



S I E R R A <sup>®</sup>



## Betrayal at Krondor Troubleshooting Guide

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**IMPORTANT NOTICE:** Sierra will not be able to provide direct technical assistance for the free download of Betrayal at Krondor. We do provide common troubleshooting tips that should correct many issues you may experience. Additionally, you can get additional troubleshooting document via our automated faxback service. Please see Section 7 of this document for additional details.

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## **TABLE OF CONTENTS**

- SECTION 1 - HARDWARE REQUIREMENTS
- SECTION 2 - INSTALLATION PROCEDURES
- SECTION 2.5 - VIEWING THE ON-LINE GAME DOCUMENTATION
- SECTION 3 - COMMON INSTALLATION PROBLEMS
- SECTION 4 - COMMON GAME PROBLEMS
- SECTION 5 - SOUND ISSUES AND SOUND CARD SETTINGS
- SECTION 6 - OBTAINING A SIERRA PATCH DISK
- SECTION 7 - IF YOU STILL HAVE PROBLEMS...
- SECTION 8 - RUNNING BETRAYAL AT KRONDOR UNDER WINDOWS '95
- SECTION 9 - BETRAYAL AT KRONDOR BOOT DISK INSTRUCTIONS

## **SECTION 1 - HARDWARE REQUIREMENTS**

### **Required**

- 386 SX/16 (Disk version)
- 386 DX (CD version)
- 4MB RAM (Conventional: 590K; EMS: 1024K)
- 17MB hard drive space (Disk version)
- 3 MB hard drive space (Small install of CD version)
- MS-DOS 5.0 or higher
- VGA (256 color)
- CD ROM drive (CD version)

## **SECTION 2 – INSTALLATION PROCEDURES**

Once you download Betrayal at Krondor, you will need to expand the self extracting KRONDORZ.EXE file. To accomplish this, copy the KRONDORZ.EXE file into your TEMP directory on the hard drive. Once you have done this, launch the KRONDORZ.EXE file by double-clicking on it (if you are running Windows). If you are running in MS-DOS, you will need to create a SIERRA\KRONDOR directory on your C drive, copy the KRONDORZ.EXE FILE into that directory, then run the KRONDORZ.EXE file. Below is an example of the steps to follow for MS-DOS installation:

- 1) from your C:\ DOS prompt, type: MD SIERRA\KRONDOR <<ENTER>>
- 2) type: COPY C:\TEMP\KRONDORZ.EXE C:\SIERRA\KRONDOR\ <<ENTER>>
- 3) type: CD\ <<ENTER>>
- 4) type: CD\SIERRA\KRONDOR <<ENTER>>
- 5) type: KRONDORZ <<ENTER>>

Now you will be able to finish the installation process. If you are in Windows 3.1 or Windows for Workgroups 3.1.1, pull down the FILE menu from program manager, and select the RUN option. Browse until you have navigated to the SIERRA\KRONDOR directory and double-click

on the SETUP program.

If you are using Windows 95, click on the START button and select the RUN option. Click on the BROWSE button and navigate to your SIERRA\KRONDOR directory. Double-click on the SETUP program and follow the on screen program.

The SETUP program will add several icons to your SIERRA program group or folder. One icon will add a utility to configure you hardware to run Krondor. You will actually need to run this utility to select the appropriate SOUND card configuration for the game. In addition, SETUP will add an icon for the Krondor game manual file. The game manual is provided in a Microsoft Write file format. NOTE - the game manual requires Windows 3.1, 3.1.1, or Windows '95 for proper viewing.

## **SECTION 2.5 - VIEWING THE KRONDOR GAME DOCUMENTATION**

To view the game documentation, simply double-click on the Betrayal at Krondor On-Line Game Documentation icon in your Sierra Program Group/Folder after you have installed the game to your hard drive.

## **SECTION 3 - COMMON INSTALLATION PROBLEMS**

**Problem:** After typing INSTALL or double clicking on the Betrayal at Krondor INSTALL icon, a row of dots goes across the screen and stops. The computer appears to have locked with this row of dots appearing on the screen.

**Solution:** The dots indicate the hardware detection portion of the installation program is in progress. You can bypass the hardware detection (and therefore the lockup) by typing INSTALL /M /F. This will bypass the hardware detection and should prevent a lock-up.

**Problem:** During installation you get an error message saying “Unable to open a target file for writing:...”

**Solution:** This may occur if there is not enough free hard drive space available. If a disk compression utility is being used, be sure that there is at least 34MB of free hard drive space. Without disk compression, the installation requires about 17MB.

**Problem:** Unable to write to Resource.005 message during installation.

**Solution:** You need to free up more hard drive space and rerun INSTALL.

**Problem:** You have 276818 bytes free...error message (even though enough memory is actually available).

**Solution:** Most likely, the game did not install properly. Try installing under a boot disk. Make sure you have installed this program directly to the hard drive. In addition, you should check your mouse driver. Occasionally, a non-standard MS-DOS mouse driver can cause this problem. Sierra recommends Microsoft mouse driver 8.20a or higher or Logitech 6.23 or higher.

## **SECTION 4 - COMMON GAME PROBLEMS**

**Problem:** When you start the game, you receive a messages stating, “This game requires 1482k of expanded memory”.

**Solution:** Betrayal at Krondor requires at least 1MB of free expanded (EMS) memory to run. If your system is not configured to use expanded memory, you will need to make a boot disk to configure the memory properly when playing the game (See Section 9 – Betrayal At Krondor Boot Disk Instructions).

**NOTE - Windows 3.1, 3.1.1 and Windows '95 may not be set up to use EXPANDED (EMS) memory. Generally, Windows is set up to use EXTENDED (XMS) memory. Sierra has included a PIF file that will allocate EMS memory for the game to run assuming your Windows configuration is set up to utilize this memory scheme. However, if your Windows configuration is not set up to simulate EMS memory, you may need to create the boot disk as documented in Section 9.**

**Problem:** You receive an insufficient memory message when attempting to run the game.

**Solution:** This message will occur when you do not have enough conventional memory (590k) or expanded memory (EMS) free. To free enough memory to run this game, create a bootdisk, reboot the machine using the disk. This should give you enough memory to run the game (See Section 9 – Betrayal At Kronedor Boot Disk Instructions).

**Problem:** You get an “An important data file could not be created...” message after the introduction.

**Solution:** This error message may indicate that there are not enough FILES set in the CONFIG.SYS file. If you have no FILES set in your CONFIG.SYS you will get this message. You will also get this message if you have FILES set lower than nine. A boot disk with FILES=30 or higher should remedy this problem. If the bootdisk does not correct this error, then you may be out of hard drive space. You can check your hard drive space by running CHKDSK from your hard drive prompt. This program requires 17 MB of hard drive space to install (34 MB if compressed).

**Problem:** The screen is blank during game play or at start up, but the music continues to play.

**Solution:** Some older video cards cannot display a particular resolution (640x350x16 colors) that Betrayal at Kronedor and some other MS-DOS based Dynamix programs use. The game continues to run but the video is not displayed on the monitor. Most video card manufacturers have a fix for this problem. If you have a Diamond Video Card, call Diamond Customer Service at (408) 736-2000 and ask for 2.17 BIOS revision (or later). If you have an STB Video Card: Call (214) 237-9615 and ask for the file OK.COM. For all other cards, you should contact the Tech Support line for your particular video card manufacturer.

**Problem:** Clicking an area gives an unrelated explanation.

**Solution:** This happens if you fight a battle near a cornfield or some other bit mapped image that gives dialogue, (i.e. If you click on the corn it should say something like "The ears of corn are too young to eat." ) After the battle searching the dead bodies may be hard to do as the corn bitmaps dialogue comes up instead of the “dead body” screens. Move around the bodies until you cannot see the corn and it should work fine. If this doesn't help, back away from the bodies and try again.

**Problem:** The game locks up when you cast the Final Rest spell.

**Solution:** This spell can cause combat to "hang" if it is cast on a Black Slayer who is standing in the same combat square as a dead body. Do not cast this spell when in this situation. Wait until the Black Slayer has moved before casting the spell.

**Problem:** The game locks up when blowing the Horn of Algon Kokoon.

**Solution:** If the Horn of Algon Kokoon is used in a certain trap in Chapter Six, the game will hang. The trap contains a magic user and two Wyverns. Do not use the horn when in this trap.

**Problem:** Lockups using compressed hard drive.

**Solution:** While playing Kronedor the game creates and uses a "swap" file called TEMP.GAM. That file is used to store current information on the hard drive instead of in RAM the same way

that Windows uses a swap file. The problem arises when the game is played from a compressed drive. You need to switch the TEMP.GAM file to a non-compressed drive. This can be done by editing the RESOURCE.CFG file and adding the line: tempDir = "drive letter". With Microsoft Drivespace the line should usually read:

tempDir = H:

With Stacker it should read:

tempDir = D:

After editing the RESOURCE.CFG, copy the TEMP.GAM file from the Krondor directory onto the drive that was specified.

**Problem:** Clicking on a dead Moredhel Spellcaster produces a "Must not be very important" message.

**Solution:** This occurs just north of Sarth. There is a group of five Moredhels, four are blue, one is yellow. Clicking on the yellow figure after the battle is over produces the error message. This is an isolated incident and should not affect the rest of the program. There is nothing on this particular spellcaster that is crucial to finishing the game.

**Problem:** The computer locks up at random.

**Solution:** Lockups can be caused by a number of factors. If you are getting lockups during the game, try the following:

**MAKE A BOOT DISK.** The boot disk will eliminate any possible memory conflicts that could be causing lockups. Be very careful that your sound card and CD ROM drivers are loaded onto the boot disk!

**CHECK THE SOUND CARD CONFIGURATION.** Run the INSTALL program in the game directory and choose "PC SPEAKER", then run the game. If the game does not lock up, then the problem is probably in the sound card configuration. You should contact your sound card manufacturer for help with reconfiguring your sound card settings to avoid conflicts with other devices. If you don't see your sound card listed in the INSTALL program, refer to your sound card documentation or contact the manufacture of your sound card for help in setting up your card to run in a Sound Blaster compatible mode.

**CHECK FOR CORRUPTED FILES.** At the DOS prompt, run CHKDSK /F for DOS versions up to 6.0 or SCANDISK for DOS version 6.20. This will allow you to detect and correct any lost allocation units, crosslinked files or any other hard drive errors. If you find any, fix them, then delete and reinstall the game. Errors on the hard drive can corrupt files and this can cause lockups.

## **SECTION 5 - SOUND ISSUES AND SOUND CARD SETTINGS**

The best settings for a SoundBlaster compatible card are I/O 220, DMA 1 and IRQ 5 or 7. If you're using a Pro Audio card, the best settings are I/O 220, DMA 5 and IRQ 5 for the Pro Audio portion of the card, and DMA 1 and IRQ 7 for the SoundBlaster portion. Make sure that the SoundBlaster and Pro Audio portions do not share the same DMA! Settings outside these parameters can cause lockups and/or choppy, repeating or garbled sound. Most sound cards have test utilities that will tell you what settings you are using. Check your sound card documentation for more information.

For best sound options for your sound blaster compatible audio card, try selecting the Adlib/Sound blaster option. We have noticed that with modern sound cards (including true

Creative Labs Sound Blaster 16, Sound Blaster 32, and Sound Blaster 32/64 sound cards that the Adlib/Sound Blaster option works best).

In addition to these sound card settings, many sound cards require drivers that must be loaded into the AUTOEXEC.BAT and/or CONFIG.SYS. Section 10 - Sound Card Driver Information

**Problem:** Sounds are difficult to hear or they are not played.

**Solution:** If you are low on memory the DAC (digital) sounds will not be played. Freeing up more memory should correct this. Betrayal at Krondor requires 590 KB of available conventional memory and 1 MB of EMS. The easiest way to configure your computer for this memory is to create a bootdisk. You can make a bootdisk using the INSTALL program in the game directory or using the manual bootdisk instructions included with this document.

**Problem:** No music with a SoundBlaster 16 or compatible sound card.

**Solution:** Sometimes the game's installation program may detect a SoundBlaster 16 or compatible card as a Roland. This will cause the music to be inaudible. To correct this, run the INSTALL program in the game directory (or on the CD if you did a small install from the CD) and select "SoundBlaster/Adlib" for Music.

## **SECTION 6 - OBTAINING A SIERRA PATCH DISK...**

This version of Betrayal At Krondor is v. 1.02 and is the latest available. There are no patches for this version.

## **SECTION 7: CONTACTING SIERRA FOR FURTHER ASSISTANCE**

Sierra On-Line has a full library of help documents available electronically. You can download them from the following sources:

- America On-Line: Use keyword SIERRA and choose "Software Libraries", then "Troubleshooting Guides & FAQ's"
- CompuServe: Use go SIERRA, choose "The Sierra On-Line Forum", then search the "Help Documents" library.
- Go to our home page on the World Wide Web at <http://www.sierra.com> and follow the on-screen information.

Sierra will not be able to provide direct technical assistance for the free download of Betrayal at Krondor. We do provide common troubleshooting tips that should correct many issues you may experience. Additionally, you can get your document via our automated faxback service. Call (206) 644-4343, choose to use the automated technical support system and follow the voice instructions provided. You will be faxed a catalog of all of the documents that we have to offer and you will then be able to get the documents you need. If you prefer, you can also fax us at (206) 644-7697 with your document request.

Thanks for choosing Sierra!

## **SECTION 8: RUNNING BETRAYAL AT KRONDOR UNDER WINDOWS '95**

The Win 95 shortcut provided with this version of Krondor assumes that the program is install to the C: drive in the \Sierra\Krondor directory. If you choose to install Krondor to a different hard drive or directory you can easily update the Krondor shortcut to include the changes. Begin by right clicking on the Krondor shortcut icon and selecting "Properties." Next, select the "Program"

tab and change the "Cmd line" and "Working" settings to the correct drive and directory.

Krondor is a DOS based program and requires 590k of Conventional memory and 1024k of Expanded (EMS) memory. By default, some Win95 systems are not configured for EMS memory and may not run Krondor initially. To enable EMS memory on your system, select the "Run" option from the Win 95 "Start" menu, type SYSEDIT, and the select "OK". Once the System Configuration Editor is open, select the CONFIG.SYS window and look for the line that reads DEVICE=C:\winDOWS\emm386.exe NOEMS. If the line exists you can simply change the line to read DEVICE=C:\winDOWS\emm386.exe RAM. If the line does not exist, type in DEVICE=C:\winDOWS\emm386.exe RAM below the line that reads device=c:\winDOWS\himem.sys. If, after double clicking the Krondor shortcut, Window 95 warns that there is not enough Conventional memory refer to the section on freeing Conventional memory.

## **SECTION 9: BETRAYAL AT KRONDOR BOOT DISK INSTRUCTIONS**

# **Betrayal at Krondor Boot Disk Instructions**

### **for IBM compatibles using MS-DOS 5.0 or above**

Sierra Technical Support has prepared the following instructions as a 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.**

**IMPORTANT NOTE:** Please read the entire instructions prior to starting at Step 1. You can skip Steps 3 and 4 if you are not playing the CD version of Betrayal at Krondor.

#### **STEP 1**

##### **FORMATTING THE DISK**

To make a boot disk, format a high density diskette in the A: drive. (It is necessary to reformat the disk if it is already formatted.) Formatting the disk with the /S switch will transfer the "system files" to the disk and allow the computer to boot up correctly. The disk must be in the A: drive; the computer will not boot from the B: drive. Type the FORMAT command as follows:

**FORMAT A: /S <ENTER>**

If you get a "Bad command or file name" error message, type:

**PATH=C:\DOS <ENTER>**

Then retype the FORMAT command above. If you receive the error again, 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 sometimes rename the FORMAT command to prevent accidental loss of data. If you are using a program of this type, check your documentation to find out how to format a SYSTEM DISK, then proceed to Step 2.

#### **STEP 2**

##### **LOCATING THE MOUSE DRIVER**

If you are playing a game that uses a mouse, the Microsoft compatible mouse driver must be loaded into memory with the boot disk. There are two kinds of mouse drivers available: those that load in the CONFIG.SYS file and those that load in the AUTOEXEC.BAT file. CONFIG.SYS mouse drivers have an extension of .SYS (MOUSE.SYS) and AUTOEXEC.BAT drivers have either a .COM or .EXE extension (MOUSE.COM, MOUSE.EXE). You must load at least one of these drivers, but it is not necessary to load them

all.

If you do not know where the mouse drivers are located on your system, the command below should help you locate them. Type the following at the C:\ prompt:

**DIR MOUSE\* /S <ENTER>**

This command will cause the system to search all subdirectories for a file called MOUSE. If the system locates a MOUSE file, it will display the path where the file is located. For example, if the MOUSE.COM file is located in a C:\MOUSE directory, the system will display:

**Directory of C:\MOUSE**

<b>MOUSE.SYS</b>	<b>55160</b>	<b>03-10-92</b>	<b>3:10a</b>
<b>MOUSE.COM</b>	<b>56408</b>	<b>03-10-03</b>	<b>6:00a</b>

If this procedure does not locate a MOUSE file, your mouse driver may have a different name. Some common names for mouse drivers are IMOUSE, GMOUSE and HPMOUSE. You should check your mouse documentation for the exact file names and how to install them.

Once you have located the mouse driver, you must copy it to the boot disk. The following example assumes that the mouse drivers are located in the C:\MOUSE directory as shown in the step above. To copy the MOUSE files to the boot disk, type:

**COPY C:\MOUSE\MOUSE.\* A: <ENTER>**

Substitute the appropriate path and file names for your mouse drivers in the command above. After you press ENTER, you should see a message indicating that some files were copied.

### **STEP 3**

#### **LOCATING THE CD ROM DEVICE DRIVER (skip if not playing the CD version of Betrayal at Krondor)**

The CD ROM drive requires a device driver loaded in the CONFIG.SYS file. This driver must be loaded correctly or you will be unable to access your CD ROM drive. To make sure that the device driver loads correctly on the boot disk, look at the CONFIG.SYS on the hard drive and copy the driver line from there. At the C:\ prompt, type:

**TYPE CONFIG.SYS|MORE**

**NOTE:** The | is called a “pipe” command and is created by pressing <SHIFT> <BACKSLASH>.

The CONFIG.SYS file will display on the screen. Look for the line that loads the CD ROM device driver. This line will contain the same “/D:” switch as the MSCDEX line in the AUTOEXEC.BAT file. Using the MSCDEX example above, you would be looking for a line containing “/D:MSCD001”. The line should look something like this:

**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**

The device driver in your CONFIG.SYS may differ slightly from those listed above. Carefully write down the line for use in your boot disk. Leave out the “/L:” information, if any. Your CD ROM device line should appear as follows:

**DEVICEHIGH=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220**



**NOTE:** If you have a SCSI CD ROM drive, there may be an additional driver in your CONFIG.SYS that must be loaded for the CD ROM device drivers to load correctly. Check your CD drive documentation for more information.

#### **STEP 4**

##### **LOCATING THE MSCDEX CD ROM EXTENSION (skip if not playing the CD version)**

In addition to the CD ROM device driver in the CONFIG.SYS, your CD ROM drive requires MSCDEX, the Microsoft extension for CD ROM drives. If this extension is not loaded correctly in the AUTOEXEC.BAT, you will be unable to access your CD ROM drive. To make sure that MSCDEX loads correctly on the boot disk, look at the AUTOEXEC.BAT on the hard drive and copy the MSCDEX line from there. At the C:\ prompt, type:

**TYPE AUTOEXEC.BAT|MORE <ENTER>**

The AUTOEXEC.BAT file will display on the screen. Look for the line that loads the MSCDEX extension. It should look something like this:

```
C:\DOS\MSCDEX /D:MSCD001  
LH C:\DOS\MSCDEX /D:MSCD001  
LOADHIGH /L:14429 C:\DOS\MSCDEX /D:MSCD001
```

The MSCDEX line in your AUTOEXEC.BAT may differ slightly from the ones above. Carefully write down the line for use in your boot disk. Leave out the “/L:” information, if any. If the “LH” is missing from the beginning of the MSCDEX line, add it now. If the “/E” switch is missing from the end of the line, add it. For example, any of the above lines will appear on your boot disk as follows:

```
LH C:\DOS\MSCDEX /D:MSCD001 /:E
```

#### **STEP 5**

##### **LOCATING THE SOUND CARD DRIVERS**

Many sound cards have drivers or initialization lines that must be loaded in the AUTOEXEC.BAT or CONFIG.SYS. Some sound cards that require these drivers or initialization routines are the SoundBlaster 16, MAD16 and the Aria 16.

At the end of these Boot Disk Instructions, you will find a section labelled “Sound Cards”. These tables contain the sound card lines for many common sound cards. Check to see if your sound card is on the list. If it is, add the appropriate lines to the AUTOEXEC.BAT and/or CONFIG.SYS on your boot disk. If your sound card is not on the list, check your documentation for information on what needs to load in the AUTOEXEC.BAT and CONFIG.SYS.

#### **STEP 6**

##### **CREATING THE CONFIG.SYS FILE**

To create the CONFIG.SYS file on the boot disk, 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 RAM 1024 <ENTER>  
DOS=HIGH,UMB <ENTER>  
FILES=30 <ENTER>  
BUFFERS=20 <ENTER>
```

If you are using the MOUSE.SYS file to load your mouse, add the following line to the

CONFIG.SYS:

**DEVICEHIGH=A:\MOUSE.SYS <ENTER>**

If you're playing a CD game, add the CD ROM device driver as you wrote it down in the "Locating the CD ROM Device Driver" section. For example:

**DEVICEHIGH=C:\DRV\CDROMDRV.SYS /D:MSCD001 /P:220 <ENTER>**

If you need to load any sound card drivers, copy them from the "Sound Cards" section now. The following example lines are for the SoundBlaster 16:

**DEVICEHIGH=C:\SB16\DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5  
<ENTER>**

**DEVICEHIGH=C:\SB16\DRV\CTMM.SYS <ENTER>**

Complete the file by pressing <F6> <ENTER>.

## STEP 7

### CREATING THE AUTOEXEC.BAT FILE

To create the AUTOEXEC.BAT file on the boot disk, switch to the A: drive and type the following:

**COPY CON AUTOEXEC.BAT <ENTER>** (the cursor will drop down one line and blink)

**@ECHO OFF <ENTER>**

**C:\ <ENTER>**

**SET COMSPEC=C:\COMMAND.COM <ENTER>**

**PROMPT SIERRA BOOT DISK \$\_\$PSG <ENTER>**

**PATH=C:\;C:\DOS;C:\SIERRA <ENTER>**

If you are using the MOUSE.COM or MOUSE.EXE file to load your mouse driver, add the appropriate line:

**LH A:\MOUSE.EXE <ENTER>**

If you're playing a CD game, add the MSCDEX line as you write it down in the "Locating the MSCDEX CD ROM Extension" section. For example:

**LH C:\DOS\MSCDEX /D:MSCD001 <ENTER>**

If you need to run any sound card initialization programs or load any drivers, copy them from the "Sound Cards" section now. The following example lines are for the SoundBlaster 16:

**SET BLASTER=A220 I5 D1 H5 T6 <ENTER>**

**SET SOUND=C:\SB16 <ENTER>**

**SET MIDI=SYNTH:1 MAP:E <ENTER>**

**C:\SB16\SB16SET /M:220 /VOC:220 /CD:220 /MIDI:220 /LINE:220 <ENTER>**

**C:\SB16\DIAGNOSE /S <ENTER>**

Complete the file by pressing <F6> <ENTER>.

## STEP 8

### REBOOT THE SYSTEM AND START THE GAME

Reboot your system by pressing the <RESET> button on your computer or by using the <CTRL> <ALT> <DELETE> key sequence on your keyboard. Refer to your game

documentation for the steps to start the game.

If you continue to have memory problems even when using the boot disk and you are playing the CD ROM version of Betrayal at Krondor, delete the game, do a FULL install and play the game from the hard drive. This allows you to take the CD ROM drivers out of the CONFIG.SYS and AUTOEXEC.BAT, which frees up more conventional memory.