

Ultima® VII

PART TWO

SERPENT ISLE™

INSTALL GUIDE

*Congratulations on your purchase of ULTIMA VII Part Two: Serpent Isle. The following instructions describe how to get Serpent Isle from the floppy disks onto your hard disk drive. Don't worry if you've never installed a game on your hard drive before. You can safely stop the installation process at any time. You can also re-run the install program at any time. If you have any trouble installing the game, see **Troubleshooting**. Remember, you can safely quit and start over at any time!*

We strongly recommend that you make a floppy boot disk to play Serpent Isle!

Note: ORIGIN does not test or support use of disk compression utilities with our games.

QUICK INSTALLATION

1. Turn on your computer and wait for the DOS prompt.
2. Insert disk 1 into a floppy drive.
3. Type the letter of that drive followed by a colon and press **[Enter]**.
(For example, A: **[Enter]**.)
4. Type INSTALL and press **[Enter]**.
5. Follow the instructions provided by the installation program. For more details, see **Installation Options**, below.

Note: At the beginning of the installation process, the program will determine whether you have a 386-based computer, and whether the chip is a "Step B" version of the Intel 386. The Step B chip, an early version of the 386, has proved to be incompatible with some PC software and may prove unreliable when you play *Serpent Isle*. If you do have a Step B chip, you will be asked whether you wish to continue. You may wish to see your dealer about a CPU upgrade.

INSTALLATION OPTIONS

The install program asks where to put *Serpent Isle* on your hard disk, and asks which, if any, sound card(s) you have. Press **[Esc]** at any time to safely cancel the installation process.

First, follow Steps 1 through 4 of **Quick Installation**. Then:

1. Choosing a Disk Drive

The first installation screen lists disk drives that can contain *Serpent Isle*. Press the letter corresponding to the hard drive of your choice. (If no disk drive has at least 25 megabytes available, you can not install the game until you free more space.)

2. Creating a Directory

Next you are asked to name the directory that will contain *Serpent Isle*. If you want a directory name other than \SERPENT, backspace and type a new name. Press **[Enter]** when you are ready to continue.

3. Selecting a Music and Sound Effects Card

Next you are asked what sound cards, if any, you have. To hear *Serpent Isle*'s speech, sound effects or music, you must have a sound board. The PC speaker is not supported. Use **↑** and **↓** to select among:

- No sound card
- Ad Lib
- Sound Blaster
- Sound Blaster Pro
- Roland MT-32 or LAPC-1 (Select this if you have only a Roland or both a Roland and Sound Blaster/Sound Blaster Pro and wish to use the Roland for music and the Sound Blaster for digitized speech.)

Press **Enter** when you have highlighted your choice.

If you select Roland, another screen appears, asking which card you wish to use for digitized speech. Use **↑** and **↓** to select among:

- I don't have a speech card
- Sound Blaster
- Sound Blaster Pro

4. Assigning IRQ and DMA Numbers (Sound Blaster and Sound Blaster Pro only)

If you choose Sound Blaster in Step 3 (either originally or after selecting Roland), you will have to tell the installation program the "Base IO" and "IRQ" settings for your sound card. If you have a Sound Blaster Pro, you will also need to know what DMA channel it uses. The factory default settings are Base IO: 220H, IRQ7 and DMA channel 1. Use **↑** and **↓** to highlight each appropriate selection, then press **Enter**.

If you are not certain what selection to make, use the default settings suggested by the installation program. See **Troubleshooting** for more information. If any difficulties arise from incorrect sound board settings (e.g., you hear no sound,

speech stutters or the game aborts), re-run the installation program from the hard drive and change your selections.

5. Confirming Your Configuration

You will be asked if the options you selected are correct. If they are, press **Y** ("yes"); if not, press **N** ("no"). Pressing **N** does one of two things: If you're installing the game from floppy disks, this option returns you to Step 1 (**Choosing a Disk Drive**), as described above; if you're re-running the installation program from your hard drive (to change one of your configuration settings, for example), pressing **N** returns you to Step 3 (**Selecting a Music and Sound Effects Card**).

When you press **Y**, the program begins copying files from the floppy disks to your hard drive. After the game is installed, a window appears comparing your configuration with that required to run *Serpent Isle*. If the two are compatible, the window indicates such with an "OK."

However, if your configuration does not match that required by the game, you may need to make some changes. The two most common problems are not enough DOS memory (see **Available Memory** and **Freeing RAM**) and incompatible memory managers (see **VOODOO**). Problem areas are noted with the words "NOT OK." If this happens, you have one of two options:

- You can let the install program make a "bootable floppy" for you. This is a floppy disk with a usable configuration on it (see **Making a New Floppy Boot Disk**). Turning your computer on with this disk in your "A" drive will allow you to play without changing your normal system configuration.
- You can alter your computer's configuration yourself. The following sections provide information you will need to do this. If you are unfamiliar with DOS, be careful if you choose to alter your configuration. Always consult your DOS manual before making any change you don't fully understand.

CHANGING YOUR CONFIGURATION / RE-INSTALLING

At some point, you may want to re-install the game (in order to change or add a sound card, or to adjust the IO/IRQ/DMA settings, for example). To do this, you don't need to use the floppy disks that came with the game — you will be re-installing from files and data already on your hard disk.

1. Type the letter of your hard drive followed by a colon and press **Enter** (for example, C: **Enter**).
2. Type CD\ followed by *Serpent Isle*'s directory name (CD\SERPENT, if you chose the default directory), then press **Enter**.
3. Type INSTALL and press **Enter**.
4. Follow the instructions under **Installation Options**, above.

When you re-install the game from the original floppy disks, you have the opportunity to DELETE the games you have already saved, or SAVE them. Selecting the second option allows you to change your configuration but does *not* overwrite any saved games, maintaining them for your continued adventuring

VOODOO AND 386 (OR HIGHER) SYSTEMS

Only processors as powerful as the 386 and 486 are capable of handling a game as advanced and complex as *Serpent Isle*. The game world is more detailed than ever, requiring more and faster access to all system memory. Expanded Memory Specification (EMS) permits access to memory, but is too slow when working with large amounts of data. On a 386/486, special software is necessary to convert Extended Memory into EMS memory, which is a slow process. To deliver the best gaming worlds to players in this world, ORIGIN has always pushed the limits of game technology. With VODOO technology, ORIGIN is able to take full advantage of the power locked inside your 386/486 system.

VOODOO

Serpent Isle uses a special memory manager called "VOODOO." This manager, created by ORIGIN, comes with your *Serpent Isle* game. VODOO will run on any 386SX or higher IBM PC compatible computer. It uses extended memory, so it can co-exist with the HIMEM.SYS driver. However, HIMEM.SYS is not necessary for VODOO memory to function.

Expanded Memory (QEMM, 386^MAX or EMM386). Expanded Memory (EMS) is *not* compatible with VODOO. If you are using an expanded memory manager (such as QEMM, 386^MAX or EMM386) you must remove it to run *Serpent Isle*. (An easier alternative is to boot from a floppy disk that ignores your installed memory manager — see **Making a New Floppy Boot Disk**.) If you do not know how to do this (and if the following instructions don't help), please call ORIGIN Customer Service for assistance.

If you *are* familiar with this process, disable the EMS memory manager. The acceptable minimum configuration is an AUTOEXEC.BAT with this line in it:

```
C:\MOUSE\MOUSE.COM
```

and a CONFIG.SYS file with these lines:

```
FILES=25
```

```
BUFFERS=25
```

If you wish to retain your original CONFIG.SYS file, refer to your DOS manual for how to give it another file name before making the changes necessary to run *Serpent Isle*.

HIMEM.SYS and XMM. As mentioned above, an extended memory manager (XMM) such as HIMEM.SYS (which is compatible with MS-DOS 3.3 or higher) is compatible with VODOO, and does not require disabling.

Disk Caches. If you have more than two megabytes of RAM, a hard disk cache will increase the speed at which the game runs. However, if you have a hard disk caching program that also caches the *floppy drive*, we recommend that you disable the floppy caching before installing or running the game. Again, if you are unsure, consult your documentation or call ORIGIN's Customer Service department for assistance.

AVAILABLE MEMORY

Your computer must have at least 640K of RAM plus one megabyte of extended memory to play *ULTIMA VII Part Two: Serpent Isle*. Regardless of the amount of RAM in your computer, you must have 535,000 bytes (523K) free to run the game. Sound and speech options can push this total to 587,000 bytes (573K).

To find out how much free RAM your computer has, run the DOS programs CHKDSK, by typing CHKDSK at the root directory prompt (e.g., C: CHKDSK), or MEM, by typing MEM. On most machines, CHKDSK and/or MEM will be located in the \DOS directory. When you run CHKDSK, look at the last line of the information presented to see how much free RAM you have; when using MEM, the third line provides the desired information. For example, CHKDSK or MEM might tell you that the system has 565,239 bytes free. This would be enough to run the game without sound or speech, but not enough to run the full sound/speech installation.

If you have less than the required amount of free RAM, you will not be able to run the game until additional memory is freed.

MAKING A NEW FLOPPY BOOT DISK

If you do not want to reconfigure your system, you can make a bootable DOS system floppy disk to start your computer prior to play. The installation program gives you this option; if you select it, the program will create a bootable floppy disk for you. Boot your computer with this disk in drive A and you shouldn't have to worry about available memory or memory management issues.

If the boot disk created by the installation program doesn't free up enough memory, DOS 5.0 owners can add the HIMEM.SYS and DOS = HIGH commands to the CONFIG.SYS file on their boot disk, as described in **Freeing Ram**, below.

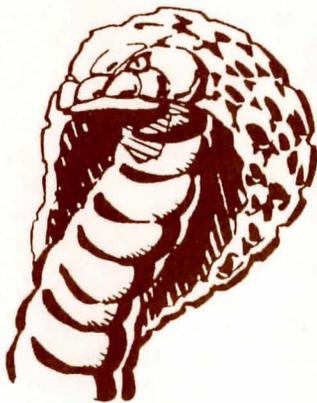
FREING RAM

If you are familiar with the process involved in freeing memory, you can:

- Remove any disk caches from your configuration.
- In your CONFIG.SYS file, use the DOS=HIGH command, if you use DOS 5.0. Make sure the "DOS=HIGH" line appears after the line "DEVICE=HIMEM.SYS" and that you include the proper path for the HIMEM.SYS file. (For example, if HIMEM.SYS is found in your \DOS directory, the line in your CONFIG.SYS file would read: "DEVICE=C:\DOS\HIMEM.SYS".)
- Remove from your AUTOEXEC.BAT and CONFIG.SYS files any memory-resident programs ("TSRs") that are unnecessary for system usage. You can view these files with Edlin or Edit, the text editors included with various versions of MS-DOS.

Consult your DOS manual for more information on these procedures. If you are not familiar with the process of freeing RAM, please call ORIGIN Customer Service before changing your system configuration.

Never delete your AUTOEXEC.BAT or CONFIG.SYS files completely — without them, your computer will not function.



TROUBLESHOOTING

Serpent Isle fails to load or run properly.

- You may need to remove your expanded memory manager. (See **VOODOO: Expanded Memory**, above.)
- You may not have enough free RAM. Run CHKDSK or MEM to determine your computer's available RAM. Free up RAM if necessary. (See **Available Memory**.)
- You may have a memory-resident TSR program that conflicts with the game. Boot the computer from a DOS system floppy disk or remove memory-resident programs before running the game. (See **VOODOO** and **Making a New Floppy Boot Disk**.)
- You may have filled all free space on the active disk drive. At the DOS prompt (e.g., "C:."), type DIR to check available hard drive space. This lists a directory of your drive's contents and, following the directory, states how many bytes are free. Remember, you need at least 25 megabytes free on your hard drive to load *Serpent Isle* and 535,000 to 587,000 bytes of free RAM to run the game.
- Some disk compressors, like Stacker, may not be compatible with *Serpent Isle*. Utilities like Stacker require a substantial amount of low RAM (often as much as 45K). To play *Serpent Isle* using a disk compressor, you must free enough RAM to meet both the game's needs and the needs of your disk compression utility. To determine how much free RAM you need, add the requirements for the game (listed above) to the requirements for your compression utility (consult the documentation that came with the disk compressor you use). Running a compression utility with a full installation of *Serpent Isle* may require more RAM than you can free — try re-installing the game with no sound, a configuration that requires less memory.

Music and sound effects are too soft on a Sound Blaster Pro.

- Use the "SBP-SET.EXE" program to increase the FM level of your Sound Blaster Pro. We recommend a minimum setting of 12 (out of 15) for this purpose. Consult the documentation that came with the Pro for more details.

Speech fails to work after playing for a short while.

- You may have chosen an incorrect IRQ setting during installation. Re-run the install program to change the IRQ. (See **Changing Your Configuration / Re-Installing**.)

Speech skips lines of dialogue.

- You may have an IRQ conflict. This means that another card is operating on the same IRQ level (e.g., both the sound card and the printer are set at "IRQ 7"). This problem is especially common with mouse cards and fax cards. Re-install the game from the hard disk and change your sound board's IRQ setting so it doesn't conflict with other hardware. (See **Changing Your Configuration / Re-Installing**.)

The mouse pointer doesn't respond properly.

- *Serpent Isle* supports the Microsoft mouse and Microsoft mouse driver, version 7.0. Some other mouse brands and drivers may not be compatible.

The game runs too slowly.

- Your hard drive may be fragmented. Run an optimization program. See your retailer about an optimization program if you don't have one.
- Your computer may not be fast enough to run the game effectively. The minimum configuration is a 16 megahertz 386-based IBM PC or 100% compatible machine, but the game was optimized for 386DX+ machines. Some older and/or slower machines may not be powerful enough for maximum game performance.

- You may be able to use a disk caching program. If you have four or more megabytes on your machine, a disk caching program can speed up your game. See your retailer about such a program.

None of the above suggestions seem to help.

If you cannot solve a problem with *Serpent Isle*, please call ORIGIN Customer Service at (512) 335-0440, Monday through Friday, between 9 a.m. and 5 p.m., Central time. Have the following information ready, if possible:

- which version of DOS you use,
- free RAM (from CHKDSK or MEM),
- your mouse and mouse driver type,
- your graphics card,
- your machine type,
- your sound board(s),
- the contents of your CONFIG.SYS and AUTOEXEC.BAT files,
- whether you use Windows or a DOS shell.



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ORIGIN/FX SCREEN SAVER

If you own a copy of the *ORIGIN FX Screen Saver*, you can set it up so it can access the introduction and endgame from your *Serpent Isle* game. You may set up your screen saver to include art from *Serpent Isle* at any time after both *Serpent Isle* and *ORIGIN FX Screen Saver* have been installed on your hard drive. To configure *ORIGIN FX* so you can view selections from *Serpent Isle*, first make sure that *ORIGIN FX* is not currently running. Then:

1. Install both *Serpent Isle* and *ORIGIN FX* (if you have not already done so).
2. Run Windows and bring up the Program Manager, as you would normally.
3. Pull down the "File" menu and select "Run."
4. When the Run window appears, type the letter of the drive in which you installed *Serpent Isle*, followed by a colon and a backslash ("\"), then the directory into which *Serpent Isle* was installed, then another backslash and then the word "setup" (e.g., C:\SERPENTSETUP). Select "OK."
5. When prompted, enter the name of the directory in which you installed *ORIGIN FX Screen Saver*. Type the drive letter, colon and backslash, followed by the name of the directory (e.g., C:\ORIGINFX). Select "OK."

The Setup program will automatically modify all the necessary game and screen saver files, allowing your *ORIGIN FX Screen Saver* to display images from *Serpent Isle*.

Contact ORIGIN Customer Service if you encounter any problems or have any questions.

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