

STREET WARS README FILE

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(1) MACHINE REQUIREMENTS

Minimum specification

Intel Pentium 166 or compatible
16Mb RAM
4-speed CD-ROM drive
60Mb free hard-disk space
DirectX-compatible video card with (minimum) 2Mb RAM
DirectX-compatible sound card
Windows95 or Windows98
Windows-compatible keyboard
Windows-compatible mouse

Recommended specification

Intel Pentium II or compatible
32Mb RAM
12-speed CD-ROM drive
480Mb free hard-disk space
DirectX-compatible video card with (minimum) 2Mb RAM
DirectX-compatible sound card
Windows95 or Windows98
Windows-compatible keyboard
Windows-compatible mouse

(2) INSTALLATION OF STREET WARS

Before beginning an installation, it is recommended that you ensure that all other programs are closed as the computer will typically need to be restarted at the end of installation. If any other programs are open at this time data may be lost.

Automatic Installation

To begin installation, simply insert Street Wars into your CD ROM drive. If autoplay is active on your machine the installation should begin, click on 'Install' and then follow the instructions to install the game. If nothing happens when the CD is inserted into the drive, autoplay can also be started by double clicking on the CD icon found in 'My Computer'. If neither of these starts the installation, either begin installation manually or enable autoplay on your CD ROM drive (instructions on how to do this are found below).

Manual Installation

If your machine does not have autoplay enabled, the game can also be installed by opening the 'My Computer' window and then double clicking on the CD icon to open a window displaying the contents of Street Wars. From this window find the file named SETUP and double click it, this will start the installation process.

Moving game files to a new folder or drive

If you wish to move the games files to a different drive or folder, it is recommended that you uninstall the game and reinstall it in the new destination. Simply copying files to a new destination can result in the game failing to run.

Enabling Autoplay on your CD drive

Autoplay can be enabled as follows

- (1) Right click on the 'My Computer' icon and select 'Properties'.
- (2) From the 'System Properties' window that opens, click on the 'Device Manager' tab
- (3) A list of components in your machine will appear, click the + sign next to the CDROM label, highlight the drive that appears and select the 'Properties' icon at the base of the Window.
- (4) From the Window that opens, click the 'Settings' tab.
- (5) On the 'Settings' screen there should be an Option named 'Auto insert notification', ensure that there is a tick next to this.
- (6) Click 'OK' to exit the CD properties screen then close the 'System Properties' window. Your machine will probably say it needs to restart, once this is done autoplay should be enabled on your machine.

(3) DIRECT X

Direct Media & Direct X 6

In order for the game to run, your computer must have Direct Media and Direct X 6 or higher installed. If you are unsure about whether your machine meets this requirement then it is recommended that you install them.

Automatic Installation

When Street Wars is installed, you will be given the option to install Direct Media and then Direct X 6 after the main game files have been copied. Answering YES to the questions will result in Direct Media and Direct X 6 being installed, after which your machine may need to be restarted in order for the changes made to the system to take effect.

Manual Installation

To manually install Direct X,

- (1) Double click on the 'My Computer' icon and then right click on your CD ROM drive icon from the window that subsequently opens.
- (2) From the menu that appears, select 'Open'. A Window showing the contents of the CD will appear, from here double click on the folder titled 'DirectX' to display the files contained in it.
- (3) Amongst the files displayed within this folder will be one named 'SETUP', double click this icon.

- (4) You should now be met with a Window titled 'DirectX(R) Setup'. Click on the icon labelled 'Reinstall DirectX' to begin installation.
- (5) The installation of Direct X will now begin. During installation you may be met with questions asking whether you wish to replace certain drivers in order for DirectX to be fully certified.
- (6) At the end of installation you will receive a message saying DirectX setup needs to restart your machine. Once your machine has restarted DirectX will be installed on your system, see the section below titled 'Checking Certification' for details on how to check whether all the drivers for your machine are certified by DirectX.

Effects of installing DirectX

Installing DirectX may result in any manufacturers video card utilities being disabled (eg. Matrox Powerdesk, Diamond InControl etc.). These utilities will no longer be accessible, and any options to change video settings etc. will revert back to the control of Windows (to access the display properties, right click the mouse over the Windows desktop and select 'Properties', from the Window that then opens select the 'Settings' tab to enter the 'Display Properties' screen).

'Insert Disk' request during installation

If you receive a message asking you to insert your Windows CD-ROM during the installation of DirectX, it means that some aspect of Windows needed by DirectX is not installed (typically it will be sound card related utilities such as volume control). If you receive this message, insert your Windows CD and install the required files. Once done, you will need to install DirectX again in order to ensure a full installation.

Problems restarting machine after installation of DirectX

If after installing DirectX, you restart your machine and encounter problems (eg. a black screen is displayed rather than the Windows desktop) you may need to restore your old video card drivers. In order to see the Windows desktop to do this, start your machine in 'Safe Mode'. This can be done as follows

- (1) Start your machine, and when the BIOS screen appears (a screen listing CPU type etc. in a table) press the F8 key. You should now be met with the Windows Startup Menu.
- (2) Select the Safe Mode option from this menu using the cursor keys and then press RETURN.
- (3) Windows will start and you will be met with a message telling you that Windows is running in 'Safe Mode'. Press RETURN to continue loading Windows.
- (4) Once Windows finished loading, press the right mouse button and select 'Properties' from the menu that appears.
- (5) From the 'Display Properties' menu, choose the 'Settings' tab and then click on 'Advanced' (if you are using the original version of Windows 95, this will be named 'Change Display type').
- (6) From the new window that opens click on the 'Adapter' tab, then click on the 'Change...' icon (if using the original version of Windows 95, click on the 'Change' icon next to 'Adapter Type').
- (7) The installation process for adding video drivers will now begin, use the drivers originally supplied for your video card, and follow the manufacturers instructions.

Changing Hardware

If you change any of the hardware within your machine, you will need to reinstall DirectX again. This is to ensure that the new hardware is Direct X certified, as the drivers supplied with the hardware may not be.

Checking Certification

In order to ensure that Street Wars works correctly on your machine, you will need to have your video and display drivers certified by Direct X (for details of what certification means see the section 'Certification' below). If you encounter any problems running the game, the first thing to check is that your video and sound cards are certified, this can be done as follows

- (1) Open the Start menu by clicking on the START icon at the bottom left of the screen, from here click on the 'Run' option.

- (2) A window titled 'Run' will open, in the box labelled 'Open:' type in the following
C:\PROGRAM FILES\DIRECTX\SETUP\DXDIAG.EXE
- (3) A window titled 'DirectX Diagnostic Tool' should now be open. If this window does not open, you may not have DirectX6 installed, see above for details on how to install it from the CD. If the window does appear there are a number of things that can be checked.

Video Driver Certification

Click on the 'Display' or 'Display 1' tab at the top of the 'DirectX Diagnostic Tool' window.

From the screen that appears, you can find out the name of your video card, the amount of memory it has and you can also test its 2D (DirectDraw) and 3D (Direct3D) features. To check certification, under the heading 'Drivers' the 'Certified : ' heading should be accompanied by Yes. Also, under the 'Notes' heading the first line should say 'No driver problems found'. If this is not the case on your system, then you may need to obtain new video card drivers from your manufacturer. A list of Internet sites where drivers can be found is listed below under 'Video Cards'.

Sound Driver Certification

Click on the 'Sound' tab at the top of the 'DirectX Diagnostic Tool' window. On the screen that appears, under the heading 'Driver' it will say whether it is certified (Yes or No) whilst under the heading 'Notes' the first line should read 'No driver problems found'. If this is not the case on your system then you will need to obtain new sound card drivers from your manufacturer. A list of Internet sites where drivers can be found is listed below under 'Sound Cards'.

Certification

If a driver is 'certified' by DirectX, it means that it has been tested by Microsoft for full compatibility with the latest version of DirectX. Uncertified drivers have not been tested by Microsoft, and although they may still run DirectX games, it is not guaranteed. In order to guarantee full compatibility with current software, every driver should be certified (this typically applies to sound and video card drivers).

Direct Media

Direct Media is required to view the games introduction. If you are not seeing the rendered introduction upon starting the game you may not have Direct Media on your machine. Direct Media can be installed by reinstalling Street Wars and answering YES when asked if you wish to install Direct Media.

(4) WINDOWS CONFIGURATION

When running Street Wars, it is recommended that you check the following factors regarding the configuration of Windows

Colour Mode

When running the game, you will need to have windows set to a colour mode of 256 colours or higher. The colour mode can be changed as follows

- (1) Click the right mouse button when on the desktop, and select the option 'Properties' from the menu that appears.
- (2) A window titled 'Display Properties' will appear, click on the 'Settings' tab to bring up the display settings screen.
- (3) From this screen the colour mode ('Colors') and screen resolution ('Screen area') can be altered.

Active Desktop

If you have Microsoft's Active Desktop enabled, it is recommended that you disable it before running Street Wars.

Close Other Programs

Before starting Street Wars, you are advised to close down all other programs that may be running. Doing this will ensure that Street Wars is able to use the maximum system resources available. To check which other programs are open, press the CONTROL, ALT and DELETE keys at the same time. This will bring up a menu titled 'Close Program'. This menu lists all the programs currently running, a completely clean system should only have Explorer and Systray listed on this screen.

N.B. If you are unsure what the programs currently running are, do not close them unless you are having problems running the game (with either game stability or speed).

Windows Virtual Memory

Virtual Memory is basically when Windows uses hard drive space as extra memory. It does this by creating a swap file on the hard drive and writing data to it, the result is that software that may need more memory than the machine it is being run on physically has will still run.

Games software typically needs a fairly large amount of space for a swap file, with around 100Mb typically recommended.

The Virtual memory can be managed in two ways, automatically or manually. To check which method is being used on your machine, follow these steps

- (1) Right click on 'My Computer' and select 'Properties' from the menu that appears.
- (2) The 'System Properties' window will open, click on the 'Performance' tab and then click on the 'Virtual Memory' icon.
- (3) A window titled 'Virtual Memory' will now be open.

If the option "Let Windows manage my virtual memory settings" is highlighted then your virtual memory is being automatically managed by windows. If this is the case please ensure that your C: drive has enough free hard drive space (100Mb or more). This can be checked by double clicking on the 'My Computer' icon, right clicking on the (C:) drive and selecting 'Properties', the free space on the drive will be listed in the properties window that opens.

If the option "Let me specify my own virtual memory settings" is highlighted, you are manually setting the limits of the swap file for Virtual memory. If this is the case we recommend that you ensure that the maximum amount listed is not less than 100.

(5) VIDEO CARDS

Video Card Requirements

Street Wars requires a video card with at least 2Mb of memory that can display 16bit colour. The primary video card in your machine MUST have at least 2Mb of memory for Street Wars to run, the memory of any additional accelerator cards will not be taken into account (ie. a 2Mb primary video card will run the game but a 1Mb primary video card being used in conjunction with a 4Mb 3DFX card will not). To check how much memory your video card has, see the instructions in Section 3 (Checking Certification & Video Driver Certification). If your video card has insufficient memory you will receive the error message informing you of a 'VIDEO MEMORY ERROR'.

Direct X

In order to run, the video card must be compatible with Direct X (and must also typically be using certified drivers). Possible symptoms of your card not being DirectX compatible include the machine displaying a black screen when you start the game, the graphics of the game being corrupted or the colour within the game being incorrect.

Monitor Settings

If you experience video problems, it is also possible that the cause could be that your monitor is not configured within Windows. This can be checked as follows

- (1) Click the right mouse button on the desktop and select 'Properties' from the menu that appears.

(2) On the 'Display Properties' window that appears, click on the 'Settings' tab. Click on the 'Advanced' icon (users with the original version of Windows 95 will have to click on the 'Change Display Type' icon at this point).

(3) Click on the 'monitor' tab in the new window. If your monitor is not the one currently named, click on the 'Change' icon (users of the original version of Windows 95 will need to click on the 'Change' icon next to 'Monitor Type'). If you received a driver disk with your monitor, use that. If not, you will need to manually configure your monitor.

Under Windows 95 you can select your monitor from the list displayed (Click on 'Show all Devices' to get a complete list if your monitor is not named under 'Show Compatible Devices'). Under Windows 98 you will need to select the option to 'Display a list of all drivers in a specific location', and once again select 'Show all Hardware' if your monitor is not listed under the 'Show Compatible Hardware' option.

Drivers

If any graphical problems are encountered, we recommend that you try using the latest video card drivers from the manufacturer of your video card or its chipset. The Internet addresses of some of the main video card and chipset manufacturers are listed below, if yours is not covered please check your cards documentation for a link.

Chipset manufacturers

3DFX Interactive Inc (3DFX Voodoo, Voodoo2)	www.3dfx.com
3D Labs Inc (Permedia 2)	www.3dlabs.com
ATI (ATI All-in-wonder, Xpert)	www.atitech.ca
Matrox Graphics Inc (Millennium, Mystique)	www.matrox.com
Nvidia (Riva 128, Riva TNT)	www.nvidia.com
Rendition (Verite 1000, Verite 2000)	www.rendition.com
S3 (Virge, Savage 3D)	www.s3.com

Video Card Manufacturers

Canopus Corporation	www.canopuscorp.com
Creative Labs	www.creativelabs.com
Diamond Multimedia	www.diamondmm.com
Guillemot International	www.guillemot.com
Hercules	www.hercules.com
Miro	www.miro.de
Number Nine	www.nine.com
STB	www.stb.com
Videologic	www.videologic.com

(6) SOUND CARDS

Sound Card Requirements

Your machine **MUST** have a sound card in order to load Street Wars. If your machine does not have a sound card you will receive a message saying "ERROR, Street Wars requires a DirectX compatible sound card".

Direct X

In order to run the game correctly you will need to have a Direct X compatible sound card (it will also typically need to be using certified drivers). Possible symptoms of your card not being DirectX compatible include receiving no sound whilst playing, sound effects playing but stuttering or static playing rather than sound and music. See Section 3 for details on how to check your sound cards compatibility.

Volume Settings

If all the drivers for the sound card are OK but you are still receiving no sound, check the volume controls within Windows are set correctly. To do this

- (1) In the bottom right of the desktop, next to the clock, should be a speaker icon. Right click on this and select 'Open Volume Controls' from the menu that appears.
- (2) A window titled 'Volume Control' should open, ensure that all the volume meters are set correctly and that none of the boxes labelled 'Mute' are ticked.

Checking Sound Playback

To check that the sound is working correctly within Windows

- (1) Open 'My Computer' by double clicking on its icon and then double click on the Control Panel icon on the window that appears.
- (2) From the Control Panel, double click on the 'Sounds' icon.
- (3) Highlight one of the options (eg. 'Asterisk') and ensure there is a speaker icon next to its name. If there is not click 'browse' and select a file, the folder C:\Windows\Media will normally contain some.
- (4) Click on the play button next to 'Preview:'.

A sound sample should now load and play, if you do not hear anything then your sound card may not be set up correctly within Windows.

Specific Sound Card Problems

If your sound card is not Direct X certified you may encounter audio corruption. To check whether your sound card is certified, see section 3 (Checking Certification). Obtaining DirectX compatible drivers from your hardware manufacturer can solve the problem.

(7) CD ROM DRIVE

Minimum Requirements

To run Street Wars we recommend that you have at least an 4-speed CD-ROM drive. If you have a slower drive, Street Wars may run more slowly than usual, and the video playback may stutter.

Systems with multiple CD drives

If you are running the game on a system that has more than one CD drive (due to either multiple drives or having one drive with multiple trays) we recommend that the Street Wars CD is always placed in the first drive (ie. on a system with E:, F: and G: drives, place the CD in E:).

Windows drivers

In order to install Street Wars your CD will need to be using Windows based drivers. If it is running using MS-DOS based drivers you will be unable to install the game (an error titled 'SEVERE, Unable to install Direct X Media' is the typical symptom). In this case, please install Windows95/98 drivers for your CD drive.

To check which drivers you are using

- (1) Right click on 'My Computer' and select 'Properties' from the menu that appears.
- (2) From the 'System Properties' menu that appears click on the 'Performance' tab.
- (3) Under the heading 'Performance Status', File System should be listed as 32-bit whilst at the bottom of the box it should say "Your system is configured for optimal performance". If this is not the case you may need to obtain Windows based drivers for your CD drive from its manufacturer.

(8) UNINSTALLATION

The game should always be removed either from the uninstall option on the START menu or from the add/remove menu (details on how to do this are below). It should not be manually deleted from the hard drive, as this will result in data being left in the Windows registry.

Uninstalling Game via START menu

To remove Street Wars via the START menu, open the START menu, then open the Programs / Street Wars folder. From here select the option 'Uninstall Street Wars' to remove the game from your machine.

Uninstalling game via Add/Remove Programs

To remove the game using the Add/remove Programs function of Windows

- (1) Double click on 'My Computer' and then double click on the 'Control Panel' icon in the window that opens.
- (2) Double click on the 'Add/Remove Programs' icon.
- (3) Highlight the Street Wars line on the 'Add/Remove Programs Properties' window and click on the 'Add/Remove' icon.

Problems Uninstalling Game

If any problems are encountered during the uninstallation of the game that result in it being impossible to remove it, we recommend that you try reinstalling Street Wars. Once this has been done it should be possible to uninstall it without any problems.

Files Left Behind

When Street Wars is uninstalled, you may find that some files are left behind. These files consist of options settings and save games. If you do not wish to keep these files you will need to manually delete them from your system.

(9) OPTIMIZING GAME SPEED

There are a number of ways in which machines can be optimised to improve the speed of games.

Ensure No Other Software is Running

For details on how to check which other programs are running on your machine see section 4 (Close Other Programs).

Virtual Memory

Ensure that there is enough free hard drive space for Virtual Memory (see section 4: Windows Virtual Memory) for details on this.

The performance of a machine can also be improved by manually setting up a permanent swap file on a separate physical drive (this should only be attempted by advanced users).

Screen Savers/Desktop Themes

Disabling any third party Screen Savers or Desktop Themes may have an effect on improving system performance.

(10) TROUBLESHOOTING

If a problem does occur, we recommend that you exit the game and restart Windows before attempting to run Street Wars again. If you are having trouble exiting the game, it can be done manually as follows

- (1) Press the CONTROL, ALT and DELETE keys together.
- (2) From the 'Close Program' menu that appears highlight the name Street Wars.
- (3) Click on the 'End Task' icon.

General Solutions

If you are having problems running Street Wars, there are a number of things that you can initially try

Manually Install DirectX

DirectX may need to be reinstalled, see section (3) for details on how to do this.

Reinstall Game

Sometimes problems may have occurred during the installation of the game. Simply uninstalling Street Wars and then installing it once more can fix these problems.

Close Other Programs

Ensure that Street Wars is the only thing running.

Check that Direct X Drivers are Certified

See section (3) for details on how to check that your video and sound card drivers are certified by Direct X. If they are not you may need to obtain the latest drivers from your cards manufacturer.

(11) HELPLINE

If you have any further problems you can contact us between 10am-7pm Monday to Friday on:

By Phone on - 0901 474 7477 (for game play help)

By Phone on - 0161-827-8060 (for technical support)

By Fax on - 0161-827-8091 (for technical support)

E-Mail - helpline@infogrames.co.uk

Or, you can send snail mail to: Infogrames Software Ltd

Helpline
21 Castle Street
Castlefield
Manchester
M4 6SW

When phoning please try and have your machine specification to hand and if possible have access to the machine during the phone call.

If using e-mail please check that the sound and video cards are certified by Direct X first and then use the form below.

Email Form for Street Wars Customer Problems

Name
Address
Phone

Email

PC Processor

PC Speed

Amount of Ram

Graphics Card

3dfx Card (if present)

Sound Card

CD-ROM

Hard disk size

Joystick

Other Peripherals

On Board Ram

Speed

Space free

Direct X Version

Video card certified by Direct X?

Sound card certified by Direct X?

Operating System

(To find this out go to START then SETTINGS then CONTROL PANEL then SYSTEM)

Problem