S I E R R A

Technical Support

Email: wonsupport@sierra.com
Internet: http://won.net

HOYLE® INTERNET POKER TROUBLESHOOTING

Thank you for trying Hoyle Internet Poker. In order for you to receive the best possible performance with this product, Sierra has included technical tips and information.

IMPORTANT
Sierra highly recommends not running other Windows applications at the same time as Hoyle Internet Poker. Most difficulties, including Fatal or Panic errors can be resolved by simply running the game with a clean Windows environment. See section 4 below.

If you are experiencing a problem while playing this Internet version of Hoyle Poker, which will not run on Windows 3.1 or 3.11, please do not call the Sierra Technical Support number.

For Hoyle Internet Poker support, email technical support at, wonsupport@sierra.com, or visit the WON.NET web page at http://won.net.

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SECTION 1 - HARDWARE REQUIREMENTS

REQUIRED:
          486 DX-66
          8 MB RAM
          Windows 95
          SVGA video card that supports 640x480x256 colors or better in Windows
          Mouse

RECOMMENDED FOR BEST PERFORMANCE:
          Pentium
          16MB RAM
          Sound card
          True-Color video

SECTION 2 - INSTALLATION PROCEDURES

Run SETUP.EXE. Follow the on-screen prompts.

SECTION 3 - COMMON INSTALLATION PROBLEMS

Problem: Your computer fails the Display test; you get a message saying "Your video display supports 16 colors...".

Solution: This game requires that Windows is running in 256-color mode or higher. 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 this game.) 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, when you restart your computer, Windows may not launch. 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.

Changing your display settings in Windows 95:

Depending on how recent and "stable" your video card drivers are, this game will operate in various high resolutions. But if any video difficulties are encountered, we recommend running this game on a desktop of 800x600 pixels in true-color mode. To change your display settings, click on the Start button, select Settings, then Control Panel. Double-click the Display icon. You will see at least four tabs: Background, Screen Saver, Appearance, and Settings. Click on Settings. In the box under Color Palette, it should say True Color. If it does not, click on the down arrow to the right of the field to view a list of choices, and select the one that says True Color. The field to the right of colors is DeskTop Area. Move the horizontal slider until the display reads 800x600 pixels. Click on OK. Restart windows when prompted to do so. If you have any trouble running Windows 95 in True Color mode, your computer will start in "safe mode". Do not panic. Repeat the steps above to reset your computer to its previous settings and contact your video card manufacturer for assistance in obtaining a driver that supports True Color.

SECTION 4 - MEMORY TROUBLESHOOTING

To free up memory in Windows 95, press CTRL+ALT+DELETE on your keyboard to bring up the Close Programs list. Highlight all programs (one at a time) other than Explorer and Systray (including screen savers, wallpaper, virus detection programs, shell programs like Norton Desktop or Packard Bell Navigator, etc.) and click on the "End Task" button to close them. Do this until only Explorer and Systray are listed. Make sure that Windows in managing your virtual memory. To do this, click on the Start button, select Settings, then Control Panel. Double click on the System icon to display the System Properties. Select the Performance tab and then click Virtual Memory. Make sure that "Let Windows manage my virtual memory settings" is selected.

See also, SECTION 8 - SYSTEM DISK INSTRUCTIONS FOR WINDOWS 95

SECTION 5 - OTHER COMMON PROBLEMS

Problem: "The instruction at (memory address) referenced memory at (memory address). The memory could not be read from."
Solution: This is called a "bad pointer." It happens if you don't have the latest SoundBlaster drivers. Get the latest drivers from http://www.soundblaster.com/. If you do not have a SoundBlaster 16 card, the message probably indicates a memory conflict. See Section 4, Memory Troubleshooting for information on resolving memory conflicts.

Problem: "General Protection Fault caused by GROWSTUB in POINTER.DLL" when game starts.
Explanation: This is caused by a Microsoft mouse driver version 9.01 GROWSTUB component.
Solution: One of the three suggestions below 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 at www.microsoft.com. 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. There is a charge for this upgrade.

Problem: The play-screen is too small.
Explanation: This game was designed to play in a full screen with a 800x600 True Color Windows video driver.

Solution: In order to view the game in the full dimensions of your computer screen, you will need to load a 800x600 True Color video driver that is created for your specific brand of video card. For more information about configuring Windows or obtaining this driver, please contact your video card manufacturer.

SECTION 6 - SOUND CARD CONFIGURATION AND SOUND ISSUES

If you experience sound problems, make sure you are using the most current drivers available for your sound card before calling technical support. 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.

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.

SECTION 7 - INTERNET INFORMATION (REQUIRES WINDOWS 95)

Logging On

To play a network game, you must first connect to the Internet via your Internet Service Provider (ISP). Start your Internet software and leave it running, then run Hoyle Internet Poker. Alternatively, some Internet connection methods (like Windows 95 Dial Up Networking) will be automatically initiated by Windows 95 when you run the program.

Note: You must have at least a 28.8 Kbps or faster modem.
Your Internet access must be a SLIP/PPP connection that supports WinSock32. Contact your Internet Service Provider if you are unsure whether they provide this type of access, or if you have questions regarding how to connect to the Internet.

Note: If you use America Online to connect to the Internet, you must use the 32-bit version of AOL 3.0 made specifically for Windows 95.

Starting a Network Game

When you run Hoyle Internet Poker (and your Internet connection is open) the game connects you to the World Opponent Network (WON.NET) server. You will need to provide a user name and a password to gain entry to the WON.NET gaming area.

If you are a first time user, click New Member after providing your user name, a temporary password, and your e-mail address. WON.NET creates your membership with this information, then e-mails a confirmation of your password. If you have logged onto the server before, click Enter after providing your user name and password.

When you have successfully logged on, the Gathering Place screen appears. WON.NET provides help on how to navigate around the gaming rooms and how to create or join a game. For details, choose the Help in the main Gathering Place screen.

Ending a Network Game

Leave Poker Network Game from the File menu.

Network Game Troubleshooting

When you attempt to start a network game, you may experience difficulties in establishing a connection with the WON.NET server. Before you contact WON.NET technical support, please check the following:

∗ Are you connected to the Internet? You must create an open Internet connection to start a network game.

∗ Are you running Windows 95? Hoyle Internet Poker works only in Windows 95.

If you are running Windows 95 and you are connected to the Internet, but are still having troubles connecting to WON.NET, you may want to attempt to log in to the WON.NET server several times. The WON.NET server is sometimes unavailable, but only for short periods of time.

Otherwise, you may need to contact your Internet service provider and ask the following questions:

∗ Does your Internet service provider support a 32-bit WinSock DLL (WSOCK32.DLL)? The WON.NET server requires a 32-bit WinSock DLL. The WSOCK32.DLL file may exist in your computer's WINDOWS\ SYSTEM directory, but your Internet service provider may not be accessing this DLL.
∗ Is your Internet connection a true PPP connection?
∗ Is a unique IP address assigned to your Internet connection every time you log in?

The WON.NET server requires a true PPP connection or a unique IP address every time you log in.

If you have addressed all of the issues above and continue to experience difficulties in establishing a connection with the WON.NET server, please use your web browser to visit the WON.NET web page at http://won.net/ for the most up-to-date information on WON.NET Internet issues and versions, or send email to wonsupport@sierra.com. For e-mail contact, please enter the name of your Sierra game in the subject line (Hoyle Internet Poker, in this case).

SECTION 8 - SYSTEM DISK INSTRUCTIONS FOR WINDOWS 95

Use the Windows Start menu to access the Control Panel. Double-click on Add/Remove Programs. Click the Startup Disk tab. Click Create Disk... and follow the instructions. Further information can be found in the Sierra document SYSDISK.DOC, available for download on the Internet at http://www.sierra.com.