

THE REALM README FILE

Thanks for downloading The Realm demo.

If you want to find out more or if you have questions about The Realm please visit our web site for the latest information:

<http://www.realmserver.com>

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** Please check The Realm Web Site for the latest version of this ReadMe file at <http://www.realmserver.com>.*

Demo Account Instructions

This is a Free Trial offer version of The Realm. In order to play The Realm free for three hours, type the following when asked for a login name and password:

LOGIN NAME = guest
PASSWORD = guest

Installation Procedures

Please make sure you have the following minimum requirements:

- 486/100 (Pentium recommended)
- 8MB RAM For Win31/ 12MB for Win95
- 20MB Free Hard Drive Space
- Windows 3.1 or Windows95
- Modem 9600 baud or faster
- SVGA video card that supports 640x480x256 colors or better
- Mouse
- Internet Connection

Supported but not required:
Windows Compatible Sound Cards

INSTALLATION INSTRUCTIONS

1. After you have downloaded all four files (realm1.exe, realm2.exe, realm3.exe, realm4.exe) place them into a single, empty directory where you want to install The Realm.

2. The files are self-extracting files, so you just have to execute them in order to unzip them. To do this you simply type the name of each file (or double-click on each one of the files in File Manager or Explorer.)
3. Then just run the SETUP.EXE program from the game directory. This will create a SIERRA program group with a REALM icon.
4. Now you are ready to play. First make sure that you are connected to the internet through your service provider, then simply click on the REALM icon in the Sierra group.

Contacting Technical Support

The Realm is not supported by standard Sierra Online Technical Support channels. DO NOT call the Sierra Online Technical Support phone number. They will not be able to answer your questions regarding The Realm. They will only give you the same instructions that we have given in the following paragraph.

If you do have a Realm related problem or question, check The Realm Web Site first. It contains a great deal of technical support solutions as well as answers to game play questions. The web page is located at the following World Wide Web address:

<http://www.realmserver.com>

If you still can't find the information that you need, then write to the following email address and we will respond as soon as possible:

tech@realmserver.com

Player Etiquette

Player Policies

By entering the game Realm, the player agrees to following: The Realm is governed by Realm rules of conduct. The player has the obligation to be familiar with the standards of conduct. You will find the Realm rules of conduct set out in this file.

The object of these policies is to provide an enjoyable environment for the majority. We want the experience of playing The Realm to be comfortable for both adults and children. There is sometimes a conflict between an individual user's idea of fun and entertainment and that of the majority. In such situations the majority will be given the precedent over the minority. Please read these policies carefully so you understand the rules under which you may play the Realm.

General

Every effort has been made to make the Realm a stable and problem-free game, but problems can occasionally arise. In the event of a software or hardware problem, Sierra's responsibility is to do its best to fix any problems related to its software or services. The Realm is presented on an AS-IS basis. Usage of the Realm indicates acceptance of this, and any risk it may imply. There is no obligation on the part of Sierra to return any Gold, Experience, Build Points or inventory items that are lost due to a problem.

Game Mechanics

Sierra reserves the right to make modifications to the Game. There is no obligation on the part of Sierra to reinstate a player to their former position in the game, or restore goods etc. that are lost

by such modifications.

Player Behavior

The Realm is designed for the enjoyment of everyone, and as a general rule, any behavior that is specifically targeted to lessen that enjoyment for another player may be in violation of the Realm's policy. This section explains the types of situations that are considered to be abusive behavior.

Character Selection

There are three different selections available when creating your character. These are termed alignments. They are 1.) Good, 2.) Neutral, and 3.) Evil. When choosing to align yourself with "evil", remember that this will not excuse you when your conduct comes in conflict with the rules set forth by Sierra. There is a difference between being evil and ruining the game for others. Also please note the section under "abusive and disruptive behavior" as regards the choice of your character's name.

Player vs. Player

Upon creating your character you are given the choice of "no PvP" or "yes PvP". The choice is yours and cannot be reversed. Neither Game Masters nor Sierra will get involved in any conflict which is confined to a small group. However, if such conflict overlaps to other players, or causes a disruptive influence on the Realm in general, the participants will be warned. Sierra reserves the right to determine which behavior is considered abusive or disruptive.

Note: The attacked player has a 5 min. grace period to retreat from the area before they can be attacked again. If as a victim, you chose not to leave the area, it is your decision. A Game Master will not get involved any further. You may call a Game Master for assistance to remove you from a screen in which you feel that you are being "attacked" excessively. This will only be done once.

Abusive and Disruptive Behavior

The Realm is a "Role-playing Game" which means that it is assumed that the player will present their character in a manner that is consistent with medieval fantasy. This type of play is termed "in character" (IC) and means that the player is acting out the part in a believable manner. Each person may decide how they will roll play his/her character, but if it reduces the enjoyment of the other players by in or out of character behavior, this may be considered disruptive behavior. Judgement of what is and is not disruptive is entirely at the discretion of Sierra.

The choice of names by the player should be consistent with this environment. Names that include vulgar expressions, the use of profanity, sexual innuendoes or preferences, drugs or drug paraphernalia are not allowed. Also the use of any of these terms in the title or bio of your character is not allowed.

Harassment

Harassment is a violation of the spirit of the Realm. Anyone found in violation will be dealt with at the sole discretion of Sierra. Harassment includes stalking a player, constant verbal abuse directed to a player or GM, and sexual harassment.

Harassment may also include excessive jumping. (Repeated jumping [attacking] over and over of the same person. What may be termed "stalking a player" and "excessive jumping" is up to the judgement of the situation by the Game Master.) Refer to heading "Player vs. Player". Any player that feels that they are being "harassed" or "stalked" needs to be aware that they need screen shots of the violation. Sierra will not make a determination of harassment or stalking

without proof.

Persons in violation will be subject to warning and a possible lockout as described later. Furthermore, in certain circumstances, a user may be locked out of the game without warning or notice of any kind. Any player that is suspended (locked out of the game) may contact Sierra at quehead@aol.com for an explanation of the lock out. You must provide your Character's name. Suspensions from the Realm are usually temporary and they may be appealed.

Language and Gossip

If your conversation is not judged to be acceptable to the majority, odds are a GM is wondering whether or not to revoke your gossip. The Realm is supposed to be fun for everybody. If you're saying something that diminishes the game for many (even if its fun for you), it's probably a gossip offense.

General Gossip (Channel 1)

Abuse of this channel includes subjects that are not acceptable to the majority. Common rules of etiquette and simple courtesy are expected. Profanity, cussing, and swearing are not allowed. The fact that we have profanity filter does not change this. The use of the keys \$#@*%#@# or the like, suggests that you are trying to mask profanity and is not allowed. Scrolling and flooding are not allowed.

Newbie Channel (Channel 0)

This channel is for Realm Help and termed the "Newbie" channel. The same rules apply.

Other topics when using the gossip channels that are not allowed are:

Religious Discussions

Competitor's Products (promoting products)

Bashing (another player, name calling, verbal abuse)

Causing a verbal confutation (arguing)

Pointless Messages (using of the same symbol or letter over and over, messages with no content or repeating of the same message over and over)

Players pretending to be a Game Master

Racism

Fake information messages.

There are 1000 channels placed at the players disposal. Any of these may be used by the players to set the tone of what they care to discuss. The Game Masters do monitor channels 0, 1, 2, and 3. These are governed by the above rules. All others are open and not monitored.

Discussions in the same room or screen

This area is complaint driven. If it is that there are violations of the rules of conduct, a player may report this to a Game Master. The Game Master will investigate. The same standard of conduct on the gossip channels is in effect.

Discussions in a house

A player has the freedom to discuss whatever they wish in their own Houses. If there is a complaint by the householder that they can't get rid of an offender or stop them from speaking about an unacceptable subject, a Game Masters may be requested to remove the offender. This has to be done by the householder.

Game Masters

The Realm has on-line Game Masters whose primary purpose is to enforce the standard of conduct and to answer questions. If an on-line Game Master finds you violating the rules, the Game Master may instantly impose any of the penalties that follow:

1. You may lose ability to use the Gossip channel.
2. Your character may be jailed. (Jail sentences vary in length.)
3. You may temporarily be suspended from the game.
4. You may receive an official "Warn". Six warns against you will cause your suspension.
5. You may lose the right to play the Realm permanently.

Game Masters will always try to act in harmony with the spirit of the game. They have been selected because of their familiarity with the game, and their apparent maturity. They try at all times to be fair. Game Master's behavior and the handling of problems are monitored by Sierra's On-Line Coordinator.

Conduct of players against the Game Masters

Abusive language or verbally harassing a Game Master even in private, will not be allowed. They will be happy to talk to you, but are not required to listen to abusive speech launched against them. They are allowed to use the /ignore command to relieve themselves of the excessive abuse.

Troubleshooting

Server down messages

If you receive a message which says the server is down or that the connection to the server has been lost, there is either a problem at our end or your service provider is failing to connect to our server. It is likely that the server is down for update purposes. You should simply try to connect again at a later time. Often when this happens you will be able to reconnect immediately.

Lock-up at Sierra Logo Screen

When logging on to THE REALM the game may hang at the Sierra Logo screen. This is usually caused by a problem with the server. It is the same problem as in #1 except that for some reason the server has not been able to send out an alert message.

Winsock compatibility

THE REALM requires that you use Winsock Version 1.1 or higher. If you get an error message that says you do not have the right version of WINSOCK.DLL, you may need to upgrade to a more recent version. If you have questions about how to do this you may should contact your Internet service provider.

Invalid login name or password

The password must be typed in all lowercase characters because the server will not accept capitals as part of the password. Also, many people have been mistaking the letter "l" and the numeral "1" for each other; so if you have an "l" or a "1" in your password and it isn't working, try them both and see which one works. The same thing has been happening with the letter "o" and the numeral "0."

Memory related problems

Make sure that there are no other Windows programs running. Disable all screen savers, virus

scans, etc. If you are using an alternate Windows desktop (PC Tools, Dashboard, Packard Bell Navigator, etc.), disable it. If you have sound-related Windows programs installed (IconHearIt, SoundBits, etc.), make sure they are disabled before starting the game.

Check the swap file size. Make sure there is enough room on your hard drive for Windows to create a swap file of at least 15MB. This could increase your available memory.

If nothing else works creating a bootdisk may also help to free some memory on your system. See the bootdisk instructions below.

Video Card fails performance test

If your video card does not meet the pixels-per-second speed requirement for The Realm, try running the game to see how well it works anyway. You may find that the video test fails but the game still works well.

Setup was unable to add an item for The Realm to a program group

If the game icons were not created during game installation it may mean that you have run out of hard drive space. Free up more hard drive space and try again.

Making a Book Disk

A bootdisk is a possible way to help free memory and improve performance on systems that are low on memory. There are two text files included with the Realm files. BDWIN95.TXT contains instructions on creating a bootdisk for Windows 95, and BDWIN31.TXT contains instructions for Windows 3.1 and 3.11. If you feel you need to make a bootdisk for your system, then read these files or print them out and follow the instructions.

Special Thanks

The Realm team would like to extend a very special thanks to our Game Masters for helping to keep The Realm the friendliest place in cyberspace. We would also like to thank our hard-working beta testers!

Safe Journeys....from the Realm Team

Legal Information

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