

# Setup Help

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# Sound

Unable to Hear Test WAV File

Unable to Hear Test MIDI File

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 WAVE) file, you must have a sound card that has a DAC or DSP 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:**

[Drivers](#)

[Mixer](#)

[Speakers](#)

## ***Drivers***

If you have a sound card with DAC or DSP capability and you did not hear the audio selection within the Sierra Setup Utility, you will want to verify that the appropriate sound drivers 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.

[Sound Card Manufacturer List](#)

## ***Mixer***

Many sound cards include a set of Windows 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.

## 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 drivers 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.

[Sound Card Manufacturer List](#)



## **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 DAC or DSP 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:

[Drivers](#)

[Mixer](#)

[Speakers](#)

## **Drivers**

If you have a sound card with DAC or DSP capability and you did not hear the audio selection within the Sierra Setup Utility, you will want to verify that the appropriate sound drivers 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.

Sound Card Manufacturer List

## ***Mixer***

Many sound cards include a set of Windows 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 drivers 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.

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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.

[Sound Card Manufacturer List](#)



## ***Mixer***

Many sound cards include a set of Windows 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, a majority of Sierra titles requires a SVGA-256 color Windows driver that was 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 your 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 you 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 Application Icon and select the CLOSE option from the pop-up menu that appears. You might also find that it is helpful to disable and 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 SWAP file which allow you to use part of you hard drive space as simulated RAM. 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 [application](#) requires that the Virtual Memory option be used. Virtual Memory utilizes a SWAP file which allow you to use part of you hard drive space as simulated [RAM](#). A swap file is a feature which enables you to get the most out of your system.

### Related Topics:

[Verify Virtual Memory](#)

[Enabling Virtual Memory](#)

### ***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 Selected Drive Does Not Have Enough Space

Compressed Drive Space Questionable

No Sierra Products Found

Uninstall

Select the Location for the Sierra Program

## **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 choose 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 shell 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 drivers 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.

## **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

No Joystick Driver Installed

No Joystick Installed

Joystick Calibration

Printer Not Found

## **Incompatible Processor**

The Sierra Setup Program has determined that this computer does not have the appropriate processor (or CPU) to run this game. Please refer to the program box requirement's label 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. 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 a set variable within the 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 you 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 Window driver is installed correctly. Drivers are special instruction files written by your printer manufacturer which tells 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

Setup Program Interrupted

Setup Program Ran Out of Memory

File Not Found

Could Not Create Game File

Incorrect Setup Version

## **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 is 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 instruction 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 from the File manger or select 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 object 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](#)

[CD ROM Speed-Test Results](#)

[Insert the CD Into Your CD ROM Drive](#)

## **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, , 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.



# General Hardware Tests

[General Video Test](#)

[General Sound Test](#)

[General CD-ROM Test](#)

[General Memory Test](#)

[General Miscellaneous Test](#)

## **General Video Test**

The Sierra Setup program will conduct tests to determine if your video card meets certain speed requirements to run the game. It will also detect the presence of the proper video driver for Windows. If the General Video Test fails for any reason, select the Help button that appears in the error dialog box for more information.

## **General Sound Test**

The General Sound Test will conduct a test to determine the sound capabilities of your computer system. In order to take advantage of all the audio and music capabilities of this program, this test routine will check for your MIDI configuration and for the presence of DAC playback. If this test should fail in one or both of the audio test sections, please review the help context for additional information

## **General CD-ROM Test**

The Sierra Setup program will conduct a test to verify that a CD-ROM drive is detected on your computer system, and will check the speed of the CD-ROM drive. The speed check will be used to determine if the drive meets the minimum system requirements for running the game.

## **General Memory Test**

The Sierra Setup program will check for the presence of both physical memory and free memory. The physical memory test will make sure that the computer system meets the minimum system requirement for operating this Sierra game title. The Free memory test will conduct a test to determine how much memory is fully available for the program to use once the game is launched. If you fail the free memory test, you will be given options and tips that should help you free enough memory to run this game.

## **General Miscellaneous Test**

The Sierra Setup program will verify that this computer is running the proper version of Windows. Sierra Setup will also detect the type of processor used on your computer and will verify the speed of the CPU. If Setup fails any of these tests, your computer system may not have the appropriate software/hardware needed to operate the game effectively.

# 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, Shell 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 application 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 are unduplicable and might have occurred as an isolated instance.

# 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, Shell 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 application 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 are unduplicable and might have occurred as an isolated instance.

## Out of Memory

- 1) **DISABLE WINDOW ENHANCEMENT UTILITIES** - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, Shell 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 application 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 VIRTUAL-MEMORY** - Virtual-Memory utilizes a SWAP-File which allow you to use part of you hard drive space as simulated RAM. 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 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. 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, Shell 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 application 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 DRIVERS 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 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.

**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 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.

**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 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.

**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

This card contains the new address and phone number changes for contacting Sierra Support Services.

### **Related Topics:**

[Sales Services](#)

[Technical Support](#)

## **Sales Services**

### **United States**

Sierra On-Line Main: (800) SIERRA-5 ((800)-734-7725)  
Sales Service Fax (408) 644-2018  
P.O. Box 3404  
Salinas, CA 93912

**NOTE:** Disk replacements should be sent to P.O. Box 485, Coarsegold, CA. 93614. Please send only Disk #1 (or the CD) and copy of your dated receipt, if less than 90 days. After 90 days please include a \$10 handling fee along with Disk 1.

### **United Kingdom**

Sierra On-Line Limited Main: (44)-1734-303-171  
4 Brewery Court, Fax: (44)-1734-303-362  
The Old Brewery, 9:00 a.m. - 5:00 p.m.,  
Theale, Reading, Berkshire Monday-Friday  
RG7 5AJ United Kingdom  
(Disk/CD replacements in the U.K. are £6.00, or £7.00 outside the UK. Add ATTN:  
Returns.

### **France**

Parc Tertiaire de Meudon Main: (33)-1-46-01-4650  
Immeuble "Le Newton" Fax: (33)-1-46-31-7172  
25 rue Jeanne Braconnier Hint Line: (33)-1-36-68-4650  
92366 Meudon La Forêt Cedex 7 jours sur 7 de 9h à 21h  
France

### **Germany**

Robert-Bosh-str. 32 Main: (06103) 99 40 40  
D-63303 Dreieich Fax: (06103) 99 40 35  
Deutschland Montag bis Freitag von 9h bis 19h

### **Spain**

Main: (34)-1-764-39-69  
Fax: (34)-1-381-08-39

### **Italy**

Contattare il vostro distributore

## **Technical Support**

### **Automated Technical Support Line:**

**1-206-644-4229**

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) 644-4229, 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

**Sierra On-Line U.S. Technical Support is also available through:**

**Sierra BBS:** U.S. (206) 644-0112 or U.K. (44) 1734 304227

**CompuServe:** GO SIERRA

**America Online:** Keyword Sierra

### **U.K. Technical Support**

Main: (44) 1734-303-171 (Monday through Friday, 9:00AM-5:00PM)

Fax: (44) 1734-303-362

### **France Support Technique**

Tel : (33) 1-46-01-46-50 (7 jours sur 7 de 9h à 21h)

Fax : (33) 1-46-31-71-72

### **Deutschland :**

Kundendienst Tel : (49) 06103 / 99 40 40 (9 -19 Uhr, Montag - Freitag)

Kundendienst Fax : (49) 06103 / 99 40 35 24 h / Tag

Mailbox(BBS) : (49) 06103 / 99 40 41 24 h /Tag

### **Soporte Tecnico, Spain:**

Tel : (34)-1-764-39-69

Fax : (34)-1-381-08-39

### **Servizio Tecnico, Italy:**

Contattare il vostro distributore

## **Hints**

### **U.S. Hints:**

1-900-370-5583

\$.75 per minute (must be 18 years 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:**

33-1-36-68-46-50 (hint line)

2,23F la minute. (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)

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).

**Hint Line, Deutschland:**

(49) 0190 / 515 616

24h /Tag (nur in Deutschland verfügbar, 1,20 DM pro Minute)

**Hint Line, Italy:**

Contattare il vostro distributore

**Pistas, Spain:**

Tel : (34)-1-764-39-69

Fax : (34)-1-381-08-39

**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**

#### **United States:**

(206) 881-6945 T/S

(604) 431-7553 BBS

### **Aztech**

#### **United States:**

(800) 886-8879 T/S

(510) 623-8933 BBS

#### **United Kingdom:**

0191 5202598 TEL

### **Cardinal**

#### **United States:**

(717) 293-3124 T/S

(717) 293-3074 BBS

#### **United Kingdom:**

01522 542519 TEL

### **Creative Labs**

#### **United States:**

(408) 428-6622 T/S

(408) 428-6660 BBS

#### **United Kingdom:**

01734 344322 TEL

01734 320300 FAX

### **Diamond**

#### **United States:**

(408) 325-7100 T/S

(408) 325-7175 BBS

### **Logitech**

#### **United States:**

(510) 795-8100 T/S  
(510) 795-0408 BBS

**Media Vision**

**United States:**

(800) 638-2807 T/S  
(510) 770-0968 BBS

**Microsoft**

**United States:**

(206) 637-7096 T/S  
(206) 936-4082 BBS  
(206) 936-6735 BBS

**United Kingdom:**

01734 271000 TEL  
01734 270002 FAX

**Orchid**

**United Kingdom:**

01256 4798898 TEL  
01256 64222 FAX

**Reveal**

**United States:**

(800) 473-8325 T/S  
(818) 713-8188 BBS

**United Kingdom:**

0181 8457400 TEL  
0181 8457411 FAX

**Roland US**

**United States:**

(213) 685-5141 T/S

**Turtle Beach**

**United States:**

(717) 767-0200 T/S



(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), GENie, 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**

**United States:**

408-986-1625 T/S

408-970-3719 BBS

### **Advanced Integration Research**

**United States:**

408-428-0800 T/S

408-428-1735 BBS

### **Advanced Micro Technology**

**United States:**

909-598-6120 T/S

909-594-5770 BBS

### **Alpha Systems Lab**

**United States:**

800-576-4275 T/S

**Altech International**

**United States:**

800-882-8194 T/S

408-946-2227 BBS

**Artist Graphics Company**

**United States:**

800-627-8478 T/S

612-631-7664 BBS

**ATI Technologies**

**United States:**

905-882-2626 T/S

905-764-9404 BBS

**United Kingdom:**

01753 631121 TEL

01753 631106 FAX

**Atlaz Intl., Limited**

**United States:**

516-239-1854 T/S

**Boca**

**United States:**

407-241-8088 T/S

407-241-1601 BBS

**Cache Computers, Inc.**

**United States:**

510-226-9922 T/S

510-226-7486 BBS

**Cardinal**

**United States:**

717-293-3124 T/S

717-293-3074 BBS

**Celerite Graphics, Inc.**

**United States:**

510-226-6390 T/S

510-226-7851 BBS

**Cirrus Logic**

**United States:**

408-435-8808 T/S

510-440-9080 BBS

**Colorgraphic Communication**

**United States:**

404-455-3921 T/S

404-452-8238 BBS

**Cornerstone Technology**

**United States:**

800-562-2552 x306 T/S

408-435-8943 BBS

**CSS Laboratories, Inc.**

**United States:**

800-966-2771 T/S

714-852-9231 BBS

**Diamond Speedstar**

**United States:**

408-325-7100 T/S

408-325-7080 BBS (up to 2400bps)

408-325-7175 BBS (above 2400bps)

**Edge Technology, Inc.**

**United States:**

800-438-3343 T/S

**ELSA America, Inc.**

**United States:**

800-272-3572 T/S

415-588-6286 BBS

**Focus Information Systems, Inc.**

**United States:**

510-657-4586 T/S

510-657-9451 BBS

**Genoa**

**United States:**

408-432-8324 T/S

408-943-1231 BBS

**Headland (Video Seven)**

**United States:**

800-553-1850 T/S

415-656-0503 BBS

**Hercules Technology**

**United States:**

510-623-6050 T/S

510-623-7034 BBS (V32)

510-623-7449 BBS (v32b)

**Identity Systems Technology**

**United States:**

800-723-8324 T/S

214-705-7213 BBS

**IOcomm Intl., Corp.**

**United States:**

800-998-8919 T/S

**Liberty Electronics USA**

**United States:**

800-497-8324 T/S

**Matrox Electronics Systems Limited**

**United States:**

800-462-8769 T/S

514-685-6008 BBS

**United Kingdom:**

01793 614002 TEL

01793 614336 FAX

**Metheus Corporation**

**United States:**

503-690-1550 T/S

503-690-1559 BBS

**MicroStep, Inc.**

**United States:**

818-336-8991 T/S

818-961-9992 BBS

**Mirage Computer Systems**

**United States:**

310-440-1460 T/S

**Miro**

**United Kingdom:**

01223 301102 TEL

**National Design, Inc.**

**United States:**

512-329-5055 T/S

512-329-6327 BBS

**Number Nine Computer Corporation**

**United States:**

617-674-0009 T/S

617-862-7502 BBS

**Nth Graphics**

**United States:**

800-624-7552 T/S

512-832-1964 BBS

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# 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

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

### 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

## 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 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.

## 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>**

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 Audio 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 MIDI) and playback (or WAVE) 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 are instruction files which tells 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 WAVE file) which allows sound cards with DAC or DSP chips to play back the live recordings.



## **SHELL**

The front end 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 Virtual-Memory addresses. SWAP-Files are used to simulate RAM 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 drivers such as those used for your CD ROM and Mouse drivers are specific examples of a TSRs.

## **VIRTUAL-MEMORY**

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

## **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 DAC chip or a DSP chip found on many sound cards. Wave files are invoked using special Drivers for a sound card.

