

VIRGIN UPDATE/TROUBLE-SHOOTING GUIDE

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Trouble-Shooting The 7th Guest

ABOUT THE UPDATE

The version 1.30 update to The 7th Guest was designed to fine tune the main program, as well as lower memory requirement for the game by more than 100K. If you are having difficulties running the program, first consult this Trouble-Shooting guide. If you determine that you need to install the update, use the following instructions:

Insert the enclosed 1.30 update disc into your A: or B: drive.

Go to a C:\> prompt.

Type "A:" or "B:", depending on which drive the patch disc is in.

Type "INSTALL" and follow the on-screen instructions.

GENERAL INFORMATION

System Requirements: MPC Level 1 Compatible Machine with: 386DX or better, 2 megabytes RAM, 16-bit SVGA video card with 512K of memory, CD-ROM drive with minimum of 150K/sec. transfer rate, sound card with FM and PCM sound, mouse, hard drive with 10 megabytes of free space, MSCDEX 2.2 or higher, DOS 5.0 or higher.

Supports: Roland MIDI cards, MT-32, LAPC-1, Sound Canvas, SCC-1, SoundBlaster and compatibles, SoundBlaster Pro, ProAudio Spectrum (8- and 16-bit), Thunderboard, AdLib Gold.

Recommended: 486SX-20 or faster processor, 4 megabytes RAM, fast 16-bit SVGA video card with 1 megabyte of memory or local video bus, CD-ROM drive with 300K/sec. transfer rate and <300 ms seek time, Roland LAPC-1, MT-32, or Sound Canvas and 16-bit PCM sound.

Latest version: 1.30

Free Ram required: 570K +1 megabyte XMS (version 1.22 and 1.24)
450K +1 megabyte XMS (version 1.30)

Hints available: Free hint sheet, third-party strategy-guide, automated hint lines - In the U.S., call (900) 288-4744; cost is \$.75/minute. In Canada, call (900) 451-4422, cost is Canadian \$1.25/minute.

INSTALLATION INSTRUCTIONS:

Insert Disc Two into your CD-ROM drive, then type the letter of your CD-ROM drive followed by a colon and press ENTER. (For example, if your CD-ROM drive is letter D, go the C:\> prompt and type "D:") Now type "INSTALL" to run the installation program, which will set up the program and copy it to the hard drive. To change the settings at any time, change to your 7th Guest directory and type "INSTALL".

Note: The game can only be installed and run from DOS. If you use Windows, you will need to completely exit out of Windows before installing the program.

RUNNING THE GAME:

If you have installed the game to the default directory, use the following instructions to run the game:

- Go to the C:\> prompt.
- Make sure Disc One is in the CD-ROM drive.
- Type "CD\ID\T7G" and press ENTER.
- Type "T7G" and press ENTER.

CHECKING THE VERSION OF THE GAME:

To check which version of the game you are running, first change to your 7th Guest directory. If you used the defaults during installation, this will be your ID\T7G directory. (To get there, go to C:\> prompt and type "CD\ID\T7G".) Now type "v?" and press ENTER. At the top under GROOVIE Player will see the version of the game. If you require the update to be installed, see *About the Update*.

CHECKING YOUR VIDEO CARD:

To diagnose video problems with The 7th Guest, you will need to know what type of video card you have in your system. To find out, first try typing the command "MSD" at the DOS command line. This will bring up the "Microsoft System Diagnostics" utility which, among other things, will give you some information about your video card. Also, try checking in all the documentation that came with your computer for information regarding your display system.

You may want to check for the very first on-screen message displayed when you perform a hard reset (via the reset button or power switch). Many video card's BIOS will display information about the video card manufacturer and model during the initial boot sequence.

The retail outlet from which you purchased the computer or video card should also be able to provide this information.

CHECKING YOUR MOUSE DRIVER:

Some mouse drivers can cause a problem with The 7th Guest. Specifically, versions 7.00 through 7.04 can often cause the game not to run. To check which version mouse driver you have installed on your system, first try typing the command "MSD" at the DOS command line. This will bring up the "Microsoft System Diagnostics" utility which, among other things, will give you some information about your mouse.

Note: If you are using a Logitech mouse driver version 6.30, MSD reports this as 6.03. The mouse driver version number is also reported when you boot the system. If you have an incompatible mouse driver, you will need to obtain another one which can usually be done either through your manufacturer or a computer retailer.

CHECKING FOR STEALTH (QEMM) USERS ONLY:

If you use QEMM, a third-party memory manager made by Quarterdeck, you will want to check to see if its Stealth option is enabled. Stealth can often cause problems in running The 7th Guest. Look at your CONFIG.SYS file (at the C:\> prompt, type "EDIT CONFIG.SYS") and check for an "ST.M" or "ST.F" in the QEMM386.SYS line. If present, then Stealth is active, and you will need to re-run the QSETUP program to disable Stealth.

INSTALLATION PROBLEMS

Problem: I'm getting the red warning saying, "The sound hardware you have selected is not responding..."

Solution: This means that the program was unable to find your sound card. Make sure you are selecting the correct sound settings. (See the solutions for specific sound cards later in this section.) If you have a SoundBlaster or compatible sound card, change the music first to "Adlib." It will then ask for the digital audio; select "SoundBlaster" (SoundBlaster and compatibles in version 1.30) at Port 220 and IRQ5. (The Port and IRQ may be configured differently on your system. Consult your sound card diagnostic software for the correct port address and IRQ.)

If it still doesn't recognize the sound card, you will need to modify your configuration so that you do not boot into Windows. Some sound cards (including several of the Gateway sound cards) are not restored to their default state when you exit Windows. Go to the C:\> prompt and type "EDIT AUTOEXEC.BAT". One of the last lines in the file should read "WIN." You need to delete that line, save the file, then reboot your computer. Now you can re-run the INSTALL program and use the above settings.

Problem: The INSTALL.BAT is looping at the D:\T7G\INSTALL> prompt.

Solution: Looping installs usually occur on the NEC triple speed drives. You should try to obtain newer CD-ROM drive device drivers. Otherwise, there is a work-around method. Make a temporary directory on the hard drive, then copy over everything from the "T7G/INSTALL" directory on Disc Two. To do this, use the following instructions:

Go to the C:\> prompt.

Type "MD TEMP".

Type "CD TEMP".

Make sure Disc Two is in your CD-ROM drive.

Type "COPY D:\T7G\INSTALL".

(If your CD-ROM drive is not D, substitute the correct drive letter.)

Type "INSTALL".

If you wish, you can delete the temporary directory after the program is installed. To do this, go to the C:\> prompt and type "DELTree TEMP".

Problem: The INSTALL program tells me that I don't have enough conventional memory.

Solution: The INSTALL program requires 540K of free conventional memory to run.

If you are using MS-DOS 5.0, you will need to consult Chapter 12 of your DOS manual for more information on freeing up memory. It includes many helpful hints that can take care of this problem. If you are unable to get above the required amount, try creating a boot disc.

If you use MS-DOS 6.0 or higher, you can use the utility called MEMMAKER to free up more memory. To run it, type "MEMMAKER" at the C:\> prompt. When it asks if you have any programs that require expanded memory, answer NO. If MEMMAKER is unsuccessful or does not free up enough memory, it may be necessary to create a boot disc. (See the *Making A Boot Disc* section.)

Problem: The INSTALL program locks up after testing video card.

Solution: This usually occurs with Trident video cards. See the T7G Manual Installation for information on how to install the program.

Problem: After running INSTALL, nothing happens. (It returns to File Manager.)

Solution: The program must be run from DOS.

Problem: I'm told to insert Disc Two, but I have no Disc Two.

Solution: Turn the CD case over. It is a double-CD jewel case.

Problem: I'm unable to get the Microsoft Windows Sound System to work with T7G.

Solution: Get the version 1.30 update, which includes a driver for the Sound System.

Problem: I'm using the Turtle Beach Multisound or Roland RAP-10.

Solution: There is no support for the digital audio on either of these cards. The game will require a second sound card to be present.

Problem: I'm using a Gravis Ultrasound.

Solution: In the INSTALL program, change music to General MIDI and speech to SoundBlaster. You will need to force these settings by pressing "Y." Then edit the GROOVIE.INI file so that the XM= under the [General MIDI] section needs "GF-1MIDI.ADV." For the PCM=, use "GF1DIGI.ADV." This file is not included with T7G but does come with Ultramid. Load Ultramid with the "/M80" parameter and without "-C", then run the game. If your GUS is on a 16-bit DMA, you may need to increase the DMA buffers in EMM386. For additional help, Gravis has more information on getting their drivers to work with this game.

Problem: I'm using an Ensonig Soundscape.

Solution: Try setting up the Ensonig as follows: IRQ 5, SB I/O 220h, Wave I/O 330h, MIDI IRQ 2. These options are set by changing to the SNDSCAPE directory and running the SSINIT program. In the T7G Install program, set music to General MIDI and speech to SoundBlaster, port 220 and IRQ 5. If it doesn't work, set the emulation in the SSINIT program to "FM." Re-run the T7G INSTALL, and select AdLib for music and SoundBlaster for speech, port 220 and IRQ 5.

VIDEO PROBLEMS

Problem: The music plays, or starts to play, but I'm getting either a black screen or a dimmed DOS screen. Or, the game reports, "Unknown video card. Please install VESA driver."

Solution: The game requires you have a VESA-compatible SVGA card with at least 512K of Ram or you will not get a picture. You will need to know what type of video card you have and whether or not VESA support is installed. If you are unsure what type of video card you have, see "Checking your video card" in the *General Information* section.

HERE IS THE INFORMATION FOR SPECIFIC CARDS:

Diamond Viper - You will need to load the VESA extensions for your video card before running the game. To do this, change to the VIPER directory ("CD\VIPER") and type "VPRMODE VESA". At this time, it will report the version number, which needs to be greater than 1.02. If you have a version older than 1.02, you will need to contact Diamond to get the updated driver. The game also needs to be version 1.24 or later. (See "Checking the version of the game" in the *General Information* section.)

PS/1, Packard Bell, Tandy - The Paradise VESA driver may be required to give you a picture. To load it, put Disc Two into your CD-ROM drive and go to your CD-ROM drive prompt (for example, D:\>). Type "CD/VESA/PARADISE" and press ENTER, then type "VESA" and press ENTER. This will load the VESA driver, and you can now go back to your C: drive and run the game.

RealTek - (MSD reports Quadtel video, VESA support - yes) - You will need to load an updated VESA driver for your video card. If you have access to a modem, you can download the Universal VESA driver available on the Virgin BBS, file UVESA41.EXE.

Diamond Speedstar Pro - Load the Paradise VESA driver on Disc Two of T7G (see PS/1 above). Or get the update.

Matrox MGA - Load the MGAVESA driver before running the game. It must be the latest version (1.40+?), and you might have to run the game in MCGA mode to get a picture. (If you have an older version of MGAVESA or cannot find it on your system, you will need to contact Matrox.)

Cirrus Logic - Make sure you are using at least version 1.24 of T7G. Version 1.22 did not fully support Cirrus Logic video cards. (See "Checking the version of the game" in the *General Information* section.) If you use QEMM, make sure Stealth is not enabled. Also check the version of your mouse driver. (See "Still not getting a picture" below.) Otherwise, try loading the Universal VESA driver or the Paradise VESA driver. (See PS/1 above.)

Trident - If you are not getting a picture, you will either need to load the Trident VESA driver, available from Trident, or the Universal VESA driver, available on your BBS as UVESA41.EXE.

S3-based - Get the version 1.30 update.

XGA - XGA is not supported by The 7th Guest.

If you need a VESA driver for your video card, we have the Universal VESA driver available for download on our BBS. The filename is UVESA41.EXE, and it works with the following cards:

ATI Technologies 18800, 28800

Ahead A&B

Chips & Technologies 82c451/452/453

Everex

Genoa Systems GVGA

OAK Technologies OTI-037C,

OTI-067, OTI-077, OTI-087

Paradise PVGA1A, WD90C00/

10/11/20/21/30/31

NCR 77C20/21/22E

Video 7V7VGA versions 1-5

Tseng Labs ET3000, ET4000, ET4000/W32

AcuMos AVGA2

S3 86c911/924/801/805/928

Advance Logic AL2101 SuperVGA

MXIC 86010 SuperVGA

Primus 2000 SuperVGA

RealTek 3106 SuperVGA

Cirrus Logic CL-GD 5420, 5422, 5424, 5426, 5428

Trident 88/8900

IF YOU ARE STILL NOT GETTING A PICTURE:

If you use QEMM, make sure Stealth is not enabled. (See "Checking for Stealth" in the *General Information* section.) You will also want to check the version of your mouse driver. (See "Checking your mouse driver" in the *General Information* section.) Often, the game will not work if you are using a version 7.0x mouse driver. If you are using a version 7.0x mouse driver, you will need to get an updated mouse driver to play the game. If you use Windows for Workgroups on your system, try disabling SMARTDRV.

Problem: The skeletal hand corrupts the screen as it moves. Or, I'm getting distorted graphics.

Solution: This is caused by an incompatible VESA driver, most common on Trident cards. Try a newer version of the Trident VESA driver or download the Universal VESA driver from the Virgin BBS, file UVESA41.EXE.

If you are running on a Packard Bell computer, disable HTVESA.COM. (See next problem.)

Problem: I'm getting horizontal bars across the screen.

Solution: This occurs on Packard Bell computers and is caused by a program called HTVESA, located in the AUTOEXEC.bat file. This driver must be disabled. To do this, go to the C:\> prompt and type "EDIT AUTOEXEC.BAT". Look for the line that reads "LH C:\PBTOOLS\VGAUTIL\HTVESA.COM /2". At the beginning of the line, type "REM". Save the file and reboot your computer.

Problem: Only the top part of screen appears when using the ATI mach64.

Solution: You need to update to The 7th Guest.

AUDIO PROBLEMS

Problem: I'm getting static or a clicking noise during the dramas (video sequences).

Solution: This occurs on some systems using Cirrus Logic video on a VL-bus. There are three solutions:

First, you can try running the game from the MS-DOS prompt under Windows. Start Windows, go into the "Main" group and double-click on the "MS-DOS prompt" icon. This will take you to a C:\> prompt where you can run the game as normal. Note: The game was not designed to run from Windows and may not work. You might also find it necessary to disable your sound drivers under Windows to play the game.

Secondly, you can switch to MCGA, which is the lower resolution. To do this, re-run the INSTALL program for The 7th Guest and change the video to MCGA. Press "Y" to ignore the warning.

Finally, you can try loading a different VESA driver for your video card. We have two drivers available on our BBS which might take care of the problem, either UVESA41.EXE or CIRRUS.EXE. If neither of these work, there is also a VESA driver located in the VESA\PARADISE directory on Disc Two of The 7th Guest that may work. Simply load the VESA driver prior to running the game, and that should take care of the popping noise. (See "PS/1" in the *Video Problems* section for information on loading the Paradise VESA driver.)

Problem: I'm not getting any voices.

Solution: This sometimes occurs when using a ProAudio Spectrum 16 on a 16-bit DMA. Either use DMA3, or rerun The 7th Guest INSTALL program, changing the music and speech to SoundBlaster. (The default SoundBlaster setting on the PAS16 is Port 220 and IRQ 5. If you get the warning "Sound hardware not responding..." you will need to run your sound card installation software and verify that your SoundBlaster emulation is enabled.)

Problem: The voices are too quiet and I cannot hear them over the music.

Solution: This occurs when using the SoundBlaster 16 sound card and the SoundBlaster Pro2 drivers. The two are not always compatible. Go back to The 7th Guest INSTALL program and change the music to "AdLib." For the digital audio speech, choose the regular "SoundBlaster" (SoundBlaster and compatibles in version 1.30). Select Port 200 and IRQ 5.

Problem: I'm getting choppy or chunky speech during the dramas.

Solution: This is caused by one part of your system running too slowly:

Video - The video is often too slow when using Trident, Matrox, or S3 based video cards. The video performance rating in the install program should be over 80% or you may experience choppy speech. Try switching to MCGA resolution.

CD-ROM - The CD-ROM drive must be able to transfer at a sustained rate of 140K/sec. (It needs to be MPC Level One compatible.) The Sony CDU-535 and CDU-541 do not meet this requirement. (For other drives, see the section on "Locking up in video sequences" in the

Locking Up section.) The buffers for MSCDEX should be set to 20. For Mitsumi drives using the MTMCDAX driver, there needs to be a "/M:xx" parameter, which should be set to at least 20; there should also be a "/X" so that the buffers will be loaded into extended memory.

CPU - The minimum required is a 386DX-25 with 100% video card.

Problem: I'm not getting music during the opening credits.

Solution: This is all redbook audio, played directly off the CD. There needs to be a cable connecting the audio out on the CD-ROM drive to the sound card. This is the only portion of the game that uses CD-AUDIO.

Problem: The sound cuts out.

Solution: If you are trying to run the game under OS/2, see the OS/2 question in the *Miscellaneous* section. Otherwise, go back to the INSTALL program and try changing the music and speech to AdLib and SoundBlaster, respectively.

ABORT ERRORS/GAME DOESN'T START

Problem: Game aborts to DOS with the message, "Error. A memory error has occurred." Or, the computer reboots when the main screen appears.

Solution: This means you do not have enough free conventional memory. Versions prior to 1.30 require 570K. Either free up more conventional memory or get the 1.30 update. (For information on freeing up memory, see the memory problem in the *Installation Problems* section.)

Problem: Game aborts to DOS with the message, "Error 00. Sound Buffer Failure."

Solution: Check the version of the game. (See the *General Information* section above.) If you have version 1.22, you will need the update. Also, make sure you did not select "Tandy Sensation" in the INSTALL program. If that was the only sound that was accepted, try changing the music and speech to AdLib and SoundBlaster, respectively. (See "Sound hardware not responding..." in the *Installation Problems* section.)

Problem: Game aborts to DOS with the message, "Error 2" or "Error 20. Sound Buffer Failure."

Solution: You will need the update to the game.

Problem: Game aborts to DOS with the message, "Error. File is not a VDX file."

Solution: If this occurs when you are entering a puzzle, this means there is insufficient extended XMS memory. The game requires one megabyte of extended XMS memory. To free up more XMS, reduce the amount of EMS used and the amount of memory used by SMARTDRV. (To do this, go the C:\> prompt and type "EDIT CONFIG.SYS". Adjust your EMM386.EXE line so that it contains "NOEMS" instead of "RAM". To disable SMARTDRV, go to the C:\> prompt and type "EDIT AUTOEXEC.BAT", then add an "REM" at the beginning of the line containing SMARTDRV. (You will need to reboot your computer for these changes to take effect.) If you are still unable to get enough XMS memory, you will want to obtain the version 1.30 update to the game and disable your expanded memory manager (i.e., EMM386.EXE).

If you are not entering a puzzle, then the game was unable to read the CD, try disabling SMARTDRV and cleaning off the CD.

Problem: Game immediately aborts back to DOS after typing "T7G" without releasing the conventional memory it allocated. (If you type "MEM", it reports only a couple hundred K free, or rerunning the program gives the message "Program too big to fit in memory.")

Solution: The game is not compatible with the version 7.0x mouse driver. (See "Checking your mouse driver version" in the *General Information* section.) You will need to obtain a newer version mouse driver.

Problem: Game aborts to DOS with the message, "Memory allocation error."

Solution: Make sure you are not using a version 7.0x mouse driver. (See "Checking your mouse driver version" in the *General Information* section.) If you are, you will need to obtain a newer version mouse driver. If you are using QEMM, make sure you do not have the Stealth option enabled. (See "Checking for Stealth" in the *General Information* section.)

Problem: Game aborts to DOS with the message, "GJD file system error."

Solution: If this occurs right after typing "T7G", either the game was not installed correctly or the wrong disc is in the CD-ROM drive. Make sure there is enough space on the hard drive for a complete installation and that Disc One is in your CD-ROM drive. (Type "DIR" at the C:\> prompt to check the amount of free space on your hard drive. You need approximately 6 million bytes free to install the game.)

If this occurs anywhere else, this indicates the game was unable to read the CD. Try cleaning off the CD and disabling SMARTDRV.

Problem: Game aborts to DOS with an exception error (EMM386 Error 12).

Solution: If this occurs when switching discs, see the first problem under *Locking up*. If this occurs during a drama (video sequence), see "Locking up in video sequences" in the *Locking up* section. Otherwise, remove all TSRs not needed to run the game. It may be necessary to create a boot disc for the game. (See the *Making A Boot Disc* section.) Make sure you are not utilizing the monochrome region. (To check this, go to the C:\> prompt, type "EDIT CONFIG.SYS", and check your EMM386.EXE line. If there is an "I=B0000.B7FF" parameter, this means you are including the monochrome region, and you need to take this parameter out.) Also make sure you are not using Stealth, and check the version of your mouse driver. (See "Checking for Stealth" and "Checking your mouse driver" in the *General Information* section.) The game is not compatible with version 7.0x mouse drivers.

Problem: Game aborts to DOS with the message, "Couldn't load sound driver."

Solution: Check the "progrid=" line in the GROOVIE.INI file and make sure the drive letter and path are correct. To do this, change to your 7th Guest directory and type "EDIT GROOVIE.INI".

Problem: Game aborts to DOS with the message, "Sorry, a critical error has occurred."

Solution: Make sure you have Disc One in your CD-ROM drive and that the busy light is not on. If the disc is in, try waiting a few seconds and try again.

Problem: Game aborts to DOS with the message "Error: PCM sound hardware not responding at Port/RQ in GROOVIE.INI...".

Solution: See "Sound hardware not responding..." in the *Installation Problems* section.

LOCKING UP

Problem: The game locks up or I'm getting an exception error when trying to switch discs.

Solution: You will need to wait for the busy light on the CD-ROM drive to go out before clicking on the "Please insert disc..." picture. In other words, wait about ten seconds after inserting the disc before continuing.

Problem: The game locks up in the introduction.

Solution: First try bypassing the introduction to see if the game will work. (To do this, change to your 7th Guest directory by typing "CD\ID\T7G". Type "v ?" and press ENTER, then type "RENAME SAVE.Z SAVE .1". Start the game and load saved game number one.) Also, try cleaning off the CD. Otherwise, see next question.

Problem: The game locks up in video sequences.

Solution: This occurs when the CD-ROM drive is not able to transfer data fast enough to keep up with the video. If you are using a marginal video card (rated below 80%), try switching to MCGA. If you have a SCSI controller, it might lock up if it is also running a SCSI hard drive.

For specific CD-ROM drives:

Phillips - If you are using the DD260.SYS driver, add a "/F:5" to the CD-ROM device driver line. (This is the drive included in the Media Version Fusion LX kits.) To do this, go to the C:\> prompt and type "EDIT CONFIG.SYS". Look for the line for CD-ROM device driver (DD260.SYS), and at the end of the line, type "/F:5", save the file and reboot your computer for the change to take effect.

Sony CDU-31A - Add "/M:I/0:32" to the CD-ROM device driver.

Mitsumi - Make sure there is a "/M:32/x" in the MTMCDAX driver. Also try changing the driver being used. (Mitsumi offers both a MTMCDAE and MTMCDAS. Sometimes one works better than the other on different systems.)

NEC 3x - This occurs when the drive drops down to single-speed. Skip the introduction so that the CD-AUDIO segment is not played, since that forces this drive into the single-speed mode.

Problem: The game locks up in the microscope puzzle.

Solution: This sometimes happens with Trident video cards. Try a different VESA driver, such as the Universal VESA driver, available on our BBS as UVESA41.EXE. Otherwise, visit the library three times to bypass the puzzle.

Problem: The game locks up when pulling back from the book in the introduction, or any time in the library. Or, the program slows down to a crawl and then locks up.

Solution: This is almost always caused by a dirty CD. Try cleaning off the disc. If it is still locking up, you may need to exchange your disc.

Problem: The game locks up on main screen. The mouse pointer appears, but it will not move.

Solution: If you are using the Logitech mouse driver version 6.30, use 6.24 instead (available on the Logitech BBS at (510) 795-0408). Also, the game is not compatible with version 7.0x mouse drivers. (See "Checking your mouse driver" in the *General Information* section.)

Problem: The game locks up in the bar scene in the introduction or at the end of the introduction, when I'm facing the staircase.

Solution: This sometimes occurs when using a ProAudio Spectrum 16 sound card on a 16-bit DMA. Either use DMA3 or rerun the INSTALL program and change the music and speech to SoundBlaster. (See "No voices" in the *Audio Problems* section.)

MISCELLANEOUS

Problem: The game asks for Disc One even though it is already in the CD-ROM drive.

Solution: Make sure that the CD-ROM drive is actually accessible before starting the game (i.e. not using a boot disc without the CD-ROM drivers). If so, check the "datadir=" line in the "GROOVIE.INI" file and make sure the drive letter is correct. If the GROOVIE.INI file is missing, check to see if it exists in a "C:\ID\T7G\T7G" directory. If so, move it back to the "C:\ID\T7G" directory.

Problem: The mouse doesn't respond.

Solution: The game is not compatible with version 7.0x mouse drivers. If you are using the Logitech mouse driver version 6.30, use 6.24 instead. (See "Checking your mouse driver" in the *General Information* section.)

Problem: The game doesn't save properly.

Solution: Make sure you are typing in the name of the saved game and pressing ENTER, not clicking on Farewell. Also, make sure you are not loading any unnecessary TSRs, such as After Dark.

Problem: The game says, "Mouse driver not installed," but I'm loading the Logitech 6.30 mouse driver.

Solution: The game will not always recognize this mouse driver. Try typing "MOUSE 1200". If that doesn't work, use version 6.24 instead.

Problem: I can't access the Open House.

Solution: Load save game #0. Return to the Sphinx board, and click on any of the corners with the chattering teeth to access Open House.

Problem: Every puzzle is solved, but there's nothing left to do.

Solution: Make sure you have solved the painting gallery. (Click the chattering teeth on the bottom of the staircase to enter the gallery.) Also, make sure you completed the maze and solved the crypt puzzle at the conclusion of the maze. Also, the microscope puzzle must be solved, even though the T7G Strategy Guide states otherwise. (If it is too difficult, simply visit the library three times to bypass the puzzle.) If everything has been solved, the next puzzle is the attic door, located next to the bathroom.

Problem: I'm trying to run the game under OS/2.

Solution: The most common problem is sound cutting out. Although we do not officially support OS/2, the following OS/2 information was provided by Rick Moen, and more information can be obtained from his BBS at (415) 572-0359. Use version 1.30 and try the following DOS settings:

DOS_BACKGROUND_EXECUTION=OFF	IDLE_SENSITIVITY=100
DOS=HIGH	VIDEO_FASTPACE=ON
DOS_UMB=ON	VIDEO_RETRACE_EMULATION=OFF
HW1_TIMER=ON	VIDEO_ROM_EMULATION=OFF
HW_ROM_TO_RAM=ON	XMS_MEMORY_LIMIT=2048
IDLE_SECONDS=60	

Then, in the GROOVIE.INI file, add the following under the [Main] section:

DMABufferSize=8192

TicksPerSecond=120

PERFORMING A MANUAL INSTALLATION OF T7G

The following instructions are for performing a manual installation of The 7th Guest. This process should not be necessary unless the install program locks up.

Go to the C:\> prompt.

Type "MD T7G"

Type "CD T7G"

Type "COPY D:\T7G\INSTALL"

(If your CD-ROM drive is not D, replace it with the correct drive letter.)

Type "EDIT GROOVIE.INI"

Type in the text file below.

Click on "File" then "Save..."

Click on "File" then "Exit"

Type "T7G" to start the game.

Save the following text file as GROOVIE.INI:

;

; ini File for The 7th Guest

;

[main]

VideoCard=VESA

midi=SoundBlaster

pcm=SoundBlaster

svga=on

ProgDir=C:\t7g\

DataDir=D:\t7g\

Recommended=SVGA

CPU=486dx

FreeMem=570

CDbench=300

[SoundBlaster]

irq=5

port=220

xmi-sbfm.adv

pcm=sbdig.adv

dma=1

MAKING A BOOT DISC FOR THE 7TH GUEST

GETTING STARTED

Before making a boot disc you will need the following:

- A blank disc for your A: drive.
- The current contents of your CONFIG.SYS and AUTOEXEC.BAT files. An easy way to get this information is to go to a C:\> prompt and type "EDIT CONFIG.SYS". Click on "File" then "Print". Once its contents have been printed, click on "File", then "Exit", and do the same for your AUTOEXEC.BAT file by typing "EDIT AUTOEXEC.BAT". (If you do not have a printer, you can also copy these files down by hand. It is not necessary to copy the whole file. Continue reading to determine which lines you will need.)

To make the disc a "boot disc," insert it into drive A: and type "FORMAT A:/s". This formats a system (i.e. bootable) disc. When it asks for the volume label, just press ENTER.

THE CONFIG.SYS FILE

You will now need to create a new CONFIG.SYS and AUTOEXEC.BAT file for your boot disc. Let's start with the CONFIG.SYS. Go to your A:\> prompt by typing "A:" and pressing ENTER, and then type "EDIT CONFIG.SYS".

Here is a sample of what the final CONFIG.SYS should look like:

```
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
DEVICEHIGH=YOUR CD-ROM DRIVER
DEVICEHIGH=YOUR SOUND DRIVER
DOS=HIGH.UMB
BUFFERS=40,0
FILES=40
```

Type each line as it appears above. Do NOT include the line, "DEVICE=C:\DOS\EMM386.EXE" if you are using version 1.30 of The 7th Guest. For the CD-ROM driver, you will need to get this information from your current CONFIG.SYS file. It is the line containing "D:MSD001" or similar. Some example driver names are "DD260.SYS", "MTMCDAE.SYS", and "TSLCDR.SYS". Keep all the parameters after the "xxx.SYS" the same. Before the "=" sign, you should only have the DEVICEHIGH statement. (If this is a "L.1,xxx", do not include it. See the sample configuration for examples.

If your sound card requires a driver, such as the ProAudio Spectrum MVSOUND.SYS, you will need to include that as well. Again, copy all the parameters after the driver's name, but make sure the line begins with just "DEVICEHIGH=C:\...".

If you use DoubleSpace, you will need to add the following line:

```
DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE
```

If you use any other disc compression software, you will need to consult your manual for what lines you need to include.

Save the file by clicking on "File" then "Save...". Now exit by clicking on "File" then "Exit".

THE AUTOEXEC.BAT FILE

The next step is to create a new AUTOEXEC.BAT file. At the A:\> prompt, type "EDIT AUTOEXEC.BAT" and enter the following lines:

```
PROMPT $P$G
SET BLASTER=A220 I5 D1 T3
(Additional sound card information)
SET PATH=C:\DOS;C:\
LH C:\MOUSE\MOUSE.EXE
LH C:\DOS\MSCDEX.EXE/D:MSCD001/M.20
```

The "SET BLASTER" line should match the one in your current AUTOEXEC.BAT file; do not change the settings. (However, do make sure that this statement is capitalized.) Some sound cards, such as the SoundBlaster 16, have additional lines. You should include every line for your sound card in your new AUTOEXEC.BAT (See the sample configuration for the SB16).

The line for your mouse driver may vary, and you should copy this line from your current AUTOEXEC.BAT file. The line should consist only of "LH" followed by a space, followed by the path and name of the mouse driver. If, for example, you have a line that currently reads:

```
LH/L:1,25343 C:\MSMOUSE\MOUSE
```

you will need to add the following line to your new AUTOEXEC.BAT:

```
LH C:\MSMOUSE\MOUSE
```

The line for MSCDEX will also vary by system. Make sure that the path matches the one in your current AUTOEXEC.BAT file. For example, it might be located at "C:\CDROM\DRV\MSDEX.EXE". You should only include two parameters: "/M.20" and "/Dxxx". The /D: statement should match the one in your CONFIG.SYS file.

Once you have finished your AUTOEXEC.BAT file, save it by clicking on "File" then "Save...". Now exit by clicking on "File" then "Exit".

Your boot disc is now complete. Keep it in your A: drive, and reboot your computer. Your computer should now boot with the new configuration.

SAMPLE CONFIGURATIONS

Following are sample configurations for the SoundBlaster 16 and ProAudio Spectrum 16 sound cards. If you have either of these sound cards, you can most likely use these files exactly as they appear. (ProAudio Spectrum 16 users note that the "FUSIONCD" path will vary depending on which bundle you purchased.)

There is also a more generic sample for the Sound Galaxy Pro. Most SoundBlaster compatible sound cards will use a similar configuration.

SAMPLE CONFIGURATION - SOUNDBLASTER 16:

CONFIG.SYS

```
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
DEVICEHIGH=C:\SB16\DRV\SB16CD.SYS/D:MSCD001/P220
DOS=HIGH,UMB
BUFFERS=40,0
FILES=40
```

AUTOEXEC.BAT

PROMPT \$P\$G
SET BLASTER=A220 I5 D1 H5 P330 T6
SET SOUND=C:\SB16
LH C:\SB16\DRV\MSCDEX.EXE/D:\MSD001/M:20
C:\SB16\SET/M:220/VOC:220/CD:220/MIDI:220/LINE:220/TREBLE:0
C:\SB16\SBCONFIG.EXE/S
SET PATH=C:\DOS;C:\
LH C:\MOUSE\MOUSE.EXE

SAMPLE CONFIGURATION - ProAudio Spectrum 16

CONFIG.SYS

DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
DOS=HIGH,UMB
BUFFERS=40,0
FILES=40
DEVICEHIGH=C:\FUSIONCD\TSLCD.SYS/D:MVCD001
DEVICEHIGH=C:\FUSIONCD\MVSOUND.SYS Q:7 D:3 S:1,220,1,5 M:0 J:1

AUTOEXEC.BAT

PROMPT \$P\$G
SET BLASTER=A220 D1 I5 T3
SET PATH=C:\DOS;C:\
LH C:\FUSIONCD\MSCDEX/D:MVCD001/M-20
LH C:\MOUSE\MOUSE.EXE

SAMPLE CONFIGURATION - SOUND GALAXY PRO

CONFIG.SYS

DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXT NOEMS
DOS=HIGH,UMB
BUFFERS=40,0
FILES=40
DEVICEHIGH=C:\MMP 16\DRIVERS\CR56X.SYS/D:MSCD001

AUTOEXEC.BAT

PROMPT \$P\$G
SET BLASTER=A220 I5 D1 T4
SET PATH=C:\DOS;C:\
LH C:\DOS\MSCDEX/D:MSCD0001/M:20
LH C:\MOUSE\MOUSE