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Sound

Unable to Hear Test WAV File
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Unable to Detect Sound Card with DAC
Unable to Detect Sound Card with MIDI

Unable to Hear Test WAV File

In order to hear a .WAV (or <u>WAVE</u>) file, you must have a sound card that has a <u>DAC</u> or <u>DSP</u> chip.   The DAC/DSP chip on a sound card allows the computer to play back live recorded sound effects and live speech segments.   If you currently do not own a sound card that has a DAC or DSP chip, you will not be able to hear the recorded audio segments or speech passages within this Sierra product.

Related Topics:

<u>Drivers</u>
<u>Mixer</u>
<u>Speakers</u>

Drivers

If you have a sound card with <u>DAC</u> or <u>DSP</u> capability and you did not hear the audio selection within the Sierra Setup Utility, you will want to verify that the appropriate sound <u>drivers</u> are loaded into your Windows configuration.   Your sound card should have been packaged with a disk which contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

To verify that your Windows drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment. Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation.

<u>Sound Card Manufacturer List</u>

Mixer

Many sound cards include a set of Window utilities which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your <u>MIDI</u> volume level and <u>DAC</u> or Digital Audio level.   Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the audio plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities.

<u>Sound Card Manufacturer List</u>

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Unable to Hear Test MIDI File

In order to hear a .MID (or MIDI) file, you must have a sound card that is able to play back synthesized sound effects.   Generally, such cards take advantage of the Windows MIDI Mapper.   If you currently do not own a sound card that utilizes the MIDI Mapper, you will not be able to hear the MIDI music segments within this Sierra product.

Related Topics:

Drivers
Mixer
Speakers

Drivers

If you have a sound card and you did not hear the music selection within the Sierra Setup Utility, you will want to verify that the appropriate sound <u>drivers</u> are loaded into your Windows configuration.   Your sound card should have been packaged with a disk which contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these music selections.

To verify that your Windows drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment. Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation. NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

<u>Sound Card Manufacturer List</u>

Mixer

Many sound cards include a set of Window utilities which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your MIDI volume level and DAC or Digital Audio level.   Make sure that your Synth or MIDI sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the music plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities.

The music might not be playing if you do not have the MIDI Mapper Patch Map set up correctly for your sound card.   The MIDI Mapper sets up the number of instruments or "voices" that a sound card is capable of playing.   Generally, there are two types of MIDI Maps that are set up to play music within Windows: BASIC and EXTENDED.   BASIC MIDI Maps use active channels 13-16 and are capable of playing four "voices" at a time.   Extended MIDI maps utilizes MIDI channels 1-10 and are capable of playing 8 or more "voices" at a time.   To determine if your sound card can best be configured for BASIC or EXTENDED MIDI, and/or to receive more information how to set up a MIDI Map, please consult your sound card documentation.

Sound Card Manufacturer List

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Unable to Detect Sound Card with DAC

In order to use this Sierra product, you must have a sound card that has a <u>DAC</u> or <u>DSP</u> chip.   The DAC/DSP chip on a sound card allows the computer to play back live recorded sound effects and live speech segments.   If you currently do not own a sound card that has a DAC or DSP chip, this game will not function.   Please consult your game manual for Sierra's refund/exchange policy.

Related Topics:

<u>Drivers</u>
<u>Mixer</u>
<u>Speakers</u>

Drivers

If you have a sound card with <u>DAC</u> or <u>DSP</u> capability and you did not hear the audio selection within the Sierra Setup Utility, you will want to verify that the appropriate sound <u>drivers</u> are loaded into your Windows configuration.   Your sound card should have been packaged with a disk which contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.

To verify that your Windows drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment. Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation.

<u>Sound Card Manufacturer List</u>

Mixer

Many sound cards include a set of Window utilities which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your MIDI volume level and DAC or Digital Audio level.   Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the audio plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities.

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Unable to Detect Sound Card with MIDI

In order to use this Sierra product, you must have a sound card that is capable of playing .MID or MIDI files.   The synthesizer chip on a sound card allows the computer to play back synthesized sound effects which allows you to hear music and other sound effects within your Sierra game.   If you currently do not own a sound card that has a synthesizer chip, this game will not function.   Please consult your game manual for Sierra's refund/exchange policy.

Related Topics:

Drivers
Mixer
Speakers

Drivers

If you have a sound card with synthesis capability and you did not hear the music selection within the Sierra Setup Utility, you will want to verify that the appropriate sound <u>drivers</u> are loaded into your Windows configuration.   Your sound card should have been packaged with a disk which contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.

To verify that your Windows drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment. Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation.

<u>Sound Card Manufacturer List</u>

Mixer

Many sound cards include a set of Window utilities which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your MIDI volume level and DAC or Digital Audio level.   Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the audio plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities.

Sound Card Manufacturer List

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Video

Unable to Display Proper Graphics Resolution/Colors

The Sierra Setup routine has determined that this computer system does not have the correct Windows Video driver installed to operate this Sierra game title.   For optimum display performance, the majority of Sierra titles require an SVGA-256 color Windows driver that is specifically created for your video card by your video card manufacturer.

Video Card Manufacturers

Related Topics:

Drivers

Drivers

To determine which type of video driver you are currently using under your Windows environment, double-click on you MAIN program group within the Program Manager, then double-click on the WINDOWS SETUP icon.   The selection next to the DISPLAY line will tell you which driver is currently loaded.

If the display line indicates you are using a VGA driver, you will most likely want to utilize a different video driver.   The VGA display driver is a standard Windows driver that is automatically installed when you initially install Windows.   This driver is only capable of displaying 16 colors on the screen at once. Sierra products require the capability of displaying 256 or more colors on the screen.   Should you find that you need to update your video driver to operate this Sierra game title, consult your Windows and/or your video card manual for complete instructions on how to update your video driver.

WARNING - It is important that you use a video driver that was specifically made for your video card.   If you use a video driver that was designed for a different brand of video card, it is possible that you will see distorted graphics or a blank screen when attempting to start Windows.   For additional information or assistance, please consult your Video card documentation or contact your video card manufacturer.

Video Card Manufacturers

Memory

[Not Enough Memory](#)
[Virtual Memory Required](#)

Not Enough Memory

When conducting the Memory test routine, the Sierra Windows Setup program reported that this computer does not have enough RAM to run this game.   You will need to verify that you have enough RAM installed on your system in order to operate this game properly.   On the side and/or bottom of your Sierra game box, there is a requirements label which will outline the specific amount of RAM required for this game.   Generally, this requirement is 4 Megs.

Related Topics:

Verify Available Memory
Close Active Programs
Virtual Memory

Verify Available Memory

To see how much memory you have, go into your Program Manager, pull down the FILE Menu, and select the RUN option.   At the Command Line prompt in the RUN Window, type: MSD <ENTER>.   This will take you into the Microsoft Diagnostics utility.   At the main screen, the second option on the left hand side is labeled: MEMORY.   The values right next to the Memory option will indicate how much Conventional, Extended, XMS, and EMS memory that is installed within your system.   Simply add these values together.   If these values when totaled are more than 384K short of the requirements needed to run this game, then most likely this system does not have the RAM required to run this game.

Close Active Programs

If you have determined that you have the memory requirements, then make sure you have closed all active programs.   If you have any programs that are minimized within Program Manager, single click on the <u>Application</u> Icon and select the CLOSE option from the pop-up menu that appears.   You might also find that it is helpful to disable any Screen Savers, Virus Detection Utilities, Sound Utilities, or Font Manager utilities such as Adobe Type Manager.   When these applications are active, they are taking away valuable memory resources which may be required to install or run this Sierra program.

Virtual Memory

You might also want to try using the Virtual Memory option within Windows if you are running in Enhanced Mode.   Virtual Memory utilizes a <u>SWAP file</u> which allow you to use part of you hard drive space as simulated <u>RAM</u>.   A swap file is a feature which enables you to get the most out of your system.   The drawback to using your hard drive as simulated memory is the access speed -- the transfer speed of the hard drive is much slower than the access needed for the computer to retrieve information from RAM.   Consult your Windows documentation for information about setting up the Swap File and enabling Virtual Memory.

Virtual Memory Required

This Sierra <u>application</u> requires that the Virtual Memory option be used.   Virtual Memory utilizes a <u>SWAP file</u> which allow you to use part of you hard drive space as simulated <u>RAM</u>.   A swap file is a feature which enables you to get the most out of your system.

Related Topics:

<u>Verify Virtual Memory</u>
<u>Enabling Virtual Memory</u>

Verify Virtual Memory

To verify that you are using Virtual memory, double-click on the Control Panel within the MAIN program group under Program Manager.   Within the Control Panel, double-click on the 386 ENHANCED icon. If you do not have a 386 ENHANCED icon within the Control Panel, then you are not running Windows in Enhanced mode.   This Sierra program requires that Windows operate under 386 Enhanced mode. Please consult your Windows documentation for information about launching Windows in Enhanced mode.

Enabling Virtual Memory

Within the 386 Enhanced Window, click on the Virtual Memory button on the right hand side. You will see a Virtual Memory window appear. The Drive: option indicates the physical location where the SWAP file is created. The Size value indicates the size (in Kilobytes) of the swap file, and the Type setting indicates the type of swap file (i.e. permanent or temporary). For optimum performance, Sierra recommends you set up a Permanent swap file 4,096K in size.

NOTE - A swap file must be created within a NON-COMPRESSED partition on your hard drive. If you are using disk compression utilities such as Stacker, SuperStor, DoubleSpace or DriveSpace, do not create a swap file on the compressed sections of the hard drive. Sierra also recommends that you scan your hard drive for any lost allocation units or other errors and optimize your hard drive before creating a SWAP file. Use the Scandisk command, the chkdsk command, or any third party hard drive maintenance utility and correct any FAT errors that are discovered. Once any potential errors have been corrected, use an optimization utility such as DEFRAG with DOS 6.0 or above, or a third party optimization software package. Consult your Windows documentation for more information about Virtual Memory and/or the Swap file.

Hard Drive

Setup Cannot Find a Drive with Enough Disk Space

The Sierra Setup program has scanned your computer system, and could not find a hard drive or storage device that has enough storage space to hold all of the game files.   To free up more hard drive space, you may need to delete any unnecessary files to make room for the Sierra game.   This setup routine should tell you how much space is required, and how much hard drive space is needed for the installation.

NOTE - if you are using a disk compression utility such as Stacker, SuperStor, DoubleSpace or DriveSpace, then you may need to free up twice as much hard drive space than is required by the game.   Sierra game files reside on the hard drive in a pre-compressed state.   Because of this fact, compression utilities are unable to compress the game files down any further.   Since the compression utility is unable to compress these game files, the game will require double the amount of compressed hard drive space in order to copy all the game specific files onto the hard drive.

The Selected Drive Does Not Have Enough Space
The hard drive you chose to install the Sierra game does not have disk space.   Please select another drive location or delete any unnecessary files or programs from the chosen drive before attempting to install the game once again.   For information about deleting files from your hard drive, please consult your Windows or MS-DOS documentation.

Compressed Drive Space Questionable

If you are using a disk compression utility such as Stacker, SuperStor, DoubleSpace or DriveSpace, then you may need to free up twice as much hard drive space than is required by the game.   Sierra game files reside on the hard drive in a pre-compressed state.   Because of this fact, compression utilities are unable to compress the game files down any further.   Since the compression utility is unable to compress these game files, the game will require double the amount of compressed hard drive space in order to copy all the game specific files onto the hard drive.

Before accepting the option to install the game onto your hard drive, make sure you have at least twice as much compressed hard drive space available.   Otherwise, it is possible that your computer will run out of hard drive space when attempting the installation.

No Sierra Products Found

The Sierra Setup program could not find any Sierra products installed on the hard drive of this computer system.   Thus, the Install, Test Hardware, Register, and Uninstall functions are not available.   You must first make sure that the Sierra program is installed on the hard drive before these options will be available.

This dialog might also appear if a complete installation of the Sierra game was not accomplished, or there was a problem with the installation.   Delete all associated game files from the hard drive, deactivate any screen savers, virus detection utilities, undelete utilities, and/or third party <u>shell</u> programs such as Norton Desktop, PC Tools, Kid's Desk, or Dashboard before attempting to install this Sierra product again.   For information about how to disable these utilities and/or shell programs, please consult your program documentation.   Sierra recommends installing the game under the true Program Manager shell for optimum installation.

Uninstall

You have selected the Uninstall feature.   If you select the YES button, Uninstall will remove all game associated files from your hard drive.   If you select No, you will be returned to the main menu of options.

NOTE - any <u>drivers</u> that were installed to your system such as the runtime versions of Video for Windows or AutoDesk Animator will remain on the hard drive even if the Uninstall option is invoked.   To remove these drivers, you will need to double-click on the Main program group within the Program Manager.   In the Main window, double-click on the Control Panels.   Once in the Control Panel window, double-click on the drivers icon.   On the left hand side you will see a scroll listing of all the drivers installed within Windows.   To remove the Video for Windows or AutoDesk Animator files, simply highlight the name of the driver by single clicking on it, and select the REMOVE button with the list of options on the right hand side.   Once you have removed the unneeded drivers, you must restart Windows for the changes to take effect.

Be sure not to delete any other drivers if you're unsure of what their functions are.

Select the Location for the Sierra Program

In order to install this Sierra program, you must designate a location or directory where the game specific files are stored.   If this is your first Sierra game title, then the Setup program will create a SIERRA directory within the location you specify, and then create a Game directory within the Sierra directory.   If you already have a SIERRA directory created, then the Setup program will create a Game directory within the pre-existing SIERRA directory.

The Setup program will scan your hard drive(s) and will offer a suggested location to install the game. Choosing the YES button once this suggestion has been made will copy all game files into the specified location and create all necessary directories.   If you select the NO option, the Setup routine will prompt you to specify a specific location by selecting an appropriate directory within the directory selection dialog box.   Choosing the Cancel option will abort the installation process and take you back to the main menu.

Windows

Incorrect Windows Version

Apparently, this system does not have a version of Windows that is required to run this game.   Please check the side or bottom of the original game box for details about the specific version of Windows that is required to run this game.   Make sure that your computer system meets all the requirements outlined on the box requirement label.

Hardware

Incompatible Processor

The Sierra Setup Program has determined that this computer does not have the appropriate processor (or <u>CPU</u>) to run this game.   Please refer to the programs requirement label on the box for specific information about the requirements needed to operate this game.   If your system does not meet these requirements, then please refer to the Sierra game manual for the refund and exchange policy.   If your system does meet these requirements, then close any active applications before attempting to re-run the Setup routine.

No Joystick Driver Installed

In order for the joystick control option to work with this Sierra game, you must install a joystick driver for Windows.   Drivers are special instruction files written by your joystick manufacturer which tells the computer how to interpret the input signals received from the joystick.   If these drivers are not loaded, Windows will not know how to recognize or interpret these signals.

To add a joystick driver, double click on the MAIN program group within Program Manager.   Next, double-click on the Control Panel icon.   Within the Control Panel Window, double-click on the Drivers icon.   Within the drivers selection, click on the ADD button.   From the Add window, select the "unlisted or update" option and insert the disk with the updated joystick driver you wish to add.   Type in the path to the location of the joystick driver and click on the OK button.   Once the driver has been added, you will need to restart Windows for the changes to take effect.   For more information, please consult your Windows documentation for complete details about installing and updating windows drivers.   Should you need further assistance, please contact you joystick manufacturer.

No Joystick Installed

The Sierra Setup routine could not detect a joystick on this system. Verify that the joystick is connected to the computer through a game port. If the joystick is active, make sure that the game port is active. If you are using a game port that is built into your controller card, make sure that the proper jumper is set so it is active. For more information, please consult your hardware documentation or contact your hardware dealer.

If you are using the game port built into the sound card, make sure you have not deactivated the game controller jumper or set up an inactive game port switch within the sound card device statement within the CONFIG.SYS or AUTOEXEC.BAT. For more information about the game port functions with your sound card, please consult your sound card documentation or sound card manufacturer for more information.

Make sure that you have only one active game port. If you have two or more game ports active, the Sierra Setup routine might not know which game port to conduct the joystick test. If you have more than one active game port, you will need to disable one. Please consult your hardware documentation or dealer for specifics.

Joystick Calibration

The Joystick Calibration Window allows you to calibrate the joystick.   Proper calibration of the joystick will insure that you will be able to accurately control game movement with the joystick.   NOTE - Calibration within this screen might not be the only place you will need to calibrate the joystick.   This Sierra game might have a specific calibration routine within the game itself.   Check your Sierra game manual for specific information about specific game calibration.

If you have calibrated your joystick and find that you are continuing to experience control problems, then you might want to consider purchasing a dedicated game controller card.   Game ports that are built into I/O Controller cards or sound cards were based off of a game port design that was created with the original PC Junior.   Thus, these built in game ports might not control game movement effectively on today's faster computer systems.

A dedicated speed-adjustable joystick controller card is an effective and inexpensive way to get around joystick control problems.   Please consult your hardware dealer for a list of dedicated game controller cards which will work with your computer system.

Printer Not Found

The Sierra Setup routine could not find a printer connected to this computer system.   If you have a printer, make sure it is connected to the computer and that the printer is turned on.   If your printer is connected and the power light is enabled, then you will want to make sure that your printer's Windows driver is installed correctly.   Drivers are special instruction files written by your printer manufacturer which tell the computer how to communicate with your specific printer.   If these drivers are not loaded, Windows will not be able to tell the printer to print.

To make sure that your printer driver is loaded, double-click on the Main program group from within the Program Manager.   Within the Main Window, double-click on the Control Panel icon.   You should now see an icon labeled Printer within the Control Panel Window.   Double-click on the Printer icon and see which driver is listed under the default printer option.   If there is no printer driver set up as the default printer, you will need to add or set up the appropriate driver.   For complete driver installation instructions, please consult your Printer documentation or contact your printer manufacturer.

Setup

Insert Next Disk

The Setup routine is requesting the next disk to be inserted into the floppy or CD drive.   Make sure that the specific Disk or CD that the computer is requesting is inserted into the drive you originally initiated the Setup routine.   If the correct disk is in the drive and you continue to receive this message, then you will want to check and verify that the files on this disk are intact.

Related Topics:

Verify File Existence
Verify Disk Integrity
...Try, Try Again

Verify File Existence

If you continue to have problems, cancel out of this installation.   Go into Program Manager and double-click on the MAIN program group.   Locate the File Manager icon and double-click on it.   Make sure the disk that was having problems being detected is still in the appropriate drive.   Once File Manager appears, click on the drive letter icon on the top portion of file manager just under the pull down menus. Verify that there are one or more files on that disk.   If no files appear, then you will need a disk replacement - please consult your Sierra game manual for complete disk replacement policy instructions.

Verify Disk Integrity

If there are files on the disk, then you will want to check the integrity of the disk in question.   Exit to a DOS prompt, and go to the appropriate drive prompt (for example if the disk in question is in your A drive, type: A: <ENTER>).   At the drive prompt, type: CHKDSK <ENTER>.   If CHKDSK reports that there are problems with this disk, consult your SIERRA game manual for the disk replacement policy. NOTE - if errors are found on the program disk, maintenance utilities which correct problems on disks or hard drives will most likely not fix the problems properly.   Sierra highly recommends conducting a disk replacement.

...Try, Try Again
If the disk appears to pass the CHKDSK test, try the Setup process one more time.   You might want to exit out of any active programs, disable any disk caching utilities, virus detection software, or Undelete utilities before attempting to install the game again.

Setup Program Interrupted

The installation of this Sierra program has been interrupted.   This interruption has occurred because the Cancel option was selected.   If you wish to abort the installation of this program, select the YES dialog button.   NOTE - if you select YES, any files that have been copied into the game directory will still reside on the hard drive.   You must manually delete these files using File Manger or by using the Uninstall option within the Sierra Setup program.   If you select the NO option in the Abort Installation dialog box, installation will continue.

Setup Program Ran Out of Memory

The Setup of your Sierra program was aborted because there was not enough free RAM to complete the installation process.   If you have any active programs that are running or minimized, try closing these applications and start the installation process one more time.   Also, verify that your system has enough physical memory in order to run this program.   System requirements are located on the side or bottom section of the box.

File Not Found

The Sierra Setup program could not find one or more of the program files.   This most likely is the result of having the wrong disk in the floppy drive - verify that the correct disk that the installation program requested is in the drive.   If you received this error message with a CD version of the program, examine the CD to make sure there are not finger prints, smudges, dust, scratches, or other foreign objects on the CD surface.

If you continue to have problems, you might have a defective set of disks.   Please consult your Sierra game manual for the disk exchange policy.

Could Not Create Game File

The Sierra Setup program could not create the specific file in the location that you choose to install the game.   This problem could occur for the following reasons:

1)   The directory which you wish to install the program may be write-protected.   If you are installing the game on a network drive partition, the setup program might be trying to write a file to a locked network drive.   Make sure that the location where you selected to setup the Sierra family program is not write protected or locked.   The best solution is to install the game to a local hard drive and operate the game from that location.

2)   If you are writing over a file of the same name that is a "read-only" file, the setup program will not be able to update the specific file.   Make sure the game is installed to a location where all files can be read or written.   Please consult your Windows documentation for information about how to make the files readable and writeable.   If you are using MS-DOS, you can use the ATTRIB command - consult your MS-DOS manual for complete instructions on how to use this command.

3)   The computer may have run out of hard drive space during the installation of the game.   If you are using disk compression software such as DriveSpace, DoubleSpace, Stacker, and SuperStor, make sure you have at least twice as much hard drive space as the game requires.   Sierra files reside on the hard drive already compressed.   Since the Sierra files are already compressed, disk compression software utilities can not compress the game files.   Thus, you will need twice as much hard drive space available to compensate for the fact that Sierra game files can not be compressed.   Make sure that you have plenty of hard drive space available before attempting to install the Sierra game.

Incorrect Setup Version

The Sierra Setup program that you used to attempt to install, register, uninstall, or test the hardware configuration was not specifically designed to work with this Sierra program.   This can happen if you attempt to run a Setup program from the hard drive which was designed for a different Sierra product. The best way to work around this problem is to run the Setup program from the Sierra program disk.

CD ROM

CD ROM Drive Not Detected

The Sierra Setup program could not detect an active CD drive configured for your computer system. Please verify that your CD is detected by your system.   To see if the CD drive is being detected, go into Program Manager.   From Program Manager, double-click on the Main program group.   Within the Main Window, double-click on the File Manager icon.   Once in file manager, look at the drive icons that appear just below the pull-down menus.   Verify that your CD drive letter icon appears.   If the icon appears, then make sure you have your Sierra CD in the CD ROM drive.

If no drive letter icon appears within File Manager, then make sure that you are loading the appropriate CD ROM drivers and MSCDEX.   Please consult your CD ROM documentation or the CD ROM manufacturer for more information.

CD ROM Speed-Test Results

This dialog box indicates the access speed and the transfer rate of your CD ROM drive.   Access Time is a measurement of the time it takes the CD-ROM drive to locate a specific piece of information on the CD.   Generally, Sierra recommends an access performance of 500ms or faster.   The lower the access time, the faster the seek performance of the CD drive.

The Transfer rate indicates the speed in which data is transferred from the CD to the computer.   Sierra recommends that a CD drive have a minimum of 150KB per second.   The higher the transfer rate, the faster the transfer of information.   For a more in-depth description of these terms, please consult your CD ROM documentation.

Insert the CD Into Your CD ROM Drive

The Sierra Setup Program could not read the specific program CD.   Please make sure that the Sierra program CD is in the CD drive.   The Setup program could have had problems reading the CD if you placed the CD in the drive a few seconds before attempting to install the program to your hard drive. Simply insert the program CD, wait about 10 seconds, then initiate the installation process one more time.

If you continue to have problems, make sure that you are loading the appropriate CD ROM <u>drivers</u> and MSCDEX.   Please consult your CD ROM documentation or the CD ROM manufacturer for more information.

Registration

Print Out the Registration Card
Registration Information

Print Out the Registration Card

The Sierra Setup program has a handy option which will print out product registration information. Once this information is printed, you can send it directly to Sierra On-line. As a registered Sierra product owner, you will be entitled to receive Technical Support, product upgrade information, special savings offered to Sierra customers, and a free one year subscription to Interaction Magazine.

Selecting YES at this dialog box will allow you to print this registration card using your printer. Selecting NO will not print out the registration card.

Registration Information

You are currently in the Registration dialog box of the Sierra Setup Program. Entering in the information in this screen will enable you to save all related registration information. You will also be given the opportunity to print this information on your printer so you can Register your Sierra program.

As a registered Sierra product owner, you will be entitled to receive Technical Support, product upgrade information, special savings offered to Sierra customers, and a free one year subscription to Interaction Magazine.

General Protection Faults

A General Protection Fault generally occurs when there is a memory conflict between two applications. If you receive a General Protection Fault, the following troubleshooting tips should help you correct this problem:

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, <u>Shell</u> Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them.   Re-run the program and see if the General Protection Fault occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product.   Active <u>application</u> programs might try to occupy the same space in memory that this Sierra product is trying to use.

3) TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects the memory conflict.

4) DISABLE AGGRESSIVE MEMORY MANAGEMENT - If you are using QEMM's Stealth option, try disabling this feature.   Please consult your QEMM documentation for additional information.

5) DUPLICATE PROBLEM - See if you can duplicate the problem.   Often times General Protection Faults can't be duplicated, and may have occurred as an isolated incident.

General Troubleshooting Techniques

1)   SCAN HARD DRIVE FOR ERRORS - Run either MS-DOS CHKDSK or SCANDISK command, or run a third party disk maintenance utility such as Norton Utilities and PC Tools to check for Lost Allocation Units or other errors on the hard drive.   If you find errors, you will want to correct them, delete the Sierra program, and try re-installing the game once again.

NOTE - Read your MS-DOS or Disk Maintenance manual before attempting to correct any hard drive errors.   You will want to back up any important files before attempting to correct hard drive errors since there is a remote possibility that you can lose hard disk data.

2)   DISABLE ACTIVE TSRs - Software such as Virus Detection utilities, Undelete utilities, Screen Savers, Sound Utilities, and other active TSRs can cause installation problems.   Disable such activities before attempting to re-run the Setup program.

3)   TRY A BOOT DISK - Try booting under a clean environment with a boot disk.   Follow the boot disk instructions, reboot the system with the disk in your A drive, and restart the application.

4)   CHECK FOR AVAILABLE HARD DRIVE SPACE - Make sure you have plenty of hard drive space before attempting to install the program.   If you are using a disk compression utility such as Stacker, SuperStor, Double Space or Drive Space, make sure you have twice as much hard drive space available as the game requires.   Sierra products reside on the hard drive in a pre-compressed state. Thus, compression utilities can not compress the game files down further.

5)   CONSULT GAME README FILE - Often, known technical issues are documented in the README file of the Sierra game title.   Review the README file for additional troubleshooting steps.

6)   DUPLICATE PROBLEM - See if you can duplicate the problem consistently.   Often, errors or problems occur only once.   Restarting and/or reloading the game often will correct this one time problem.

Related Topics:

Installation Problems
Lockups or Program Freezes
Out of Memory
Out of Hunk
Sound/Audio Problems
Video Problems

Installation Problems

1) Scan Hard Drive for Errors - Run either MS-DOS CHKDSK or SCANDISK command, or run a third party disk maintenance utility such as Norton Utilities and PC Tools to check for Lost Allocation Units or other errors on the hard drive.   If you find errors, you will want to correct them, delete the Sierra program, and try re-installing the game once again.

NOTE - Read your MS-DOS or Disk Maintenance manual before attempting to correct any hard drive errors.   You will want to back up any important files before attempting to correct hard drive errors since there is a remote possibility that you can lose hard disk data.

2) Disable Active TSRs - Software such as Virus Detection utilities, Undelete utilities, Screen Savers, Sound Utilities, and other active TSRs can cause installation problems.   Disable such activities before attempting to re-run the Setup program.

3) Try a Boot Disk - Try booting under a clean environment with a boot disk.   Follow the boot disk instructions, reboot the system with the disk in your A drive, and restart the application.

4) Check for Available Hard Drive Space - Make sure you have plenty of hard drive space before attempting to install the program.   If you are using a disk compression utility such as Stacker, SuperStor, Double Space or Drive Space, make sure you have twice as much hard drive space available as the game requires.   Sierra products reside on the hard drive in a pre-compressed state. Thus, compression utilities can not compress the game files down further.

Lockups or Program Freezes

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, <u>Shell</u> Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them.   Re-run the program and see if the lockup occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product.   Active <u>application</u> programs might try to occupy the same space in memory that this Sierra product is trying to use, which could cause a lockup.

3) TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects lock-up problems.

4) DISABLE AGGRESSIVE MEMORY MANAGEMENT - If you are using QEMM's Stealth option, try disabling this feature.   Please consult your QEMM documentation for additional information.

5) DUPLICATE PROBLEM - See if you can duplicate the problem.   Often times lockups can't be duplicated, and may have occurred as an isolated incident.

Out of Memory

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, <u>Shell</u> Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them.   Re-run the program and see if the lockup occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product.   Active <u>application</u> programs might try to occupy the same space in memory that this Sierra product is trying to use, which could cause a lockup.

3) TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects lock-up problems.

4) USE <u>VIRTUAL-MEMORY</u> - Virtual-Memory utilizes a <u>SWAP-File</u> which allows you to use part of your hard drive space as simulated <u>RAM</u>.   A SWAP-File is a feature which enables you to get the most out of your system.

NOTE - A SWAP-File must be created within a NON-COMPRESSED partition on your hard drive.   If you are using disk compression utilities such as Stacker, SuperStor, DoubleSpace or DriveSpace, do not create a SWAP-File on the compressed sections of the hard drive.   Sierra also recommends that you scan your hard drive for any lost allocation units or other errors and optimize your hard drive before creating a SWAP-File.   Use the Scandisk command, the chkdsk command, or any third party hard drive maintenance utility and correct any <u>FAT</u> errors that are discovered.   Once any potential errors have been corrected, use an optimization utility such as DEFRAG with DOS 6.0 or above, or a third party optimization software package.   For more information about Virtual-Memory, please consult your Windows Documentation.

Out of Hunk

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, <u>Shell</u> Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them.   Re-run the program and see if the lockup occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product.   Active <u>application</u> programs might try to occupy the same space in memory that this Sierra product is trying to use, which could cause a lockup.

3)   TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects lock-up problems.

Sound/Audio Problems

1) MAKE SURE SOUND CARD <u>DRIVERS</u> ARE LOADED - Drivers are special instruction files written by your sound card manufacturer which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

To verify that your Windows drivers are loaded, double-click on your MAIN <u>Program-Group</u> within the <u>Program-Manager</u>, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment. Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.

2)   CHECK SOUND CARD VOLUME LEVEL OPTIONS - Many sound cards include a set of Window utilities which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your <u>MIDI</u> volume level and <u>DAC</u> or Digital Audio level.   Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the audio plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities.

3) CHECK SPEAKERS - Make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Video Problems

1) CHECK VIDEO <u>DRIVERS</u> - To determine which type of video driver you are currently using under your Windows environment, double-click on you MAIN <u>Program-Group</u> within the <u>Program-Manager</u>, then double-click on the WINDOWS SETUP icon.   The selection next to the DISPLAY line will tell you which driver is currently loaded.

If the display line indicates you are using a VGA driver, you will most likely want to utilize a different video driver.   The VGA display driver is a standard Windows driver that is automatically installed when you initially install Windows.   This driver is only capable of displaying 16 colors on the screen at once. Sierra products require the capability of displaying 256 or more colors on the screen.   Should you find that you need to update your video driver to operate this Sierra game title, consult your Windows and/or your video card manual for complete instructions on how to update your video driver.

2) DISABLE VIDEO CO-PROCESSOR - Occasionally, video cards that use co-processors to speed up graphic redraws in Windows can display multiple images or screens during game play of a few Sierra products.   Disable the co-processor feature if your card supports this feature.   Consult your Video Card documentation or manufacturer for more information.

3) CHECK FOR UPDATED VIDEO DRIVERS - You might also want to contact your video card manufacturer to see if they have released updated video drivers for your video card.   New drivers might correct various video problems that you are experiencing.

WARNING - It is important that you use a video driver that was specifically made for your video card.   If you use a video driver that was designed for a different brand of video card, it is possible that you will see distorted graphics or a blank screen when attempting to start Windows.   For additional information or assistance, please consult your Video card documentation or contact your video card manufacturer.

Contact Information

Sierra On-Line
Sound Card Manufacturer List
Video Card Manufacturers
Miscellaneous Computer Peripheral/Software Manufacturers

Sierra On-Line

The Sierra Customer Service, Technical Support, and Telesales departments have recently moved to our new Corporate office location in Bellevue, Washington.   This card contains the new address and phone number changes for contacting Sierra Support Services.   Please disregard the telephone and address information found within the Sierra Game Manual.

Related Topics:

Customer Services
Technical Support
Direct Sales
Hints

Customer Services

United States

Sierra On-Line	Main: (800) SIERRA-5 (800-734-7725), 24 hours a day, 7 days a week.
Customer Service	Fax: (408) 644-2018
P.O. Box 3404	Modem: (206) 644-0112
Salinas, CA 93912	

NOTE: U.S. Disk/CD replacements should be sent to:
Sierra On-Line
ATTN: Returns
P.O. Box 485
Coarsegold, CA. 93614-0485.
Please send only Disk or CD #1 and a copy of your dated receipt, if less than 90 days. After 90 days please include a $10 handling fee along with Disk or CD #1.   For CD replacement, include the computer type.

United Kingdom

Sierra On-Line Limited	Main: (44) 1734-303171
4 Brewery Court,	9:00 a.m. - 5:00 p.m.,
The Old Brewery,	Monday-Friday
Theale, Reading, Berkshire	Fax: (44) 1734-303362
RG7 5AJ United Kingdom	Modem: (44) 1734-304227

(Disk/CD replacements in the U.K. are £6.00, or £7.00 outside the UK.   Add "ATTN: Returns".)

Continental Europe

Parc Tertiaire de Meudon	Main: (33) 1-46-01-4650
Immeuble "Le Newton"	Fax: (33) 1-46-31-7172
25 rue Jeanne Braconnier	
92366 Meudon La Forêt Cedex	
France	

(Disk/CD replacements cannot be processed at our French offices.)

Technical Support

Automated Technical Support Line:
(206) 644-4343

Sierra On-Line offers a 24-hour Automated Technical Support line with recorded answers to the most frequently asked technical questions. To access this service, call (206) 746-8100, and follow the recorded instructions to find your specific topic and resolve the issue. If this fails to solve your problem, you may still write, or fax us with your questions, or contact us via BBS.

U.S. Technical Support

Sierra On-Line	Main: (206) 644-4343
Technical Support	Fax: (206) 644-7697
P.O. Box 85006	8:15 a.m. - 4:45 p.m. PST,
Bellevue, WA 98015-8506	Monday-Friday

U.K. Technical Support
Main: (44) 1734-303-171 (Monday through Friday, 9:00AM-5:00PM)
Fax: 44-1734-303-362

France Technical Support
Main: (33) 1-46-01-4650 (7 jours sur 7 de 9h à 21h)
Fax: (33) 1-46-31-7172

Sierra On-Line U.S. Technical Support is also available through:
Sierra BBS: U.S. (206) 644-0112
                  U.K. (44) 1734-304227

CompuServe: GAMAPUB (Sierra ID 76004,2143)
                  GAMCPUB (Dynamix ID 72662,1174)
                  GO SIERRA (Sierra BBS)
America Online: Keyword Sierra

Direct Sales

U.S. Direct Sales:

Sierra On-Line
Direct Sales
P.O. Box 53250
Bellevue, WA 98015-3250

For direct orders:
Main: (800) 757-7707, 24 hours a day, 7 days a week.
Fax: (408) 644-2018

International Sales:

Sierra On-Line
Direct Sales
P.O. Box 53250
Bellevue, WA 98015-3250

For direct orders:
Main: (206) 746-5771
Fax: (206) 562-4223

Hints

U.S. Hints:

1-900-370-5583
$.75 per minute (must be 18 yaers or older, or have parental permission).
You may also contact Direct Sales for a hint book.

On-Line Hints and Support:

Access Sierra's BBS through Compuserve by typing GO SIERRA
Access the Sierra Forum on America On Line with the keyword: SIERRA

Hint Line, France:

33-1-36-68-4650 (hint line)
Costs 2,19F la minute;tarif en vigueur au 20 mai 1994. (France métropolitaine seulement)

Hint Line, United Kingdom:

Old Games Hint Line: 0-1734-304-004 (within the UK)
Old Games hint line: 44-1734-304-004 (outside the UK)
New Games hint line: 0-891-660-660 (within the UK only)

New Sierra Hint Line:

For adventure games released after January 1st, 1993.   Charged 39p/minute cheap rate, 49p/minute at other times.   Maximum call length 7.5 minutes.   Maximum charge cheap rate £2.92, £3.67 other times. Must have permission of the person who pays the phone bill before calling (line available in the UK only).

Old Sierra Hint Line:

For adventure games released up to December 31st, 1992.   Calls are charged at normal telephone rates.

Sound Card Manufacturer List

Advanced Gravis
(206) 881-6945 Tech. Support
CompuServe BBS

Aztech
(800) 886-8879 Tech. Support

Cardinal
(717) 293-3124 Tech. Support
(717) 293-3074 BBS

Creative Labs
(408) 428-6622 Tech. Support
(408) 428-6660 BBS

Diamond
(408) 736-2000 Tech. Support
(408) 524-9301 BBS

Logitech
(510) 795-8100 Tech. Support
(510) 795-0408 BBS

Media Vision
(800) 638-2807 Tech. Support
(510) 770-0968 BBS

Microsoft
(206) 637-7096 Tech. Support
(206) 936-4082 BBS
(206) 936-6735 BBS

Reveal
(800) 473-8325 Tech. Support

Roland US
(213) 685-5141 Tech. Support

Turtle Beach
(717) 843-6916 Tech. Support
(717) 845-4835 BBS

Video Card Manufacturers

Microsoft's Generic SVGA256.DRV driver works with the following displays:

• ATI VGA Wonder
• Cirrus Logic VGA (5420, 6420 series)
• Oak Technology VGA (077 series)
• Paradise VGA
• Trident VGA (8900 series)
• Tseng ET4000-based, including: Boca VGA, Cardinal VGA, Diamond SpeedStar series, Everex Viewpoint series**,** Metheus Premier VGA, Orchid ProDesigner IIs, Sigma VGA Legend, & STB Powergraph
• Video Seven VGA: FastWrite 1024i, VRAM, VRAM II
• Western Digital VGA

Microsoft's Generic SVGA256.DRV driver is included with Windows for Workgroups 3.11, or it can be downloaded as SVGA.EXE from CompuServe (GO MSL), or can be obtained from Microsoft's Download Service at 206-936-6735. If a modem is not available, the driver can be ordered on diskette from Microsoft at 800-426-9400.

Actix Systems
(408) 986-1625   Tech. Support
(408) 970-3719   BBS

Advanced Integration Research
(408) 428-0800   Tech. Support
(408) 428-1735   BBS

Advanced Micro Technology
(909) 598-6120   Tech. Support
(909) 594-5770   BBS

Alpha Systems Lab
(800) 576-4275   Tech. Support

Altech International
(800) 882-8194   Tech. Support
(408) 946-2227   BBS

Artist Graphics Company
(800) 627-8478   Tech. Support
(612) 631-7664   BBS

ATI Technologies
(905) 882-2626   Tech. Support
(905) 764-9404   BBS

Atlaz Intl., Limited
(516) 239-1854   Tech. Support

Boca
(407) 241-8088   Tech. Support
(407) 241-1601   BBS

Cache Computers, Inc.
(510) 226-9922   Tech. Support
(510) 226-7486   BBS

Cardinal
(717) 293-3124   Tech. Support
(717) 293-3074   BBS

Celerite Graphics, Inc.
(510) 226-6390   Tech. Support
(510) 226-7851   BBS

Cirrus Logic
(408) 435-8808   Tech. Support
(510) 440-9080   BBS

Colorgraphic Communication
(404) 455-3921   Tech. Support
(404) 452-8238   BBS

Cornerstone Technology
(800) 562-2552 x306   Tech. Support
(408) 435-8943   BBS

CSS Laboratories, Inc.
(800) 966-2771   Tech. Support
(714) 852-9231   BBS

Diamond
(408) 736-2000   Tech. Support
(408) 730-1100   BBS (up to 2400bps)
(408) 524-9301   BBS (above 2400bps)

Edge Technology, Inc.
(800) 438-3343   Tech. Support

ELSA America, Inc.
(800) 272-3572   Tech. Support
(415) 588-6286   BBS

Focus Information Systems, Inc.
(510) 657-4586   Tech. Support
(510) 657-9451   BBS

Genoa
(408) 432-8324   Tech. Support
(408) 943-1231   BBS

Headland (Video Seven)
(800) 553-1850   Tech. Support
(415) 656-0503   BBS

Hercules Technology
(510) 623-6050   Tech. Support
(510) 623-7034   BBS (V32)
(510) 623-7449   BBS (v32b)

Identity Systems Technology
(800) 723-8324   Tech. Support
(214) 705-7213   BBS

IOcomm Intl., Corp.
(800) 998-8919   Tech. Support

Liberty Electronics USA
(800) 497-8324   Tech. Support

Matrox Electronics Systems Limited
(800) 462-8769   Tech. Support
(514) 685-6008   BBS

Metheus Corporation

(503) 690-1550   Tech. Support
(503) 690-1559   BBS

MicroStep, Inc.
(818) 336-8991   Tech. Support
(818) 961-9992   BBS

Mirage Computer Systems
(310) 440-1460   Tech. Support

National Design, Inc.
(512) 329-5055   Tech. Support
(512) 329-6327   BBS

Number Nine Computer Corporation
(617) 674-0009   Tech. Support
(617) 862-7502   BBS

Nth Graphics
(800) 624-7552   Tech. Support
(512) 832-1964   BBS

Oak Technology
(408) 737-0888   Tech. Support
(408) 524-9014   BBS

Orchid
(510) 683-0323   Tech. Support
(510) 683-0327   BBS

Paradise
(800) 832-4778   Tech. Support
(415) 968-1834   BBS

Sigma Designs
(510) 770-0100   Tech. Support
(510) 770-0111   BBS

SixGraph Computing, Limited
(800) 561-2892   Tech. Support
(514) 336-4169   BBS

STB
(214) 234-8750   Tech. Support
(214) 237-9615   BBS

SuperMac Technology, Inc.
(408) 245-0646   Tech. Support
(408) 773-4500   BBS

Swan Technologies, Inc.
(800) 468-7926   Tech. Support
(814) 237-6143   BBS

Trident
(415) 691-9211   Tech. Support
(415) 691-1016   BBS

Video Logic, Inc.
(617) 494-0530   Tech. Support
(617) 494-4960   BBS

Video Seven (Headland)
(800) 553-1850   Tech. Support

(415) 656-0503   BBS

VidTech Microsystems, Inc.
(800) 752-8033   Tech. Support
(612) 780-3564   BBS

Willow
(212) 402-9500   Tech. Support

Miscellaneous Computer Peripheral/Software Manufacturers

Acer America
(Computer/Hardware)
(800) 637-7000 Tech. Support
(800) 833-8241 BBS

Adaptec
(Hardware)
(408) 945-2550 Tech. Support
(408) 945-7727 BBS

Adobe Systems
(Software)
(415) 961-4992
CompuServe BBS

Advanced Gravis
(Joystick/Sound Card)
(604) 434-1807 Tech. Support
CompuServe BBS

Aldus
(Software)
(206) 628-2040 Tech. Support

Applied Engineering
(Hardware)
(214) 241-6084 Tech. Support
(214) 241-6677 BBS

AST Research
(Computer/Hardware)
(800) 727-1278 Tech. Support
(714) 852-1872 BBS

ATI Technologies
(Hardware)
(416) 756-0711 Tech. Support
(416) 756-4591 BBS

AutoDesk
(Software)
(415) 332-8942 Tech. Support
CompuServe BBS

Berkeley Systems Design
(Software)
(510) 540-5535 Tech. Support

Borland
(Software)
(408) 438-5300 Tech. Support
(408) 439-9096 BBS

C H Products
(Joystick)
(619) 598-2518 Tech. Support
(619) 598-3224 BBS

Central Point

(Software)
(503) 690-8080 Tech. Support
(503) 690-6650 BBS

Claris
(Software)
(408) 987-7000 Tech. Support
America On-Line BBS

Colorado Memory Systems
(Hardware)
(800) 346-9881 Tech. Support
(303) 635-6650 BBS

Creative Labs
(Sound Cards/Hardware)
(408) 428-6622 Tech. Support
(408) 428-6660 BBS

CTX
(Hardware)
(800) 289-2189 Tech. Support

Diamond
(Hardware)
(408) 736-2000 Tech. Support
(408) 730-1100 BBS

Dove Computer
(Computer/Hardware)
(919) 343-5610 Tech. Support
(919) 343-5616 BBS

Everex
(Computer/Hardware)
(510) 498-1115 Tech. Support
(510) 226-9694 BBS

Gateway 2000
(Computer/Hardware)
(800) 846-2301 Tech. Support
(605) 232-2109 BBS

Genoa
(Hardware)
(408) 432-8324 Tech. Support
(408) 943-1231 BBS

Hayes
(Hardware)
(404) 440-1617 Tech. Support
(800) 874-2937 BBS

Hercules Computer
(Hardware)
(510) 623-6050 Tech. Support
(510) 623-7034 BBS

Hewlett Packard
(Software/Hardware)
(408) 720-4040 Tech. Support Software
(208) 323-2551 Tech. Support Hardware

(408) 720-3963 BBS

Hitachi
(Hardware)
(800) 241-6558 Tech. Support

IBM
(Hardware/Software)
(908) 329-7131 Tech. Support Multimedia
(800) 765-4747 Tech. Support PS/1 PRO
(800) 772-2227 Tech. Support Valuepoint
(213) 621-5576 Tech. Support Software

Intel
(Hardware)
(800) 538-3373 Tech. Support
(503) 645-6275 BBS

Kraft
(Hardware)
(619) 724-7146 Tech. Support

Leading Edge
(Computer)
(800) 225-2283 Tech. Support
(503) 836-3971 BBS

Logitech
(Hardware)
(510) 795-8100 Tech. Support
(510) 795-0408 BBS

Lotus
(Software)
(800) 223-0303 Tech. Support
(617) 693-7000 BBS

Magnavox
(Computer/Hardware)
(800) 722-6224 Tech. Support
(310) 532-6436 BBS

Maxell
(Hardware)
(201) 794-5900 Tech. Support

Media Vision
(Hardware)
(800) 638-2807 Tech. Support
(510) 770-0968 BBS

Micronics
(Hardware)
(510) 651-2323 Tech. Support
(510) 651-6837 BBS

Microsoft
(Software/Hardware)
(206) 646-5103 Tech. Support MS-DOS
(206) 635-7245 Tech. Support Windows
(206) 637-7096 Tech. Support Mice
(206) 454-2032 Tech. Support Other

(206) 936-6735 BBS
(206) 936-4082 BBS Multimedia

MicroStep
(Hardware)
(818) 336-8991 Tech. Support
(818) 961-9992 BBS

Mitsubishi
(Hardware)
(800) 344-6352 Tech. Support
(714) 236-6286 BBS

Mitsumi
(Hardware)
(408) 970-9699 Tech. Support

NEC
(Hardware)
(708) 860-0335 Tech. Support
(508) 635-6328 BBS

Norton/Symantec
(Software)
(408) 252-5700 Tech. Support
(408) 973-9598 BBS

Novell
(Hardware)
(800) 221-6402 Tech. Support
(801) 429-3030 BBS

Oak Technology
(Hardware)
(408) 737-0888 Tech. Support
(408) 524-9014 BBS

Orchid Technology
(Hardware)
(510) 683-0323 Tech. Support
(510) 683-0327 BBS

Packard Bell
(Computer/Hardware)
(800) 733-4466 Tech. Support
(818) 773-7207 BBS

Panasonic
(Hardware)
(800) 222-0584 Tech. Support
(201) 863-7845 BBS

Paradise
(Hardware)
(800) 832-4778 Tech. Support
(415) 968-1834 BBS

PC Kwik
(800) 888-5945 Tech. Support

Phillips/Magnavox
(Hardware)

(615) 475-8869 Tech. Support
(310) 532-6436 BBS

Pheonix
(Hardware)
(617) 551-4000 Tech. Support

Pioneer
(Hardware)
(800) 527-3766 Tech. Support

PLI
(Hardware)
(800) 288-8754 Tech. Support
(510) 651-5948 BBS

Practical Peripherals
(Hardware)
(805) 496-7707 Tech. Support
(805) 496-4445 BBS

Procom
(Hardware)
(800) 800-8600 Tech. Support

Prometheus Products
(Hardware)
(503) 692-9601 Tech. Support
(503) 691-5199 BBS

Qualitas
(Software)
(301) 907-7400 Tech. Support
(301) 907-8030 BBS

Quarterdeck
(Software)
(310) 392-9701 Tech. Support
(310) 341-3227 BBS

Quantum
(Hardware)
(408) 894-4000 Tech. Support
(408) 434-1664 BBS

Reveal
(Hardware)
(800) 473-8325 Tech. Support

Roland
(Hardware)
(213) 685-5141 Tech. Support

Seagate
(Hardware)
(408) 438-8222 Tech. Support
(408) 438-8771 BBS

Sierra On-Line
(Software)
(206) 644-4343 Tech. Support

Sigma Designs

(Hardware)
(510) 770-0100 Tech. Support
(510) 770-0111 BBS

Sony
(Hardware)
(714) 826-6410 Tech. Support West
(201) 368-3774 Tech. Support East
(408) 955-5107 BBS

Stac Electronics
(Software)
(619) 431-7474 Tech. Support
(619) 431-5956 BBS

STB
(Hardware)
(214) 234-8750 Tech. Support
(214) 237-9615 BBS

Swan Technologies
(Hardware)
(800) 468-7926 Tech. Support
(814) 237-6143 BBS

Symantec
(Software)
(408) 252-5700 Tech. Support
(408) 973-9598 BBS

Tandon
(Hardware)
(805) 523-0340 Tech. Support

Tandy Computer
(Computer/Hardware)
(817) 878-6875 Tech. Support

Teac
(Hardware)
(213) 726-0303 Tech. Support

Texas Instruments
(Computer/Hardware)
(512) 250-7407 Tech. Support
(512) 250-6112 BBS

ThrustMaster
(Hardware)
(503) 639-3200 Tech. Support

Toshiba
(Hardware)
(800) 999-4273 Tech. Support
(415) 656-5159 BBS

Trident
(Hardware)
(415) 691-9211 Tech. Support
(415) 691-1016 BBS

Turtle Beach

(Hardware)
(717) 843-6916 Tech. Support
(717) 845-4835 BBS

US Robotics
(Hardware)
(800) 982-5151 Tech. Support
(708) 982-5274 BBS

Video Logic
(Hardware)
(617) 494-0530 Tech. Support
(617) 494-4960 BBS

Video Seven
(Hardware)
(800) 248-1850 Tech. Support
(510) 656-0503 BBS

VidTech Microsystems
(Hardware)
(800) 752-8033 Tech. Support
(612) 780-3564 BBS

Western Digital
(Hardware)
(800) 753-1234 Tech. Support
(714) 753-1068 BBS

Zenith
(Computer/Hardware)
(800) 227-3360 Tech. Support
(800) 888-3058 BBS

Zoom Telephonics
(617) 423-1076 Tech. Support
(617) 451-5284 BBS

Standard Windows Boot Disk

The following instructions have been prepared by Sierra's Technical Support Department as an added service to our customers.   PLEASE NOTE: Sierra does not make any claims, guarantees, and/or promises that the following instructions will work on any and/or all computer systems.

These instructions are only for 386, 486 and Pentium computers using MS DOS 5.0 and above.

IMPORTANT NOTE: Please read the entire instructions prior to starting at Step 1.

STEP 1
FORMATTING THE DISK
PLEASE NOTE: It is necessary to format the disk even if the disk is already formatted.   The /S switch will transfer files to the boot disk which are necessary for the disk to work correctly.

To make a Boot Disk, format a high density diskette in the A: drive.   (Use /F:360 or   /F:720 parameter if using a low density diskette)   For more information on using the FORMAT command, consult your DOS manual.   Note: This will not work in the B: drive.   Type the command as follows:
FORMAT   A:/S   <ENTER>

If after entering this command the system responds with a "Bad command or file name" error, then type:
PATH=C:\DOS   <ENTER>

Now retype the FORMAT command above.   If you still receive the same error, 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 can rename the format command to prevent accidental loss of data.

STEP 2
CREATING THE CONFIG.SYS FILE

Once you are at the C> again, type: A: and then <Enter> to move to the A: drive.   At the A:\> prompt, type :
COPY   CON   CONFIG.SYS   <ENTER>

The cursor should appear one line below the line you just typed. Now type:
FILES=50   <ENTER>
BUFFERS=20   <ENTER>
DEVICE=C:\WINDOWS\HIMEM.SYS   <ENTER>
STACKS=9,256 <ENTER>   {NOTE: This line is required for Windows 3.1 only}

Then press the <F6> key.   A ^Z should appear.   Hit the <Enter> key, and the computer should respond "1 file(s) copied".

STEP 3
CREATING THE AUTOEXEC.BAT FILE

When you are back at the A>, then type:
COPY   CON   AUTOEXEC.BAT   <ENTER>

Again, the cursor should appear one line below the line you just typed.   Enter the following lines:
SET   COMSPEC=C:\COMMAND.COM   <ENTER>
PROMPT   SIERRA   BOOT   DISK $_$P$G   <ENTER>
PATH=C:\;C:\DOS;C:\WINDOWS   <ENTER>
SET TEMP=C:\   <ENTER>

Then hit your <F6> key.   Again a ^Z will appear.   Hit <Enter> and the computer will respond "1 file(s) copied".   You will be back at the A>

STEP 4
REBOOT THE SYSTEM:
Reboot your system by depressing the <RESET> button on your computer or by using the <CTRL>,

<ALT>, <DEL> key sequence on your keyboard.   Once you get to an A:\>, then type C: and <Enter>.
Start Windows by typing:
WIN   /3   <ENTER>

If the problem persists and you are using Windows 3.1, try starting Windows (while booted from the boot disk) in the following manners:
WIN   /3   /D:X   <ENTER>
WIN   /S   <ENTER>

Windows Boot Disk with Disk Compression

STEP 1
FORMATTING THE DISK

<u>PLEASE NOTE</u>: It is necessary to format the disk even if the disk is already formatted.   The /S switch will transfer files to the boot disk which are necessary for the disk to work correctly.

To make a Boot Disk, format a high density diskette in the A: drive.   (Use /F:360 or   /F:720 parameter if using a low density diskette) For more information on using the FORMAT command, consult your DOS manual.   Note: This will not work in the B: drive.   Type the command as follows:
FORMAT   A:/S   <ENTER>

If after entering this command the system responds with a "Bad command or file name" error, then type:
PATH=C:\DOS   <ENTER>

Now retype the FORMAT command above.   If you still receive the same error, 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 can rename the format command to prevent accidental loss of data.

STEP 2
LOCATING THE MOUSE DRIVERS

If you plan to use a mouse with your game, it will be necessary to first load the mouse driver.   To do this, locate the mouse driver and copy it to the boot disk in your A: drive.   There are two types of mouse drivers available, MOUSE.SYS, which must be loaded in the CONFIG.SYS file and MOUSE.COM which must be loaded in the AUTOEXEC.BAT file.   You do not need to load both MOUSE.SYS and MOUSE.COM.   Locate the MOUSE.SYS or MOUSE.COM file.   Because the file MOUSE.SYS is usually smaller than MOUSE.COM we recommend that the MOUSE.SYS file be used in order to free more memory.

a) Locating the mouse drivers:
If you do not know where the MOUSE.SYS or MOUSE.COM files are located on your system, the command below should help in locating your mouse drivers.   For users of MS DOS 5.0 or above, type the following at the C:\> prompt:
DIR \MOUSE   /S   <ENTER>D

This command only works with MS-DOS 5.0 or above and will cause the system to search all sub directories for a file called mouse.   If the system locates a file called mouse, it will display the path where the mouse files are located.   For instance, if the MOUSE.SYS 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 03-10-93   6:00a

If the system does not locate a mouse, your driver may have a different name or these files may not be currently installed on the system.   Some other common names for mouse drivers are IMOUSE, GMOUSE, and HPMOUSE.   Your mouse drivers may have been included on a floppy disk which came packaged along with your mouse.   For information on the proper name for your mouse, check the owners manual which came with your mouse.

b) Copying the mouse driver:
Once you have located the mouse driver, you will need to copy it to the boot disk.   In this step, we will assume that the mouse drivers were located in the C:\MOUSE> directory as shown in the step above.   To copy the MOUSE.SYS file to the boot disk, type the following at the C:\> prompt:
COPY   C:\MOUSE\MOUSE.*   A: <ENTER>

STEP 3
CREATING THE CONFIG.SYS FILE

Now switch to the A: drive and type the following:
COPY   CON   CONFIG.SYS   <ENTER>   (The cursor will drop down one line and blink)
DEVICE=C:\DOS\HIMEM.SYS   <ENTER>

Many Dynamix games use EMS memory.   Check your Dynamix game manual to see if your game needs EMS memory.   If your game needs EMS memory, use the following EMM386.EXE line:
DEVICE=C:\DOS\EMM386.EXE   RAM   1024   <ENTER>

Sierra games do not require EMS memory.   If your game does not use EMS memory, add the following EMM386.EXE line:
DEVICE=C:\DOS\EMM386.EXE   NOEMS   <ENTER>
DOS=HIGH,UMB   <ENTER>
FILES=30   <ENTER>

If you are using the MOUSE.SYS file to load your mouse, add the following line to the CONFIG.SYS:
DEVICEHIGH=MOUSE.SYS   <ENTER>

SPECIAL NOTE: MS DOS 6.0 users who have compressed the hard drive using DoubleSpace or Stacker 3.1, add the appropriate line listed below.

For DoubleSpace, add:
DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE   <ENTER>

For Stacker 3.1, add:
DEVICEHIGH=C:\STACKER\STACHIGH.SYS   <ENTER>

Complete the file by pressing the   F6   Function key <ENTER>

STEP 4
CREATING THE AUTOEXEC.BAT FILE

Now create an AUTOEXEC.BAT file by typing:
COPY   CON   AUTOEXEC.BAT <ENTER>   (the cursor will drop down one line)
SET   COMSPEC=C:\COMMAND.COM   <ENTER>
PROMPT   SIERRA   BOOT   DISK $_$P$G   <ENTER>
PATH=C:\;C:\DOS;C:\WINDOWS;   <ENTER>

If you are using the MOUSE.COM file to load the mouse, add the following line to the AUTOEXEC.BAT file:
LH   MOUSE.COM   <ENTER>

Complete the file by pressing the   F6   Function key <ENTER>

STEP 5
REBOOT THE SYSTEM:

Reboot your system by depressing the <RESET> button on your computer or by using the <CTRL>, <ALT>, <DEL> key sequence on your keyboard.   Once you receive an A:\>, go to your hard drive and follow the instructions to begin the game.

Windows CD Boot Disk

FORMATTING THE DISK

PLEASE NOTE: It is necessary to format the disk even if the disk is already formatted.   The /S switch will transfer files to the boot disk which are necessary for the disk to work correctly.

To make a   CD-ROM Boot Disk, format a high density diskette in the A: drive.   (Use /F:360 or   /F:720 parameter if using a low density diskette) For more information on using the FORMAT command, consult your DOS manual. Note: This will not work in the B: drive.   Type the command as follows:
FORMAT   A:/S   <ENTER>

If after entering this command the system responds with a "Bad command or file name" error, then type:
PATH=C:\DOS   <ENTER>

Now retype the FORMAT command above.   If you still receive the same error, 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 can rename the format command to prevent accidental loss of data.

LOCATING THE MOUSE DRIVERS

If you plan to use a mouse with your game, it will be necessary to first load the mouse driver.   To do this, locate the mouse driver and copy it to the boot disk in your A: drive.   There are two types of mouse drivers available, MOUSE.SYS, which must be loaded in the CONFIG.SYS file and MOUSE.COM which must be loaded in the AUTOEXEC.BAT file.   You do not need to load both MOUSE.SYS and MOUSE.COM.   Locate the MOUSE.SYS or MOUSE.COM file.   Because the file MOUSE.SYS is usually smaller than MOUSE.COM we recommend that the MOUSE.SYS file be used in order to free more memory.

a) Locating the mouse drivers:
If you do not know where the MOUSE.SYS or MOUSE.COM files are located on your system, the command below should help in locating your mouse drivers.   For users of MS DOS 5.0 or above, type the following at the C:\> prompt:
DIR \MOUSE /S   <ENTER>

This command only works with MS-DOS 5.0 or above and will cause the system to search all sub directories for a file called mouse.   If the system locates a file called mouse, it will display the path where the mouse files are located.   For instance, if the MOUSE.SYS 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 03-10-93   6:00a

If the system does not locate a mouse, your driver may have a different name or these files may not be currently installed on the system.   Some other common names for mouse drivers are IMOUSE, GMOUSE, and HPMOUSE.   Your mouse drivers may have been included on a floppy disk which came packaged along with your mouse.   For information on the proper name for your mouse, check the owners manual which came with your mouse.

b) Copying the mouse driver:
Once you have located the mouse driver, you will need to copy it to the boot disk.   In this step, we will assume that the mouse drivers were located in the C:\MOUSE> directory as shown in the step above. To copy the MOUSE.SYS file to the boot disk, type the following at the C:\> prompt:
COPY   C:\MOUSE\MOUSE.*   A: <ENTER>

Please substitute the appropriate path and file name for your mouse driver in the command line above. You should then see a message indicating some files were copied.

STEP 3
LOCATING THE MSCDEX CD ROM EXTENSION

MSCDEX is the Microsoft extension for CD ROM drives.   It must be loaded in order for your CD ROM drive to operate.   The following steps should assist you in locating this file on your system   To locate MSCDEX, at the C:\> prompt, type:
TYPE   AUTOEXEC.BAT | MORE   <ENTER>

NOTE: The | is called a "pipe" command and is created by pressing <SHIFT> \ (backslash).

Now look for the line which loads "MSCDEX".   This line should look something like one of the following lines:
C:\DOS\MSCDEX   /D:MSCD001
LH   C:\DOS\MSCDEX   /D:MSCD001
LOADHIGH   /L:14429   \DOS\MSCDEX   /D:MSCD001

Your line may differ from the ones listed above.   Please write down the entire line before proceeding. Be sure and include the full drive and path to your MSCDEX file.

STEP 4
LOCATING THE CD ROM DEVICE DRIVER

Along with MSCDEX, the CD ROM also needs a device driver.   This driver is loaded in the CONFIG.SYS file.   To determine the correct CD ROM device driver, at the C:\> prompt type:
TYPE   CONFIG.SYS | MORE   <ENTER>

Now look for the line that contains CD ROM device name which immediately follows the same "/D:" switch as the MSCDEX line in the AUTOEXEC.BAT file.   Using the example above, we would be looking for a line containing "MSCD001".   This line should look something like one of the following lines:
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

Your line may differ from the ones listed above.   Please write down the entire line before proceeding. Be sure and include the full drive and path to your CD driver file.

STEP 5
CREATING THE CONFIG.SYS FILE

Now switch to the A: drive and type the following:
COPY   CON   CONFIG.SYS <ENTER> (The cursor will drop down one line and blink)
DEVICE=C:\DOS\HIMEM.SYS   <ENTER>
DEVICE=C:\DOS\EMM386.EXE   NOEMS   <ENTER>
FILES=30   <ENTER>
BREAK=ON   <ENTER>
DOS=HIGH,UMB   <ENTER>
LASTDRIVE=Z   <ENTER>
DEVICEHIGH=C:\DOS\SETVER.EXE   <ENTER>

If you are using the MOUSE.SYS file to load your mouse, add the following line to the CONFIG.SYS:
DEVICEHIGH=MOUSE.SYS   <ENTER>

SPECIAL NOTE: MS DOS 6.0 users who have compressed the hard drive using DoubleSpace or Stacker 3.1, add the appropriate line listed below.

For DoubleSpace, add:
DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE

For Stacker 3.1, add:
DEVICEHIGH=C:\STACKER\STACHIGH.SYS

Now add the CD ROM driver line as you wrote it down during the "Locating the CD ROM device driver" section (this is the line that does NOT include "MSCDEX").

Complete the file by pressing the   F6   Function key <ENTER>

STEP 6

CREATING THE AUTOEXEC.BAT FILE

Now create an AUTOEXEC.BAT file by typing:
COPY   CON   AUTOEXEC.BAT   <ENTER> (the cursor will drop down one line)
SET   COMSPEC=C:\COMMAND.COM   <ENTER>
PROMPT   SIERRA   CD   BOOT   DISK $_$P$G   <ENTER>
PATH=C:\;C:\DOS;C:\WINDOWS;   <ENTER>

Now add the MSCDEX line as you wrote it down during the "Locating the MSCDEX CD ROM extension" section.

If you are using the MOUSE.COM file to load the mouse, add the following line to the AUTOEXEC.BAT file:
LH   MOUSE.COM   <ENTER>

Complete the file by pressing the   F6   Function key <ENTER>

STEP 7

REBOOT THE SYSTEM:
Reboot your system by depressing the <RESET> button on your computer or by using the <CTRL>, <ALT>, <DEL> key sequence on your keyboard.   Once you receive an A:\>, go to your hard drive and follow the instructions to begin the game.

Glossary of Terms

APPLICATION
CPU
DAC
DLL
DRIVERS
DSP
FAT
MIDI
PROGRAM-GROUP
PROGRAM-MANAGER
RAM
SAMPLES
SHELL
SWAP-FILE
TSR
VIRTUAL-MEMORY
WAVE

APPLICATION

A program that is dedicated to achieving a specific task or operation.   Examples of applications include word processors, spreadsheets, database applications, and Sierra entertainment products.

CPU

An acronym for "Central Processing Unit".   The CPU is the brain of the computer system.

DAC

An acronym which stands for Digital-Analog Converter.   This is a special chip found on the sound card which can convert Digital information into Audio signals.   Often, the DAC chip is used to play back real life sound effects or human speech.   These recorded SAMPLES are generally saved as WAVE files. DAC capabilities can be accessed through special drivers.

DLL

An acronym for "Dynamic-link library".   A file which is invoked when the demand arises.   When the file is no longer needed for operation, it is unloaded from memory.

DRIVERS

A special instruction file written by hardware manufacturers which tells the computer how to communicate or use the features of the hardware device.   A Sound Card driver tells the computer how to take advantage of the sound card's music (or <u>MIDI</u>) and playback (or <u>WAVE</u>) capability.   Video Drivers instruct your computer how to display graphics and colors on your video monitor.

DSP

An acronym which stands for Digital Signal Processor.   The DSP chip is a special processor found on a variety of sound cards which can convert Digital information into Audio signals.   Often, the DSP chip is used to play back real life sound effects and/or human speech.   These recorded SAMPLES are generally saved as a WAVE file.

FAT

An acronym for File Allocation Table.   This table keeps track of the specific hard drive locations of all files currently stored on the hard drive.

MIDI

An acronym for Musical Instrument Digital Interface.   MIDI is the standard interface for communication between a computer and/or multiple electronic musical instruments such as Synthesizers and Drum Machines.   MIDI files contain instructions which tell the synthesizer portion of a sound card the length of a note and the specific sound effect to play.

PROGRAM-GROUP

Related program icons that are grouped together within a single location of the Program-Manager.

PROGRAM-MANAGER

The main Shell of Windows which allows you to launch and/or use application programs.   Program-Manager displays all Program-Group icons and/or Application Icons.

RAM

An acronym for Random Access Memory and is a type of high-speed computer memory that allows editing of data but requires a constant electrical supply in order to store data.   Once the electrical supply is eliminated, all data stored in this memory location is erased.

SAMPLES

A term used to describe the capture or recording of a real life sound effect or human speech segments. SAMPLES are saved in a special file format (usually in the form of a <u>WAVE</u> file) which allows sound cards with <u>DAC</u> or <u>DSP</u> chips to play back the live recordings.

SHELL

The Graphical User Interface which you see when running Windows.   The shell replaces typed in command prompt entries with the ability to invoke DOS like commands by manipulating icons on the screen.

SWAP-FILE

The Specific location of the hard drive that is set up with <u>Virtual-Memory</u> addresses.   SWAP-Files are used to simulate <u>RAM</u> when the Virtual-Memory option is used.

TSR

An acronym for "Terminate and Stay Resident" software.   TSRs are often invoked when starting the computer and stay resident in memory until the computer is turned off.   Hardware <u>drivers</u> such as those used for your CD ROM and Mouse are specific examples of TSRs.

VIRTUAL-MEMORY

Virtual-Memory utilizes a <u>SWAP-File</u> which allow you to use part of your hard drive space as simulated <u>RAM</u>.

WAVE

A Wave file is the file structure used to save real life recordings and human speech segments.   The WAVE file is utilized by a <u>DAC</u> chip or a <u>DSP</u> chip found on many sound cards.   Wave files are invoked using special <u>Drivers</u> for a sound card.