

SimCity 2000 For Windows

Last Minute Info 16 March, 1995

Please read all of this document - it's important! Really!

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Using Write to View This Document

To make this document easier to read, you can enlarge the Write window to its maximum size. To do so, click the Maximize button in the upper-right corner of the window. Or open the Control menu in the upper-left corner of the Write window (press ALT+SPACEBAR), and then choose the Maximize command.

To move through the document, press PAGE UP or PAGE DOWN. Or click the arrows at the top and bottom of the scroll bar along the right side of the Write window.

To print the document, choose Print from the File menu.

For Help on using Write, press F1.

Technical Help

If you're having trouble running SimCity 2000 for Windows or are getting error messages (heaven forbid!), here are some tips concerning these issues. These tips were written by the Ninja Masters of Maxis Technical Support and contain enough information to make you an expert too. You may also be bored and want to make sure that we can actually spell and write documents with correct syntax. Read on, O Seeker of Knowledge...

Installation Problems

On some machines, the SimCity 2000 installer may report a General Protection Fault after you enter the path where you wish SimCity 2000 to be installed. If this happens, try running SETUP with the parameter NO_CHECK. To do this, open your **Program Manager**, and in the **File** menu, select **RUN...** In the **Command Line** box, type

A:SETUP NOCHECK

(or if your 3.5" drive is your B: drive, type **B:SETUP NOCHECK**)

then click on **OK**. You will get a warning that you are installing with the NOCHECK parameter specified -- this means that the installation program will not check to see if you have enough hard drive space free, or if you have enough memory to run the program, and will automatically install to C:\SC2K4WIN (the default directory). Click on **OK** to continue with the installation. By using the NOCHECK parameter, you will bypass the Registration Information, which is where the Mayor Name that is used when creating new cities is stored. To change your Mayor Name, in the **Program Manager**, select **File**, and then **Run...**, and in the **Command Line**, type in **NOTEPAD SC2K4WIN.INI**, then click **OK**. The second line will say **Mayor Name=Installed With**

NO_CHECK. Highlight this with your mouse, and type in your name. If desired, do the same for Company Name. When you are done, select the Notepad's **File** menu, and select **Save**, then **File**, and **Exit**. Your copy of SimCity 2000 for Windows will now be registered to you.

System Conflicts

Conflicts are rare but they can occur. If you are using other programs in Windows that load on startup, you may want to disable those programs to prevent potential conflicts and free up additional memory and system resources. The most common potential conflicts come from screen savers. If you are using a screen saver other than the default Windows screen saver, you may wish to disable it to prevent conflicts. Some virus protection programs may also conflict with SimCity 2000. If you experience trouble running SimCity 2000 for Windows, try disabling virus protection programs.

The best way to determine if there is something else running in Windows is to press the **{Ctrl}** and **{Esc}** keys on your keyboard at the same time. This will bring up the Windows **Task List**.

The only item shown in the **Task List** window should be **Program Manager**. If there are any other items shown, and you want to disable them, simply click on the item to highlight it and click on the **End Task** button to shut the other programs off. If there are several programs running, hit **{Ctrl}{Esc}** again, and follow the previous steps. Do this until only **Program Manager** is active, then close the **Task List** window. Now run SimCity 2000 for Windows.

SimCity 2000 Crashes!

Some things you can try:

Increase the amount of low memory available in DOS. See your DOS manual for information on increasing the amount of memory available.

If you are getting occasional General Protection Faults in MMTASK or MCISEQ, you can try increasing the amount of buffers being allocated for sounds. To do this, open the Control Panels icon and select Drivers. In the Drivers window, there will be a list of items like "Timer" and "[MCI] Sound". Highlight "[MCI] Sound", and click on the **Setup** button. Usually, the **MCI Waveform Driver Setup** window will be configured for a 4 second buffer. You should try increasing that to 6 seconds.

If the problem persists, you may need updated sound card drivers. To verify this, in the Windows **Program Manager**, select **File**, and then **Run...**, and in the **Command Line**, type in **NOTEPAD SC2K4WIN.INI**, then click on **OK**. In the **[Options]** section, you will see lines that say **Sound=On** and **Music=On**. Highlight the word **On** with your mouse, and change it to **Off** in both lines. Now, click on the Notepad's **File** menu, and choose **Save**, then **File** again, and then **Exit**. Now restart SimCity 2000 for Windows, and see if the error messages go away. If they do, you will need to get updated Windows drivers for your sound card.

If turning off Sound and Music doesn't correct the problem, make sure that you have the most recent version of the video drivers for your particular video card. WinG will usually warn you if your drivers are incompatible, but SimCity 2000 may still have some troubles.

Cirrus Logic Chipset

Certain older drivers shipped with Cirrus Logic video cards may be incompatible with SimCity 2000 for Windows. Make sure you have the absolutely most recent versions of the video drivers for your card or use the Microsoft Generic SVGA drivers, available on most online systems or from Microsoft.

Installing or Running with Windows Shells other than Program Manager

Shell programs are third party replacement programs that you can use in place of the standard

Windows Program Manager, such as HP Dashboard, the Norton Desktop, and XSoft's TabWorks (which comes installed on most Compaq computers). If you are having trouble installing or running SimCity 2000 for Windows, try either turning off the shell you are using, or using that program's File - Run command to run Program Manager. The command line to run Program Manager is **C:\WINDOWS\PROGMAN.EXE**. Once you have installed SimCity 2000, you should be able to close Program Manager and run SimCity 2000 through the shell program you usually run.

Some shell programs simply won't let you run SimCity 2000 for Windows properly. This will depend on which shell you are running. Once you have successfully installed the program, if you find that SimCity 2000 still won't run, try turning off the shell program you have been using.

A Special Note About TabWorks: If you are running TabWorks on your Compaq computer, we STRONGLY recommend the following procedure to eliminate problems with extraneous icon creation and other bizarre problems. First, use the Windows **File Manager** to delete the entire directory where SimCity 2000 for Windows is installed. Then, go to the TabWorks **Options** menu. Select **File Tracking Options**, and deselect (make sure there is no check mark) **Track File Creation** and **Track File Modification**. This will allow you to install SimCity 2000 through TabWorks without having to run Program Manager. Once you are reinstalled SimCity 2000 for Windows, be sure to select **File, Save Book**, or your Maxis Tab and icons may disappear when you exit and restart Windows.

Sound and Music

SimCity 2000 for Windows supports all sound cards that are compatible with Windows 3.1. If you do not have a sound card, you will not hear sound effects or music.

If you do have a sound card, check the **Options** menu while playing SimCity 2000. There are two menu items in the **Options** menu called **Music** and **Sound Effects**. For music and sound effects to play, both menu items MUST be checked.

Your sound card and its Windows software must also be configured for *MIDI music* in order for SimCity 2000 to grace your ears with its sonic beauty. To check this, go into the **Accessories** group and click on the **Media Player** icon. Click on **Device** and then **MIDI Sequencer**, and open the file **CANYON.MID**. Click on the triangular "play" button. If you hear music, all is well and good in the land of the Sims. If, instead, you get some kind of error message (or worse yet, no error, but no music) we'll need to set up your sound card to play MIDI music. Your best bet is, as always, to contact the dealer where you purchased the sound hardware or the manufacturer, but we can offer some general suggestions.

First, you'll need a MIDI driver. This is VERY card specific, but we can at least verify its presence without much trouble. Go into the **Control Panel**, usually located in the **Main** group. Double-click on **Drivers**. We're looking for a driver with the word "MIDI" in it, other than just "MIDI Mapper" (we'll need that one in a minute.) Something like "Creative SB16 MIDI" or "Voyetra SuperSAPI FM MIDI Driver" is a good choice.

If you see it, we're doing fine; if you don't, you will have to install whatever software driver your card requires; check the manual and disks that came with the card, or again, with the vendor in question. The installation is just so system-specific we can't be of detailed enough help.

As long as the driver is there, go ahead and **Close** or **Cancel** the **Drivers** and we want to open up the **MIDI Mapper** (told you we need this one!) Click on the down arrow next to **Name**; ideally we need a "Name" that lists FM, FM Synth or FM Synthesized. If you can't find such a beastie, we can likely make one. Click on **Edit** under **Name**. Each of the sixteen **Ports** should be set to something about FM; if they're not, click on the down arrow next to **Port**. We want to select whatever option we have about FM; again, "Voyetra SuperSAPI FM" or "SoundBlaster Pro FM

MIDI" are the *kind* of thing we're looking for. Choose that option for each of the sixteen channels.

The reason we want "FM" rather than "External MIDI" is that these latter would talk to an external MIDI keyboard or the ubiquitous Roland MT-32 unit; but you would have to have such a gizmo *outside* the computer in order to hear anything. Instead, we use your *sound card* to emulate this.

We also recommend against running other sound-intensive applications (such as using the Media Player to play audio CD's while you play SimCity 2000).

Video, palettes and pictures

What are Video Drivers?

Windows uses a set of programs called **Video Drivers** to control how it accesses your particular hardware to display things on the screen. Usually, the video card that you have installed in your machine will come with a set of video drivers that you can install for use with Windows. Windows comes with some video drivers that work on almost any video card and allow Windows to display 16 colors at a resolution of 640x480 pixels.

What does this have to do with SimCity 2000?

SimCity 2000 was originally written for a 256 color environment. Since many people may only have the generic 16 color video drivers installed or may have video drivers for more than 256 colors, we have allowed SimCity 2000 to run in color resolutions other than 256. Obviously, trying to run a program with 256 color artwork in 16 colors is going to look downright yucky. Additionally, due to the way many high-color and true-color cards work, some animations in SimCity 2000 may not work properly with systems running in more than 256 colors. However, in both cases, SimCity 2000 is still playable, so if you don't have 256 color drivers or are not sure how to install them, you can still play SimCity 2000 while calling your video card manufacturer or reading up on the documentation that came with your video card. For absolutely best results, we recommend that you run SimCity 2000 on a system configured for exactly 256 colors.

The steps to change the type of video driver you are using are system-specific; you may well have an icon in your Control Panel or even a separate group for setting and changing resolutions (screen size) and color depths (number of colors). We recommend that you check with your vendor or manufacturer for information on your display card, but here are some general hints and tips we can run through.

Find the **Windows Setup** icon, usually located in the group **Main**. Check what you are set to for **Display**. If it's just "VGA", that means 640x480 resolution (which is fine) but 16 colors (which we need to change). To change, you will likely need your original Windows disks, so keep them handy. Go to **Options** and choose **Change System Settings**. After clicking on the down arrow on the far right end of the **Display** bar, you'll want to scroll up and down to see the available selections. We want one that lists specifically 256 colors. If you do, select that setting, click on **OK** and insert disks as requested. Let Windows restart itself (click on **Restart Windows**) and off you go. If the driver has already been installed, you *may* not need the disks and you can just select **Current** when prompted.

If you have Windows for Workgroups 3.11, you should see the option for "SuperVGA"; make sure to select one that lists 256 colors. "SuperVGA (640x480, 256 colors)" or "SuperVGA (800x600, 256 colors)" should be good choices. This is a generic Microsoft driver that works with many cards; though it isn't optimized for your card specifically, it should get you going. If you experience problems with it, we would recommend that you obtain a driver that is specific to your card from your dealer or the card's manufacturer. This Microsoft generic driver is available through many shareware dealers or from Microsoft.

>>WARNING!!! This is REALLY, REALLY IMPORTANT!!!<<

If you are running Windows 3.1, and you have *not* installed additional drivers specifically for your

video card, the only 256 color drivers you will have with Windows are for Video 7 (512 KB or 1 MB) video cards, XGA, or 8514a/b. Unless you are **POSITIVE** that you have one of these video adapters in your system, *do not select one of these drivers to configure Windows!* Doing so will most likely *cause* the problem below, and you may need to take rather extreme measures to change back to a useable video driver. If you are going to try *any* video driver that you are not absolutely positive will work with your video card, and you are running a version of DOS older than MS-DOS 6.0, be sure you have a system disk that will fit in your A: drive, or your original DOS installation diskettes handy.

It is possible that after Windows restarts with the new driver that your display will blank out or not function properly. This indicates that you will need a specific driver for your card, but here's how to put things back the way they were. At the **C:\>** prompt, go to the Windows directory (type **CD\WINDOWS {Enter}**) and then start the configuration program (**SETUP {Enter}**). Use the up arrow to highlight the display, then hit **{Enter}** and scroll down to **VGA**. Go back down to **Accept these settings...** and off you go.

Nevertheless, this driver will do the trick in the majority of cases and get you up and running; certainly, if you have it, it's worth a whirl. Again, there's always the SimCity 2000 Help file; just click on the question mark icon. It's got all kinds of groovy screen shots, for one version of Windows anyway, with pretty pictures to make sense of what we're telling you here.

You may also see a message from the Windows Graphics package, WinG. It runs a calibration test the first time it installs to optimize video performance. It may warn you that it is using a slower method of video due to "an older version" of your video card software; SimCity 2000 and WinG will run for now, but we would recommend obtaining an updated version of your display driver (one that is WinG-friendly) at your first convenience, from the dealer or manufacturer of your video card.

Memory Issues

SimCity 2000 for Windows requires that you run Windows in 386 *Enhanced Mode* (Microsoft calls it that whether you've got a 386, 486 or a Pentium). You can check to see if you are in Enhanced Mode by choosing **Help** in your Program Manager, then going to **About Program Manager...** If **About Program Manager** says you are in *Standard Mode*, exit Windows, then restart with the command **WIN/3{Enter}** instead of **WIN**. This will force Windows to start in Enhanced Mode. If you cannot run Windows in Enhanced Mode, please verify that your system meets or exceeds the minimum system requirements printed on the system requirements label on the box your copy of SimCity 2000 for Windows came in.

If you're using Windows for Workgroups 3.11, the only possible mode is Enhanced, so the **About...** box won't mention mode, just free memory. This is normal and cool.

If you don't have enough memory available to run SimCity 2000 for Windows, first ensure that you close any other program that may be running to free up the necessary memory to run SimCity 2000 for Windows. If this doesn't correct the problem, consult your Windows manual and refer to the section entitled MEMORY. There are several different options explained within this area, from editing your startup configuration files to using *Virtual Memory*.

Changing your startup configuration files

If you are running MS-DOS 6.0 or later, exit Windows entirely, and try running MemMaker at the C: prompt. At the C: prompt, type in **MEMMAKER{Enter}**, and follow the prompts on your screen. Use the *Express Setup*, and when you are asked if you use programs that use Expanded Memory, say **NO**. MemMaker will restart your computer several times, and load some or all of your device drivers into upper memory. Once it is done, restart Windows, and try running the program again. If you are using an earlier version of DOS, or are using PC-DOS or DR-DOS, refer to the section of your DOS manual regarding memory. If you are still unable to start the

program, in the Windows **Program Manager**, select **File**, and choose **Run....** In the **Command Line**, type in **NOTEPAD C:\AUTOEXEC.BAT**, then click on **OK**. This will open your AUTOEXEC.BAT file in Notepad. Find the line that includes **SMARTDRV.EXE** (it will be either C:\DOS\SMARTDRV.EXE or C:\WINDOWS\SMARTDRV.EXE, and may have a whole bunch of LH/1234/ in front of it). If there are any numbers after .EXE, change them, or if there are no numbers there, change the line to say:

[anything that was there] C:\DOS\SMARTDRV.EXE 1024 256 [any other options]

or

[anything that was there] C:\WINDOWS\SMARTDRV.EXE 1024 256 [any other options]

Once you have made this change, select the **File** menu in Notepad, and click on **Save**, then select **File** again, and click on **Exit**. Now, exit Windows entirely, and reboot your computer (hit {Ctrl}{Alt}{Delete} all at the same time, then let them all go, or hit your Reset button, or simply turn your computer off, wait about 10 seconds, then turn it back on). Once you are back in Windows, try running the program again.

Using Virtual Memory

Virtual Memory actually uses your system's hard disk drive to temporarily store information that would normally be kept in the system RAM memory. You may run Virtual Memory by following these steps:

(DON'T USE VIRTUAL MEMORY IF YOU ARE USING DISK COMPRESSION!

e.g. DoubleSpace/DriveSpace, Stacker, SuperStor, etc. Most of these programs will come with their own utilities to use virtual memory, so refer to the documentation that came with your compression program for more information.)

1. Open the **Main** window from within the Program Manager.
2. Double-click on the **Control Panel** icon. (This will open the Control Panel window.)
3. Double-click on the **Enhanced** icon (the icon looks like a computer chip -- if it is not there, you are not running Windows in Enhanced Mode. See the instructions above on how to start Windows in Enhanced Mode).
4. Click on the **Virtual Memory...** button located on the right side of the window.
5. This will open the Virtual Memory window from which you can view the current virtual memory settings. You can increase the size by clicking on the **Change** button and increasing the **size** of virtual memory available on your system.
6. Please see your Windows manual for more information concerning virtual memory.

If you have increase your Virtual Memory settings as high as Windows will allow, but you still don't have enough memory free, you should probably exit Windows and run a hard disk optimization utility. If you are running MS-DOS 6.0 or later, there is a utility included called **Defrag**. To run it, exit Windows, and at the C: prompt, type in **DEFRAG{Enter}**. When you have fully optimized your hard drive, try increasing your Virtual Memory settings again, and you should be able to use a larger Virtual Memory swap file.

REMEMBER there's always the SimCity 2000 Help file; just click on the question mark icon. It's got all kinds of groovy screen shots, for one version of Windows anyway, with pretty pictures to make sense of what we're telling you here.

Gameplay Issues

Loading SCURK tilesets

If you have SCURK installed, a new button will appear in the New Game window and a new menu option will become available in the File menu. These will allow you to load Object Sets from the SimCity 2000 Urban Renewal Kit for Windows into SimCity 2000 for Windows. You cannot import .TIL sets from the Urban Renewal Kit for DOS - they must be converted in the Urban

Renewal Kit for Windows. When importing an object set, only the tiles that exist in the set will affect SimCity 2000. If you have an object set with only 2 buildings (such as the Landmark object sets included on the SimCity 2000 CD-ROM collection), only those two tiles will be replaced in SimCity 2000 when loaded.

When you exit and re-load SimCity 2000, it will try and read in the last object set you loaded before the last time you exited SimCity 2000. If it cannot find that object set, it will default back to the original object set.

You may load tile sets on top of object sets to create a completely original set, but when SimCity 2000 is exited and re-launched, only the most recent object set will be loaded.

When loading object sets, you may get a message stating that you are low on memory. SimCity 2000 will do its best to clean up the memory available and give you a chance to exit any other applications you may have running in an attempt to create enough space to load the new object set. SimCity 2000 will keep loading objects from the object set until it does run out of memory, so you may end up with a city that has half original tiles and half new tiles.

Saved Cities

For your simulating pleasure, we have included several saved cities created by various Maxis employees. They are located in your SimCity 2000 directory.

Micro-Simulators

When querying some structures, you get local statistics about that structure. For instance, querying on a Police Station will tell you how many crimes and arrests were handled by that station, and querying on a school will tell you how many teachers and students are attending that school as well as the average grade of the students. Most placeable structures (police, fire, schools, colleges, power plants, the Mayor's House, arcologies, etc.) have these micro-simulators. Some structures share one micro-simulator for all the structures placed. Things like the bus system, railroad depots, marinas, libraries, windmills, and hydroelectric power plants among others have one micro-simulator for each category (one micro-simulator for all the bus stations, one for all the railroad depots, etc.). Where is this all headed, you ask? Well, each city can only have 150 microsimulators in it. If you go beyond that, the structure you place will still affect the simulator globally (police stations will still stop crime, bus stations will still carry passengers, arcologies will still hold people), but you just won't be able to see any local information on those structures. This isn't going to harm your city in any way. We're telling you this because it's pretty easy to run out of micro-simulators in a large city and we don't want you thinking something's wrong.

Terrain Editing

If you are building a city and go into the terrain edit mode, your city will disappear, but any trees or water that you have placed in the city will show up in terrain edit mode. Also, if you have placed a bridge or other structure that automatically builds landfill, the landfill will also show up in terrain edit mode. These can be removed with the Lower Terrain tool.

Airports

Keep in mind when building an airport that it needs space for a runway, or it will not build. The minimum usable airport space is 2 x 6 tiles. Your best bet is to build the airport in 4 x 6 tile increments. And make sure no tall buildings are nearby; SimCity 2000 pilots are not known for their building-avoidance skills! In addition, make sure that your airport is blanketed with power lines. Airports may not initially build unless they are receiving power to certain tiles.

Newspapers

If you are running low on hard drive space, you may experience a problem where multiple

newspaper stories are open at one time. You will need at least 300KB free hard drive space (on the drive that SimCity 2000 is installed to) before starting the game, and this will fix the problem. If you do get multiple stories, you can clear them by pressing **{Enter}**. If you are running into low memory situations, the Newspaper menu item may gray out. Don't be alarmed; it won't hurt anything.

Importing Cities From SimCity Classic and SimCity 2000 Mac

You can load saved cities from both SimCity Classic and SimCity 2000 Mac into SimCity 2000 DOS. For importing purposes, SimCity Windows and SimCity DOS files are identical. To import SimCity Classic DOS and SimCity 2000 Mac saved games, rename the file so that the extension is ".SC2". If the file is from SimCity Classic DOS, SimCity 2000 will ask you if you wish to convert the file to SimCity 2000 format. The conversion will not change the original file unless you save it over the original file. To convert SimCity 2000 DOS files for use in SimCity 2000 Mac you will need to give the file a Filetype and Creator for the Macintosh. The Filetype should be "CITY" and the Creator should be "SCDH". This can be done with ResEdit, Access PC, or one of several other PC to Mac conversion utilities. SimCity Classic Mac cities must be imported into SimCity 2000 Mac before they can be loaded into SimCity 2000 DOS. Not doing so will result in a "Not an IFF file" error message.

SimCity 2000 cannot read SimCity Original (the one with the Red Sheet copy protection) saved games. SimCity Original users can upgrade to SimCity Classic (which includes improved sound support) by contacting Maxis Customer Support at 1-800-33-MAXIS.

Keyboard Commands

Even though SimCity 2000 requires a mouse, there are several keyboard shortcuts that (with practice) can greatly enhance the SimCity 2000 experience.

The **Shift** key has several functions, depending on where you use it:

Holding down the **Shift** key and clicking on a tile in the edit window will have the same effect as using the Query tool on that tile.

Pressing the **Shift** key while placing a draggable item (Zones, Roads, Power Lines, Rail, etc.) BEFORE you release the mouse button will abort the placement of that object. (Note - You may have to move the mouse slightly while the **Shift** key is down for it to register.)

Holding down the **Control** key temporarily turns the cursor into the Bulldozer tool.

Pressing the **Home** key will zoom in one level on your city.

Pressing the **End** key will zoom out one level on your city.

Pressing the **PageUp** key will rotate your city to the right 90 degrees.

Pressing the **PageDown** key will rotate your city to the left 90 degrees.

The Cursor Keys will scroll your city.

Things fixed in version 1.2

You are currently using version 1.2 of SimCity 2000 for Windows. For those of you who have upgraded from version 1.0, here's what's new:

Improved Low Memory Checking

SimCity 2000 will now warn you if you don't have enough free memory to run reliably. Additionally, low memory situations should be much more stable (but not totally - don't say we didn't warn you if you're running low and you crash!).

SCURK Compatibility

SimCity 2000 will now work with the SimCity 2000 Urban Renewal Kit, if you have it. SCURK is cool, go buy it.

African Swallow

At goinpoint, we forced the programmers to remove all safety settings and allow the user to select the infinitely dangerous (and fast) African Swallow speed setting. Caution! Using this setting will cause SimCity 2000 to not draw any screen updates (well, ok, it draws them once every few game-months), not to time itself against your system's MCI clock, and may cause rips in the fabric of the universe if used improperly. If you have selected this newly-declassified speed setting and a disaster occurs, SimCity 2000 will spit you out of Swallow mode so you can fight the forces of evil in real-time.

Several Dozen Bug Fixes

Including several simulator fixes, video card incompatibility fixes, terrain editing fixes, city editing fixes, some hardware compatibility issues (SC2k should run much better if you don't have a sound card. Sound cards are cool, go buy one.)

No, the Microsimulator limit is not "fixed". It's designed to be at 150 and will probably stay that way until the end of time. Sorry.

How to Reach Maxis Technical Support

What You Should Do Before You Call Technical Support

Before you call Technical Support, please be sure that you have read this Read Me file and any other appropriate material. When you are at your wit's end, scratching your head and grumbling, read on to find out what we would like you to have ready when you call, so that we can get you running as quickly as possible. It will save both you and our overworked technicians lots of time and aggravation!

What You Should Have With You When You Call

1. Have a print-out of your **WIN.INI** and **SYSTEM.INI** files as well as your **CONFIG.SYS** and **AUTOEXEC.BAT** files. You can easily print all of these files by typing **MSD {Enter}** at the C:\ prompt. This will run the *Microsoft Diagnostics* program which will allow you to print out a report of your system. If you can't print out your system files (you don't have a printer), it isn't the end of the world, as long as you are at your computer when you call! Make sure that your computer system meets or exceeds the requirements defined on the SimCity 2000 system label. The system label is located in the lower-left portion on the front of the box.
2. If you are getting error messages or General Protection Faults (GPFs), write down exactly what the error message says. That will help us diagnose the problem.
3. Write down all of the steps you have taken to solve the problem. If we know what you've already done, we may be able to get you running faster.
4. Have your program disks, your manual, and your Addendum available and within easy reach.

Where You Should Be When You Call

Please, please call us from your computer! We need to have you at your computer to explore your system to identify what is causing your problem.

Let's Do the Numbers!

There are a number of different options that you can use to contact Technical Support. The first is by telephone, but this may not be the best option for you. If you decide that you would like to call and hear a friendly voice, you'll find the number and hours of operation for Technical Support listed on the Maxis Maxims sheet, included in the box your program came in. There is lots of other useful info there, so keep your Maxis Maxims somewhere handy.

We are present on all of the major on-line services if you subscribe to any of these. If you don't currently subscribe, many on-line services will give you a 30-day trial membership. Refer to the Maxis Maxims for more information on signing up. On AOL, just e-mail to "Maxis", or use keyword "Maxis". On CompuServe, do "GO GAMBUP" and leave a message in the Maxis forum.

NEW! Internet users! We can be reached on the Internet via e-mailing to **SUPPORT@MAXIS.COM**; we have a microscopic ftp site at **ftp.netcom.com** in the **/pub/ma/maxis** directory, which we are hoping to expand soon.

If you have a modem, on-line support is often a better option for you. We maintain a BBS that is free-of-charge (excluding long distance charges from your phone company) to all registered users of Maxis products. The BBS number is (510) 254-3869 and it is available 24 hours a day, 7 days a week. We support up to 14.4k bps and have four nodes. The settings are 8-N-1. You can also find the latest FAQs (Frequently Asked Questions), hints and tips from other users and other good stuff.

Introducing Maxis Technical Support...

Make sure you register your software! We've included a handy little postcard for you to send in. This will entitle you to FREE Technical Support for the life of the product. The product life ends when a new version is released or the product is discontinued.

And now what you've all been waiting for. Here's a little bit about the support staff: It just wouldn't be fair to give you all of this information without mentioning a little bit about the guys in Technical Support. No, they didn't make or write the code and no, they didn't write the manual, but they do provide support for the product which far outlasts jelly doughnuts (and other comestibles).

Customer Support Manager:

Roger Johnsen
The Troops:
Joy Carchidi
Chris Charman
Shannon Dawes
Jeff Feil
Leo Kunkle
Lisa Laverty
Kirk Lesser
Owen Nelson
Aaron Shephard
Brian Smith

Also - Special Thanks to Kevin Endo and Simon Slavin for compiling the FAQs and everyone who contributed to them (a list far too long to fit on this disk)

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