

Interplay Productions

Reference and

Troubleshooting Guide

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 of our titles.

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

TECHNICAL SUPPORT

TROUBLESHOOTING DOCUMENTS ONLINE!

Interplay Productions Technical Support offers troubleshooting guides with installation and setup instructions as well as information that will help you over some the most common difficulties. If you have access to the World Wide Web or if you use AOL, you can find these at <http://www.interplay.com/support/>

Here you will find troubleshooting information on as well as information on regular system maintenance and performance.

DirectX <http://www.interplay.com/support/directx/>

Joysticks <http://www.interplay.com/support/joystick/>

Modems and Networks <http://www.interplay.com/support/modem/>

(For **game-specific** information and additional troubleshooting, visit our main page at <http://www.interplay.com>)

If you have questions about the program, our Technical Support Department can help. Our web site contains up-to-date information on the most common difficulties with our products, and this information is the same as that used by our product support technicians. We keep the product support pages updated on a regular basis, so please check here first for no-wait solutions: <http://www.interplay.com/support>.

If you are unable to find the information you need on our web site, please feel free to contact Technical Support via e-mail at support@interplay.com. We also offer support service via phone, fax, or letter. Please be sure to include the following information in your e-mail message, fax, or letter:

- **Title of Game**
- **Computer manufacturer**
- **Operating system (Windows 95, DOS 6.22, etc.)**
- **CPU type and speed in MHz**
- **Amount of RAM**
- **Sound card type and settings (address, IRQ, DMA)**
- **Video card**
- **CD-ROM**
- **Mouse driver and version**
- **Joystick and game card (if any)**
- **A copy of the CONFIG.SYS and AUTOEXEC.BAT files from your hard drive**
- **A description of the problem you're having**

If you need to talk to someone immediately, call us at (949) 553-6678 Monday through Friday between 8:00AM-5:45PM Pacific Standard Time. Please have the above information ready when you call. This will help us answer your question in the shortest possible time. For information pertaining to your specific title, press :1: on the main menu and listen carefully to all prompts. All titles are listed alphabetically. After you have selected your title, the most common difficulties will be listed. If the difficulty you are having is not listed or you need additional assistance, you may press "0" on your game's main menu, and you will be transferred to a Technical Support Representative from 8:00AM-5:45PM PST, Monday-Friday with our automated wizard available 24 hours a day, 7 days a week. **No hints or codes are available from this line. You must call Interplay's HINT Line for hints, tips, or codes at 1-900-370-PLAY (1-900-451-6869 \$1.25 in Canada only). You must be 18 years +, have a touch-tone phone, and the cost is \$0.95 per minute.**

Interplay Productions Support Fax:

(949) 252-2820

Interplay Productions Technical Support:

16815 Von Karman Avenue Irvine, CA 92606

HOW TO REACH US ONLINE

World Wide Web:

Access our Web Site at <http://www.interplay.com>

FTP:

Access our FTP Site at <ftp://www.interplay.com>

Internet E-mail:

support@interplay.com

AOL:

From the channel screen, click on the internet button, then click on the go to the Web button, and in the address section type <http://www.interplay.com/support/>

SECTION 1A

Interplay Productions Reference/Troubleshooting Guide

This game requires that you have Microsoft's DirectX installed on your system and that all your hardware, including your sound and video card, are DirectX certified. The newest version of DirectX available to us should be included on the Game CD and can be installed by choosing "Install DirectX" when given the option while installing the title. The most common problem with DirectX games is the drivers that are in use for your sound card and your video card. If you have problems with the game, you should always contact your video and sound card manufacturer (either through their web sites or over the telephone) for information on obtaining the latest drivers for that hardware. The majority of problems that we experience with any of our titles now stem from systems that are using older drivers.

For examples of some problems you may experience with DirectX see Sections B1 & B2 below. If you are having any of these difficulties, You will need to check the DirectX support of your computer. You can check your system for DirectX as follows We have designed several web pages with visual examples that should make your troubleshooting easier. If you have access to the world wide web, we recommend that you visit the following website - www.interplay.com/support/directx

Our DirectX pages contain all of the following information, as well as showing you screenshots to guide you through the troubleshooting process.

If a program has been designed to work under DirectX a system may experience strange errors if DirectX is not installed or is not working properly. You will want to make sure that DirectX has been installed and that all drivers in the system are compatible with DirectX. The version of DirectX that the game requires should be within a DIRECTX folder on the games CD. The current end-user version of DirectX should also be available for download from **Microsoft's website**. The procedure for checking DirectX will differ depending on which Microsoft operating system and/or what version of DirectX you are running. Please select your configuration from the following options. After you have identified and checked your certification dependent on what version you are running, please read through section A2.

With Windows®95 and any version of DirectX up to version 5.2

You can check for a proper DirectX setup by doing the following:

1. Click on **START**
2. Choose **FIND**
3. Choose **FILES & FOLDERS**
4. In the **NAME** field type **DXSETUP**
5. Make sure the "Look In" has the **C** drive selected.
6. Click **OK**

Down at the bottom of the FIND window a DXSETUP.EXE should be found. If it is not found you will need to obtain DirectX. This can usually be found within a DirectX folder on the CD. **If DXSETUP.EXE is found you should double-click on it.**

A screen should appear that states your hardware devices, and their DirectX certification.

Windows®98 ships with a new version of DirectX5. If you have not installed DirectX6, and have Windows®98

You can check for a proper DirectX setup by doing the following:

1. Click on **START**
2. Choose **FIND**
3. Choose **FILES & FOLDERS**
4. In the **NAME** field type **DXINFO**
5. Make sure the "Look In" has the **C** drive selected.
6. Click **OK**

Down at the bottom of the FIND window a DXINFO.EXE should be found. You will need to double-click on it.

A screen listing your hardware and its DirectX certification will appear.

The screen that appears is a split window. On the left-hand side, at the bottom, you will find a section entitled DirectX Drivers. It lists the drivers being utilized by the DirectX subsystem. At the end of each of the lines it should show **CERTIFIED**.

Windows®95 or Windows®98 with DirectX 6

You can check for a proper DirectX setup by doing the following:

1. Click on **START**
2. Choose **FIND**
3. Choose **FILES & FOLDERS**
4. In the **NAME** field type **DXDIAG**
5. Make sure the "Look In" has the **C** drive selected.
6. Click **OK**

Down at the bottom of the FIND window a DXDIAG.EXE should be found. You will need to double-click on it.

A screen listing your hardware devices and their current DirectX certification should appear.

The screen that appears has multiple tabs along the top. You will want to click on the **DirectX Drivers** tab. All of the drivers are listed along the top section separately and you will find a "Notes" field along the bottom. Within the notes field any problems encountered will be listed.

SECTION A2

If one or more of the items does not say **CERTIFIED**, this is most likely causing the problem you are having. Most often, the drivers that are not certified are either the Primary Display Driver and/or the Audio driver. Most manufacturers of video cards and sound cards are releasing updated drivers for Windows 95 to meet the DirectX standard. You will want to contact the manufacturer of any component that is not supported and ask them about obtaining drivers that support DirectX. If you experience trouble finding **CERTIFIED** drivers for a device, please be sure to download the newest End-User version of DirectX from Microsoft's website. Often the newer versions have support for hardware that was previously unsupported by DirectX. They should have a copy of direct-x at the following URL: <http://www.microsoft.com/directx>

If all of your drivers say **CERTIFIED** and you are still encountering problems, you may be running an outdated or older version of DirectX. Again, please check Microsoft's website for the newest available end user version of DirectX.

SECTION B1

When a DirectX driver is not certified, a number of problems can occur. Here are a few examples:

If your sound card does not support DirectX, you may encounter any one of the following problems:

- You may hear static during the game.
- You may hear stuttering, especially when a character speaks in the game.
- There may be no sound at all.
- The sound may work fine for a while, then suddenly stop. The game may lock-up, or otherwise fail to initialize.

SECTION B2

If your video card does not support DirectX, any of the following video problems may occur:

- **DirectX may change your existing video driver to an inappropriate driver.**
- **Black Screen: Your screen may go black but the sound and music will continue to play.**
- **Corrupted Graphics: You might see horizontal or diagonal lines all over the screen.**
- **Strange Colors**
- **Slow Graphics: The gameplay may be slow and choppy.**
- **Double Vision: Images on the screen may appear blurred, or appear twice.**
- **Your game may freeze when you exit it.**

*NOTE

If you continue to experience 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 Windows, double click on 'My Computer', and then double click on 'Control Panel'. Double click on 'Display', 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.