

# The Curse of Monkey Island Demo Troubleshooting Guide

This troubleshooting guide has been included to provide you with information about the game, and to inform you of solutions to common problems that were encountered during the testing phase.

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## -1- General Troubleshooting

### I can't launch The Curse of Monkey Island Demo. What do I do now?

- Please check **DirectX** (Section 4) of this Troubleshooting Guide to see if your computer hardware is compatible with DirectX 3.0a.
- Do you have any other applications running, such as memory managers, screen savers, or virus protection programs? Any of these may interfere with The Curse of Monkey Island Demo. Please refer to **Performance Issues** (Section 6) for more information.
- The Curse of Monkey Island Demo CD may be dirty or scratched, or the CD-ROM drive may be having trouble reading The Curse of Monkey Island Demo CD. Please check **CD-ROM Issues** (Section 9).

### When Having Problems Running The Curse of Monkey Island Demo

The Curse of Monkey Island Demo is designed to run under Windows 95 with DirectX 3.0a. If the game unexpectedly freezes up, returns you to your desktop, or if you experience any other severe problems, you should try to properly exit Windows and reboot your computer. (As a rule, you should never turn off your computer while the hard drive is active). This will help to prevent possible problems related to the error that you have experienced. It is especially important to **reboot your computer before trying any of the troubleshooting tips or before attempting to restart the game**. **Note:** If your computer reboots into **Safe Mode**, go to **Shut Down Windows** and choose **Restart the Computer**. This will put you back into normal Windows 95. If this does not correct the problem, we recommend that you uninstall The Curse of Monkey Island Demo and then reinstall the game.

## **If Your Computer goes to a Black Screen or Locks Up**

If you end up at a black screen, please press **ESC, SPACE BAR, or ENTER** before trying anything else. If this fails, press **CTRL-ALT-DEL** and choose **END TASK** on **The Curse of Monkey Island Demo**, which will take you back to the desktop. Then restart your computer and try running the game again. **While playing The Curse of Monkey Island Demo**, we suggest that you **do not use CTRL-ALT-DEL**, as this may cause your game to stop responding or freeze up with a looping sound playing.

## **Memory Managers**

If you are running DOS or Windows 3.1x memory managers, such as EMM386.EXE or QEMM, you may experience problems when running The Curse of Monkey Island Demo. Both The Curse of Monkey Island Demo and Windows 95 are protected mode programs and may have problems running with these memory managers loaded. We do not recommend making any changes to your system without first contacting your computer manufacturer about the configuration of your computer.

## **Running Programs**

Generally, we have found that it is a good idea not to have any other programs running while playing The Curse of Monkey Island Demo. Various video, sound, or memory problems may occur while other programs, including screen savers and virus-detection utilities, are running. Please turn off any active screen savers while playing The Curse of Monkey Island Demo, as they may interrupt the game and cause problems.

## **Crunched Screen in Windows 95**

If you just stopped playing The Curse of Monkey Island Demo and after you've returned to your Windows 95 desktop, you find that it has been crunched together with no Start Menu in sight, try this:

- **Right click** on the desktop.
- Choose **Properties**.
- Choose **Settings**.
- Change your **Color Palette** to high color (16-bit) and **Desktop Area** to 640x480.
- Your computer will then prompt you to restart and everything should be fine.

## **If Power Management is Enabled on your System**

If your computer is equipped with a Power Management Feature, you may want to disable it as the monitor may go to sleep while you are playing. Please consult your computer's documentation or the manufacturer for assistance in doing this.

## **Icons on Taskbar Turning Black or Corrupting**

Occasionally the icons on your taskbar or desktop may turn black or be corrupted. This is an issue with the way that Windows 95 uses its color palette. Sometimes DirectX may override your desktop colors leaving your desktop with the incorrect color scheme. Rebooting your machine fixes this problem.

## **Computer and Software Compatibility Issues**

### **IBM Aptiva**

We experienced difficulties when testing The Curse of Monkey Island Demo on this computer. We have found one or more pieces of the default system hardware are not DirectX compatible. You may want to contact IBM for more information, or to see if they have released updated drivers that will allow your system to be compatible with DirectX.

### **Microsoft Office™**

If you are using Microsoft Office™ and are using their Toolbar, we recommend that you turn

it off while playing The Curse of Monkey Island Demo. When you restart your computer it will be turned on again. This also applies to any other programs that use a toolbar that stays on your desktop.

## **NEC Ready 9022**

The Alliance ProMotion 6422 video card is not DirectX certified. You may not be able to run The Curse of Monkey Island Demo using the DirectX drivers.

## **Packard Bell**

Some new Packard Bell systems are shipping with S3 ViRGE drivers that are not DirectX supported. If you choose "S3 ViRGE PCI," you will only get software emulation. They have new drivers ("S3 Inc. ViRGE PCI") available. The version of this driver that is shipped on the machine will not work correctly with DirectX 3.0a. Packard Bell's web address is <http://www.packardbell.com>. S3's address is <http://www.s3.com>.

# **-2- General Information**

## **Minimum Requirements**

**Operating System:** Windows 95 required.

**CPU:** Pentium 60 or faster required.

**Memory:** 16MB RAM required.

**CD-ROM:** 2X CD-ROM required. 4X CD-ROM or above recommended.

**Graphics Card:** SVGA graphics card required

**Sound Card:** 16-bit sound card required.

**Input Device:** Keyboard and mouse required.

**DirectX:** CD includes necessary Microsoft™ DirectX 3.0a drivers.

## **Operating Systems Supported**

To be able to run The Curse of Monkey Island Demo, you **must** have **Windows 95** as your operating system. If you have a different OS (such as Windows NT) we cannot guarantee compatibility.

# **-3- DirectX Issues/Setup**

First let's give you a little background on Windows 95 DirectX. Windows 95 Game SDK, which means Software Developers Kit, uses a program known as DirectX which will write directly to your video, sound, and input hardware. Unfortunately, not all hardware is supported by DirectX 3.0a.

## **How to Check Your System for DirectX Compatibility.**

After you have installed The Curse of Monkey Island Demo and DirectX, to determine whether your hardware is certified:

- Click on **Install DirectX** from the Launcher Menu.
- Click on **Install Now**. This will take you to the DirectX Setup screen.
- Look at the lines that describe your hardware. If they say "**Certified**," then your drivers are DirectX certified and the game should run fine. If they have only the version numbers with nothing after that or a blank line, then they are supported, but not yet certified by Microsoft and may have problems. If they say "**No hardware support**," then your drivers are not supported, and you may experience problems when playing the game.

- If you have access to the Internet, you may wish to check the Microsoft Website at <http://www.microsoft.com> for new DirectX drivers for your computer's hardware. You can also check with your hardware manufacturer for updated DirectX drivers.

**Note:** Some programs that were made for earlier versions of DirectX may not work with this version.

## Technical Overview of DirectX

The DirectX platform provides an environment that allows developers to use a standardized format when programming a game, thus making it accessible to a wide variety of different hardware configurations. Prior to DirectX, developers were forced to write hardware-specific code (with a specific driver for each different piece of hardware). The DirectX platform is an Application Programming Interface (or API) that contains many different components. These include:

- DirectPlay:** Provides an API designed to enhance multiplayer gaming over LANs, modems, serial cables, as well as the Internet.
- DirectInput:** Provides advanced support for both analog and digital control devices within the Windows 95 environment.
- DirectSound:** Provides your sound card with audio drivers that make playing sounds less CPU intensive, which helps to enhance sound and music, and allows for optimal performance of 3-D positional audio.
- DirectDraw:** Provides accelerated support for 2-D and 3-D rendering of graphics.

Since DirectX is relatively new in the computer world, we have found that some older systems may contain hardware that may not be fully DirectX compatible. Luckily, many manufacturers are releasing updated drivers. If you are unsure whether or not your system will support DirectX, please contact the manufacturer of your system for further information.

## -4- Video Issues

### DirectX Compatibility

Consult the DirectX section of this Troubleshooting Guide for information about how to check to see if your video card is DirectX compatible. If it is not, check with your hardware manufacturer for updated drivers.

### Video Card Support for DirectX

It has been found that if your video card is not supported under DirectX, these video problems may occur:

- DirectX may change your existing video driver to an inappropriate driver.
- **Black Screen:** Your screen may go black but the sound and music will continue to play.
- **Corrupted Graphics:** You might see horizontal or diagonal lines all over the screen.
- **Strange Colors:** Your screen colors might look strange.
- **Slow Graphics:** The gameplay may be slow.
- **Double Vision:** Have you ever worn 3D glasses that didn't work quite right?
- Your game may freeze when exiting The Curse of Monkey Island Demo.

### Setting up your monitor

If you experience any video problems or are not able to get all of the resolutions that your video

card supports, you should make sure that your monitor is set up correctly in the display control panel.

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Click on **Change Display Type...**
- Click on **Change...** in the Monitor Type section.
- Choose your monitor from the list.
- If the correct monitor is not an option in **Show Compatible Devices**, click on **Show All Devices**, scroll through the list of manufacturers, click on the correct one, then click on the name of your monitor.

## Specific Video Card Issues

DirectX may not certify the video driver when it is set to the video card but will be certified and will work fine if the card is set to its chipset. To manually set your video card to the correct chipset:

- **Right-click** anywhere on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
- Click on **Change Display Type...**
- Click on **Change...** in the Adapter Type section.
- Choose your original video card from the list.
- If the correct chipset is not an option in **Show Compatible Devices**, click on **Show All Devices**, scroll through the list of Manufacturers, click on the correct one, then click on the name of your chipset.
- When your computer prompts you to restart, click on **Yes**.

**ATI 3D Pro Turbo PC2TV:** Using the updated drivers (version 3.03) from ATI's website works best with The Curse of Monkey Island Demo. ATI's web address is <http://www.atitech.com> or <http://www.atitech.ca>.

**ATI 3D Xpression:** Using the updated drivers (version 3.03) from ATI's website works best with The Curse of Monkey Island Demo. ATI's web address is <http://www.atitech.com> or <http://www.atitech.ca>.

**ATI 3D Xpression+ PC2TV:** Using the updated drivers (version 3.03) from ATI's website works best with The Curse of Monkey Island Demo. ATI's web address is <http://www.atitech.com> or <http://www.atitech.ca>.

**Creative Labs 3D Blaster:** When your video driver is set to 512x384, your monitor may lose its signal, but the game will continue. Creative Labs is aware of this problem. There may be a fix for it on their website at this time. Creative Lab's web address is <http://www.creaf.com>.

**Diamond Multimedia Edge 3D:** DirectX does not support this card because it does not currently have DirectX compatible drivers. You can contact your hardware manufacturer or Diamond Multimedia for updated DirectX drivers. Diamond's web address is <http://www.diamondmm.com>.

**Diamond Multimedia Viper:** DirectX does not support this card because it does not currently have DirectX compatible drivers. You can contact your hardware manufacturer or Diamond Multimedia for updated DirectX drivers. Diamond's web address is <http://www.diamondmm.com>.

**Diamond Stealth 64 Video VRAM:** Use the Diamond GT driver version 4.02.325. Earlier versions were not DirectX compatible. Diamond's web address is <http://www.diamondmm.com>.

**Diamond Multimedia Stealth 3D 2000:** Setting the card to its chipset works fine (S3 ViRGE). To

change the chipset, follow the directions above.

**Early versions of Diamond GT drivers:** When installing DirectX applications, a dialog box may appear asking if you would like to install a certified DirectX driver. You should select "No," so that the Diamond GT drivers will not be overwritten. If you have already let DirectX change the drivers, or it does not prompt you to replace the driver, follow the directions above to change back to the correct drivers or choose **Restore Video Drivers** in DirectX Setup to restore the GT drivers. Version 4.02.325 is available on their website and should be DirectX compatible, but you still may experience slight graphic corruption while playing the game. Diamond's web address is <http://www.diamondmm.com>.

**Genoa Systems Phantom 64 PCI:** We have experienced significant problems with this card and DirectX, in general. Typical results being either a lockup or crash during gameplay. We have been unable to find a solution or workaround to the issues that we have encountered. We recommend that you get in touch with the manufacturer in regards to DirectX compatibility and general updates with this video card.

**Number Nine 9FX Motion 771:** The drivers that are shipped with this card are not DirectX 3.0a supported. Installing DirectX and using its drivers will work fine.

**Number Nine Imagine 128:** The drivers that are shipped with this card have no DirectX support. Use the Windows 95 drivers, then reinstall DirectX 3.0a.

**Orchid Kelvin EZ:** You may experience a low frame rate when playing The Curse of Monkey Island Demo.

**S3 ViRGE:** Use the driver that is provided to you by DirectX and not the driver that is shipped with the Virge chipset.

**STB Powergraph 64:** The stock drivers are not DirectX 3.0a supported. Downloading the updated drivers (version 4.02.00.0095) from STB's website should correct this. Their web address is <http://www.stb.com>.

**STB Powergraph 64 Video:** Setting the card to its chipset works fine (S3Trio 64+). To change to the chipset, follow the directions listed above.

**STB Sprint 32:** Setting the card to its chipset works fine (Trident 9440). To change to the chipset, follow the directions listed above.

**STB Velocity 64V:** The version of drivers that are currently available on STB's website are not DirectX 3.0a supported. Setting the card to its chipset works fine (S3 Vision968). To change to the chipset, follow the directions listed above.

## **-5- Sound Issues**

### **DirectX compatibility**

Consult the DirectX section of this Troubleshooting Guide for information about how to check to see if your sound card is DirectX compatible. If it is not, check with your hardware manufacturer for updated drivers.

### **No Sound in The Curse of Monkey Island Demo Launcher**

The game's Launcher occasionally will have no sound. When this happens, it usually affects the rest of the game. Windows may still be using your sound card from the last application

you were running. Rebooting the computer should correct this.

## Enabling Text

If you are unable to get sound working in The Curse of Monkey Island Demo or you have disabled your sound, please hold down the ALT key and then press the T key to turn on text.

**Note:** If the **Volume Control** or the **Media Player** are not installed, some of the following instructions will not work. If you want to add either of them, please consult the **Windows 95 Helpfile** for assistance. Just type Volume Control or Media Player in the index section and follow the directions provided by Windows 95.

## Volume Levels in The Curse of Monkey Island Demo

The volume of the music in the interactive segments can be adjusted by using the keys ([) and (]). Pressing the ([) key will make the music softer. The (]) key will make the music louder. The volume of the voices in the interactive segments can be adjusted with the (;) key and the (') key. The (;) key will make the voices softer. The (') key will make the voices louder.

If you find that the music levels are too loud or too quiet and are unable to change the volume through The Curse of Monkey Island Demo volume configuration screen, then you may adjust these levels using the **Windows Volume Control** icon. Use the **ALT + TAB** keys to go to the desktop, then double-click on the speaker icon in the corner of the taskbar.

## Music in the Game

When the music reaches the end of its track, there may be a pause when the music reloads because the music needs to switch between music tracks during the game. If you are experiencing pauses in the music, it may be that you are using a slower CD-ROM drive.

## CD Audio

Please make sure that you have the CD audio cable connected correctly between your sound card and CD-ROM drive to hear all of the music in the game.

## Powered or Amplified Speakers

If you have powered speakers and have both line-out and speaker-out jacks on your sound card, try plugging your speakers into the line-out jack. Most sound card's speaker-out jack have an amplified signal and may cause static or popping on your amplified speakers. Switching to your line-out jack may greatly improve the sound quality.

## General Sound Card Troubleshooting

If your sound card is not set up correctly in Windows 95, not 100% DirectX or Windows 95 compatible, or you have a resource conflict, these sound problems may occur:

- You may hear static.
- You may hear stuttering, especially as someone starts speaking.
- There may be no sound.
- The sound may drop out.
- You may experience a clicking or crackling sound.
- The game may not run.

## How to Check to See if your Sound is Working in Windows 95

### Wave Settings

Make sure that the wave setting is turned ON. To do this:

- Double-click on the **Volume Control icon** on your taskbar.
- Turn the wave setting **ON** by de-selecting the MUTE box or turning up the volume in the

wave setting.

## Checking Sound

First make sure that your sound card is set up correctly in Windows 95. Then use the Windows 95 Media Player to test a sound. To do this:

- Click on the **START** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- Choose **Multimedia**.
- Choose **Media Player**.
- Go to the **File** menu.
- Choose **Open...** and choose a sound to test. Please be sure to choose **Files of type: Sound (\*.wav)**.

## Volume Control

If you do not have the **Volume Control** icon on your taskbar:

- Click on the **START** button on your taskbar.
- Choose **Programs**.
- Choose **Accessories**.
- Choose **Multimedia**.
- Choose **Volume Control**.
- Turn the wave setting **ON** by de-selecting the MUTE box or turning up the volume in the wave setting.

## Other Volume Control Programs

Other manufacturers may have proprietary software that must be set separately from the Windows 95 Volume Control program. Please see your hardware manuals for more information.

## Dirty or Scratched CD

A dirty or scratched CD can cause many sound problems. Ensure that your CD is clean and free of smudges and fingerprints. First try cleaning your CD, wiping it gently with a soft cloth. (Move in smooth strokes from the center hub to the outer edge of the CD.)

## Scratching Sound

On some cards you may hear a scratching sound, like someone dragging a needle across a record. We have not yet found a fix for this, but we are researching the problem. It does not appear to affect gameplay.

## Specific Sound Cards

**Creative Labs Sound Blaster AWE64:** If you are using driver version 4.33.12, The Curse of Monkey Island Demo may crash as soon as you try to start the game with a Fatal OE error in VxD DSound. Driver version 4.33.14 corrects this and is currently available on Creative Lab's website. Creative's web address is <http://www.creaf.com>.

**Ensoniq Soundscape:** If the game locks up, you are probably using a driver that is not supported by DirectX. Version W95b44 of the driver should correct this problem. Ensoniq's web address is <http://www.ensoniq.com>.

**Gravis Ultrasound PnP:** We were unable to get this card working with The Curse of Monkey Island Demo. Please consult Gravis about updated DirectX drivers. Their web address is <http://www.gravis.com>.

If you are unable to resolve sound problems through this troubleshooting guide, please contact your hardware manufacturer for updated DirectX drivers.

## -6- CD-ROM Drive Issues

Your CD-ROM drive is not affected by DirectX, but if you are having problems like slow game play, stuttering voices, slow graphics, or the game just slowly stops altogether with a minimum or custom install, your CD-ROM may not meet the minimum requirements to run The Curse of Monkey Island Demo.

### Specific CD-ROM Drives

We have found that some CD-ROM drives may not be able to keep up with The Curse of Monkey Island Demo under a minimum or custom install. If you have a **Mitsumi FX001D**, **Mitsumi FX001DE**, **NEC 3X**, **NEC 2Vi**, **Sony 2X**, **Sony CDU33A-1**, **Sony CDU-55E**, **TEAC CD-55A**, **TEAC CD-50**, or **Panasonic CR-562B** double speed drive, you may experience problems with The Curse of Monkey Island Demo (sounds stuttering, blue screen errors, slow gameplay, etc.). If this is the case, please call your drive manufacturer, and find out if your CD-ROM drive is MPC level 2.

### MPC Level-2

The Curse of Monkey Island Demo requires a CD-ROM drive that is MPC level 2 compatible. The MPC level-2 specification requires a CPU-usage of less than 60% to maintain a transfer rate of 300Kbs. Ideally, an MPC drive should take proportionally less CPU (45%).

### CD-ROM access error

A blue screen CD-ROM access error might be a symptom of one of these problems:

- Dirty or scratched CD.
- Removal of the CD from the computer while The Curse of Monkey Island Demo was running or paused.
- A CD-ROM drive having trouble reading the disc.
- A CD-ROM drive that is not MPC-2 compatible.

First, check your CD for any dirt, fingerprints, smudges or scratches. To clean your CD, wipe it gently with a soft cloth. (Move in smooth strokes from the center hub to the outer edge of the CD.) If your CD looks fine, then replace it in the drive and see if you have this problem again. If you are still having problems, you may have a bad copy of the disc, a CD-ROM drive that is having trouble running the game, or your CD-ROM is not properly installed in Windows 95.

## -7- Controller Devices

### Keyboard Issues

Users of compact keyboards, such as those found on laptop systems or those used for ergonomic reasons, may experience some problems using the default set of keyboard commands. If you are using one of these keyboards, you may want to use one of the alternative sets of keyboard commands, or use the custom keyboard configuration to create a set of keyboard commands that works best with your keyboard.