

TECHNICAL SUPPLEMENT

If you are experiencing any problems with Batman Forever: The Arcade Game, please take some time to read this technical supplement before calling our technical support number.

Memory Management

Batman Forever: The Arcade Game was thoroughly tested before its release. If you are having problems with Batman Forever: The Arcade Game, they are most likely related to how your memory is allocated. Outlined below are some procedures for configuring your computer's memory. Most personal computers are shipped from the factory with the memory configured to run productivity software. Entertainment software frequently requires a more robust memory configuration. For Batman Forever: The Arcade Game to function properly, we recommend that MS-DOS have a total of at least 500K of conventional memory available. The more conventional memory the merrier, but we have had success in Batman Forever: The Arcade Game at this setting. You will also need at least 7,100K of extended memory (XMS). You can check the amount of memory you have by typing **MEM** [enter] at the DOS prompt (**C:\>**). The number after "Largest executable program size" is the amount of conventional memory you currently have.

If you are experiencing any type of memory error (i.e. memory allocation, fatal errors, etc.), please execute the following instructions:

- If you are using MS-DOS 6.2 or higher, you can solve your memory problems by rebooting the computer and pressing the F8 key when the screen displays "STARTING MS-DOS". DOS will ask you to confirm all of the drivers that need to be loaded and processed in your **CONFIG.SYS** and **AUTOEXEC.BAT** files. If you are uncertain as to which drivers should be loaded, refer to the **CONFIG.SYS** and **AUTOEXEC.BAT** file examples in this supplement, and/or to your hardware manuals. Note that you may also use a DOS boot disk to simplify the Batman Forever: The Arcade Game start up process. Refer to the next section.

DOS Boot Disk Instructions

Using a DOS boot disk allows you to free up more memory without altering the **CONFIG.SYS** and **AUTOEXEC.BAT** files on your hard drive.

Booting your computer from a DOS disk does not prohibit you from accessing your hard drive, but provides you another method of configuring your memory.

After you create a DOS boot disk, you will copy your **CONFIG.SYS** and **AUTOEXEC.BAT** files onto the boot disk and modify these copies. Use this method to avoid altering the **CONFIG.SYS** and **AUTOEXEC.BAT** files on your hard drive, which might affect your memory configuration for running other applications.

WARNING: If you are unsure about how to create a boot disk or feel anything less than 100% confident about doing so, please do not undertake this without assistance. Please refer to our Technical Support number if you need assistance.

If you are using MS-DOS 5.0 or if you have device drivers that need to be loaded (i.e. soundcard, CD-ROM, the **HIMEM.SYS** driver for upper memory, etc.) then you will need to create a boot disk. Your goal is to have more than 500K of conventional memory available. Once you have created your boot disk and rebooted your computer, to check how much memory is available, type **MEM** [enter] at the DOS prompt (**C:\>**).

NOTE: Do not include the word [ENTER] when you type any of the commands.

1. In order to create a boot disk, you will need a blank formatted disk for your **A:\>** drive. Please remember to back up your startup files (**AUTOEXEC.BAT** & **CONFIG.SYS**) before undertaking the proposed changes. Your hard drive will not operate properly without these files. If your computer starts up automatically with another program (i.e. windows, dosshell, etc.) you will have to exit from this program. After doing so, you should see the following prompt : **C:\>**
2. Insert the blank formatted diskette in the A drive and at the **C:\>** prompt, type **SYS A:** [enter]
The screen should display **SYSTEM TRANSFERRED**. Remember: It is very important that you use the **A:\>** drive for the boot disk. Booting from the **B:\>** drive will not work.
3. Type: **COPY C:\CONFIG.SYS A:** [enter]
The screen should read 1 file copied.
Type: **COPY C:\AUTOEXEC.BAT A:** [enter]
The screen should read 1 file copied.
4. Now we have to edit your startup files (**CONFIG.SYS** and **AUTOEXEC.BAT**) on the boot disk in order for the boot disk to work.
To simplify this process, you may wish to make a printout of your current startup files. You may then use your printout of the startup files as a reference sheet.
You will need to remove any extraneous drivers and TSR/memory resident programs; i.e. mouse drivers, anti-virus TSRs, disk caching programs, etc.
5. Switch over to the **A:\>** drive by typing **A:** [enter]
Type **EDIT A:\CONFIG.SYS** [enter]
The contents of your **CONFIG.SYS** file should appear on your screen.
The CD-ROM driver, located in the **CONFIG.SYS** file, will normally contain the driver name (i.e. **SBCD.SYS**, **SLCD.SYS**, **CDMKE.SYS**, **CDRVR.SYS**, etc.) followed by the device name of your CD-ROM (i.e. **/D:MSCD001**, **SLCD000**). Please exclude the mouse driver: **SETVER.EXE**, **SMARTDRV.EXE** and the **IFSHLP.SYS** drivers by adding the word **REM** at the beginning of the line. (i.e. **REM DEVICE=C:\WINDOWS\IFSHLP.SYS**)
Below is an example of what an ideal Batman Forever: The Arcade Game **CONFIG.SYS** file looks like:
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\MTMCD\I.SYS /D:SLCD000 /F:1 /N:1
(your CD-ROM driver should look similar to this)
FILES=40
BUFFERS=20,0
STACKS=9,256
DOS=HIGH,UMB
DEVICE=????????????? (certain sound cards require a line in the config.sys. If you are uncertain as to whether or not you require this line, please refer to your soundcard manuals, your original config.sys or manufacturer for further details)
NOTE: While it is important that your file have the same basic line headings, (i.e., **DEVICE=C:\?????????**), the particular configuration will vary for each computer.
6. You should **REM** out and/or add whatever lines are needed to conform to this example. When you are finished making the necessary changes, you may save the file and exit by pressing the **Alt + F** keys to pull down the file menu, then typing **X** to exit and **Y** to save.

7. Now you need to edit your **AUTOEXEC.BAT** files as well. To do so, type:

EDIT A:\AUTOEXEC.BAT [enter]

The contents of your **AUTOEXEC.BAT** file should appear on your screen.

The soundcard settings, in the **AUTOEXEC.BAT** file, will usually contain the line **SET BLASTER=A??? I? D? T?**, where "?" is the number your particular computer uses (refer to the printout of your own startup files).

Below is an example of what an ideal Batman Forever: The Arcade Game **AUTOEXEC.BAT** file looks like:

PATH=C:\DOS

SET TEMP=C:\DOS

SET BLASTER=A220 I5 D1 T1 (your soundcard setting should look similar to this one)

C:\DOS\MSCDEX.EXE /D:SLCD000 (your MSCDEX line should look similar to this one)

C:\CD\ACCLAIM\BATMAN (or whichever directory you have installed Batman Forever: The Arcade Game onto) **BATMAN**

8. You should REM out and/or add whatever lines are needed to conform to this example. After you are finished, you may save the file and exit by pressing the **Alt + F** keys to pull down the file menu, then typing **X** to exit and **Y** to save.

Congratulations, you have just made a DOS boot disk. To use it, just reboot the computer by pressing **Ctrl+Alt+Delete**. Leave the disk in drive A. You should now have your memory correctly configured to play Batman Forever: The Arcade Game.

Troubleshooting

COMMON QUESTIONS

Q: How do I run the game?

A: To run Batman Forever: The Arcade Game once it is installed onto your hard disk, change into the Batman by typing:

C: [ENTER]

CD\ACCLAIM\BATMAN [ENTER]

BATMAN [ENTER]

Q: Why does my screen turn blank for a few seconds and then return to the main menu?

A: If you have '**SMARTDRV.EXE**' in the **AUTOEXEC.BAT** file on computers with **8MB of RAM**, this problem will occur.

NOTE: REMEMBER TO ALWAYS BACKUP YOUR STARTUP FILES (CONFIG.SYS AND AUTOEXEC.BAT FILES) BEFORE ALTERING!!

To correct this problem go to the (**C:\>**) prompt, then type:

EDIT AUTOEXEC.BAT [enter]

Proceed to the line that contains the word '**SMARTDRV.EXE**.' and type '**REM**.' (i.e. **REM C:\windows\smartdrv.exe 1024**)

After you are finished, you may save the file and exit by pressing the **Alt + F** keys to pull down the file menu, then typing **X** to exit and **Y** to save.

Q: I have a 100% compatible sound card, but I'm not getting any sound. I don't get it!

A: If your sound card is not listed on the box, but is 100% compatible with one of the cards listed, it may have to be put into Sound Blaster emulation mode. Please consult your sound card manual for more information. Or, make certain that there are no IRQ conflicts with the sound card. The digital speech in the game will not be able to play if such a conflict is present. Run the '**SETSOUND**' program located in the **C:\ACCLAIM\BATMAN** directory. Make sure that after you configure the soundcard, the program verifies that the soundcard was configured successfully. If you are still unable to find your settings, contact your sound card manufacturer.

Note for Ensoniq Soundscape/Reveal SFX32 users: If you are having problems configuring your soundcard, try choosing the "Creative Labs Sound Blaster and 100 % compatibles" driver in the **SETSOUND** screen. Make sure that the soundcard has been put in FM emulation mode by running the SSINIT utility that is included with the soundcard.

Q: Why does the game crash when I play Batman Forever: The Arcade Game through MS Windows, Windows NT, IBM OS/2 ?

A: Multi-tasking environments such as these can conflict with the game's use of memory and the operating systems' resources. We recommend playing Batman Forever: The Arcade Game directly from DOS or Windows 95, and not through any other operating environment.

Q: I have an HP Pavilion computer and the game crashes, in DOS, during the "Batman is loading...." prompt.

What can I do to resolve this problem?

A: The HP comes packaged with a CD-ROM driver that is not compatible with Batman Forever: The Arcade Game in DOS mode. There are two things which can be done to correct this problem. If you have Windows 95 installed on your computer you can run the game in Windows 95 under a MS-DOS prompt. If you do not have Windows 95, then you are going to need the latest version of the Mitsumi CD-ROM driver. This driver can be obtained by visiting the Mitsumi web site (<http://www.mitsumi.com>) or by contacting Mitsumi directly for the latest drivers.

Q: I have a Diamond Edge 3D video card and I am getting vertical line banding on player sprites. What can I do to resolve this problem?

A: The only way to correct this problem is to play Batman Forever: The Arcade Game in Windows 95 under a MS-DOS prompt.