SIERRA ®

Mixed-Up Mother Goose Deluxe Troubleshooting Guide
revised 4/24/97

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SECTION 1 - HARDWARE REQUIREMENTS

REQUIRED
486SX with 6MB RAM
CD ROM drive
1 MB hard drive space (compressed 2MB)
MS-DOS 5.0 & Windows 3.1 or higher
VGA (256 colors)
Mouse
Sound Card with DAC

RECOMMENDED FOR BEST PERFORMANCE
486DX
8MB RAM
Double speed CD ROM

NOTE: Some early copies of Mother Goose Deluxe shipped with an incorrect System Requirements Label. Please make sure that your system meets the above requirements before continuing. We apologize for any inconvenience.

SECTION 2 - INSTALLATION PROCEDURES

Insert the CD into the appropriate drive. From Program Manager, click on File, then Run. In the Command Line field, type the letter of the drive followed by \SETUP. Ex: **D:\SETUP.**

Click on TEST HARDWARE to perform the hardware checks to verify that your computer can run Mixed-Up Mother Goose Deluxe.

If you fail any of the tests, see Section 3, Common Installation Problems

After performing the hardware tests, click on INSTALL to install Mixed-Up Mother Goose Deluxe.

SECTION 3 - COMMON INSTALLATION PROBLEMS

Problem: Your computer fails the Sound Card test; you cannot hear the voice and fanfare in the Wave and MIDI tests.
Solution: Your sound card is incorrectly configured for Windows. See Section 6 for information on setting up your sound card.

Problem: Your computer fails the Display test; you get a message saying "Your video display supports 16 colors...".
Solution: Sierra's Windows games require that Windows is running in 256 color mode. Even though your monitor and video card may be capable of displaying 256 colors, Windows may not be set up to use this resolution. To check, double-click on *Windows Setup* in the *Main* program group. If the *Display* line reads "VGA" or "16 color", you will need to change to a driver that supports 256 colors. ("VGA" is a default Windows video driver that only supports 16 colors and will not work with Sierra's Windows games.) To change video drivers, select *Options*, then *Change System Settings*. Open the Display box to see the list of video drivers that are currently available. You should check your video card documentation for information on what 256 color driver to select.

Warning: *Be careful when changing video drivers!* If you choose one that is not designed for your particular video card, Windows will not display properly. If this occurs, change to your Windows directory, type: SETUP, and choose the "VGA" driver again. You should then contact your video card manufacturer for the correct driver.

Problem: Your computer fails the Memory test; you get a message stating you do not have enough memory to run Mixed-Up Mother Goose Deluxe.
Solution: See Section 4 - Memory Troubleshooting for a list of steps to resolve this problem.

Problem: Mixed-Up Mother Goose Deluxe icon was not created during game installation. Sierra group and other icons are created fine.
Solution: This is usually caused by an alternate Windows desktop, like Norton Desktop, PC Tools or Tabworks. You must disable these desktops before installing the game. The easiest way to do this is to type PATH=C:\WINDOWS at the DOS prompt, then start Windows. This should start Windows with Program Manager as the desktop. When you are back in Windows, reinstall the game. The icons will be created normally. To restart Windows using your normal desktop, exit Windows and reboot the computer. The next time you go into Windows, the alternate desktop will display. PLEASE NOTE: Mixed-Up Mother Goose has not been tested under any alternate desktop environment, therefore Sierra cannot guarantee that the game will function properly under these desktops.

SECTION 4 - MEMORY TROUBLESHOOTING

Some game players have experienced difficulty getting enough memory to run Mixed Up Mother Goose Deluxe. If you are having trouble starting the game because of memory problems or are receiving memory-related errors during the game, here is a list of troubleshooting steps to try.

Check the Swap File: Establish a permanent swap file at about 6 MB. Do not set the swap file too high; 6-8 MB permanent should be enough. Follow these steps to access and change the Windows swap file.

1. Close all Windows applications.
2. Open the "Main" folder on your Windows desktop.
3. Double-click on the "Control Panel" icon.
4. Double-click on the "386 Enhanced" icon.
5. Click on the "Virtual Memory . . ." button.
6. Click on the "Change>>" button.
7. Type "6000" in the "New Size" selection box, under the "New Settings" heading.
8. Select "Permanent" from the "Type" pull down combination box, if it is available. If "Permanent" is not available, select "Temporary".
9. If "32-bit File Access" is checked, un-check it. This should remain turned off. If you have a "32-bit *Disk* Access" option, leave it checked.
10. Click the "OK" button.
11. Click the "Restart Now" button.

Windows will restart and take you back to the main Windows desktop.

Create a Boot Disk: Sierra has included a boot disk maker with Mixed-Up Mother Goose Deluxe. The Boot Disk Creator is the last option available in the Setup program. You can run it manually by double-clicking on the boot disk creator icon in the SIERRA program group. In addition, instructions for creating a boot disk manually are included at the end of this troubleshooting guide.

Create a Clean Windows Environment: Make sure that there are no other Windows programs running. Disable all screen savers, virus scans, etc. If you are using an alternate Windows desktop (PC Tools, Dashboard, Packard Bell Navigator, Tabworks, etc.), use plain Program Manager instead. If you have sound-related Windows programs installed (IconHearIt, SoundBits, etc.), make sure they are disabled before starting the game. Also, turn off your Wallpaper in Desktop in Control Panel. Wallpaper can sometimes take up a considerable amount of memory.

Turn Off 32-Bit *File* Accessing: Windows for Workgroups and Windows 3.11 include a setting for 32-bit File Access in the Virtual Memory settings. This should be turned off. If you are using Windows 3.1, you will see 32-bit *Disk* Access instead. Leave this on.

Windows for Workgroups v3.11: Run Windows for Workgroups without its network drivers by typing WIN /N to start Windows.

SECTION 5 - COMMON GAME PROBLEMS

Problem: When game starts, it displays a black screen or throws you out to DOS. This can also happen randomly during the game.
Solution: The problem you are experiencing is probably caused by a memory conflict. Running the game from the boot disk will usually correct this problem. Please see "Create a Boot Disk" and "Create a Clean Windows Environment" under Section 4, Memory Troubleshooting. In addition, the problem may be caused by outdated or incompatible video or sound card drivers. You should check with your video and sound card manufacturers to make sure you have the latest versions of their drivers.

Problem: "General Protection Fault caused by GROWSTUB in POINTER.DLL" when game starts.
Solution: This is caused by a Microsoft mouse driver version 9.01 GROWSTUB component. One of these three suggestions should correct the problem.

1. Remove POINTER.EXE from the load= line in the file WIN.INI and then restart Windows.

2. Download the file HD1061.EXE from the Microsoft BBS at (425) 936-6735. This file is self-extracting. Run "HD1061" and follow the instructions in the newly created README.TXT file.

3. Upgrade to the Microsoft Mouse IntelliPoint software version 1.0. For information about obtaining this upgrade, call the Microsoft Sales Information Center at (800) 426-9400. Microsoft charges a fee for this upgrade.

Problem: "General Protection Fault in Module ... " The module name will vary.
Solution: A General Protection Fault (GPF) in varying modules is usually caused by a memory conflict. Make sure that there are no other Windows programs running. Disable all screen savers, virus scans, etc. If you are using an alternate Windows desktop (PC Tools, Dashboard, Packard Bell Navigator, etc.), use plain Program Manager instead. If you have sound-related Windows programs installed (IconHearIt, SoundBits, etc.), make sure they are disabled before starting the game.

A Windows boot disk also helps with GPFs. Instructions for creating a boot disk are at the end of this document. GPFs can also be caused by outdated or incompatible sound or video drivers. If the above steps do not solve the GPF for you, contact your video and sound card manufacturers to obtain the latest versions of their Windows drivers.

Problem: "EMM386 Error 06 ... " The error number may vary.
Solution: This is caused by a memory conflict. Running the game from the boot disk will usually correct this problem. Please see "Create a Boot Disk" and "Create a Clean Windows Environment" under Section 4, Memory Troubleshooting.

Problem: You receive an "Error reading Drive D" (drive letter will vary depending on your CD drive letter). The error may occur at the beginning of the game or randomly throughout the program.

Solution: The most common reason for a "read error" is a dirty or scratched CD. You should check the CD to make sure that there are no smudges, fingerprints, scratches or cracks on it. If you see any smudges on the CD, clean it off with a soft cloth and try it again.

If this doesn't work, the problem may lie with the CD ROM drivers. You should make sure that you are using the latest version (v2.23) of MSCDEX in your AUTOEXEC.BAT. If you're using DOS 6.2 or higher, use the MSCDEX in your C:\DOS directory, this one is version 2.23. You should also check with the CD ROM drive manufacturer to make sure that you have the latest version of their CD drivers. Outdated or incompatible drivers can also cause this type of problem.

This error can also be caused by a defective CD. The easiest way to get a new CD is to exchange it at the store where you bought the game. If they are unable to exchange it for you, we can exchange your CD directly. Within 90 days of purchase, this replacement is free of charge. After the 90 day warranty period, there is a $10.00 handling fee. Please send your CD; a note with your name, mailing address, daytime phone and request for CD replacement;and either a copy of the dated sales receipt for the game or a check or money order for $10.00 to Sierra On-Line. Our address is CUC Software Fulfillment, 4100 West 190th Street, Torrance, California 90504.

Problem: When starting the game, you get "EMM386 Error 6 - No XMS memory".
Solution: Make a boot disk with the Boot Disk maker by double-clicking on the Boot Disk icon in the Sierra Group. Or you can create a boot disk manually by following the instructions at the end of this document.

Problem: You experience random lockups during the game, or your computer reboots during the middle of game play. Sometimes you receive memory errors or other problems when playing Mixed-Up Mother Goose Deluxe.
Solution: Most difficulties with Mixed-Up Mother Goose, including lockups and Fatal or Panic errors can be resolved by simply running the game with a boot disk and in a clean Windows environment. Please see "Create a Boot Disk" and "Create a Clean Windows Environment" under Section 4, Memory Troubleshooting. Incompatible or outdated sound card and video drivers can also cause lockups and errors. You should make sure that you are using the latest versions of your sound card and video drivers. Contact your sound and video card manufacturers to obtain the latest drivers.

Problem: Mixed Up Mother Goose Deluxe runs slowly on your computer.
Solution: If your computer system has 8 or more MB of RAM, make sure that you enable SMARTDRIVE. Smartdrive is a disk caching utility which will greatly improve game performance. Create a boot disk using the instructions in Section 7. In addition, with Windows for Workgroups and Windows 3.1.1, we recommend NOT using 32-bit file access (which can be changed in your Virtual Memory settings dialog box). Also, make sure you have a permanent swap file of 6-8 MEGS. See "Check the Swap File" under Section 4, Memory Troubleshooting for complete instructions on changing the swap file.

Problem: Boot disk problems on a Western Digital IDE controller
Solution: The Western Digital IDE hard drive controller displays a message "Press the SPACEBAR to boot from a floppy disk." If you insert the boot disk and reboot before seeing this message, you'll get the message "INVALID DRIVE SPECIFICATION," and won't have hard drive access until you reboot without the boot disk. Remove the boot disk from the floppy drive. Reboot your computer. When you see this message, insert the boot disk and press the SPACEBAR.

SECTION 6 - SOUND CARD CONFIGURATION AND SOUND ISSUES

The SoundBlaster 16, Pro Audio Spectrum 16, and compatibles support "Extended FM" in Windows. SoundBlaster Pro, SoundBlaster 2.0 and compatibles, use "Base FM" in Windows. The Extended and Base FM settings are defined in the MIDI Mapper. If your MIDI Mapper is configured incorrectly, you may hear just music and no voice, or vice versa. The following MIDI Mapper instructions cover the most common types of sound card setups. If you are using a sound card that is not listed here, please consult your sound card documentation for the correct MIDI Mapper setup.

SoundBlaster 16, ProAudio Spectrum 16 and compatibles: Click on Main, then Control Panel and then on MIDI Mapper. If you have an option called Extended FM or something similar, choose it. Close MIDI Mapper and run Mixed-Up Mother Goose. If you don't have this option, you will need to make a new MIDI Mapper setup. From the MIDI Mapper screen, click on New. Enter a name such as "Extended FM" and then hit OK. You will be at a screen with four columns and 16 rows. Click on the word None in the 3rd column and the 1st row. Now click on the small

arrow that appears on the right of this box. Choose the FM choice or Synthesizer choice. Do this for ports 1 through 9. Then, make sure that the SRC Channel values match the Dest Channel values (i.e. if the SRC Channel is 10, the Dest Channel should be 10). If they are different, change the Dest Channel to match the SRC Channel by clicking in the Dest Channel box and changing its value. Click on OK and close out the MIDI Mapper. The music and voices should now play correctly in Mixed-Up Mother Goose. For further information on the correct MIDI Mapper configuration for your sound card, please contact your sound card manufacturer.

SoundBlaster Pro and compatibles: Click on Main, then Control Panel and then on MIDI Mapper. If you have an option called Basic FM or something similar, choose it. Close MIDI Mapper and run Mixed-Up Mother Goose. If you don't have a Basic FM option you will need to make a new setup. From the MIDI Mapper screen, click on New. Enter a name such as "Basic FM" and then hit OK. You will be at a screen with four columns and 16 rows. Click on the word None in the 3rd column and the 13th row. Now click on the small arrow that appears on the right of this box. Choose the FM choice or Synthesizer choice. Do this for ports 13, 14 , 15, and 16. Click on OK and close out the MIDI Mapper. The music and voices should now play correctly in Mixed-Up Mother Goose. For further information on the correct MIDI Mapper configuration for your sound card, please contact your sound card manufacturer.

Problem: The speech breaks up or hesitates in Mixed-Up Mother Goose.
Solution: Each speech sample or recording needs to be loaded into memory before it can be played. By reducing the buffer size, you will cause the CD to actually play the speech segments faster, because it does not have to fill a large buffer area. The buffer size is set in the C:\SIERRA\MUMG\RESOURCE.WIN text file. Edit this file and change the dacSize" line to dacSize =15360.

Problem: Starting the game gives you a "Waveout Open" or "Waveout Prepare Header" error message.
Solution: The Windows error message you are receiving indicates that your sound card is in use by another program. This is occasionally caused by another sound program taking control in Windows and not sharing the sound card properly. Programs like Icon Hear It, Wired for Sound or Packard Bell Navigator can cause this type of problem. Some screen savers like After Dark will also access the sound card directly instead of using Windows to produce sounds. You should disable all programs of this type before playing the game.

Problem: The last note played before a screen change is "stuck".
Solution: This is a result of incorrect MIDI Mapper configuration. See the above information on configuring your MIDI Mapper. Be very careful that the SRC and Dest Channels in your MIDI Mapper match.

Problem: Using a Pro Audio Spectrum 16, the speech and other digitized sounds are full of static.
Solution: This is caused by using the DMA 3 (the 8-bit DMA) for the Pro Audio portion of the sound card. Change to DMA 5 or 7 (16-bit DMAs) and the static should go away.

If you are still experiencing sound problems, you may need to update your sound drivers. If you do not have the current Windows drivers for your sound device, you may need to contact the manufacturer of your sound device or your local hardware supplier for an updated set of sound drivers. Check your Windows documentation or your sound device documentation for full instructions on updating your sound drivers.

SECTION 7 - BOOT DISK INSTRUCTIONS
IMPORTANT NOTE: Please read the entire instructions prior to starting at Step 1.

STEP 1
FORMATTING THE DISK
To make a boot disk, you must system format a high density diskette in the A: drive. This procedure 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. At a DOS prompt, 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 3
LOCATING THE CD ROM DEVICE DRIVER
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. To display the CONFIG.SYS, type the following at a DOS prompt:

CD\ <ENTER>
EDIT CONFIG.SYS <ENTER>

The CONFIG.SYS file will display on the screen. Look for the line that loads the CD ROM device driver. 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.

To exit the CONFIG.SYS, press the <ALT>, <F>, then <X> keys.

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.

NOTE: If you cannot locate the driver in your CONFIG.SYS file, check your CD-ROM drive documentation, or contact the drive's manufacturer.

STEP 4
LOCATING THE MSCDEX CD ROM EXTENSION
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 display the AUTOEXEC.BAT, type the following at a DOS prompt:

CD\ <ENTER>
EDIT AUTOEXEC.BAT <ENTER>

The AUTOEXEC.BAT file will display on the screen. Look for the line that loads MSCDEX. 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.

To exit the AUTOEXEC.BAT, press the <ALT>, <F>, then <X> keys.

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 labeled "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, you will need to add the

appropriate lines to the AUTOEXEC.BAT and/or CONFIG.SYS on your boot disk. If your sound card is not listed, you should 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, type the following at a DOS prompt:

A: <ENTER>
CD\ <ENTER>
EDIT CONFIG.SYS <ENTER>

This will display the blank (usually blue) screen of the DOS Editor. Enter the following lines:

DEVICE=C:\DOS\HIMEM.SYS
DOS=HIGH,UMB
FILES=30
BUFFERS=20

Add the CD ROM device driver as you wrote it down in the "Locating the CD ROM Device Driver" section. The device driver should look something like this:

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

If you need to load any sound card drivers, copy them from the "Sound Cards" section now.

Save the file by pressing <ALT>, <F>, then <S>. Exit the file by pressing <ALT>, <F>, then <X>.

STEP 7
CREATING THE AUTOEXEC.BAT FILE
To create the AUTOEXEC.BAT file on the boot disk, type the following at a DOS prompt:

A: <ENTER>
CD\ <ENTER>
EDIT AUTOEXEC.BAT <ENTER>

This will display the blank (usually blue) screen of the DOS Editor. Enter the following lines:

@ECHO OFF
C:
SET COMSPEC=C:\COMMAND.COM
PROMPT SIERRA BOOT DISK $_$P$G
PATH=C:\;C:\DOS;C:\SIERRA
C:\DOS\SMARTDRV 512

Add the MSCDEX line as you write it down in the "Locating the MSCDEX CD ROM Extension" section. For example:

C:\DOS\MSCDEX /D:MSCD001

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
SET SOUND=C:\SB16
SET MIDI=SYNTH:1 MAP:E
C:\SB16\SB16SET /M:220 /VOC:220 /CD:220 /MIDI:220 /LINE:220
C:\SB16\DIAGNOSE /S

Save the file by pressing <ALT>, <F>, then <S>. Exit the file by pressing <ALT>, <F>, then <X>.

STEP 8
REBOOT THE COMPUTER 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. Type **WIN <ENTER>** to start Windows. Double click on the Mother Goose Deluxe icon to start the game.

SECTION 10: 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.

Additionally, you can get your document via our automated faxback service. Call (425) 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 (425) 644-7697 with your document request.

If you prefer to get assistance from a technician, Sierra Technical Support will be happy to assist you. All of the online services listed above are staffed by Sierra technicians. Additionally, you can send e-mail to support@sierra.com.

Additionally, a Sierra Technical Support, Support Request Form has been enclosed in case you wish to contact us via fax or U.S. mail. Simply fill it out and return it to us. Our fax number is (425) 644-7697 and our mailing address is:

Sierra On-Line Technical Support
PO Box 85006
Bellevue, WA 98015-8506

For phone assistance, you can reach Sierra Technical Support at (425) 644-4343 between 8:00 am and 4:45 pm, Monday through Friday. Please have the game installed and be at your system when you call.

If you are in Europe, please contact our office in England. The Customer Support number is (0118) 920-9111, between 9:00 am and 5:00 pm, Monday through Friday. The fax number is (0118) 987-5603. Customer Service can also be reached at the following address:

Sierra On-Line Limited
2 Beacontree Plaza
Gillette Way
Reading, Berkshire
RG2 OBS United Kingdom

SOUND CARD CONFIGURATION

NOTE: The sound card drivers and initialization lines in this section are the default settings for these devices. You should check your AUTOEXEC.BAT and CONFIG.SYS on your hard drive to see if you are using any non-default settings.

Sound Card	AUTOEXEC.BAT	CONFIG.SYS	Notes
Adlib	NONE	NONE	This is a MIDI card only and will not play most sound effects.
Aria 16 Common on IBMs	SET ARIA=C:\ARIA SET BLASTER=A220 I5 D1 T5 C:\DOS\SOUNDCLT.COM*	DEVICE=C:\ARIA\BIN\SOUNDCFG.SYS DEVICE=C:\ARIA\BIN\SNDSAVER.SYS	*This line is not always present.
Diamond	SET BLASTER=* SET SOUND16=C:\DIAMOND C:\DIAMOND\SNDINIT /B**	NONE	*Check your AUTOEXEC.BAT on the hard drive for the SET BLASTER parameters. **Use /C for Soundblaster mode and /B for Microsoft Sound System mode.
Ensoniq Soundscape Commom with Gateway 2000 computers.	SET BLASTER=A220 Ixx Dx SET SNDSCAPE=C:\SNDSCAPE C:\SNDSCAPE\SSINIT	NONE	*Use FM for FM synth, GM for General MIDI and MT32 for Roland MT32 emulation with older drivers. Uses /I to automatically initialize FM and General MIDI with newer drivers.
ESS Audio Drive Common on Compaqs	NONE	DEVICE=C:\CPQDOS\VOLCTRL.EXE* DEVICE=C:\PCAUDIO\VOLCTRL.EXE**	*Loads the DOS mixer. <Ctrl/Right Shift> turn up the volume, <Ctrl/Left Shift> turns it down. **Necessary to load Windows mixer.
Forte 16 Common on Packard Bells	SET BLASTER=* SET GALAXY=* SET SOUND=C:\FORTE16 C:\FORTE16\UTILITY\EMUTSR	NONE	*Check the AUTOEXEC.BAT on your hard drive for these settings. **Enables the Soundblaster emulation.
Gravis Ultrasound or Gravis ACE	SET ULTRASND=* SET ULTRADIR=* C:\ULTRASND\ULTRINIT SBOS.BAT** SET BLASTER=A220 I5 D1	NONE	*Check the AUTOEXEC.BAT on your hard drive for complete SET lines for the GUS. **The SBOS.BAT line must be loaded to enable the card's Soundblaster emulation. This line is not needed for the ACE.
Jazz 16	SET BLASTER=A220 I5 D1	DEVICE=C:\JAZZ\JAZZ.SYS D:* Q:* *D: DMA CHANNEL. **Q: IRQ SETTING.	Specific values and directories may change
Mad 16	SET MAD16=C:\MAD16 SET BLASTER=A220 I5 D1 C:\MAD16\M16INIT /B /M*	NONE	*Use /B switch for Soundblaster mode. Use /M switch for Microsoft Sound System Mode
Mozart Sound Card Common on Canon systems	SET BLASTER=A220 I5 D1 SET SOUND=C:\MOZART C:\MOZART\MTZVOL.EXE	DEVICE=C:\MOZART\MZTINIT.SYS WSS /530*	*WSS /530 Puts the card into WSS mode port 530
Multi-Media Pro 16	SET BLASTER=A220 I5 D1 SET GALAXY=* SET SOUND=C:\MMP16P	NONE	*Check the AUTOEXEC.BAT on your hard drive for the full SET GALAXY line.

MWave Common on IBM Thinkpads and Aptivas	SET BLASTER= SET MWPATH=C:\MWD\MANAGER; C:\MWD\MWGAMES* SET MWROOT=C:\MWD MWGAMES=ON**	NONE	*This is all one line. **ON turns on Soundblaster emulation and OFF turns it off.
Pro Audio Spectrum 16	SET BLASTER=A220 I5 D1	DEVICE=C:\SPECTRUM\MVSOUND.SYS D:*Q:* D: DMA CHANNEL. Q: IRQ SETTING.	<DIR> may be PROAUDIO on older drivers.
Soundblaster AWE 32	SET BLASTER=A220 I5 D1 SET SOUND=C:\SB16 C:\SB16\SB16SET /P/Q C:\SB16\DIAGNOSE /S* C:\SB16\AWEUTIL /S	DEVICE=C:\SB16\DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5 DEVICE=C:\SB16\DRV\CTMMSYS.SYS**	*May be SBCONFIG on older cards. **This line is only required to enable the sound card's CD-ROM interface.
Soundblaster Pro	SET BLASTER=A220 I5 D1 SET SOUND=C:\SBPRO* C:\SBPRO\SBP_SET*	NONE	*On newer cards the drivers and such may look like the SB16 except loading out of a different directory.
Soundblaster 16	SET BLASTER=A220 I5 D1 H5 T6 SET SOUND=C:\SB16 SET MIDI=SYNTH:1 MAP:E C:\SB16\SB16SET* C:\SB16\DIAGNOSE /S**	DEVICE=C:\SB16\DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5 DEVICE=C:\SB16\DRV\CTMMSYS.SYS***	*Check the AUTOEXEC.BAT on your hard drive for the complete SET SOUND and SET BLASTER lines.
Sound 16A Common on Packard Bell Computers 2 OF 2**	SET BLASTER=A220 I5 D1 SET GALAXY=* C:\AUDIO\SNDINIT.EXE /B** SET SOUND16=C:\AUDIO	NONE	*Check the AUTOEXEC.BAT on your hard drive for the complete SET GALAXY line. **Use /B switch for SB mode **Use /M switch for Microsoft Sound System Mode
Sound 144 Common on Packard Bell Computers	SET BLASTER=A220 I5 D1 SET GALAXY=* SET SOUND=SOUND144 C:\SOUND144\UTILITY\SETMODE /SBP**	NONE	*Check the AUTOEXEC.BAT on your hard drive for the complete SET GALAXY line. **Use /SBP for Soundblaster mode and /MSS for Microsoft Sound System mode.
Vibra 16	SET BLASTER=A220 I5 D1 H5 T6 SET SOUND=C:\VIBRA16 SET MIDI=* C:\VIBRA16\DIAGNOSE /S** C:\VIBRA16\MIXERSET /P/Q	DEVICE=C:\VIBRA16\DRV\VIBRA16.SYS DEVICE=C:\VIBRA16\DRV\CTMMSYS.SYS	*Check the AUTOEXEC.BAT on your hard drive for the complete SET MIDI line. **Older cards may use SBCONFIG instead of DIAGNOSE.

If your specific sound card is not listed here, check with your system manufacturer or contact their technical support for additional information about sound card configuration.

SIERRA ON-LINE TECHNICAL SUPPORT REQUEST FORM *(for IBM PC's & Compatibles)*

Please provide as much of the information requested below as possible. Attach additional pages if necessary. **Please Print clearly.***)*

Name :

Full Mailing Address :	
FAX Number:	**Phone Number:**	**Email Address:**

Name/Description of Program:

Description of Problem *(Please be as specific an detailed as possible. Again, feel free to attach additional sheets if necessary.)*

_____
_____
_____
_____
_____

How are you running the program? *(Circle one)*	* As a DOS Application in DOS	* As a Windows Application in Windows	* As a DOS application in or through Windows

Computer Brand: **Computer Model:**

Operating System *(circle all that apply)*	DOS 5	DOS 6	DOS 6.2+	Win 3.1/3.11	Win 95	OS/2*	Windows NT*

*NOTE: Windows NT, OS/2 & Other Operating Systems are not officially supported.

CPU Brand *(circle)*:	INTEL		AMD		CYRIX	NEXGEN		Other:	
CPU Type *(circle)*:	386SX	386DX	486SX	486DX	Pentium	Pentium Pro		Other:	
CPU Speed *(circle)*:	25	33	40	50	66	75	100	120	133	150	166	Other:	

Total RAM installed in the system in MB *(circle)*	1 MB	2 MB	4 MB	8 MB	16 MB	32 MB	Other:	
Total Hard Drive Space in MB:		Free Hard Drive Space after installing the Program (in MB):						

CD ROM Brand *(circle)*:	NEC	Mitsumi	Creative Labs	Diamond	Sony	Teac	Other:				
CD ROM Model:				CD ROM Speed *(circle)*	1x	2x	3x	4x	6x	8x

Video Card *(cirlce)*:	Diamond	ATI	Number9	STB	Cirrus	Matrox	Hercules	Trident	Other:		
Video Card Model:		Video Memory *(circle)*:		512k or less	1 MB	2MB	4MB or more			

Screen resolution you are using in Windows currently *(circle)*	640x480	800x600	1024x768	1280x1024	1600x1200 +
Color Depth you are using in Windows currently *(circle)*	16	256	32,768+ (High Color)*	16.7 Million (True Color)*	

*NOTE: If you are using anything other than 256 colors, we generally recommend using 256 for most programs.

Sound Card Brand/Model/Description *(please write in)*:

DMA *(circle)*	0	1	3	5	Other:	IRQ *(circle)*	3	5	7	10	Other:	Port Address*(circle)*	220	240	Other:

Disk Compression Software *(circle)*:	Doublespace	DriveSpace	Stacker	SuperStor	**None**	Other:

Please check any steps below which you have tried:

SCANDISK, Delete & Re-install program	A DOS & Windows installation (for programs supporting both)
Boot Disk	Disk or CD replacement
Patch Disk (If applicable) Name of patch:	Updated Drivers
Temporarily disabling Sound card/Sound in Program	Other: