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Lords of the Realm 2 & Siege Pack Troubleshooting Guide Revised 8/13/97

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SECTION 1 - HARDWARE REQUIREMENTS

REQUIRED

Windows 95 or DOS 6.0+
Siege Pack Requires Windows 95
486DX-66
8MB RAM
Local Bus Video
34 MB Hard Drive Space (Minimum Install)
Double Speed CD-ROM
Mouse
Sound Card

RECOMMENDED FOR BEST PERFORMANCE

Pentium 75+
Quad speed CD-ROM Drive
Direct-X Compliant Sound and Video (For Windows 95)
101 MB Hard Drive Space (Maximum Install)

SECTION 2 - INSTALLATION PROCEDURES

Windows 95 Installation:

Insert the CD into your CD ROM drive. Wait about 10 seconds, and Windows should bring up an autoplay window. Choose **INSTALL** in this window, and the installation should start.

You can also 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.)

Once you are in the Installation program, select **Test Hardware** to see if your computer and its present configuration will be sufficient to play the game. If your system passes the Hardware Test, click on the **Main Menu** button, then click on **Install**.

MS-DOS:

Insert the CD and switch to the CD drive by typing the drive letter followed by a colon. Example: **D:[ENTER]**. Then type **INSTALL [ENTER]** to begin the installation program. Follow the on-screen prompts to complete the installation.

SECTION 3 - COMMON INSTALLATION PROBLEMS

Windows 95:

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 mixer program for your sound card so you can increase its volume levels for MIDI (music) and DAC (Audio). You should 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 second Speed requirement for the game.

Solution: First make sure you are running Windows in 256 colors. Even though your monitor and video card may be capable of displaying 256 colors, Windows may not be set up to use this resolution. 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 Lords of the Realm 2.

Solution: Lords of the Realm 2 requires a computer with a minimum of 8 MB (8192k) of RAM to run, of which 7168k must be free. 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 Lords of the Realm 2'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/Install program again. These steps should give you enough memory to run the program.

Problem: The setup program crashes when running the system test.

Solution: Some hardware can cause problems with the system test. Restart the computer and rerun the installation. Double check you system specifications and make certain that you meet the minimum requirements. If you do, continue the installation even if some things have failed.

SECTION 4 -- COMMON GAME PROBLEMS

A note concerning DirectX:

Lords of the Realm 2 utilizes Microsoft DirectX 2.0. DirectX can be installed from the Lords of the Realm 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.

Problem: After installing the Siege Pack, the Autoplay for the ORIGINAL Lords of the Realm 2 doesn't offer RUN, only INSTALL.

Solution: Click on **Start, Programs, Sierra, and Lords of the Realm 2**. This will start the program properly.

Problem: The Box mentions 10 new castles to help improve Survival, and they are not available.

Solution: These 10 new castles are actually only available in Skirmish Mode and can not be built during the game.

Problem: After installing the Siege Pack, the Multiplayer will not connect to other games properly.

Solution: The Lords of the Realm 2 Siege Pack is not Multiplayer compatible with previous versions of the game. All players need to be using the Siege Pack.

Problem: When in the Battle Map Editor the video appears to have distorted colors or the video is garbled.

Solution: This problem is addressed in the patch L2SIEGPT.EXE (Refer to Section 8 for information on how to obtain a Sierra patch disk)

Problem: In Windows 95, the mouse disappears, exhibits erratic behavior, or changes graphics on the menu screens.

Solution: Animated, 3D, or custom cursors can cause this problem. Click **Start, Settings, and Control Panel**. Then double click the MOUSE icon under the Control Panel, select the Pointers, and chose the Windows Standard.

Problem: In Windows 95, the game locks up when you finish a battle or when you try to build a castle.

Solution: Some systems have a problem playing the Smacker animation files that run at these parts of the game. To work around this problem, Click on the options menu and then on Display. Next click the arrow next to Fullscreen to turn it off (Note: you must be in 256 colors for the game to work outside of Fullscreen mode). Alternately, you can check with you hardware manufacturer for updated Window 95 video card drivers which should improve software support and, could quite possibly, fix the problem. Sierra is currently investigating this issue.

Problem: In Windows 95, you get an Error Loading DPLAYX.DLL, DDRAW.DLL or D[anything].DLL.

Solution: Click **Start, Programs, Sierra, and then Install Microsoft's Directx3**. Next choose **Reinstall DirectX**. This will reinstall Microsoft's DirectX Game SDK modules.

Problem: No sound plays at all.

Solution: This problem arises where your sound card driver is not compatible with Direct Sound. Please contact your sound card manufacturer for an up-to-date driver

Problem: Sound plays but there is a constant clicking noise in the background.

Solution: This is a problem experienced by a very few users; it appears to happen on some Soundblaster clones where older sound card drivers are in use. Replacing the drivers used with up-to-date ones fixes this issue. Your sound card manufacturer should be able to supply you with up-to-date drivers for your card.

Problem: Internet Explorer vanishes/won't work after installing Lords of the Realm 2

Solution: This problem is addressed in the patch LOTR2103.EXE. (Refer to Section 8 for information on how to obtain a Sierra Patch disk)

Problem: In the "Play Now" Campaign, every other map seems to be missed out.

Solution: This problem is addressed in the patch LOTR2103.EXE. (Refer to Section 8 for information on how to obtain a Sierra Patch disk)

Problem: The battles crash sometimes when playing with Music OFF.

Solution: This problem is addressed in the patch LOTR2103.EXE. (Refer to Section 8 for information on how to obtain a Sierra Patch disk)

Problem: The map of Europe crashes with some settings from the Custom Game screen.

Solution: This problem is addressed in the patch LOTR2103.EXE. (Refer to Section 8 for information on how to obtain a Sierra Patch disk)

Problem: In the DOS version, the arrow buttons don't accelerate, for example: when I'm trying to buy or sell something.

Solution: This problem is addressed in the patch LOTR2103.EXE. (Refer to Section 8 for information on how to obtain a Sierra Patch disk)

SECTION 5 - ILLEGAL OPERATION ERRORS

An Illegal Operation or a Page Fault is a generic Windows 95 error message than can occur in any Windows program. Insufficient memory is caused by conflicts between two or more drivers or programs, or corrupted files can all contribute to this type of error. The following steps will resolve most of these illegal operation errors.

- 1) Create a boot disk using the instructions in SECTION 9 - MS-DOS BOOT DISK INSTRUCTIONS.
- 2) Disable any and all other Windows programs (if any) that are running prior to starting the game. This includes all screen savers, wallpaper, etc.
- 3) Set your Video Display to 640 by 480, 256 colors. (Consult the steps given for changing display settings in SECTION 3 - COMMON INSTALATION PROBLEMS.)
- 4) Run SCANDISK on your hard drive by clicking **Start**, then **Programs, Accessories, System Tools, and Scandisk**. Et Scandisk corrects any errors, then uninstall Lords or the Realm 2 and re-install it.
- 5) Make sure that you have at least 20-30 MB of free hard drive space so that Windows 95 can properly allocate virtual memory.
- 6) Disable Video Acceleration. Click on **Start**, then **Settings, Control Panel**. Double-click the **System** icon, choose **Performance**, then **Graphics**. You should see a slider bar labeled Hardware Acceleration. Lower the bar a notch (slide it to the left), then restart Windows when you are prompted and run the game again. Continue doing this until you cannot lower the bar any more or the problem is corrected. If this corrects the problem, you should contact your video card manufacturer to obtain updated video drivers.
- 7) Free up memory by lowering your CD ROM Supplemental Cache Size. From **Control Panel**, click on **System**, then **Performance, File System**. Click on the tab for **CD ROM**. Adjust the slider bar for Supplemental Cache Size from "Large" to "Small", then click on OK.

SECTION 6 - SOUND CARD CONFIGURATION AND 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: This usually occurs when your sound card's Windows 95 drivers are not installed correctly. See the above paragraphs for information on checking your Windows 95 sound card drivers. This can also be due to incompatibility with the DirectSound portion of Direct-X. See Section 4 for notes concerning Direct-X.

SECTION 7 – MULTI-PLAYER TROUBLESHOOTING

In order to use the Multi-Player feature of this game you must run Lords of the Realm 2 under Windows 95. Windows 3.1x does not provide the functions necessary for the Multi-Player game.

Modem Play:

Lords of the Realm 2 uses DirectPlay for playing the game with your modem. In other words, the game will use the modem settings in your Windows 95 Control Panel to access and use your modem. If you are having problems with incorrect modem settings, you will need to set up your modem properly in the Control Panel. Please refer to your modem documentation on how to do this.

IPX Network Play:

In order to play over an IPX network, all of the players must have a Network card in their computer. You must also be able to see each other in Network Neighborhood. Here are some common problems with network play:

Problem:

You can not see the game you have created when you try to make a network game, even after hitting the refresh button.

Solution:

This happens when the Net Protocol is configured incorrectly (i.e. it is set up for TCP/IP). When you are in the game click OPTIONS from the menu bar, then NET PROTOCOL, TCP/IP should be used when playing over the Internet, and IPX should be used when playing over a network..

Internet Play:

Here are some requirements for Internet play of Lords of the Realm 2:

- Windows 95
- Your ISP (Internet Service Provider) must support Winsock32 and PPP (Point-to-Point Protocol)

Here are some examples of ISPs that currently do, and do not provide Winsock 32 support:

ISPs that currently support Winsock32:

- Microsoft Network (Dial Up Internet Access)
- CompuServe 3.0 (32 bit Dial Up Internet Access)
- GNN (32 bit access only)
- Netcom (32 bit access only)
- Earthlink, PSI, etc.

ISPs that do not currently support Winsock32:

- AOL
- Prodigy
- WOW
- GNN (with 16 bit access)
- Netcom (with 16 bit access)
- Or any provider that does not assign you an IP address at login (Ask you ISP to be sure)

If you are unsure of whether your Internet Service Provider supports Winsock32, please contact them to find out.

Problem:

I cannot connect to SIGS or log-in stops at "Initializing SIGS Data" when using a cable connection (ie T1, T2, T3...)

Solution:

SIGS does not currently support play from behind a firewall.

Common SIGS Errors & Causes:

Problem:

Error 0 Reported by Connect 0 () or a Socket Error

Solution:

The server is likely down. Try connecting again later.

Problem:

Forgot password

Solution:

Log in again as a new user, enter password, go into new member and re-enter password, log in should proceed as normal. Also keep in mind that user names and passwords are case sensitive.

Problem:

Error 0 reported from create sockets.

Solution:

Most likely not a true PPP/WINSOCK32 connection. Try re-installing your Internet software.

Problem:

Error: 10024 Too many open files. (Several Internet applications open at once).

Solution:

Close down some applications and try again.

Problem:

Error: 10051 Server unreachable (Servers down).

Solution:

Try again later.

Problem:

Error: 10052 Server dropped connection.

Solution:

Attempt to reconnect.

Problem:

Error: 10053 Connection aborted locally.

Solution:

Restart your computer and try again.

Problem:

Error: 10054 Connection reset (bad connection).

Solution:

Attempt to reconnect.

Problem:

Error: 10055 No resources available.

Solution:

Close some applications and try again.

Problem:

Error: 10060 Connection timed out (can't connect to another player at game start).

Solution:

Restart the computer and try again.

Problem:

Error: 10061 Connection refused (severs down).

Solution:

Try again later.

Problem:

Error: 10065 Servers are down.

Solution:

Try again later.

SECTION 8 – OBTAINING A SIERRA PATCH DISK

Currently there is one update available for Lords of the Realm II. The filename for the first patch is called LOTR2103.EXE. For more information on what the patch changes and how to apply it, please check the README.TXT file included with the patch.

In addition, there is an update patch available for The Lords of the Realm II Siege Pack. This patch addresses video problems that can occur on a small number of systems. The name of file is L2SIEGPT.EXE. For an entire description of what this patch addresses, please refer to 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 On-line (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 9 - BOOT DISK INSTRUCTIONS**WINDOWS 95 INSTRUCTIONS****STEP 1: FORMATTING THE DISK**

Place a high-density diskette that you do not have any information on in your A: drive. Then, open **My Computer** from the desktop and highlight the icon for Drive A:. Right-click on the icon and choose **Format**. In the resulting dialog box, make sure that checks are in the boxes for “*Full*” and “*Copy System Files*”. Click on **OK** to start the process.

STEP 2: COPYING THE MSDOS.SYS FILE

While still in **My Computer**, double-click on the icon for the C: drive to open it. Look for the file called MSDOS.SYS in the list of files. If the file isn't listed, click on the **View** menu, choose **Options** and then the **View** tab. Make sure that “*Show all files*” is checked and that “*Hide MS DOS file extensions...*” is NOT checked. Once you've found the file, right-click on it and choose **Send To 3 ½ Floppy (A)**. You will be prompted to replace an existing file – click on **OK**.

NOTE:

Try your boot disk at this point by going to the **Start** menu and choosing **Shutdown** and **Restart the Computer** with the disk in your A: drive. If your computer has Windows '95 drivers for all of your hardware, Windows 95 and your application should work fine. If you have problems with sound reproduction, CD ROM access or any other computer functions, continue with step three.

STEP 3: LOCATING THE CD ROM DEVICE DRIVER

The CD ROM drive requires a device driver loaded in the CONFIG.SYS file if it does not have native Windows '95 support. To make sure that the device driver loads correctly on the boot disk, look at the CONFIG.SYS on the hard drive and copy the driver line from there. To display the CONFIG.SYS, go to the **Start** menu, choose **Run**, type in **NOTEPAD C:\CONFIG.SYS** and press <Enter>. The CONFIG.SYS file will display on the screen. Look for the line that loads the CD ROM device driver. The line should look something like this:

```
DEVICE=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220
```

The device driver in your CONFIG.SYS may differ somewhat from the one listed above. Carefully write down the line for use in your boot disk.

STEP 4: LOCATING THE SOUND CARD DRIVERS (Skip if sound works properly when using the boot disk.)

Some sound cards have drivers or initialization lines that must be loaded in the AUTOEXEC.BAT or CONFIG.SYS. The attached Sound Card Configuration supplement contains the sound card lines for many common sound cards. If your sound card is on this list, you will need to add the appropriate lines to the AUTOEXEC.BAT and/or CONFIG.SYS on your boot disk. If your sound card is not listed, you should check your documentation for information on what needs to load in the AUTOEXEC.BAT and CONFIG.SYS.

STEP 5: CREATING THE CONFIG.SYS FILE

To create the CONFIG.SYS file on the boot disk, go to the **Start** menu. Choose Run, type in **NOTEPAD A:\CONFIG.SYS** and press <Enter>. Enter the CD-ROM and/or sound card driver lines that you have written down. When done, choose <File>, <Exit> and <Save>.

STEP 6: CREATING THE AUTOEXEC.BAT FILE

To create the AUTOEXEC.BAT file on the boot disk, go to the **Start** menu. Choose Run, type in **NOTEPAD A:\AUTOEXEC.BAT** and press <Enter>.

If you need to run any sound card initialization programs or load any drivers, copy them from the “Sound Cards” section now. Also, if you loaded a CD ROM driver in the CONFIG.SYS file, you will also need to load the MSCDEX DOS CD ROM extension here. You will need to look at the CD ROM driver like for the parameter that begins with “/D:”. In the example line in Step 3, you will see it italicized. Add the following line:

```
C:\WINDOWS\COMMAND\MSCDEX /D:MSCD001 /M:12
```

When done, choose <File>, <Exit> and <Save>.

STEP 7: REBOOT THE SYSTEM AND START WINDOWS

Restart your system with the disk in drive A:. Go to the **Start** menu, select **Shut Down** and then check *Restart The Computer?* and click **OK**.

STEP 8: CREATE A CLEAN WINDOWS ENVIRONMENT

Make sure there are not any non-essential tasks running before starting the game. Press <Ctrl-Alt-Del> to bring up a Close Windows dialog box. Explorer is mandatory. For all other items, highlight them and click on **End Task**. Repeat the process until all are disabled. Now try using Lords of the Realm 2.

MSDOS BOOTDISK INSTRUCTIONS

IMPORTANT NOTE: Please read the entire instructions prior to starting at Step 1. If you are playing in Windows 3.1x, skip Step 2.

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 diskette must be in the A: drive; the computer will not boot from the B: drive. At a DOS prompt, type the FORMAT command as follows:

```
FORMAT A: /S <ENTER>
```

If you get a “Bad command or file name” error message, type:

```
PATH=C:\DOS <ENTER>
```

Then retype the FORMAT command above. If you receive the error again, the MS-DOS FORMAT command may not be on your system, or it may have been renamed. Programs such as PC Tools and Norton Disk Utilities sometimes rename the FORMAT command to prevent accidental loss of data. If you are using a program of this type, check your documentation to find out how to format a SYSTEM DISK, then proceed to Step 2.

STEP 2

LOCATING THE MOUSE DRIVER

If you are playing a game that uses a mouse, the Microsoft compatible mouse driver must be loaded into memory with the boot disk. There are two kinds of mouse drivers available: those that load in the CONFIG.SYS file and those that load in the AUTOEXEC.BAT file. The CONFIG.SYS mouse drivers have an extension of .SYS (MOUSE.SYS) and the AUTOEXEC.BAT drivers have either a .COM or .EXE extension (MOUSE.COM, MOUSE.EXE). You must load at least one of these drivers, but it is not necessary to load them all.

If you do not know where the mouse drivers are located on your system, the command below should help you locate them. Type the following at the C:\ prompt:

DIR MOUSE* /S <ENTER>

This command will cause the system to search all subdirectories for a file called MOUSE. If the system locates a MOUSE file, it will display the path where the file is located. For example, if the MOUSE.COM file is located in a C:\MOUSE directory, the system will display:

Directory of C:\MOUSE

MOUSE.SYS	55160	03-10-92	3:10a
MOUSE.COM	56408	03-10-03	6:00a

If this procedure does not locate a MOUSE file, your mouse driver may have a different name; some common names for mouse drivers are IMOUSE, GMOUSE and HPMOUSE. You should check your mouse documentation for the exact file names and how to install them.

Once you have located the mouse driver, you must copy it to the boot disk. The following example assumes that the mouse drivers are located in the C:\MOUSE directory as shown above. To copy the MOUSE files to the boot disk, type:

COPY C:\MOUSE\MOUSE.* A: <ENTER>

Substitute the appropriate path and file names for your mouse drivers in the command above. After you press ENTER, you should see a message indicating that some files were copied.

STEP 3

LOCATING THE CD ROM DEVICE DRIVER

The CD ROM drive requires a device driver loaded in the CONFIG.SYS file. This driver must be loaded correctly or you will be unable to access your CD ROM drive. To make sure that the device driver loads correctly on the boot disk, look at the CONFIG.SYS on the hard drive and copy the driver line from there. To display the CONFIG.SYS, type the following at a DOS prompt:

CD\ <ENTER>

TYPE CONFIG.SYS /p<ENTER>

The CONFIG.SYS file will display on the screen. Look for the line that loads the CD ROM device driver. The line should look something like this:

```
DEVICE=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220  
DEVICEHIGH=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220  
DEVICEHIGH /L:14652 =C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220
```

The device driver in your CONFIG.SYS may differ slightly from those listed above. Carefully write down the line for use in your boot disk.

If you have a SCSI CD ROM drive, there may be an additional driver in your CONFIG.SYS that must be loaded for the CD ROM device drivers to load correctly. Check your CD drive documentation for more information.

NOTE: If you cannot locate the driver in your CONFIG.SYS file, check your CD-ROM drive documentation, or contact the manufacturer.

STEP 4

LOCATING THE MSCDEX CD ROM EXTENSION

In addition to the CD ROM device driver in the CONFIG.SYS, your CD ROM drive requires MSCDEX, the Microsoft extension for CD ROM drives. If this extension is not loaded correctly in the AUTOEXEC.BAT, you will be unable to access your CD ROM drive. To display the AUTOEXEC.BAT, type the following at a DOS prompt:

CD\ <ENTER>

TYPE AUTOEXEC.BAT /p<ENTER>

The AUTOEXEC.BAT file will display on the screen. Look for the line that loads MSCDEX. It should look something like this:

```
C:\DOS\MSCDEX /D:MSCD001
```

**LH C:\DOS\MSCDEX /D:MSCD001
LOADHIGH /L:14429 C:\DOS\MSCDEX /D:MSCD001**

The MSCDEX line in your AUTOEXEC.BAT may differ slightly from the ones above. Carefully write down the line for use in your boot disk.

STEP 5 LOCATING THE SOUND CARD DRIVERS

Many sound cards have drivers or initialization lines that must be loaded in the AUTOEXEC.BAT or CONFIG.SYS. Some sound cards that require these drivers or initialization routines are the SoundBlaster 16, MAD16 and the Aria 16.

At the end of this document, you will find a section labeled “Sound Card Configuration”. These tables contain the sound card driver and initialization lines for many common sound cards. Check to see if your sound card is on the list. If it is, add the appropriate lines to the AUTOEXEC.BAT and/or CONFIG.SYS on your boot disk when instructed. If your sound card is not listed, check your sound card documentation for information on what needs to load in the AUTOEXEC.BAT and CONFIG.SYS.

STEP 6 CREATING THE CONFIG.SYS FILE ON THE BOOT DISK

To create the CONFIG.SYS file on the boot disk, type the following at a DOS prompt:

```
A: <ENTER>  
CD\ <ENTER>  
EDIT CONFIG.SYS <ENTER>
```

This will display the blank (usually blue) screen of the DOS Editor. Enter the following lines:

```
DEVICE=C:\DOS\HIMEM.SYS  
DEVICE=C:\DOS\EMM386.EXE NOEMS (Do not include this line if playing in Windows)  
DOS=HIGH,UMB  
FILES=30  
BUFFERS=20
```

If you're using MOUSE.SYS to load your mouse, add the following line:

```
DEVICEHIGH=A:\MOUSE.SYS
```

Add the CD ROM device driver you wrote it down in Step 3: “Locating the CD ROM Device Driver” section. If you're playing a standard DOS game, the device driver should look something like this:

```
DEVICEHIGH=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220
```

If you need to load any sound card initialization programs or load any drivers, type them in now. You can copy the appropriate lines from the “Sound Card Configuration” section located at the back of this document. The following example lines are for the SoundBlaster 16:

```
DEVICEHIGH=C:\SB16\DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5  
DEVICEHIGH=C:\SB16\DRV\CTMMSYS.SYS
```

Save the file by pressing <ALT>, <F>, then <S>. Exit the file by pressing <ALT>, <F>, then <X>.

STEP 7 CREATING THE AUTOEXEC.BAT FILE ON THE BOOT DISK

To create the AUTOEXEC.BAT file on the boot disk, type the following at a DOS prompt:

```
A: <ENTER>  
CD\ <ENTER>  
EDIT AUTOEXEC.BAT <ENTER>
```

This will display the blank (usually blue) screen of the DOS Editor. Enter the following lines:

@ECHO OFF

C:

SET COMSPEC=C:\COMMAND.COM

PROMPT SIERRA BOOT DISK \$_\$PSG

PATH=C:\;C:\DOS;C:\SIERRA

If you are using the MOUSE.COM or MOUSE.EXE file to load your mouse, add the appropriate line:

LH A:\MOUSE.COM

Add the MSCDEX line you wrote down in Step 4: "Locating the MSCDEX CD ROM Extension". For example:

LH C:\DOS\MSCDEX /D:MSCD001

Next, add the following line:

LH C:\DOS\SMARTDRV.EXE 512

If you need to load any sound card initialization programs or load any drivers, type them in now. You can copy the appropriate lines from the "Sound Card Configuration" section located at the back of this document. The following example lines are for the SoundBlaster 16:

SET BLASTER=A220 I5 D1 H5 T6

SET SOUND=C:\SB16

SET MIDI=SYNTH:1 MAP:E

C:\SB16\SB16SET /M:220 /VOC:220 /CD:220 /MIDI:220 /LINE:220

C:\SB16\DIAGNOSE /S

Save the file by pressing <ALT>, <F>, then <S>. Exit the file by pressing <ALT>, <F>, then <X>.

STEP 8

REBOOT THE COMPUTER AND START THE GAME

Leave the boot disk in the drive and reboot your system by pressing the <RESET> button on your computer or by using the <CTRL> <ALT> <DELETE> key sequence on your keyboard. Follow the instructions in the game manual to start the game.

SECTION 10: 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, 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 as detailed as possible. Again, feel free to attach additional sheets if necessary.)*

How are you running the program? <i>(Circle one)</i>	* 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 <i>(circle all that apply)</i>	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 <i>(circle)</i> :	INTEL		AMD			CYRIX		NEXGEN			Other:	
CPU Type <i>(circle)</i> :	386SX	386DX	486SX	486DX	Pentium			Pentium Pro			Other:	
CPU Speed <i>(circle)</i> :	25	33	40	50	66	75	100	120	133	150	166	Other:

Total RAM installed in the system in MB <i>(circle)</i>	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 <i>(circle)</i> :	NEC	Mitsumi	Creative Labs	Diamond	Sony	Teac	Other:			
CD ROM Model:				CD ROM Speed <i>(circle)</i>	1x	2x	3x	4x	6x	8x

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

Screen resolution you are using in Windows currently <i>(circle)</i>	640x480	800x600	1024x768	1280x1024	1600x1200 +
Color Depth you are using in Windows currently <i>(circle)</i>	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 <i>(circle)</i>	0	1	3	5	Other:	IRQ <i>(circle)</i>	3	5	7	10	Other:	Port Address <i>(circle)</i>	220	240	Other:
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Disk Compression Software <i>(circle)</i> :	Doublespace	DriveSpace	Stacker	SuperStor	None	Other:
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Please check any steps below which you have tried:

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

SOUND CARD CONFIGURATION

NOTE: The sound card drivers and initialization lines in this section are the default settings for these devices. You should check your AUTOEXEC.BAT and CONFIG.SYS on your hard drive to see if you are using any non-default settings.

Sound Card	AUTOEXEC.BAT	CONFIG.SYS	Notes
Adlib	NONE	NONE	This card supports MIDI only – no digitized sounds.
Aria 16 Common on IBMs	SET ARIA=C:\ARIA SET BLASTER=A220 I5 D1 T5 C:\DOS\SOUNDCLT.COM*	DEVICE=C:\ARIA\BIN\SOUNDCFG.SYS DEVICE=C:\ARIA\BIN\SNDSaver.SYS	*This line is not always present.
Diamond	SET BLASTER=* SET SOUND16=C:\DIAMOND C:\DIAMOND\SNdINIT /B**	NONE	*Check your AUTOEXEC.BAT on the hard drive for the SET BLASTER parameters. **Use /C for Soundblaster mode and /B for Microsoft Sound System mode.
Ensoniq Soundscape Common with Gateway 2000 computers.	SET BLASTER=A220 Ixx Dx SET SNDScape=C:\SNDScape C:\SNDScape\SSINIT	NONE	*Use FM for FM synth, GM for General MIDI and MT32 for Roland MT32 emulation with older drivers. Uses /I to automatically initialize FM and General MIDI with newer drivers. If you have the older drivers, we strongly recommend updating them .
ESS Audio Drive Common on Compaq systems	NONE	DEVICE=C:\CPQDOS\VOLCTRL.EXE* DEVICE=C:\PCAUDIO\VOLCTRL.EXE**	*Loads the DOS mixer. <Ctrl/Right Shift> turn up the volume, <Ctrl/Left Shift> turns it down. **Necessary to load Windows mixer.
Forte 16 Common on Packard Bells	SET BLASTER=* SET GALAXY=* SET SOUND=C:\FORTE16 C:\FORTE16\UTILITY\EMUTSR	NONE	*Check the AUTOEXEC.BAT on your hard drive for these settings. **Enables the Soundblaster emulation.
Gravis Ultrasound or Gravis ACE	SET ULTRASND=* SET ULTRADIR=* C:\ULTRASND\ULTRINIT SBOS.BAT** SET BLASTER=A220 I5 D1	NONE	*Check the AUTOEXEC.BAT on your hard drive for complete SET lines for the GUS. **The SBOS.BAT line must be loaded to enable the card's Soundblaster emulation. This line is not needed for the ACE.
Jazz 16	SET BLASTER=A220 I5 D1	DEVICE=C:\JAZZ\JAZZ.SYS D:* Q:* *D: DMA CHANNEL. **Q: IRQ SETTING.	Specific values and directories may change
Mad 16	SET MAD16=C:\MAD16 SET BLASTER=A220 I5 D1 C:\MAD16\M16INIT /B /M*	NONE	*Use /B switch for Soundblaster mode. Use /M switch for Microsoft Sound System Mode
Mozart Sound Card Common on Canon systems	SET BLASTER=A220 I5 D1 SET SOUND=C:\MOZART C:\MOZART\MTZVOL.EXE	DEVICE=C:\MOZART\MZTINIT.SYS WSS /530*	*WSS /530 Puts the card into WSS mode port 530
Multi-Media Pro 16	SET BLASTER=A220 I5 D1	NONE	*Check the AUTOEXEC.BAT on your hard drive for

	SET GALAXY=* SET SOUND=C:\MMP16P		the full SET GALAXY line.
Mwave Common on IBM Thinkpads and Aptivas	SET BLASTER= SET MWPATH=C:\MWD\MANAGER; C:\MWD\MWGAMES* SET MWROOT=C:\MWD MWGAMES=ON**	NONE	*This is all one line. **ON turns on Soundblaster emulation and OFF turns it off.
Mwave on Acer Machines	None	Rem DEVICE=C:\MWW\MANAGER\ DWCFCGMG.SYS*	*Remove the Remark from this line and it will allow the sound card to initialize in DOS. Run FASTCFG at the c:\ prompt and choose advanced mode to get sound in your DOS games.
Pro Audio Spectrum 16	SET BLASTER=A220 I5 D1	DEVICE=C:\SPECTRUM\MVSOUND.SYS D:*Q:* D: DMA CHANNEL. Q: IRQ SETTING.	<DIR> may be PROAUDIO on older drivers.
Soundblaster AWE 32	SET BLASTER=A220 I5 D1 SET SOUND=C:\SB16 C:\SB16\SB16SET /P/Q C:\SB16\DIAGNOSE /S* C:\SB16\AWEUTIL /S	DEVICE=C:\SB16\DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5 DEVICE=C:\SB16\DRV\CTMMSYS.SYS**	*May be SBCONFIG on older cards. **This line is only required to enable the sound card's CD-ROM interface.
Soundblaster Pro	SET BLASTER=A220 I5 D1 SET SOUND=C:\SBPRO* C:\SBPRO\SBP SET*	NONE	*On newer cards the drivers and such may look like the SB16 except loading out of a different directory.
Soundblaster 16	SET BLASTER=A220 I5 D1 H5 T6 SET SOUND=C:\SB16 SET MIDI=SYNTH:1 MAP:E C:\SB16\SB16SET* C:\SB16\DIAGNOSE /S**	DEVICE=C:\SB16\DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5 DEVICE=C:\SB16\DRV\CTMMSYS.SYS***	*Check the AUTOEXEC.BAT on your hard drive for the complete SET SOUND and SET BLASTER lines.
Sound 16A Common on Packard Bells 2 OF 2**	SET BLASTER=A220 I5 D1 SET GALAXY=* C:\AUDIO\SNDDINIT.EXE /B** SET SOUND16=C:\AUDIO	NONE	*Check the AUTOEXEC.BAT on your hard drive for the complete SET GALAXY line. **Use /B switch for SB mode **Use /M switch for Microsoft Sound System Mode
Sound 144 Common on Packard Bell	SET BLASTER=A220 I5 D1 SET GALAXY=* SET SOUND=SOUND144 C:\SOUND144\UTILITY\SETMODE /SBP**	NONE	*Check the AUTOEXEC.BAT on your hard drive for the complete SET GALAXY line. **Use /SBP for Soundblaster mode and /MSS for Microsoft Sound System mode.
Vibra 16	SET BLASTER=A220 I5 D1 H5 T6 SET SOUND=C:\VIBRA16 SET MIDI=* C:\VIBRA16\DIAGNOSE /S** C:\VIBRA16\MIXERSET /P/Q	DEVICE=C:\VIBRA16\DRV\VIBRA16.SYS DEVICE=C:\VIBRA16\DRV\CTMMSYS.SYS	*Check the AUTOEXEC.BAT on your hard drive for the complete SET MIDI line. **Older cards may use SBCONFIG instead of DIAGNOSE.