

# **Interplay Productions Reference and Troubleshooting Guide**

**If any parts are missing or defective, do not return this product.  
Please call our technical support for assistance.**

## **Returns**

Because of the advanced techniques currently in use in the process of burning CD's, it is very rare that a CD itself will be damaged or corrupted enough for your game to work incorrectly. Many times a quick call to our technical support line will get you up and running. Please contact technical support if you believe you have a bad CD, or a damaged product. Our trained technicians will be able to diagnose and in most cases correct your problem without ever needing to exchange your CD.

## **Support Information**

Phone Number:	714-553-6678
Fax:	714-252-2820
Email Address:	support@interplay.com
WebSite:	<a href="http://www.interplay.com">http://www.interplay.com</a>
Snail Mail:    ATTN:	Customer Service Interplay Productions 16815 Von Karman Irvine, CA 92606

On these pages you will find technical information regarding the most common problems we experience with any of our titles. Most of the problems we experience can be corrected by following the enclosed directions. If you are encountering a problem with one of our titles, please read through the following information for instructions on how to ideally configure your system for any DOS/Windows based game.

## Interplay Productions Reference/Troubleshooting Guide

- A. OPERATION OF DOS GAMES THROUGH OPERATING SYSTEMS OTHER THAN DOS**
- B. WINDOWS TROUBLESHOOTING**
- C. DOS - MEMORY TROUBLESHOOTING**
- D. SOUND CARD TROUBLESHOOTING - SOUND CARD GENERAL SETUP INFO**
- E. DOS - MOUSE TROUBLESHOOTING**
- F. VIDEO TROUBLESHOOTING - VESA INFORMATION**
- G. DOS/WINDOWS - BOOT DISK INSTRUCTIONS**

### **A. OPERATION OF DOS GAMES THROUGH OPERATING SYSTEMS OTHER THAN DOS**

#### **A1. Windows 3.X**

We do not recommend or support operation of any DOS based titles through Windows 3.X. To exit Windows into DOS, in Program manager, click on 'File' and then 'Exit', to enter DOS. You should be placed at a C:\ prompt. From here, follow the instructions in your game manual to run the game through DOS.

#### **A2. Windows95**

Although Windows95 is very friendly towards the majority of DOS based games, you will experience the best performance in true DOS. If you encounter any problems running a DOS based game through Windows95 we recommend you restart the computer into MS-DOS mode, and try the game from there. (Click on 'start' on your taskbar, then click on 'shutdown', and select 'restart the computer into MS-DOS mode'). If you experience trouble with your CD-ROM (for example, get an error message that states 'Invalid Drive Specification') or Sound Card in DOS, your system may not be configured for operation through DOS. Some Windows95 systems are shipped without DOS based CD-ROM or Sound Card drivers installed. Contact your computer manufacturer for these drivers.

#### **A3. OS/2, UNIX, Windows NT**

We do not support operation of any DOS based titles through any of these operating systems. Please restart your computer into a DOS partition, and execute the program from there.

### **B. WINDOWS TROUBLESHOOTING**

#### **B1. DirectX Problems (This section pertains only to Win95 users)**

The most common cause of problems with a Windows95 native product are incompatibilities with DirectX and hardware. If you are having trouble with sound or video with a native Windows95 game, there is a good possibility that some of your hardware is experiencing difficulty communicating with the Microsoft DirectX drivers. To test your current hardware drivers for DirectX compatibility, click on your 'start' button at the left hand corner of your task bar. (On most systems, this is at the bottom left of the screen.) Then select 'find', and then 'files or folders'. In the 'named' selection, type in 'DXSETUP', and hit enter. This should locate the file 'DXSETUP.EXE'. (If this file is not found, DirectX has not been correctly installed on your system. Rerun the games installation program to install DirectX, or download the most current version from Microsoft's web site.) Double-click on 'DXSETUP.EXE'. This will bring up a small box that shows you the various DirectX drivers, and also lets you know whether or not your current drivers are DirectX certified. If any of the drivers are not certified you could experience problems with DirectX titles. If your drivers are not fully certified you must update your drivers. Please contact your hardware manufacturer or Microsoft to see if there are certified drivers available for your hardware.

#### **B2. Color Palette Problems**

Most of our current Windows titles are designed to run at a display setting of 640x480 with 256 colors. If you are trying to start a Windows game and are experiencing strange colors, or the game does not start at all, try changing your display settings to correct this problem. In Windows95, right click on your desktop, and select 'properties'. Click on the 'settings' tab. Change your 'color palette' to 256 colors, and your 'desktop area' to 640x480. Reboot the computer, and now try starting the game. To change your settings in Windows 3.1, double click on your control panel icon (which is located in the 'main' group), and then double click on the icon marked 'display'.

### **C. DOS - MEMORY TROUBLESHOOTING**

If you are experiencing difficulties starting the game, or are receiving 'out of memory' error messages, we recommend that you create a boot disk to remove any possible conflicts and free up all available memory. Although we have provided instructions on how to create a boot disk manually in this guide, we highly recommend that you use our automatic boot disk maker, 'BOOTME', which should be located on the root directory of your CD-ROM.

To use BOOTME in DOS:

At a DOS prompt, type 'D:' and hit enter. Then type 'BOOTME' and hit enter (This example assumes that your CD-ROM is drive letter 'D'. If your CD-ROM uses a different drive letter, replace 'D' with that drive letter.) Follow through the on screen instructions to create your boot disk.

To use BOOTME in Windows95:

Click on the 'start' button on your taskbar. Select 'run' from the menu, and on the command line type 'D:\BOOTME' and hit enter. (This example assumes that your CD-ROM is drive letter 'D'. If your CD-ROM uses a different drive letter, replace 'D' with that drive letter.) Follow through the on screen instructions to create your boot disk.

If BootMe was not included on your CD-ROM, you may download a copy from our website, [www.interplay.com](http://www.interplay.com), or call our technical support line and request that a free copy be mailed to you.

### **" I don't want a boot disk to mess up the way my computer normally starts."**

A boot disk will not modify your current boot configuration. When you first turn on or reboot your computer, it looks to your floppy drive A to see if there is a system (boot) disk there. If there is, then the computer is started from that floppy disk. If there is not, the computer then looks to your primary hard drive (C:) for bootup instructions. So by using a boot disk to make changes to the autoexec.bat and config.sys files, you can change your memory settings without affecting your normal system. To get things back to normal after starting your computer with a boot disk, simply remove the disk, and restart your computer. When the computer restarts, it will look for the boot disk in the floppy drive A, and not seeing one there, it will boot up with your regular autoexec.bat and config.sys files from your hard drive.

## **D. SOUND CARD TROUBLESHOOTING**

### **D1. General Tips**

If you are having any sound troubles with your game, make sure that you are loading all necessary DOS drivers for your sound card. Many computers that are shipped with Win95 as their primary operating systems often times do not have all necessary drivers loading. Without these drivers, your DOS game may not function as it was designed. The game locking up, getting a black screen, or not giving any sound can be indications that these drivers are not loaded on your computer. You may want to contact your sound card manufacturer to get updated DOS drivers and installation help if this is the case. Your sound card manufacturer may also have information on how to make your sound card more Sound Blaster compatible.

### **D2. Auto-Detection**

The auto detection feature of our games are normally very accurate when trying to determine what type of sound card you have. However, sometimes you will still experience sound problems with this type of detection. This is can be caused by a wrong sound card setup or from not having necessary DOS drivers loaded. If the game has trouble autodetecting your sound card, you may have to manually enter your sound cards setting. See the following section for information on determining your sound cards settings.

### **D3. Sound Card Settings**

At a DOS prompt, type 'SET', and hit enter. If your sound card is configured for operation in DOS, there should be a line listed there that resembles the following:  
SET BLASTER = A220 I5 D1 T4 The A is the port address of the card, the I is the IRQ, and the D is the DMA. If you are unsure of your sound cards settings (or you have no set blaster line), try configuring it as a Sound Blaster Pro, with Port Address 220, IRQ 5, and DMA 1. This is the most common setting for a Sound Blaster compatible card. Most games are designed to utilize a card that has an IRQ of 5 or 7. If your sound card uses a non-standard IRQ, such as 2 or 10, you may experience problems with some DOS games. If your card uses these settings and you do experience sound problems, we recommend that you contact your sound card manufacturer for information on how to configure your card on a more standard setting.

## **E. DOS - MOUSE TROUBLESHOOTING**

### **E1. General Tips**

If your mouse is not being detected by the game, or if your mouse is not responding, you may not be loading a DOS mouse driver. Many systems come with a Microsoft mouse driver which is normally called either MOUSE.COM or MOUSE.EXE. However, if neither of these are on your system, you could have a mouse driver with a different name if you are not using the Microsoft driver. You may want to contact the mouse manufacturer to get an updated DOS driver if you do not have either of these two drivers on your system, or if these drivers do not work with the mouse you are using.

**\*NOTE:** Even though your mouse may work with all of your windows programs, this does not mean that you are loading a DOS mouse driver. Windows has its own windows drivers for your mouse that is used by all windows programs.

### **E2. Mouse is erasing parts of the screen**

This problem is actually more likely related to your VESA driver than your mouse. Please refer to section F, 'Video Troubles', for additional information on VESA drivers.

## **F. VIDEO TROUBLESHOOTING**

### **F1. VESA - What is it?**

VESA stands for Video Electronics Standards Association. This is a driver that is used by programmers to work with the multitude of video cards that are being sold without having to know how each individual card works. Some video cards have this type of a driver loaded within their BIOS. And some video cards use a vesa driver that must be loaded manually or through a batch file each time the computer is started.

### **F2. VESA related troubles**

One common problem that people sometimes experience with out dated vesa drivers is for parts of the screen to get erased while moving the mouse around. Other vesa problems that are sometimes experienced are scrambled pictures on the screen, or a blank screen. The best thing to do when this happens is to get an updated VESA driver. Technology is constantly changing, and as it does, from time to time, drivers need to be updated to keep up with it.

### **F3. Where to get a VESA driver?**

The best place to get a VESA driver is from the video card manufacturer. There are also several shareware and some freeware ones on the market as well, but these can be tricky to find and will not always work as good as one straight from the manufacturer who designed the video card. If you cannot contact your video card manufacturer, we recommend that you use Scitechsofts universal VESA driver, 'Display Doctor'. This is available for download from their website, [www.scitechsoft.com](http://www.scitechsoft.com).

### **F4. SVGA and video card RAM**

For most games that require SVGA, your video card will need 1 Meg of video RAM. If your card has less than 1 meg of RAM, you may experience difficulties.

## F5. When I try to start the game, my system locks at a blank screen.

Although this problem may appear to be video related, it is most commonly caused by an incorrect sound card setup. To test this, try rerunning the game's setup program, and selecting 'no sound'. If the game works without sound, please refer to section D - Sound Card Troubleshooting.

## G. DOS/WINDOWS - BOOT DISK INSTRUCTIONS

Making a generic boot disk for DOS Games:

If you do not want to make a boot disk by hand, you can use our automatic Boot Disk Maker, BootMe, to create a boot disk for you. Complete instructions on how to use BootMe, and where you can find a copy of it are located in section C - DOS memory troubleshooting. It is highly recommend that you print out a copy of your autoexec.bat and config.sys in advance before making the boot disk. You will be able to refer to it for adding your sound, CD-ROM and mouse lines. To do this in windows, go to [Windows 3.1 - File/Run] [Win95 - Go to Start/Run] and put in the command line: SYSEEDIT

Go to File/Print and print out both the autoexec.bat and config.sys. You may need to click on its title bar to bring a window on top to print it. When you exit, make sure you answer NO if it asks you to save the file.

From DOS, type:

```
CD\  
PRINT AUTOEXEC.BAT  
PRINT CONFIG.SYS
```

\* If you are not sure on the lines to include in your autoexec.bat and config.sys, try BOOTME.EXE or mail/email your autoexec.bat and config.sys files to us. You can cut and paste them in SYSEEDIT (instructions on SYSEEDIT in the first paragraph).

### These following instructions are assuming you are using MS-DOS 6.

Special changes or instructions for Win95 are in {Win95- } if needed.  
Example: {Win95- Shutdown and restart in MS-DOS mode}

- 1) Insert a disk into drive A. (Must be drive A, not B)
- 2) From the C prompt, type:  
FORMAT A: /S
- 3) Switch to the A:\> prompt, type:  
A:

- 4) Make a A:\CONFIG.SYS, type:  
C:\DOS\EDIT A:\CONFIG.SYS  
{Win95- C:\WINDOWS\COMMAND\EDIT A:\CONFIG.SYS}

- 5) Put the following lines in the screen:  
DEVICE=C:\WINDOWS\HIMEM.SYS

(If your game needs EMS memory, include your EMM386.EXE device driver here. A sample line will be given below. The actual directory where yours is located might be different)

```
DEVICE=C:\WINDOWS\EMM386.EXE RAM 2048 I-B000-B7FF  
DOS=HIGH  
BUFFERS=30  
FILES=60
```

(Place your Sound Card line(s) and CD-ROM line here. Here are some sample lines from a Creative Labs CD-ROM and sound card. Yours will be different and may start with DEVICE-HIGH):

```
DEVICE=C:\SB16\DRV\CTS16.SYS /UNIT=0 /BLASTER=A:220 I5 D:1 H:5  
DEVICE=C:\SB16\DRV\CTMMST5.STS  
DEVICE=C:\SB16\DRV\SB16.SYS /D:MSCD001 /P:220
```

- 6) Save and exit the editor.

- 7) Make an A:\AUTOEXEC.BAT, type:  
C:\DOS\EDIT A:\AUTOEXEC.BAT  
{Win95- C:\WINDOWS\COMMAND\EDIT A:\AUTOEXEC.BAT}
- 8) Put the following lines in the editor screen:  
@ECHO OFF  
PATH C:\;C:\DOS  
{Win95- PATH C:\;C:\WINDOWS;C:\WINDOWS\COMMAND;}

(Place your Sound Card, CD-ROM's MSCDEX and Mouse lines here. Here is a sample set from a Creative Labs Sound Blaster 16. Yours will be different and may start with a LH):

```
SET SOUND=C:\SB16  
SET BLASTER=A220 I5 D1 H5 P330 T6  
SET MIDI=SYNTH:1 MAP:E  
C:\SB16\DIAGNOSE /S  
C:\SB16\SB16SET /P /Q  
C:\WINDOWS\MSCDEX.EXE D:MSCD001 /M:10  
C:\MOUSEMOUSE
```

{Win95- Do not put in all 'REM - By Windows95 ...' so that your lines start with C:\ or LH}

(If you downloaded a Microsoft mouse driver, copy the file onto your boot disk and add the line below instead of the C:\MOUSEMOUSE line above. ):

```
A:\MOUSE
```

(Downloading and using an actual Microsoft mouse driver is highly recommended if your game is having strange problems, freezing or crashing.)

```
C:  
PROMPT SP My boot disk SG (optional)  
CD\INTRPLAY\STONKEEP (or the path of the game you are playing)
```

To use the boot disk, make sure you have exited Windows completely, Shutdown Win95, make sure the computer is turned off. Put the disk in drive A (must be drive A, not B) and reboot or turn on your system. When you are finished with the game, exit, remove the boot disk and reboot or turn on your computer.