This document contains important information concerning Clandestiny.

Minimum System Requirements
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Pentium P-60, Windows 95, 8MB RAM, Local Bus video card with 1MB of RAM capable of displaying thousands of colors and supports DirectX 2.0, Double Speed (300k/sec) CD-ROM drive, 100% Sound Blaster compatible audio card, mouse.
Recommended Options: Internet Connection & Good Powered Speakers.

Frequently Asked Questions

QUESTION: I ran the Clandestiny Install, but the game won't run. Is there anything I can do?
ANSWER: You need updated drivers for your video card. Look to the end of this document for a list of specific video card problems and solutions. If your card is not on this list, contact the manufacturer of your video card or Microsoft for the latest drivers. A list of video card and computer manufacturers is included at the end of the document. Note that the latest drivers can often be downloaded from the manufacturer's web site.

QUESTION: When I try to run Clandestiny, I get an error box stating "Can't lock primary DirectDraw surface" or "DirectDraw Initialization failed (88760078)". Is there anything I can do?
ANSWER: With some video cards you need to turn Win95 hardware acceleration down. See "*How to adjust Windows'95 hardware acceleration*" under the "**How to Change, Update and Adjust Video Drivers**" section. If this doesn't work, you need updated drivers for your video card. Look to the end of this document for a list of specific video card problems and solutions. If your card is not on this list, contact the manufacturer of your video card or Microsoft for the latest drivers. A list of video card and computer manufacturers is included at the end of the document. Note that the latest drivers can often be downloaded from the manufacturer's web site. Lastly, if you are still experiencing problems, it may be due to the use of third-party TSR's like screen savers or SciTech's Display Doctor. See the Question/Answer below for an example of how to remove TSR's of this nature.

QUESTION: I have SciTech Display Doctor installed on my computer. Does this cause problems with Clandestiny?
ANSWER: Yes, SciTech Display Doctor, UniVBE, and any TSR (terminate and stay resident) program, can prevent Clandestiny from running, or cause crashes and errors once the game is running. One solution is to disable the TSR by adding REM to the beginning of the line in your autoexec.bat that installs it. For example, on a system running SciTech's Display Doctor SDD52, you would click on the **START** button, go to *Run* and Click, then type in *"SYSEDIT"* and press Enter. Six windows will appear, with your Autoexec.bat file on top. Find any lines beginning with "C:\SDD52\..." and change them to read "REM C:\SDD52\..." The lines associated with SciTech's Display Doctor are usually found at the beginning of Autoexec.bat.Examples are "C:\UNIVBE -m" & "C:\SDD52\MKACCEL -gen" These should be changed to read "REM C:\UNIVBE -m" and "REM C:\SDD52\MKACCEL -gen." Once these changes have been made, click on *File*, then *Save*. Finally, click on the **START** button, go to *Shut Down* and click, select *Restart the computer* and click on **OK** so that the changes can take effect. Of course, to restore the functionality of SciTech's Display Doctor, you need simply to reverse the steps above and delete the "REM" from each line.

QUESTION: I installed Clandestiny and all went well but I've lost the added features of my video card's enhanced tools. How do I get them back?
ANSWER: See "*Restoring Video Drivers to the Original Windows'95 version*" under the "**How to Change, Update and Adjust Video Drivers**" section on the last page.

QUESTION: I experience "skipping" or "stuttering" during the animation sequences in Clandestiny when running in full screen mode. How can I fix this?
ANSWER: From the Clandestiny's Welcome screen, select *Change Setup*. Click on *High Resolution FMV Video* so that it changes to *Quarter Resolution Video*. Click on *Return to Welcome*, click on *Exit This Reality*. Restart the game for the change to take effect. Make sure that you have the most recent DirectX compatible video drivers for your video card installed on your computer. As video card makers improve their DirectX drivers, you may be able to return to High resolution mode.

QUESTION: I've changed video cards and the "New Hardware Found" message comes up. I get a message saying "The Disk labeled "Direct Draw Drivers" is now required, please insert this disk.
ANSWER: Insert the Clandestiny disk, type in "D:\DIRECTX\DRIVERS\DISPLAY\BIN" and hit Enter. This will use the DirectX drivers that are compatible with your video card.

QUESTION: When installing Clandestiny, I get an error box stating that DirectX (Draw/Sound/etc.) Setup needs the DirectX Drivers CD provided by the system's manufacturer. What do I need to do?
ANSWER: Click BROWSE and select the proper sub-directory of the DirectX directory on your Clandestiny CD. It should find the file it needs and finish cleanly. Note: This problem generally occurs if you are running another task that uses audio, while trying to install Clandestiny. It is always prudent to close all other applications when installing new software.

QUESTION: Oops, I hit CANCEL from the DirectX Error described in the previous question. When I rebooted, my display was reset to 640x480x16, and I can't get it to go back using the Display Properties dialog box. How do I fix this?
ANSWER: Boot the machine as normal. If Windows prompts you to start in Safe Mode, try Normal first. Once in Windows, open the System/Device Manager window, select the video driver and remove it. Sometimes it may be necessary to remove the audio card driver as well. Reboot the system. Windows will say "New hardware found, Installing software for it", for either or both of the Video and Audio drivers. Go into Display Properties dialog, set the screen resolution and color depth to the desired settings. Restart the machine. Everything should now be fine and you can perform the Clandestiny installation again.

QUESTION: My computer meets the minimum requirements to run Clandestiny, but the game seems slow and sluggish as I play the game. Is there anything I can do to improve performance?
ANSWER: Be sure to exit any programs that run in the background and make sure that Clandestiny is the only program running while you play the game. This would include background virus checking and program schedulers. Depending on the program, it may have a large impact on the performance of Clandestiny on your system.
    It may also help if you make sure that you have the most recent DirectX compatible video drivers for your video card installed on your computer.

QUESTION: When I install Clandestiny, I get a dialog box that says DirectX 2.0 or newer was already detected on my system. Do I want to replace my drivers?
ANSWER: The default selection is NO, so you should try that first. If you have problems with the game running, uninstall then re-install the game. This time select YES to replace your drivers. This will install Microsoft's DirectX drivers, which should run the game properly.

QUESTION: Getting the message "ERROR: DirectDraw initialization failed (887600de)."
ANSWER: Set your display's color palette depth to 256 colors or greater by following the instructions below. On rare occasions, this error indicates that you are using a display driver that is not windows'95 compatible. In this instance, replace your display driver with a more recent one by following the

instructions given above.

QUESTION: The install seemed to go fine but when I selected "Run" the screen went blank for a few seconds then returned to Windows.
ANSWER: This occurs with some systems when trying to run Clandestiny from the Install screen. Simply exit the install program and run the game from the Clandestiny icon.

QUESTION: I can't get Clandestiny to run on my notebook computer.
ANSWER: Clandestiny requires 16-bit (High Color) mode. Many notebook computers' LCD screens only support 256 colors, but their graphics adapter will support 16-bit color mode on an external monitor. On those systems, you will need to connect an external monitor to run Clandestiny.

QUESTION: I'm experiencing corrupted graphics when ALT-TABBing out of Clandestiny into other Windows'95 applications. What can I do?
ANSWER: In order to successfully ALT-TAB back and forth out of Clandestiny, you must wait for any animations in progress to be completed before doing so. ALT-TABBing out of Clandestiny while an animation is in progress may cause unexpected results when you return to the game such as corrupted graphics or inability to move puzzle pieces.

QUESTION: I'm trying to install the game. I put the CD into the drive but nothing happened. What do I need to do?
ANSWER: If autorun is disabled or not supported by your computer, insert the CD and click on the start button. Now click on Run and type d:\setup in the command line box (assuming your CD is your "D" drive). Click on the OK button and follow the on screen messages to install the game.

Specific Video Card Problems and Solutions

For all solutions that involve changing or updating video drivers, once a given driver has been downloaded, please refer to the section "How to Change, Update and Adjust Video Drivers" for installation instructions.

PROBLEM: Video cards using the *Alliance Promotion chipset*.
SOLUTION: First, try adjusting the Windows'95 hardware acceleration down to the first setting. If this is unsuccessful, you can download the most current driver that works with the Alliance Promotion chipset from Trilobyte's website at "http://www.tbyte.com/ftp/drivers/alliance/promotn.exe". An alternative driver is located on the Clandestiny CD in the D:\Drivers\Alliance directory. At present, this driver is known to work for the **Alaris Matinee** and **Orchid's Kelvin Video64** but may work for other video cards using this chipset. Check with your video card manufacturer's website for updated drivers.

PROBLEM: Using **Diamond's Viper PCI**. Getting a "Your display driver is not Windows'95 compatible. DirectDraw only supports Windows95 compatible drivers" error.
SOLUTION: You can download a confirmed drivers from Trilobyte's website at "http://www.tbyte.com/ftp/drivers/diamond/viper.exe". Alternative drivers are located on Clandestiny CD under the D:\Drivers\Diamond directory. For the **Diamond Viper PCI**, use the driver found in the D:\Drivers\Diamond\ Viper directory. For **Diamond Viper Pro PCI** cards, use the driver found in the D:\Drivers\Diamond\ViperPro directory.. You may also wish to check Diamond's website for later versions at "http://www.diamondmm.com/pub/display/viper."

PROBLEM: Using **Number Nine's Imagine 128**. Experiencing the "DirectDraw Initialization failed" error.
SOLUTION: Use the Imagine-128 video drivers from Number Nine's Hawkeye disk or download their latest drivers from their website at "http://www.nine.com."

PROBLEM: Using **Number Nine's GXE**. Experiencing audio stutters or system hangup.
SOLUTION: Do not use the DirectX video drivers. Restore the original Windows'95 GXE video drivers by following instructions below.

PROBLEM: Using **Paradise Pipeline 64**. Windows "hourglass" cursor remains on screen.

SOLUTION: At present, there is no known solution to this problem. Check the Paradise web site for updated display drivers at "http://www.semiconductors.philips.com/paradise"

PROBLEM: Video cards using **S3 chipsets** experiencing choppy audio during video sequences.
SOLUTION: Change to "S3 Trio64V+" drivers by choosing it from the list that appears when you follow the instructions for "***Restoring Video Drivers to the Original Windows'95 version***" under the "**How to Change, Update and Adjust Video Drivers**" section on the last page.

PROBLEM: Using **Spider's Lynx64**. Experiencing the "DirectDraw Initialization failed" error.
SOLUTION: Download the latest drivers from Spider's BBS. At the time of this writing the BBS's phone number is (408) 526-1219 and the file required is named "LYNX95V.EXE". If you are unsuccessful in obtaining a driver from their BBS, you can download a confirmed driver from Trilobyte's website at "http://www.tbyte.com/ftp/drivers/spider/lynx95v.exe." A driver for this video card may be found on the Clandestiny CD in the D:\Drivers\Spider directory.

PROBLEM: Using **Trident** video cards. Experiencing the "Can't Lock Primary Direct Draw Surface" error.
SOLUTION: You can download a confirmed Trident driver from Trilobyte's website at "http://www.tbyte.com/ftp/drivers/trident/trident.exe." At present, this driver is known to work for all Trident video cards except those using the 9440(no revision) chipset. An alternative driver is located on the Clandestiny CD in the D:\Drivers\Trident\Beta directory. As the name implies, this is a beta release of drivers from Trident. As a precaution, we have included the version of their drivers that are currently available as of the time of this writing on the Clandestiny CD. If you experience unexpected results, follow the steps for "***Restoring Video Drivers to the Original Windows'95 version***" under the "**How to Change, Update and djust Video Drivers**" below. Cick on the ***Have Disk*** button when prompted to do so and type in "D:\Drivers\Trident\W95-301." Check Trident's website at "http://www.trid.com/trident/drivers" for later versions.

How to Change, Update and Adjust Video Drivers

I. Restoring Video Drivers to the Original Windows'95 version
- Click on the **START** button
- Go to ***Settings/Control Panel*** and Click
- Double-click on ***Display***
- Click on the ***Settings*** tab
- Click on the ***Change Display Type*** button
- Click on the ***Change*** button next to Adapter Type
- A list of compatible video drivers will be displayed. Select a video driver from this list and click on ***OK***.

If you wish, you may click on the ***Have Disk*** button and insert a floppy disk containing drivers for your video card.

II. How to install/reinstall DirectX video drivers
- Insert the Clandestiny CD into your CD-ROM drive
- Click on the **START** button
- Go to ***Run*** and Click
- Type in ***"D:\DIRECTX\DXSETUP.EXE"*** and press Enter   (*Note-substitute the appropriate drive letter for your CD-ROM)
- Click on ***OK***
- Click on the ***ReInstall DirectX*** button

III. How to adjust Windows'95 hardware acceleration
- Click on the **START** button
- Go to ***Settings/Control Panel*** and Click
- Double-click on ***System***
- Click on the ***Performance*** tab
- Click on the ***Graphics*** button
- Click and drag the ***Hardware Acceleration Slider*** until it's on the first setting

- Click on *OK*
- Click on *Close*
- Click on *YES* to let Windows restart your system so that the changes will take effect

IV. How to adjust your display's color palette depth
- Click on the **START** button
- Go to *Settings/Control Panel* and Click
- Double-click on *Display*
- Click on the *Settings* tab
- Click on the *Color Palette* scroll-down, choose a color depth and click
- Click on *Apply*
- Click on *OK*

Partial list of video cards, video chipsets, and computer manufacturers.

Manufacturer Name	Web Site	Technical Support Phone Number	BBS Phone Number
Acer	http://www.acer.com		(408) 383-2770
Alliance Semiconductor	http://www.alsc.com		(510) 226-9555
AST	http://www.ast.com		
ATI	http://www.atitech.ca	(905) 882-2626	
Avance Logic	http://www.avance.com	FTP site: ftp://ftp.avance.com	
Boca Research	http://www.bocaresearch.com		
Chips & Technologies	http://www.chips.com	FTP Site: ftp://ftp.chips.com/pub/drivers	
Cirrus Logic	http://www.cirrus.com		(510) 440-9080
DEC (Digital)	http://www.pc.digital.com		
Diamond MultiMedia	http://www.diamondmm.com.	(800) 468-5846	
ELSA	http://www.elsa.com or http://www.elsa.de		
Gateway 2000	http://www.gw2k.com	(408) 325-7175	
Genoa	http://www.genoasys.com		
Hercules	http://www.hercules.com	(800) 323-0601	
Matrox	http://www.matrox.com	(514) 685-0270	
Number Nine	http://www.nine.com	(617) 674-0009	(617)862-7502
Orchid	http://www.orchid.com		
Paradise	http://www.semiconductors.philips.com/paradise		
S3 Inc.	http://www.s3.com		(408) 654-5676
Spider Graphics			(408) 526-1219
STB	http://www.stb.com		
Trident	http://www.trid.com		(415) 691-1016
Tseng	http://www.tseng.com		(215) 579-7536

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