

# TRON 2.0 FAQ

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## 1. Updating System Drivers

For best performance, it is vitally important that you check with the manufacturer of your computer (or its individual components) for updated Video Card, Sound Card and Motherboard Drivers.

Components that are known to be especially susceptible to driver related issues are as follows:

**Sound Blaster Audigy.**

**Sound Blaster Live.**

**Nvidia nForce2 Motherboard. (3874)**

**ATI Radeon 7200 & 7500. (3859)**

**ATI 9700 Pro.**

**Dell Laptops with the ATI Mobility Radeon 9000 chipset.** ATI has released updated drivers. Please contact Dell Customer Support to acquire their version of the new driver set.

**Nvidia GeForce.** When playing on a Windows 98 or Me system, you must revert to driver ver. 43.45.

**<http://www.nvidia.com/content/drivers/drivers.asp>.** For more information, see the **Video Card / Display** section below. (3858)

**Via Hyperion 4in1.** Version 4.49 does not work well with the game. Reverting to ver. 4.48 is known to resolve any Via related issues. **<http://www.viaarena.com>.**

## 2. Game Crashing

There are many issues that can cause the game to lock-up and/or crash to the desktop. The following is a list of known reasons.

### Lack of Resources

If you are playing the game on a system that is low on Hard Disk space, or only just meets the minimum requirements for Video RAM, System RAM or Processor Speed, the following is suggested:

Ensure that you have at least 200 MB of free hard disk space. Not only does the game need space for swap files, but the Windows OS needs it as well. Clear out the contents of your **TEMP** and **Temporary Internet** folders...that's usually a good place to start.

Perform a clean boot, ensuring that only the bare essentials are running when playing the game. See below in **General Performance** for further information.

### LAME MP3 Encoder (3874)

If you are downloading movies or music, or are creating your own MP3s, you probably have this installed on your system. The LAME codec (**lameACM.acm**) has been found to conflict with **TRON 2.0. Nimo v5 Build 9** uses a beta version of LAMEenc (an MP3 encoder codec) and is the source of the problem on systems that have been verified to have the newest available drivers for their hardware configurations.

To determine if the **Nimo v5 Build 9** is installed on your system, perform the following steps:

1. Locate the **lameACM.acm** file within the **WINDOWS\SYSTEM32** folder (NT/2000/XP), or the **WINDOWS\SYSTEM** folder (98/98SE/Me).
2. Right-click on the file, and select **Properties** from the list of options.
3. Select the **Version** tab to bring it forward.
4. If the version number is **0.0.9.0**, it is the conflicting file.

To resolve this issue, you will need to move, rename or delete the **lameACM.acm** file from the **WINDOWS\SYSTEM32** folder (NT/2000/XP), or the **WINDOWS\SYSTEM** folder (98/98SE/Me).

### DirectX Sound Hardware Acceleration (3874)

Lower the DirectX Sound Hardware Acceleration to **Basic** or **None**.

To access the DirectX Diagnostics Tool, click on **Start**, and select **Run**. In the **Open:** box, type: **DXDIAG**, and then click **OK**. From the DirectX window, select the **Sound** tab to access the Hardware Acceleration adjustment.

### Automatically Reboots the Computer (1660)

This issue is actually a fatal Windows error or "Blue Screen." Windows 2000 and XP default to automatically restarting the computer rather than displaying the blue screen with the error message. To address these types of problems, it is first necessary to disable the automatic rebooting of Windows so that the error message can be viewed.

Please perform the following steps to disable the automatic rebooting. If the error re-occurs, please copy the error and then contact Buena Vista Interactive Customer Support with the information.

To disable automatic rebooting:

#### Windows 2000

1. From the **Control Panel**, double-click on the **System** icon.
2. Select the **Advanced** tab and click on the **Startup and Recovery** button.
3. **Uncheck** the **Automatically Reboot** box in the System Failure section.
4. Select **OK** to confirm the change.

#### Windows XP

1. From the **Control Panel**, double-click on the **System** icon.
2. Select the **Advanced** tab and click on the **Setting** button under the **Startup and Recovery** section.
3. Uncheck the **Automatically Restart** box in the System Failure section.
4. Select **OK** to confirm the change.

## 3. Lock Ups / Fail to Launch

The following issues are listed with the assumption that all drivers have already been confirmed as being up to date and installed correctly.

### Spinning Disc Cursor (3875)

After clicking on Play to start **TRON 2.0**, a spinning disc cursor resembling a CD-ROM appears, but the game will not launch. This issue is caused by an incompatibility between the CD's SecuROM copy protection and some DVD/CDRW combo drives.

This issue can be resolved by temporarily disabling the recording feature of the DVD/CDRW drive.

1. From the Windows desktop, open the **My Computer** folder.
2. Right-click on the **DVD/CDRW** drive's icon and select **Properties**.
3. Click on the **Recording** tab to bring it forward.
4. Remove the check from the box next to **Enable CD recording on this drive**.
5. Click on **OK** to confirm the setting change.

### Locks up after clicking on Play (3872)

This issue can be caused by a corrupted installation of the Codec file or DirectX.

#### Reinstall the MP3 Codec

Delete the **I3codeca.acm** Codec file from the **WINDOWS\SYSTEM32** folder (NT/2000/XP), or the **WINDOWS\SYSTEM** folder (98/98SE/Me), and reinstall the Codec by running the installer (**WMFADIST.EXE**)

from the root of **TRON 2.0 Disc 2**.

#### **Reinstall DirectX 9.0a**

To reinstall DirectX 9.0a, insert **TRON 2.0 Disc 1** into the CD-ROM drive. From the Windows Taskbar, click on **Start** and select **Run**. In the **Open:** text box, type in the following command: **D:\directx\dxsetup.exe** (where D: is the letter of your CD-ROM drive) and click on the **OK** button. Follow the instructions to install DirectX 9.0a. You may be prompted to restart your computer after installation is complete.

You may also download **DirectX 9.0b** from Microsoft at the following web address:  
<http://www.microsoft.com/windows/directx/>

## **4. Error Messages**

The following error messages are being researched by Buena Vista Interactive technicians. If you experience any of the following error messages, please contact a Customer Support representative with a detailed account of your system's configuration.

### **“STOP: 0x0000001E (0xC0000005, 0x804CD1E6, 0x00000000, 0x00000024) KMODE\_EXCEPTION\_NOT\_HANDLED” (Windows XP) (1937)**

Microsoft lists the following possible solution to this issue:

This error can occur if an older version of the Advanced SCSI Programming Interface (ASPI) layer is installed on the computer. By default, Windows XP does not include ASPI support.

To resolve this issue, download and install ASPI version 4.57 or later. This is available for download from the Support section of the Adaptec web-site at [www.adaptec.com](http://www.adaptec.com).

### **“Game requires Directx9.0a and video card that supports TnL” (1803)**

This issue is usually resolved by updating the video driver and/or reinstalling DirectX 9.0a. If neither of these two options resolves the error, it may also be caused by a conflicting MP3 Codec file.

#### **LAME MP3 Encoder (3874)**

If you are downloading movies or music, or are creating your own MP3s, you probably have this installed on your system. The LAME codec (**lameACM.acm**) has been found to conflict with **TRON 2.0 Nimo v5 Build 9** uses a beta version of LAMEenc (an MP3 encoder codec) and is the source of the problem on systems that have been verified to have the newest available drivers for their hardware configurations.

To determine if the **Nimo v5 Build 9** is installed on your system, perform the following steps:

1. Locate the **lameACM.acm** file within the **WINDOWS\SYSTEM32** folder (NT/2000/XP), or the **WINDOWS\SYSTEM** folder (98/98SE/Me).
2. Right-click on the file, and select **Properties** from the list of options.
3. Select the **Version** tab to bring it forward.
4. If the version number is **0.0.9.0**, it is the conflicting file.

To resolve this issue, you will need to move, rename or delete the **lameACM.acm** file from the **WINDOWS\SYSTEM32** folder (NT/2000/XP), or the **WINDOWS\SYSTEM** folder (98/98SE/Me).

## **5. Sound Issues**

Sound problems (e.g., No Sound, Sporadic Sound, Music but no Sound FX, and Scratchy or Garbled Sound) are generally caused by out-of-date drivers or a conflicting MP3 Codec. If updating the Sound Card's drivers does not resolve the issue, try the following:

### **Creative Labs Sound Blaster Audigy 2**

If your system includes a Creative Labs Sound Blaster Audigy 2 sound card, EAX needs to be enabled for the card to function correctly with **TRON 2.0**

1. From the **TRON 2.0** start-up screen, select **Options**.
2. From the list of options, click in the box next to **Disable EAX** to remove the **X**.
3. Click on **OK** to accept your changes, and then click on **Play** to launch the game.

## Sound Blaster Live - Sound and Performance problems (3874)

This issue is caused by a fault in the driver. You may resolve this issue by lowering the DirectX Sound Hardware Acceleration to **Basic** or **None**.

To access the DirectX Diagnostics Tool, click on **Start** and select **Run**. In the **Open:** box, type: **DXDIAG**, and then click **OK**. From the DirectX window, select the **Sound** tab to access the Hardware Acceleration adjustment.

## Diamond Monster Sound I & II and Aureal Vortex I & II

The drivers for these sound cards are not compatible with DirectX 9.0a. Therefore, they are not supported by **TRON 2.0**.

## Character Speech cuts off when you change your point of view (3855)

On a system using the Sound Blaster PCI sound card, when speaking with another character in the game, if you rotate your point of view by more than 45 degrees, you will no longer be able to hear the character speak. This issue is caused by the sound card's inability to handle directional sound. At this time, there is not a resolution to this issue.

## The Sound Hardware conflict exists between the sound card and TRON 2.0

The Sound Hardware Acceleration level needs to be lowered for the sound card to function correctly. This issue is usually related to sound drivers that are not fully compatible with DirectX 9.

1. From the Windows Taskbar, click on **Start** and select **Run**.
2. In the **Open:** text box, type in the following command: **dxdiag**, and then click on the **OK** button. This will open the DirectX Diagnostic Tool window.
3. Click on the **Sound** tab to bring it forward.
4. Under the **DirectX Features** section, Slide the **Hardware Sound Acceleration Level** slider to the left until it reads "**Basic Acceleration**."
5. Click on **Exit** to confirm the changes and to close the window.
6. If the issue continues to occur, repeat the above steps, but move the slider to the far left, which reads "**No Acceleration**."

## Codec Incompatibility (3844)

Please note that since **TRON 2.0** uses an MP3 codec for sound, the Nimo codec pack or other 3rd-party codecs may cause speech and sound to drop out completely or not play correctly. Please uninstall any 3rd-party MP3 codecs before installing **TRON 2.0**. If you have already installed the game, please uninstall both 3rd-party codecs and the game, and then reinstall the game only.

If you do not wish to uninstall the game, then it is suggested that you uninstall the 3<sup>rd</sup>-party MP3 codec, and then perform the following procedure.

### Delete and reinstall the **I3codeca.acm** and **imaadp32.acm** MP3 Codec files

#### Delete the Codec Files

1. From the Windows desktop, right-click on the **Start** button and select **Explore**.
2. Browse to **C:\Windows\System32** (Windows XP/2000) or **C:\Windows\System** (Windows 98/Me)
3. Within the System32 or System folder, locate the **I3codeca.acm** and **imaadp32.acm** files.
4. If neither of these files are listed, they may be hidden. Perform the following steps to make them visible. If one or both of the files are listed, proceed to **Step 5**.
  - a. Click on the **Tools** drop-down menu and select **Folder Options**.
  - b. Select the **View** tab to bring it forward.
  - c. Ensure that **Show hidden files and folders** is selected.
  - d. Ensure that the following 2 lines ARE NOT selected:  
**Hide extensions for known file types**  
**Hide protected operating system files (Recommended)**
  - e. Click on **OK** to confirm the changes.
  - f. If the file is still not listed, then it was not correctly installed. Proceed to **Step 6** to reinstall the Codec file.
5. Drag the **I3codeca.acm** and **imaadp32.acm** files to the **Recycle Bin**.

#### Reinstall the **I3codeca.acm** Codec file

1. Insert **TRON 2.0 Disc 2** into the CD-ROM drive.
2. From within the Explore window, select the **TRON** CD-ROM icon.
3. Double-click on the **WMFADIST.EXE** icon, and then click on **Yes** to install the Codec file.

## Reinstall the **imaadp32.acm** Codec file

### Windows XP

1. Click on **Start** and select **Run**.
2. In the **Open:** text box, type in the following command: **command** and click on the **OK** button.
3. A DOS Command window will open.
4. Type in the following commands, followed by pressing the **ENTER** key.

```
cd\  
ENTER  
c:\windows\i386  
ENTER  
expand imaadp32.ac_ c:\windows\system32\imaadp32.acm  
ENTER  
exit  
ENTER
```

5. Close all open windows and verify that the "imaadp32.acm" file is now within the System folder.

### Windows 98/Me

#### Locating the CAB files

**NOTE:** If the required CAB files are not located on your hard drive, you will need the Windows 98 or Me installation disk.

1. From the Windows desktop, click on **Start**, select **Search**, followed by **For Files or Folders**.
2. Under the *Search for Files or Folders named* field, type: **Win\*.cab**.
3. Under the *Look in:* field, select the **C:** drive, and then click the **Search Now** button.
4. A number of CAB files should be found by the search program. Write down the path of the folder containing the CAB files.
5. If no CAB files are located, you will need the installation CD. Insert the CD into the CD-ROM drive and perform steps 2-5 again, but select your CD-ROM drive under the *Look in:* field.

#### Extracting a new copy of the "imaadp32.acm" Codec file

##### Windows 98

1. Click on **Start** and select **Run**.
2. In the **Open:** text box, type in the following command: **sfc** and click on the **OK** button.
3. Select the *Extract one file from installation disk* option, and type **imaadp32.acm** into the provided field. Click on **Start**.
4. In the field labeled *Restore From*, enter the location of the Windows 98 CAB files.
5. In the field labeled *Save File In*, enter **C:\Windows\System**, and then select **OK** or **YES** until it states "The file has been successfully extracted".
6. Close all open windows and verify that the "imaadp32.acm" file is now within the System folder.

##### Windows Me

1. Click on **Start** and select **Run**.
2. In the **Open:** text box, type in the following command: **msconfig** and click on the **OK** button.
3. Click on the **Extract File** button at the bottom of the window. Type: **imaadp32.acm** in the window that opens, and then click **Start**.
4. In the field labeled *Restore From*, enter the location of the Windows Me CAB files.
5. In the field labeled *Save File In*, enter **C:\Windows\System**, and then select **OK** or **YES** until it states "The file has been successfully extracted".
6. Close all open windows and verify that the "imaadp32.acm" file is now within the System folder.

## 6. Video Card / Display

With the exception of the following, all known video card issues can be resolved by updating the drivers.

### **Video Card recognized by TRON 2.0 as incompatible (Windows 98/Me) (3858)**

NVIDIA GeForce video cards may not show up as being compatible. This issue is caused by a problem with the Nvidia driver, version 44.03 or 45.23. This issue can be resolved by reverting to version 43.45.

**NVIDIA DRIVERS** - <http://www.nvidia.com/content/drivers/drivers.asp>

### **Why are there fewer resolution options than my monitor is capable of? (3868)**

When adjusting the display setting in **TRON 2.0**, you will discover that there are fewer resolution options available to you than there are when you are in your computer's display properties window. This is because **TRON 2.0** will only play in a 4:3 aspect ratio.

The following resolutions are in a 4:3 aspect ratio.

640x480  
800x600  
1024x768  
1152x864  
1280x960  
1536x1152  
1600x1200

### **What is Hardware TnL and why do I need it to play TRON 2.0 (3839)**

Many games use graphic programs such as DirectX and OpenGL to provide graphic enhancements such as lighting, depth perception and refresh rates. To achieve the level of detail that brings the world of **TRON 2.0** alive, it utilizes DirectX and is further enhanced by Hardware TnL.

Hardware TnL stands for **Hardware Transform and Lightning**. This hardware graphic acceleration feature is built into the video card and cannot be emulated by a software program.

The use of Hardware TnL is programmed into the game. **TRON 2.0** cannot function without a video card that has this feature built into it.

The following is a list of video cards/chipsets that offer Hardware TnL.

NVIDIA GeForce FX  
NVIDIA GeForce 4  
NVIDIA GeForce 3  
NVIDIA GeForce 2  
ATI Radeon 9800  
ATI Radeon 9700  
ATI Radeon 9600  
ATI Radeon 9500  
ATI Radeon 9200  
ATI Radeon 9100  
ATI Radeon 9000  
ATI Radeon 8500  
ATI Radeon 7500  
ATI Radeon 7200  
Matrox Parhelia chipset  
Matrox Millennium P750

## 7. General Performance (3877)

In addition to ensuring that all of your computer's components meet or exceed the game's minimum system requirements and that the system has the very latest drivers installed for all of its components, you can do the following to make sure everything is running with optimal performance.

## Enable DMA

On systems running **Windows 98, 98SE, or Me** you can improve performance by enabling DMA (Direct Memory Access) on your system's Hard Disk drive.

To do so, perform the following steps:

1. From the Windows desktop, right-click on the **My Computer** icon, and then from the list of options select **Properties**.
2. Select the **Device Manager** tab to bring it forward.
3. Click on the **plus** next to **Disk drives**.
4. Double-click on the IDE drive.  
**NOTE:** If there is more than one IDE driver listed, repeat steps 5-7 on all IDE drives.
5. Select on the **Setting** tab to bring it forward.
6. Under the Options section, click in the box next to **DMA** to place a **checkmark** within it.
7. Click on **OK** to accept the change.
8. Click on Close to exit the System Properties window.  
**NOTE:** You will be asked to restart the computer. Select **Yes**.

## Perform a "Clean Boot" (3876)

When you start Windows with a normal startup, several programs start automatically and run in the background. These programs may include third-party antivirus programs and system utility programs, which may interfere with the performance of the game. If this occurs, you can use a clean boot to start your computer before you play the game.

### Windows XP

To perform a clean boot on a computer that runs Windows XP, follow these steps.

**NOTE:** To complete this procedure, you must be logged on as Administrator or as a member of the Administrators group. If your computer is connected to a network, network policy settings may prevent you from completing this procedure.

1. Click **Start**, and then select **Run**.
2. In the **Open:** box, type: **msconfig**, and then click **OK**. The System Configuration Utility starts.
3. Click the **General** tab, and then click **Selective Startup**.
4. Under Selective Startup, click to clear the following check boxes:

Process System.ini file  
Process Win.ini file  
Load Startup Items

5. Click the **Services** tab, click to select the **Hide All Microsoft Services** check box, and then click **Disable All**.
6. Click **OK**, and then click Restart.
7. Start the game that you want to play.

### Return to Normal Startup

After you quit the game, to restore the computer to use a normal startup, from the General tab of the System Configuration Utility, select **Normal Startup** - load all device drivers and services, click **OK**, and then click **Restart**.

### Windows Me

To perform a clean boot on a computer that runs Windows Millennium Edition (Me), follow these steps:

1. Click **Start**, and then select **Run**.
2. In the **Open:** box, type: **msconfig**, and then click **OK**. The System Configuration Utility starts.
3. Click the **General** tab, and then click **Selective Startup**.
4. Under Selective Startup, click to clear the following check boxes:

Process Win.ini file  
Load startup group items  
Load environment variables

5. Select the **Startup** tab, click to select the **\*StateMgr** check box, and then click **OK**.
6. When you are prompted to restart the computer, click **Yes**.
7. After the computer restarts, return to the System Configuration Utility and confirm that the check boxes that you cleared are still cleared.

### Return to Normal Startup

After you quit the game, to restore the computer to use a normal startup, from the General tab of the System Configuration Utility, select **Normal Startup** - load all device drivers and services, click **OK**, and then click **Restart**.

### **Windows 98**

To perform a clean boot on a computer that runs Windows 98, follow these steps:

1. Click **Start**, and then select **Run**.
2. In the **Open:** box, type: **msconfig**, and then click **OK**. The System Configuration Utility starts.
3. Click the **General** tab, and then click **Selective Startup**.
4. Under Selective Startup, click to clear the following check boxes:
  - Process Config.sys file
  - Process Autoexec.bat file
  - Process Winstart.bat file (if it is available and not already cleared)
  - Load startup group items
5. Select the **Win.ini** tab, expand the [**windows**] folder, and then click to clear the **load=** and **run=** check boxes.
6. Select **OK**, and then restart the computer.

#### **Return to Normal Startup**

After you quit the game, to restore the computer to use a normal startup, from the General tab of the System Configuration Utility, select **Normal Startup** - load all device drivers and services, click **OK**, and then click **Restart**.

## **8. Game Play Difficulties**

### **Patch related issues (3878)**

If you begin to experience problems with game play after downloading and installing the **TRON 2.0** Patch, it is caused by a version incompatibility. Any User Profile(s) and Saved Games that were created prior to installing the Patch are not compatible with the updated program. It will be necessary to delete the existing Profile(s) and to start again from scratch. Any future Updates/Patches will have the same effect.

### **Cheat Code related issues**

Although cheat codes exist for **TRON 2.0**, use of them is at your own risk. Excessive use of the God Mode cheat code has been found to corrupt a users Profile. Symptoms include an inability to upload or download energy. If this occurs, it will be necessary to delete the profile (and all associated saved games) and create a new one.

### **Deleting and Creating a User Profile**

When you delete the profile, you also delete all saved game files associated with the profile. Start **TRON 2.0**. From the Main Menu, select **Profile**. If you have not created your own profile, the default (Player) will be listed. Click on **Delete** followed by the profile that you wish to delete. Click on **OK** to confirm the deletion. Click on **Create**, type in the name of the new profile, and then click on **OK**. You are now ready to start a new game.

## **9. Buena Vista Interactive Customer Support**

The Buena Vista Interactive Customer Support Web-Site contains a variety of information that can be used to help your system run Buena Vista Interactive programs with the best possible performance. To access information about Buena Vista Interactive programs on the World Wide Web, point your browser to **www.tron20.net** and click on the **Customer Support** link. You may also email a Buena Vista Interactive Customer Support representative at **tron20support@bvinteractive.com**. When contacting Customer Support, please reference the **GREEN ID Numbers** listed with the issue.

### **FAQ Additions**

If you have information that needs to be added to the FAQ, please email your information to our Customer Support department at **tron20support@bvinteractive.com**. Title the message **NEW FAQ**.