECTION 7 - HOW TO OBTAIN A SIERRA PATCH DISK

If you are experiencing some difficulty with the game including some problems that have been described in this document, you may need to update Front Page Sports Golf to the latest version. This can be done by downloading Front Page Sports Golf patch. The file is called GOLFPAT.EXE and is downloadable from a number of places listed below.

For more information on what the patch changes and how to apply it, please read the README.TXT file included with the patch.

The fastest way to obtain a Sierra patch disk is to download it from one of the following on-line services: the Sierra BBS (425-644-0112), CompuServe (GO SIERRA) or America OnLine (KEYWORD SIERRA) or Sierra website (<http://www.sierra.com>). You can also request a patch disk be mailed to you by contacting Sierra Technical Support. Our contact information appears later in 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 the following sources:

- America On-Line: Use keyword SIERRA and choose "Software Libraries", then "Troubleshooting Guides & FAQ's"
- CompuServe: Use go SIERRA, choose "The Sierra On-Line Forum", then search the "Help Documents" library.
- Go to our home page on the World Wide Web at <http://www.sierra.com> and follow the on-screen information.

Additionally, you can get 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.

If you prefer to get assistance from a technician, Sierra Technical Support will be happy to assist you. All of the online services listed above are staffed by Sierra technicians. Additionally, you can send e-mail to support@sierra.com.

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
RG2 OBS United Kingdo

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 as 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: