

Technical Support Solutions for Viva Media Titles

Customer Service

For technical support issues, it is imperative you send us information about your current system so we can assist you with your tech support issue.

To obtain your system specifications please follow the below steps.

- Go to the START menu at the bottom right of the screen.
- Select RUN and type DXDIAG and hit return
- You will see a program come up with the specs of your PC
- Click on the SAVE ALL INFORMATION button and save the file, Dxdiag.txt, to your hard disc.

Please attach this file when sending your email to mail@viva-media.com.

For Vista Users:

- Click on the Start menu at the bottom and click Control Panel.
- After clicking on Control Panel and on the left side, click Classic View.
- Double click on Taskbar and Start Menu and then click the tab that says "Start Menu."
- Select "Classic Start menu" and then click Apply and then Ok.
- After doing this, click Start again and you should see the Run option. Follow the instructions above.

Basic Troubleshooting Tips

Make sure that your PC specifications meet the titles requirements. Information about the title can be found either on the side or at the back of every game box or inside the game manual. To ensure that your pc meets the minimum specs, you may open up the Direct X Diagnostic Tool will show enough information to determine if the title is suitable.

To open this program, click on START > RUN > then type DXDIAG and click OK.

Once it is open, it will display a list of tabs that show the system specifications.

The only tabs that contain the necessary information are the SYSTEM, DISPLAY and SOUND tab.

The SYSTEM tab will display the operating system, the amount of memory that is available and the version of DirectX being used as well as the Operating system you are using. Noting the Operating system is important for tech support when applying solutions, installing patches to your PC for games, or updating video and sound drivers for your PC.

The DISPLAY tab is vital to check as it shows information on the particular Video Card being used. It will show what type of card is being used, the amount of memory that the card has and the current driver that is being used.

The SOUND tab will display the type of sound card being used and the current driver being used.

Compatibility

FOR VISTA USERS:

Games that were not designed to run under Windows Vista, but that WERE designed to run under Windows XP and lower may POSSIBLY work in Windows Vista Compatibility mode. This must be handled on a per-application basis:

- Find the executable file for the game. This is the actual EXE that is launched to run the game, not the shortcut. This should be located in the folder in which you installed the game.
- Right-click on the EXE and select "Properties" from the pop-up menu and click the "Compatibility" tab.
- In the top third of the window, you will see a checkbox labeled, "Run this program in compatibility mode for..." Check that box. This will activate a dropdown list with the following options. Select the Operating System you wish Vista to attempt to emulate when running this program. The best choice from this would be Windows XP.
- Click "OK" to close the window, and then launch the game normally.

FOR XP USERS:

Games that were not designed to run under Windows XP, but that WERE designed to run under Windows 95 or 98 may POSSIBLY work in Windows XP Compatibility mode. This must be handled on a per-application basis:

Find the executable file for the game. This is the actual EXE that is launched to run the game, not the shortcut. This should be located in the folder in which you installed the game.

Right-click on the EXE and select "Properties" from the pop-up menu.

Click the "Compatibility" tab.

In the top third of the window, you will see a checkbox labeled, "Run this program in compatibility mode for..." Check that box.

This will activate a dropdown list with the following options. Select the Operating System you wish XP to attempt to emulate when running this program:

Windows 95
Windows 98
Windows NT
Windows 2000

Click "OK" to close the window, and then launch the game normally.

Graphics and Game Crashing

In regards to graphical errors or game crashing while loading and during game-play, it is mainly due to not having the latest video drivers and DirectX. It is also necessary to have the current drivers for your sound card as this has been known to cause games to crash.

Update video drivers in Windows

First determine what type of video card you have. To do this:

Click START

Click RUN

In the box type DXDIAG Click OK. This will bring up the DirectX Diagnostic Tool

When the tool finishes loading, click the DISPLAY tab.

In the Device section, next to Name is the name of your video card. The Manufacturer is the company that manufactured your video card. To find the latest driver go to the manufacturer's web site. They should have a support section or a driver section where you can find the drivers for the device listed in DXDIAG.

Some of the main video card manufacturer's include

Nvidia www.nvidia.com

ATI www.ati.com

Follow the instructions on the manufacturer's web site to download and install the latest drivers. If you can't find a driver or the manufacturer's site, refer to the documentation that came with the video card hardware or your computer for support.

Update Sound drivers in Windows

First determine what type of sound card you have. To do this:

Click START

Click RUN

In the box type DXDIAG Click OK. This will bring up the DirectX Diagnostic Tool

When the tool finishes loading, click the SOUND tab.

In the Device section, next to Name is the name of your video card. The Manufacturer is the company that manufactured your sound card. To find the latest driver go to the manufacturer's web site. They should have a support section or a driver section where you can find the drivers for the device listed in DXDIAG.

Follow the instructions on the manufacturer's web site to download and install the latest drivers. If you can't find a driver or the manufacturer's site, refer to the documentation that came with the hardware for your computer for support.

Update DirectX

To download the latest version of DirectX, please go to www.microsoft.com/directx and follow the instructions from the site.

Please note that once you update Direct X you may need to update your video and sound drivers to enable functionality with newer games.

Closing Applications

Some of the errors that occur during installation are usually having additional programs running the background. The most common issue it that you may have is antivirus software running at the same time. During installation we recommend that you temporarily close extra applications and services.

1200 Games

Problem 1→ The game screen is off to the left and I cannot access the controls.

Solution→

This can happen if your monitor's resolution is low. (Around 800 x 600 pixels)

There are 2 ways you can get around this. The first way would be to increase the resolution of your screen. You can do this by right clicking on an empty spot on your desktop and selecting 'properties' from the menu. Now a 'Display Properties' window will appear. Select the 'settings' tab at the top. You will now see a slider bar labeled 'screen resolution' or 'screen area.' Adjust this until you can see the whole game area. *Note* this will make everything on your screen look smaller.

The second way to get around this is to start up the game. Now when you get to the part where the game is cut off, right click on the game's name in the taskbar. For example if you start up 222 games, the main screen will be cut off, but if you look in your task bar you will see 222 games there as well. Right-click on this and select 'Maximize'. The game will now be re-centered and you will be able to access the entire game screen.

5555/15,000 Games

Problem 1→ The 2002 games portion of this CD wont launch.

Solution→

Try two things: If you have Windows Vista, right-click on the 2002 Games Program and select Properties. After this, select the Compatibility Tab and check the box that says "Run Program in" and select Windows XP" and then check the box that says "Run as an administrator" and click Apply and then Ok.

If this does not work, remove the Macromedia flash player from your computer, shut down your computer, and downloaded the newest flash version from www.macromedia.com.

55,000 Games/155,000 Games/333,000 Games

Problem 1→ I place the game into my computer the game does not start. It's like the computer does not detect a disc in there at all.

Solution→

55,000 is a DVD Rom. If your computer is not a DVD driver/reader, then your computer will regard the DVD as not being in the computer at all.

8 Great Games for Girls

Problem 1→ I place the game into my computer the game does not start. It's like the computer does not detect a disc in there at all.

Solution→

-8 Great Games for Girls is a DVD Rom. If your computer is not a DVD driver/reader, then your computer will regard the DVD as not being in the computer at all.

[Alabama Smith: Escape from Pompeii](#)

Problem 1→ I need to open the candle drawer, but I can't seem to find the 3 digit code it needs.

Solution→

-Try this link to access the walkthrough:

<http://www.gamezebo.com/games/alabama-smith-escape-pompeii/tips-tricks/alabama-smith-escape-pompeii-tips>.

[Animal Hospital: Pet Vet 3D](#)

Problem 1→ I am receiving this error message: nD3D9Texture::LoadD3DXFile (): Failed to load cube texture 'textures\System\defcube.dds'!

Solution→

-Your graphics card driver may be out dated. You must make sure that your graphics card driver has the latest driver version. You can do this by going to your graphics card's website and downloading the latest driver. If you have updated your graphics card driver and still receive this message, your graphics card may possibly lack the amount of memory needed in order to run the game.

[AquaReal 3D Deluxe & Aqua Real 3D](#)

Problem 1→ I cannot find the registration numbers.

Solution→

-The registration numbers are on 2 stickers on the back of the CD jewel case.

Problem 2→ The registration numbers do not work.

Solution→

-Please be sure you have typed in the registration numbers exactly as they appear on the back of the jewel case. This includes the hyphens between the sets of characters. For example: ARE1-12345678-1234-1234

Problem 3→ During installation the program is telling me to uninstall the demo version.

Solution→

- Our program does ask the customers to remove the demo version first (since some customers download our demo version through the digifish website first before they decide to buy our program). But if you didn't have the demo version, they can just ignore this message and continue installing the program.

Problem 4→ How can I enable the multi-monitor option?

Solution→

- As of right now it seems only nVidia cards support this feature. If you are using an nVidia video card, please go to nvidia setting screen and choose Horizontal Span as the display mode.

Bioscopia

Problem 1→ I'm stuck and I can't figure out what to do next.

Solution→

Check out the walkthrough for Bioscopia at www.gameboomers.com.

Chemicus

Problem 1→ I try to light the Bunsen burner but it will not work.

Solution→

There are two control settings that will operate the Bunsen burner. The control on the outside of the room must be set to Zn as well as the control inside the room.

Problem 2→ I'm stuck and I can't figure out what to do next.

Solution→

Check out the walkthrough for Chemicus at www.gameboomers.com.

Crazy Machines

Problem 1→ The game installs fine but nothing seems to happen when I try to start the game.

Solution→

- First be sure that you have the latest version of Direct X on your system. The most current version now is 9.0c and is available as a free download from www.microsoft.com.
- Second be sure that you have the most current drivers for your graphics card. These can be downloaded for free at the website of the manufacturer of your graphics card.
- Finally be sure that all of your Direct X features are enabled. To do this click on the Windows 'Start' button and select 'Run'. Type in DXDIAG. This will bring up your Direct X Diagnostics screen. Click on the Display tab at the top. In the middle of this new page you will see a box labeled 'Direct X Features', please make sure that all three options are enabled.

If this does not take care of the problem try downloading the patch for Crazy Machines available in the support section of www.viva-media.com.

Problem 2→ I get the following error message:

Exception in D3D. Unable to create IDirect3DDevice9

Solution→

- Sometimes re-installing Direct X 9.0c will correct this problem. You can download Direct X here for free: www.microsoft.com
- You may be getting this error message because your graphics card does not fully support Direct X 9.0c. This may be because of outdated drivers. Check to see if there are any driver updates for your graphics card.

Problem 3→ I don't know how to solve a puzzle:

Solution→

- Check out the solution guide for Crazy Machines in the support section of www.viva-media.com

Crazy Machines 2

Problem 1→ I am having trouble loading a game. Message box say that “The drive is not a valid win 32 application.”

Solution→

- Try copying the files on the disk onto a new folder on your desktop and run Setup.exe from that folder.

Problem 2→ After starting the game, I see a screen showing the title then a screen with the cog wheels spinning, but it never moves on.

Solution→

- Try updating your DirectX software. Click on this link: <http://www.microsoft.com/downloads/details.aspx?FamilyID=2da43d38-db71-4c1b-bc6a-9b6652cd92a3&DisplayLang=en> to update your DirectX software and then click on this link to update your PhysX drivers: http://www.nvidia.com/object/physx_8.10.13_whql.html.

-If this does not work, you may possibly have an internal graphics card that has shared memory and does not have the dedicated amount of memory needed in order to play the game. In addition, your graphics card does not support DX9, which is a very key component in running the game on your computer as well. Please provide us with your DxDiag file and send it to mail@viva-media.com.

Problem 3→ I just updated to windows 7 (64bit) and I get the following error message: “Insufficeint privileges: you must be administrator when you run this application for the first time.”

Solution→

-Try updating the Tages drivers by clicking on this link:
<http://www.tagesprotection.com/main.htm>. Click on the driver link and select the 64 bit link.

[Fritz 7](#)

Problem 1→ I get the following when I try to install the program.

The InstallShield Engine (iKernel.exe) could not be installed. The system cannot read from the specified device.

Solution→

The "Cannot read from specified device" may indicate that your CD is corrupt. Try copying all the files from the CD into a directory on the Hard Drive, if this succeeds then you should be able to run the install kit fine from the Hard Drive, but if it fails then you know that there is probably a problem with either the CD or the CDROM drive. Try updating the firmware drivers for your CD ROM drive and trying again.

[Fritz 8](#)

Problem 1→ I cannot access my database from the disk.

Solution→

While in the Fritz8 program, you must click File →Open→Database then repeat the process. Then click on database.cbh

Problem 2→ When I log into playchess.com, they tell me my Serial number is invalid.

Solution→

Send your old serial number to mail@viva-media.com and we will reconfigure you old number into a new one

[Fritz 8 Deluxe](#)

Problem 1→ I see Fritz 8 Deluxe comes with videos of Garry Kasparov explaining the Queen’s Gambit opening. Is this different from the Garry Kasparov Teaches Chess DVD-Rom?

Solution→

Yes. Fritz 8 Deluxe comes with an introductory video and video of Garry explaining 2 games (Garry Kasparov vs. Nigel Short & Victor Kortschnoj vs. Anatoly Karpov). You can use Fritz to analyze these games.

The Garry Kasparov Teaches Chess DVD-ROM, includes a much more complete database of games using the Queen's Gambit Opening, as well as much more video of Garry explaining the different aspects of the Queen's Gambit opening. You can use the software to analyze each position as you go along. Additionally, because this is a DVD-ROM, you can watch it on your television with a compatible DVD player. (Please note that if you view the videos this way you will not be able to utilize any of the features of the Fritz program.)

Problem 2→ I can't get the Garry Kasparov videos to open up.

Solution→

The Garry Kasparov videos are located on disc 2 of Fritz 8 Deluxe. If you put disc 2 into your drive and go to File / Open within the Fritz program you'll see an option to open the Kasparov video. If this option is gray and you cannot select it then the most likely reason for this is that the letter designated for that drive is not D:. If you have another drive named D: then put disc 2 into that drive. If not, do the following:

-Click on File / Open / Database

This will open up Fritz's database window.

-Click on File / Open / Database a second time.

This will open up a search window where you can search your computer for files. Search the Fritz CD for the Kasparov folder. Open it up and double click on the Kasparov.cbh file.

Problem 3→ I get the following error message:

unknown engine error1

Solution→

This error is most likely the result of having installed Fritz on a hard drive not labeled C: . To solve this you can either rename your hard drive or partition part of your drive and label it C:.

[Go Fish](#)

Problem 1→ I get the following error message:

"Out of Frequency"

Solution→

This seems to be an error reported by the display driver. It basically means that the refresh rate Windows wants to use for Go Fish is not suitable for the monitor. This can usually be fixed by updating the drivers for the graphics card and the monitor.

Problem 2→ I am unable to play adventure mode.

Solution→

We assume the user does not know what to do here and it is not a crash / block of the program itself.

All green flags mark diving sites that can be chosen by simply clicking on / near the flag. If a diving site has been completed with a certain minimum score other diving sites will be unlocked.

Problem 2→ I cannot locate the screensaver.

Solution→

The screensaver will automatically be installed during the game's installation procedure. It is then available via the Windows system / screen configuration where all installed screen savers are listed.

Problem 3→ I have a widescreen monitor with a native resolution of 1280x768. How can I change the game's resolution?

Solution→

Changing the resolution is not possible. The only way to play with the graphics shown with the correct aspect ratio is to turn off "Full screen" via the options menu.

Fritz Chess: Grandmaster Challenge III

Problem 1→ When I attempt to switch the game to 3D view, I get the following error message: "File(s) missing in C:\Program Files\ChessBase\3d\MATERIAL\hireswood\standard Directory."

Solution→

-Please download the patch under www.fritzserver.org/updates/gmchallenge3.msi. Download the file gmchallenge3.msi to your Harddisk and start the file.

Problem 2→ When we open the software, under Games tab there is only one listing, Beginners Course.

Solution→

-When you have the game list windows with the link to the Beginners' Course on the screen, you must go to file - open - database. That will bring up a file select box. Select the DVD drive with the GMC III CD here and open the folder "Database" and load the "Database.cbh" file from here. That will bring up the list of 750,000 games up on the screen. You

can access the database through the different indexes Openings, Themes etc. that show up on top of the list.

Fritz X

Problem 1→ When I'm trying load it in, it goes to a certain to the program and it gives me this message, "**DDL required error 1723 0xc015002**" then it quits loading it in.

Solution→

-The setup program requires the last version of the Microsoft Windows Installer 3.1.

GT - Legends

Problem 1→ I do not have an online code:

Solution→

Go to www.gt-legends.com . There you will find an automated tool which will give you your online code. If you haven't received your code in a while check your junk mail. Sometimes email filters will divert the mail there.

Problem 2→ I cannot refuel during pit-stops:

Solution→ To request a pitstop, use the option "request pitstop" (button 9). Now, drive into the pit, you will afterwards automatically be lead to your crew.

When you have arrived, a drawing board will appear. Please use the arrow keys to mark the option fuel/rnd and adjust the desired fuel volume with the arrow keys left and right. Hit enter to get your crew to start refueling.

If it seems like you cannot do this make sure you have assigned controller settings for this.

Problem 3→ I just tried playing GT Legends on my Vista operating system and it gave me the error code of 3008; After we installed it on a Vista machine, it says that we must have a administrator account.

Solution→

-In order to solve the problems, do the following:

1) Right-click on the game's shortcut, select properties, then Compatibility, and then check "Run as administrator";

- 2) Run the game;
- 3) It will ask to reboot the PC;
- 4) Don't reboot;
- 5) Run "sfdrvup.exe" from here: <http://www.star-force.com/protection/users/> ;
- 6) Reboot.

Problem 4→ I just upgraded to Windows 7 and it will not run.

Solution→

Unfortunately, GT Legends is not compatible with Windows 7.

GTR Evolution

Problem 1→ After installation, it can't run. The message is "video device error".

Solution→

This is more than likely an issue with your graphics card. It more than likely does not support DX 9, which is a key component for running the game. Please sent your DxDiag file to mail@viva-media.com to verify this matter.

GTR FIA GT Racing

Problem 1→ The game freezes when at the menus:

Solution→

Run the game in 'windowed mode'. To do this:

- Double click on your 'My Computer' icon.
- Here you will see a list of drives on your computer. Open up your hard drive.(Usually called Local Disk C:)
- Now you will see a bunch of files on your hard drive. Look for the GTR file and open it up.
- Now look for the 'config.ini' file. Double click on this to open it up. It will open up as text in the Notepad application.
- Look for where it says 'windowedmode=0' and change the zero to a one so it should read windowedmode=1 .

-Save the changes and close the notepad application.

Now when you play GTR it will open in a window instead of full screen. You can however expand this window so that it covers your whole screen.

Problem 2→ The game freezes when checking the disc:

Solution→

-It may be that you need to update the copy protection software which gets installed on your computer when you run GTR. To update this go to www.star-force.com . Up at the top you'll see a section called 'Software Protection' click on this. Towards the left side of the new window that appears you will see a 'Users' section. Click on this and in the next window you will see instructions on how to update your starforce drivers.

-Sometimes uninstalling and re-installing the drivers helps. Instructions on how to do this are on that same web page as well. (Right underneath the section on updating the drivers.)

-We've found that this copy protection has trouble with certain optical drives. Updating the firmware usually takes care of all of this but if not try running the game in another CD / DVD drive if you have one.

- Turn “Write Fast” on or off on graphics card (try either setting).

-When wheel/joystick not responding correctly. Make sure they have no other joystick connected. This sometimes interferes. Gaming keyboards may interfere as well.

Problem 3→ The game will not run (Windows 64):

Solution→

-GTR will not run on 64 bit versions of Windows.

Problem 4→ I just tried playing GTR on my Vista operating system and it gave me the error code of 3008; After we installed it on a Vista machine, it says that we must have a administrator account.

Solution→

-In order to solve the problems, do the following:

1) Right-click on the game's shortcut, select properties, then Compatibility, and then check "Run as administrator";

2) Run the game;

3) It will ask to reboot the PC;

- 4) Don't reboot;
- 5) Run "sfdrvup.exe" from here: <http://www.star-force.com/protection/users/> ;
- 6) Reboot.

GTR 2 FIA GT RACING GAME

Problem 1→ I can not access any of the levels in the Driving School.

Solution→

This seems to be an issue that only occurs when using the Windows Vista operating system. You must run the game as an administrator and you will be able to access the Driving School. To do this:

- Right-click on the GTR 2 desktop icon of the game and select Properties
- Select the Compatibility Tab and in the lower third of the window box that appears, check the box that says "Run as an administrator."
- Click Apply and then OK and launch the game now.

Problem 2→ After installation, it can't run. The message is "video device error".

Solution→

This is more than likely an issue with your graphics card. It more than likely does not support DX 9, which is a key component for running the game. Please sent your DxDiag file to mail@viva-media.com to verify this matter.

Helldorado

Problem 1→ After installation, it can't run. The message is "video device error".

Solution→

This is more than likely an issue with your graphics card. It more than likely does not support DX 9, which is a key component for running the game. Please sent your DxDiag file to mail@viva-media.com to verify this matter.

Horsecamp

Problem 1→ The game horse camp doesn't work. It says error msvc71.dll

Solution→

You are missing some dll files. Copy them into the folder, where also the installed "Horsecamp.exe" is.

Problem 2→ We are getting the following error:

“WGL_ARB_extention_string and WGL_ARB_pixel_format are required make sure OpenGL driver is installed and up to date.”

Solution→

Check to see if there are any driver updates for your graphics card.

The Hula Hamsters

Problem 1→ I get the following error message:

*System needs at least 3MB of free virtual memory to run.

Solution→

This message comes up if you have a lot of physical and virtual memory even though it says you don't have enough. Reduce the amount of virtual memory on your system and this error goes away. To do this:

-Click on Start, then Select Run.

-Type in sysdm.cpl and click Ok

-This will bring up your system properties window. Click on the Advanced tab at the top.

-Now in the Performance section you will see a Settings button. Click this button.

-This will open up a performance options window. Click the Advanced tab at the top of this window.

-Towards the bottom of this page you will see a virtual memory box. In this box is a Change button. Click this button.

-Set the Initial size, and the Maximum size to 100MB.

-Click OK.

-You will now have to restart your computer.

-Now the game should work fine.

Journey to the Center of the Earth

Problem 1→ The fonts in the dialog box appears as white blocks.

Solution→

You must make sure that your graphics card driver has the latest driver version. You can do this by going to your graphics card's website and downloading the latest driver.

Problem 2→ The game crashes after installation.

Solution→

-Be sure your system is up to date, refer to the solution for problem 1.
-Try uninstalling the game and re-installing making sure you do not have any anti-virus software running as this can sometimes interfere with the installation.

Problem 3→ There is a red box with a white x and the game crashes when I click the x.

Solution→

This usually happens when you have an older version of Direct x. You can go to www.directx.com and download an updated version.

Problem 4→ I cannot locate my graphics card on my computer.

Solution→

Right click on your desktop then go to properties. Your display properties should appear. There should be a settings Tab, click that then you should see the name and type of your graphics card.

Problem 5→ I cannot find my dxdiag file.

Solution→

Click start then go to Run and type in "dxdiag" then OK. Your Direct x diagnostic should appear. In the first Screen there should be a tab says, "save all information", Click the tab and save the information as a text document so you can view or send it to technical support if need be.

Walkthroughs available at:

<http://www.justadventure.com/Walkthroughs/TallyHo/Walkthroughs/JTCE/jtce.htm>

Or...

www.gameboomers.com

[Jump and Ride Riding Academy](#)

Problem 1→ The game takes a long time to load.

Solution→

We have not found a solution for this. The game seems to load slowly on some systems and faster on others.

Problem 2→ When playing the bottom half of the screen intermittently flashes.

Solution→

Try downloading the patch for this game available at the support section of www.viva-media.com .

Jump and Ride Riding Academy 3D

Problem 1→ After installing the game, I get an error message saying:

Video card doesn't support required shader model (Vertex shaders 1.1, Pixel Shaders 1.1).

Solution→ You need a video card with shaders support: GeForce3, Radeon 8500 or above (excluding GeForce4 MX which doesn't have shaders support). Video card drivers has shaders support only if video card have such support. So, new video card drivers can't add shader support to video card that doesn't support it.

Learn to Play Chess with Fritz & Chesster

Problem 1→ I cannot get past the chess game between King Black and King White.

-I can only exit the game by hitting the ESC key.

-I can't navigate through the game easily.

-When I start the game again it doesn't seem to have saved any of the progress I made.

-Do I have to go through the whole introduction every time I play the game?

Solution→

The problem is that you are too zoomed into the game. You need to resize your screen to 800x600 pixels. If your monitor's resolution is lower than this some areas of the game will be "outside" of your screen and therefore inaccessible. Once you have corrected this you may see a black border around the game. This is fine. Now you should have no trouble clicking on the game screen to navigate through the game. You should also exit the game by clicking on the crown icon and selecting the crown with the red line through it. This will save your progress and you won't have to go through the intro every time you start the game.

Problem 3→ I don't know how to resize my screen.

Solution→

Right click your desktop and go to properties then click the settings tab and you should see an option that will allow you to resize your desktop.

Problem 4→ When I get to the intelligym, the computer erases all my

trophy after I saved all of my information.

Solution→

You must allow access to your program files. Log on as an Administrator to access your program files.

Problem 5→ How do I erase players?

Solution→

(Macintosh) To remove players press Apple + F to open up the search window which will allow you to search your hard drive. For Fritz & Chesster 1 type in Fritz_1 for part 2 type in Fritz_2. Click search. This will bring up a folder with the same name. Open this folder up and you'll see a folder that says "Spieler". Open this folder and you will see folders that correspond to different players. Delete the folders of the players you want to remove.

Solution→

(Windows) To remove players: Double click on "My Computer", Open up your hard drive, then open "Program Files", then look in folder called "Viva Media". You will then see a folder for Fritz and Chesster (Part 1 or part 2), open up that folder and you'll see a folder called "Spieler". Open this folder and you will see folders, which correspond to different players. Delete the folders of the players you want to remove.

Problem 6→ Sound loops / repeats how do I correct this?

Solution→

Lower your sound acceleration settings. To do this Click START / Select RUN type in DXDIAG and click OK. This will bring up your Direct X Diagnostics Tool. Towards the top you'll see a tab, which says, "Sound" click on this tab. Now in the new window you'll see a slider bar where you can adjust your sound acceleration setting. Move it down one notch, click ok and try the game. If problem persists, repeat.

Problem 7→ I get the following error message(s) and the game won't continue when I click Ok.

Director Player Error. Object expected. Continue?

Or

Script Error. Continue?

Solution→

- Make sure Windows' language is set to English (US)
- In case of a director player error, it usually helps to reinstall/update the Macromedia shockwave and flash player: You can download the latest version from www.macromedia.com. If that does not help, the program might not be able to read a certain file from the CD or the hard disc. Please clean the surface of the CD-Rom. Use a soft, lint-free cloth to remove spots, dust or fingerprints. Always wipe from the center to the outside edge and never wipe in a circular motion. After cleaning the disc try reinstalling the program. Please make sure you have installed the latest

drivers for graphics- and soundcard as well as the latest main board-drivers.

Problem 8→ This game comes with 1 year's access to www.playchess.com how do I access this?

Solution→

With product registration you have 1 year full access to the internet chess server www.playchess.com. There you can play against other chess players on the internet and watch other players' games - around the world! To do this, you should insert the CD-ROM "Learn to Play Chess with Fritz and Chesster" into your CD-ROM drive. Select the file `chess_internet.exe` and double-click on this to start the installation. Now, restart your computer. Go to Start/programs/ChessBase/playchess.com. Click on this to go to the chess server login screen. You'll find more information and instructions for how to use it on the website: www.playchess.com <<http://www.playchess.com>>. You can also visit the ChessBase website at www.chessbase.com <<http://www.chessbase.com>>.

The Little Prince

Problem 1→ An error messages tells me there are QuickTime components missing.

Solution→

The Little Prince needs to run on it's own QuickTime so you need to un-install the QuickTime version on your computer and let the game install its own version of QuickTime.

Problem 2→ The Little Prince does not run on Windows XP.

Solution→

Put the game in a computer that does not run Windows XP.

Magic Encyclopedia

Problem 1→ I'm stuck at a part that I can't get past

Solution→

Click on this link for the walkthrough: <http://gamezebo.com/games/magic-encyclopedia-first-story/tips-tricks/magic-encyclopedia-first-story-tips>.

Mahjonn XP Championship

Problem 1→ When I check the music box no music will play:

Solution→ When you select the Play Music option, Mahjongg will play music from your CD drive. This can be from your own cd or music from the Mahjongg disc itself. However the program looks for music in the D: drive. So if your CD-Rom drive has a different letter assigned to it the music will not play. If you have more than one disc drive, place the music CD in the one labeled D:.

(Please not that once installed Mahjongg XP Championship does not need the disc to run.)

[Mahjongg Platinum 2 XP Championship](#)

Problem 1→ After I install the game, I receive this message: **Could not find any compatible Direct3D devices.**

Solution→

This happens because the integrated graphics of this chipset are disabled when an AGP video card is installed. Chances are that you have an old graphics card driver. Intel 82810 and Intel 82815 graphics card will give this error. They do not support Direct 3D devices or functions.

[Mahjongg Platinum 4](#)

Problem 1→ Today I purchased Mahjongg 4 platinum for Win/Mac. However, the game does not load on my Mac,

Solution→

Please provide us with your mailing address and the UPC code of the game you have and we will provide you with a replacement disc.

[Masters of the Elements](#)

Masters of the Elements does not work on Windows XP.

[My Dream Job: Babysister](#)

Problem 1→ How do I begin babysitting children?

Solution→

Complete the first test/lesson in the educational center and make sure that you have the sound on because the only indicator of a baby coming to you would be the ringing of the doorbell.

[My Boyfriend](#)

Problem 1→ I got the error message that “the application failed to start because OpenAL32.dll was not found.”

Solution→

Sorry about the inconvenience this must have caused you. Try downloading the OpenAL drivers by clicking this link:

<http://connect.creativelabs.com/openal/Downloads/Forms/AllItems.aspx>.

Click the folder that says "OpenALInstaller for Windows." It'll download as a .zip file. Once it has finished downloading, double-click the .zip file and you should see the "oalinst.exe" file. Double-click on this and let it install. After installation is complete, restart your computer and then try running My Boyfriend. Let me know what happens.

My Horse Farm

Problem 1→ How do I put obstacles on the courses?

Solution→

You have to upgrade the training course to get obstacles.

Problem 2→ How do I get a horse trailer?

Solution→

When you upgrade your parking lot click on the useful extensions button, and you will see options for getting a trailer.

Problem 3→ I don't know where player data is saved

Solution→

Player data is stored in the following directory: C:\Documents and Settings\All Users\Application Data\PferdeHof

Problem 4→ If you get the following error message:

Anwendungsfehler.

Diese Anwendung kann nicht ausgeführt werden.

Try setting your compatibility mode to Windows 95 or 98.

Problem 5→ I've got no money, nothing to sell to get any money. My horse is sick I can't afford the Vet and the Animal protection people are going to take my horse away.

Solution→

Here are the cheats for this game. Be aware that using them **may cause errors** in the game, and the only way to correct this is to uninstall the game. Then re-install it and start all over again. Here are the cheats:

1. In order to activate the cheats: Start a new game. In the main screen where you see the farm, type in idkfa and hit enter. The cheats are now active.

2. To add money to your account, press and hold the Tab key and hit the M key at the same time.

3. To add buildings to your Horse Farm, click on one of the sites in the main screen (highlight yellow). Then press and hold the Tab key and at the same time hit one of the number keys 1,2,3,4,5.

My Sim Aquarium

Problem 1→ I just bought My Sim Aquarium 3D and the screen saver will not work.

Solution→

Please download the the patch for this game. In order to have it work, open the patch and then right-click on it and select “Extract to a specified folder,” then click the C: Drive, then go to Program files, then Formosoft, and then look for the MY Sim Aquarium Folder. Highlight the My Sim Aquarium Folder and then extract the files in there.

Mystery of the Mayan Treasure

Problem 1→ I get the following error message:

Dieses Programm benötigt mindestens 4MB freie Speicherkapazität.

Solution→

This uncommon message pops-up due to having a combination of too much physical and virtual memory (although translated from German it is saying you don't have enough.)

This can be resolved by reducing the amount of virtual memory available to your system. To do this:

-Click on Start, then Select Run.

-Type in sysdm.cpl and click Ok

-This will bring up your system properties window. Click on the Advanced tab at the top.

-Now in the Performance section you will see a Settings button. Click this button.

-This will open up a performance options window. Click the Advanced tab at the top of this window.

-Towards the bottom of this page you will see a virtual memory box. In this box is a Change button. Click this button.

-Set the Initial size, and the Maximum size to 100MB.

-Click OK.

-You will now have to restart your computer.

-Now the game should work fine.

Mystery of the Mummy

Problem 1→ I cannot find the manual:

Solution→

There are 2 ways you can get to the manual. The first is if you place the game disk into your drive, usually the program will bring up a menu with options like uninstall, etc. One of these options is "Manual" click on this to open the game manual.

If this does not happen when you place the disk in your drive then do the following.

-Place the game disk in your drive.

-Double click on your "My Computer" icon. You will now see a list of the drives on your computer.

-The drive that says TMOTM is the one which has the game CD in it. RIGHT-click on it and select 'Open.'

-This will show you the contents of the disk. Open up the 'Support' folder and you will see the 'Manual.pdf' file. Double click this to open the manual.

Problem 2→ The the box appears on the screen and has the options of "manual", "readme", "uninstall" and "quit", but no "play option" .:

Solution→

When you put the disk in your drive a Mystery of The Mummy Menu screen will automatically appear. Simply close this menu and double click on the desktop icon to start the game.

Problem 3→ The the box appears on the screen and has the options of "manual", "readme", "uninstall" and "quit", but no "play option" AND clicking on the desktop icon doesn't do anything.

Solution→

This may be because the drive which the CD is in is labeled something other than D: . Try putting the disk in another CD or DVD drive.

Natalie Brooks

Problem 1→ I can't seem to figure out how to get out of an area.

Solution→

Click on this link for the walkthrough:
<http://www.gamezebo.com/games/natalie-brooks-secrets-treasure-house/tips-tricks>

The Omega Stone

Problem 1→ When I try to start the game, I get a black screen or the game suddenly crashes.

Solution→

When you double-click on the Omega Stone icon, select “Configure” and then check “Software” for Render Mode and click OK.

Problem 2→ I place the game into my computer the game does not start. It’s like the computer does not detect a disc in there at all.

Solution→

The Omega Stone is a DVD Rom. If your computer is not a DVD driver/reader, then your computer will regard the DVD as not being in the computer at all.

Paradise

Problem 1→ I place the game into my computer the game does not start. It’s like the computer does not detect a disc in there at all.

Solution→

Paradise is a DVD Rom. If your computer is not a DVD driver/reader, then your computer will regard the DVD as not being in the computer at all.

Problem 2→ I’m stuck at a certain part and I don’t know what to do.

Solution→

Check out this website, www.gameboomers.com and click on the link that says Walkthroughs on the left side of the page. The walkthroughs are in alphabetical order so all you have to do is click on P and scroll down to Paradise.

Peanuts:

Problem 1→ Is there a guide / walkthrough for Peanuts & how do I access it?

Solution→

There is a walkthrough for Peanuts on the CD itself you can access it by:

Browsing the contents of the CD for a file called Help.pdf

Or

Clicking on START selecting RUN and typing in the following: X:\Help.pdf

(Where X is the letter of the drive the Peanuts CD is in.)

Pet Vet Triple Treat

Problem 1→ When attempting to install "Pet Vet 3D - Animal Hospital - Triple Treat" my computer does not recognize the CD at all.

Solution→ Pet Vet 3D Triple Treat is a DVD Rom. If your computer is not a DVD driver/reader, then your computer will regard the DVD as not being in the computer at all.

Physicus

Problem 1→ I am stuck and cannot figure out what to do.:

Solution→

Check out the walkthrough for Physicus at www.gameboomers.com.

Race 07

Problem 1→ I can't seem to get my Logitech Wheel to work when trying to race.

Solution→

You have to create a custom profile for your wheel and then go to the right side and configure all of the actions and buttons that you wish to change. The wheel will not work on the default profiles that are already preloaded in the game.

Redshift 5

WE DO NOT HANDLE SUPPORT FOR REDSHIFT ANYMORE

For support please refer to:

Topics Entertainment... www.topics-ent.com

For more information/updates on Redshift5, please the official website: www.redshift.de

Riddle of the Sphinx

Problem 1→ I get the following error message: fileextra4 script error continue.

Solution→

Please download the following patch for this issue from our website.

Texas Hold'em

Problem 1→ I get the following error message:

Exception in D3D. Unable to create IDirect3DDevice9

Solution→

Unfortunately this error occurs when you have an integrated graphics card which does not fully support Direct X 9.0c. As stated on the back of the box, a dedicated 3D graphics card is required: such as a ATI Radeon or Nvidia Geforce based card. Without one of these the game will be unable to be displayed.

It is also possible that you are getting this error message because your graphics card does not fully support Direct X 9.0c. This may be because of outdated drivers. Check to see if there are any driver updates for your graphics card.

Intel's 82810 and 82815 series of graphics controllers will give this error. They are no longer supported by Intel and do not fully support Direct X 9.0c. More info: <http://support.intel.com/support/graphics/sb/CS-003951.htm>

Problem 2→ I get the following error message:

CPU does not support SSE

Solution→

SSE stands for Streaming SIMD (Single Instruction Multiple Data) Extensions. This is basically a way in which the processor handles data. Having this capability allows the processor to handle more data. SSE was introduced with Intel's Pentium III processor.

You are getting this error message because you have an older processor. Please check the system requirements on the software package to be sure that your computer meets the system requirements.

World of Mahjongg

Problem 1→ I place the game into my computer the game does not start. It's like the computer does not detect a disc in there at all.

Solution→

World of Mahjongg is a DVD Rom. If your computer is not a DVD driver/reader, then your computer will regard the DVD as not being in the computer at all.