



## SYSTEM REQUIREMENTS

### MINIMUM CONFIGURATION

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**Operating System**—MS-DOS® 5.0 or higher or Windows® 95

**CPU**—Pentium™ 75 MHz

**Hard Drive Space**—DOS: 30 MB, Windows 95: 40 MB

**Memory**—DOS: 16 MB RAM, Windows 95: 16 MB

**Graphics**—DOS: High-Color (65,536 color) capable 1 MB PCI/VLB SVGA video card (VESA compatible). Some DOS systems may require a VESA driver. **Windows 95:** DirectX™ supported High-Color capable 1 MB PCI/VLB SVGA video card

**CD-ROM**—DOS: 2x (MPC2 compliant) CD-ROM drive with DOS drive and MSCDEX version 2.21 or higher, **Windows 95:** 2x (MPC2 compliant) CD-ROM with 32-bit Windows 95 driver

**Mouse:** Microsoft-compatible mouse (DOS users also require Microsoft Mouse driver version 7.04 or higher, or 100% compatible driver)

### RECOMMENDED CONFIGURATION

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- Pentium 133 MHz or higher
- 16 MB RAM
- 80 MB free hard drive space for DOS, 90 MB for Windows 95
- 16-bit Sound Blaster™ or 100% compatible sound card
- 4x (MPC3 compliant) CD-ROM drive
- DirectX supported VESA 2.0 compliant PCI video card with 2 MB VRAM

### MULTIPLAYER CONFIGURATION

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**Network**—IPX-compliant network, network interface card

**Modem**—100% Hayes compatible 9600 bps or faster modem, high speed (16550 UART) serial port for external modems

**Direct Link**—Null modem adapter

### SUPPORTED DEVICES

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**Audio**—DOS: Sound Blaster 2.0 and higher, Sound Blaster Pro™, Sound Blaster 16™ and 100% compatible, Gravis™ Ultrasound™, Ensoniq™ Soundscape™, Microsoft Windows Sound System™ and 100% compatibles, **Windows 95:** DirectSound supported audio card

**Input Devices:** Joystick, Gravis GamePad™, Gravis GRIP™ 4-player adapter, Gravis GamePad Pro™

## INSTALLATION

### DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running SCANDISK or DEFRAG (DOS 6.2 or higher). SCANDISK searches your hard drive for any lost allocation units as well as any cross-linked files and directories. DEFRAG ensures that your data is sorted properly. Failure to verify this may result in corrupt data.


Steps for running these preventative applications are given below for DOS and Windows 95.

#### DOS PREPARATION

1. Type **ver** (Enter) from the DOS C:> prompt. Your DOS version is displayed on the screen. If it says 'MS-DOS VERSION 6.21' or any version later than 6.2, follow the steps below. If you are using DOS version 5.0, you may need to use other utilities (such as Norton Utilities or Central Point Tools) to check your drive's condition.
2. Type **scandisk c:** (Enter) from the DOS prompt. This will determine if your drive is in good repair. If any damage is found, you should repair it before continuing, following the instructions in your DOS manual.
3. Type **defrag c: /f** (Enter) from the DOS prompt. This runs a complete defragmentation on your hard disk to ensure all your data is sorted properly. It also optimizes your hard disk for faster load and access times.

#### WINDOWS 95 PREPARATION

The procedure for scanning and defragmenting your disk from Windows 95 is essentially the same as from DOS—only the method for starting the programs is different.

1. **FIRST, RUN SCANDISK.** To start SCANDISK, left-click on the  Start button from the Taskbar. The Start menu opens.
  - ☞ From the Start menu, highlight **Programs**, and then select **Accessories** from the menu that appears. Yet another menu appears—from that menu, select **System Tools**. Finally, select **ScanDisk**, and the program starts.
  - ☞ Once activated, make sure there is a check mark in the **Automatically Fix Errors** box and select the hard drive you are installing the game to (e.g., C:). Once everything is set up correctly, click **Start** to have the program scan the drive and correct any errors.
2. **NEXT, RUN DEFRAG.** To start DEFRAG, go to **System Tools** (as in the previous step) and select **Disk Defragmenter**. As with SCANDISK, select the drive you are installing the game to and click **OK**.

If you live outside of the United States, you can contact one of our other offices.

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In **Australia**: For Technical Support and Game Hints and Tips, phone the EA HOTLINE: 1 902 261 600 (95 cents per min.) CTS 7 days a week 10 AM—8 PM.

If you are under 18 years of age parental consent required.

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## TECHNICAL SUPPORT

If you have questions about the program, our Technical Support Department can help. Please be sure to include the following information in your letter, fax, or e-mail message:

- Computer manufacturer
- Operating system (Windows 95, DOS 6.22, etc.)
- CPU type and speed in MHz
- Amount of RAM
- Sound card type and settings (address, IRQ, DMA)
- Video card
- CD-ROM
- Mouse driver and version
- Joystick and game card (if any)
- A copy of the CONFIG.SYS and AUTOEXEC.BAT files from your hard drive.
- A description of the problem you're having.

If you need technical assistance with this product, call us at (415) 572-2787 Monday through Friday between 8:30 AM and 4:30 PM, Pacific Time. Please have the above information ready when you call. This will help us answer your question in the shortest possible time.

EA Tech Support Fax: (415) 286-5080.

Electronic Arts Technical Support

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San Mateo, CA 94403-7578

## HOW TO REACH US ONLINE

COMPUSERVE: Game Publishers A Forum (GO GAMAPUB)

Or send e-mail to 76004,237

AMERICA ONLINE: Send e-mail to ELECARTS

INTERNET E-MAIL: support1@ea.com

Or send e-mail to elecarts@aol.com or 76004.237@compuserve.com

WARRANTY INQUIRIES: cswarranty@ea.com

WORLD WIDE WEB: Access our Web Site at <http://www.ea.com>

FTP: Access our FTP Site at <ftp://ftp.ea.com>


## DIRECTX INSTALLATION NOTES

- ✓ **IMPORTANT:** *NBA Live 97* for Windows 95 requires DirectX 3 hardware compatibility to run properly.
- ✓ **NOTE TO USERS:** DirectX is a games API (Application Program Interface) designed to provide an excellent games interface as well as hardware compatibility. At this time there are still many hardware manufacturers whose products do not support DirectX. If any of the hardware you are using does not work properly with DirectX, please check with the manufacturer of your hardware about obtaining updated drivers that fully support Windows 95 and DirectX.

### HARDWARE COMPATIBILITY

*NBA Live 97* for Windows 95 requires DirectX 3 hardware compatibility in order to run properly. Stuttering sound, distorted video, or other hardware problems may be due to DirectX incompatibility. If you are unsure whether or not your hardware drivers are DirectX certified, run DXSETUP from the CD drive.

### To run DXSETUP:

1. Insert the *NBA Live 97* CD in your CD drive.
2. Click  Start, then choose **R**un....
3. In the Open: dialog box, type **d:\redist\directx\dxsetup**, then click OK. (Substitute the correct letter of your CD drive if other than 'D:'.)

DXSETUP lists all of your video, audio, and network drivers. Drivers marked "CERTIFIED" are DirectX compatible; drivers that say "NO HARDWARE SUPPORT" or say nothing at all are not DirectX compatible and may cause problems when running the game. You can attempt to install DirectX by clicking on "Reinstall DirectX". If your drivers still do not certify, please contact your hardware manufacturer to obtain Windows 95 DirectX compatible drivers for that device.

### VIDEO CARD ISSUES

- If your video card does not support DirectX, you must install and use the MS-DOS executable to run *NBA Live*. Please refer to *Installation for MS-DOS* below for instructions.
- If you are using a video card with vendor provided drivers that installs and activates special video utilities but does not provide DirectX support, please note that installing the included DirectX video card drivers from Microsoft will disable these utilities. Please contact your video card manufacturer to obtain updated video card drivers which provide both the utilities and DirectX support.

## INSTALLATION FOR MS-DOS

1. Insert the CD in your CD drive.
2. At the DOS prompt, type **d: [Enter]** to change to your CD drive (substitute the correct letter of your CD drive if other than 'D:').
3. When you see the 'D:' prompt, type **install [Enter]** to start the installation program. The Select Language screen appears.

- ⊕ Left-click (or press **↑/↓**) to highlight ENGLISH, DEUTSCH, or FRANCAIS.
- 4. To accept the highlighted language and proceed, click **✓** or press **[Enter]**. The Installation screen appears.
- ✓ **NOTE:** Please select the VIEW THE README FILE option before installing to view last minute updates and information.
- ⊕ To exit to your operating system, select EXIT TO DOS.
- ⊕ To get help at any point, press **[F1]**. A text help screen appears; left-click or press any key to return to the installation screen.
- 5. To install the game, select INSTALL THE GAME, then click **✓**. The Select Sound Card screen appears.
- ⊕ Left-click (or press **↑/↓**) to highlight a sound card (or NONE if you have no sound card).
- ⊕ To have the installation program try to automatically detect your sound card, click DETECT. From the confirmation window that appears, click YES to proceed with auto detection or NO to cancel.
- ⊕ To test the highlighted sound card, click TEST.
- 6. To accept the highlighted selection and proceed, click **✓**. The Directory Install screen appears.
- ⊕ The default directory is C:\NBA97, but you can type in a different drive and directory if you prefer.
- ⊕ To select a minimum install, click MINIMUM. This installs only the files necessary to run the game on your hard disk. This saves hard disk space, but the game will run more slowly, since more data needs to be read from the CD drive.
- ⊕ To select the recommended install, click **RECOMMENDED**. More files are installed, taking up more disk space than a minimum install but allowing the game to run faster.
- ⊕ To select a custom install, click CUSTOM. The screen changes to show a list of file groups and the hard disk space required for each group. Left-click on the name of the file group to highlight it; double-click on the file group to select/deselect it. The total disk space required for your selections appears at the right side of the screen. To reset all files to the recommended file groups, click RESET. Click **✓** to accept the selected group of files.
- ✓ **NOTE:** If you do not have enough hard disk space for an installation, the install size is highlighted in red. Select another install or free up more disk space if you wish to select that install.
- 7. To begin the selected installation, press **[Y]** to confirm your choice (any other key to cancel). The files are installed on your hard disk.

## INSTALLATION FOR WINDOWS® 95

1. Start the Windows 95 operating system, then insert the CD into your CD drive.
- On systems that have Autoplay**, the Launcher screen appears.

4. Right-click on your new MS-DOS prompt icon and select **Properties**. Now select the Program tab at the top of the window and click the **Advanced...** button. The Advanced Programs Settings menu appears.
5. Select the **MS-DOS** mode box, then click the **Specify a new MS-DOS configuration** option. Two boxes appear below.
6. The first box is the CONFIG.SYS file that is used when Windows 95 restarts in DOS mode. Leave the two lines that are already there and add the following lines:  
**files=30**  
**buffers=30**  
**device=c:\[CD-ROM directory]\[CD-ROM device driver] /d:miscd000**
7. Add the CD-ROM device driver line just as you copied it down earlier, but leave out the 'd:xxxx' assignment, and use the one shown above instead (/d:miscd000).
8. In the AUTOEXEC.BAT for MS-DOS mode box, add the following lines for your CD drive and mouse:  
**c:\windows\command\mscdex.exe /d:miscd000**  
**c:\[Mouse directory]\[Mouse driver]**
- If Windows is installed in a directory other than C:\WINDOWS, substitute the appropriate path for 'c:\windows' in the CD line. If you cannot locate your DOS mouse driver (usually c:\mouse\mouse.exe or c:\mouse\mouse.com), please refer to your mouse documentation and/or manufacturer for more information.
9. Click on **OK** to close, then click on **OK** again to return to the desktop to use your new icon.
10. To use your new icon, double click on it. A box appears to advise you that you are entering MS-DOS mode. Click **Yes** to confirm, and the computer restarts in MS-DOS mode. You can then install and play the game according to the DOS instructions.

### CORRECTING SOUND PROBLEMS

If you experience problems with your sound card you need to ensure that you have all correct device drivers loaded in the CONFIG.SYS and AUTOEXEC.BAT files. Using the same procedure as you did to locate your CD-ROM device driver, find the sections that refer to your sound card and copy them down onto a piece of paper.

- ✓ **TIP:** Try looking for the following key words: BLASTER, SOUND, and SB. For example, the required settings for a Sound Blaster AWE 32 might be:  
**SET BLASTER=A220 I5 D1 H5 P330 T6**  
**SET SOUND=C:\SB16**

There will be other drivers that pertain directly to your sound card that do not start with 'SET'. There should be at least one driver line in CONFIG.SYS that starts with 'DEVICE' or 'DEVICE-HIGH=', and in many instances multiple lines in AUTOEXEC.BAT (e.g., C:\SB16\AWEUTIL, C:\SB16\DIAGNOSE /S, C:\SB16\SB16SET). These lines and any corresponding driver lines should be included. For further information, please refer to your computer system documentation and/or manufacturer.

**STEP 1: DETERMINING YOUR CD-ROM DEVICE DRIVER****If you purchased a PC with Windows 95 already installed:**

Before you create an icon, you need to gather details of your DOS CD-ROM and mouse device drivers and their locations (or paths) on your hard drive. This depends on where your PC retailer or manufacturer has placed them on your system. You may find the name of your CD-ROM device driver in your CD-ROM documentation. Typically, this is 4-8 characters in length and ends in .SYS (e.g., SBCD.SYS, SLCD.SYS, CDMKE.SYS, MTMCDAL.SYS, ATAPI\_CD.SYS, etc.). You can also find this by going into DOS and listing the contents of your CONFIG.SYS file. To do this, type **type config.sys** [Enter] at the "C:\>" prompt. If it is in this file it looks something like this: DEVICE=C:[path]\[CD device driver].SYS /D:xxxx. This line varies according to your PC, but it will definitely start with DEVICE or DEVICEHIGH, and should contain a "/D:xxxx" in the line—e.g., DEVICE=C:\SB16\DRV\SBCD.SYS /D:MSCD000. If you have done the above and cannot locate the name of your CD driver, you need to speak to your PC retailer/manufacturer.

Typically, your mouse driver will be called MOUSE.COM or MOUSE.EXE, and may be found in the C:\MOUSE directory. You can also find it by searching in your AUTOEXEC.BAT file by typing **type autoexec.bat** [Enter] at the "C:\>" prompt. If you cannot locate your DOS mouse driver, please refer to your mouse documentation and/or manufacturer for more information.


When you have found the CD and mouse lines, copy them down exactly as they appear onto a piece of paper. Proceed to step 2.

**IF YOU INSTALLED WINDOWS 95 ONTO A PC PREVIOUSLY RUNNING ANOTHER VERSION OF WINDOWS AND DOS:**

Before you can create an icon, you need to have details of your DOS CD-ROM driver and its location (or path) on your hard drive. Typically, the driver is 4-8 characters in length and ends in .SYS (e.g., SBCD.SYS, SLCD.SYS, CDMKE.SYS, MTMCDAL.SYS, ATAPI\_CD.SYS, etc.). You can find this by going into DOS and listing the contents of your original CONFIG.SYS file. To do this, type **type config.dos** [Enter] at the "C:\>" prompt. It looks something like this: DEVICE=C:[path]\[CD device driver].SYS /D:xxxx. This line varies according to your PC, but it will definitely start with DEVICE or DEVICEHIGH, and should contain a "/D:" in the line—e.g., DEVICE=C:\SB16\DRV\SBCD.SYS /D:MSCD000. When you have found the line, copy it down exactly as it appears onto a piece of paper. Proceed to step 2.

**STEP 2: CREATING THE ICON AND SPECIFYING CONFIG.SYS AND AUTOEXEC.BAT PARAMETERS**


1. Start the Windows 95 operating system. (If you are in DOS, type **exit** [Enter].)
2. Right-click anywhere on your desktop to bring up a small menu. Left-click on **New**, then left-click on **Shortcut**. The Create Shortcut menu appears.
3. In the Command line, type **c:\windows\command.com**, then click **Next>**, followed by **Finish**. If Windows 95 is installed in a directory other than C:\WINDOWS, replace the text 'c:\windows' with the appropriate directory.

- On systems that do not have **Autoplay**, from the  Start menu, choose **Run...**, type d:\autorun.exe in the Command Line box, then click OK (substitute the correct letter of your CD drive if other than 'D:'). The Launcher screen appears.
  - To view last minute updates and information, click the **READ ME** button. When you're done reading, exit from Notepad to return to the Launcher.
  - To view contact information for Electronic Arts technical support, click **ABOUT EA**.
  - To quit without installing, select **QUIT**.
2. To install the program, click **INSTALL**. The *NBA Live 97* Setup dialog appears. The game will install in English, French, or German based on your Windows 95 language settings.
  3. Close any programs that are running before you proceed, then click **Next>** to continue. The Setup Type dialog appears.
  4. Select one of three install types: **Compact**, **Typical**, or **Custom**.
    - COMPACT** installs only the files necessary to run the game on your hard disk. This saves hard disk space, but the game will run more slowly, since more data needs to be read from the CD drive.
    - TYPICAL** installs more files, taking up more disk space than a compact install but allowing the game to run faster.
    - CUSTOM** allows you to select the file groups that you want to install. When you continue by clicking **Next>**, a Select Components dialog appears. Select the components you want to install by clicking a  next to them. The bottom of the dialog lists the hard disk space required and available for installation.
  - The default Destination Directory is C:\EA Sports\NBA Live 97. To choose a different folder, click **Browse...**
  5. To continue, click **Next>**. The Select Program Folder dialog appears. The default Program folder is EA Sports\NBA Live 97; click a folder from the list or type in a new folder name if you wish to select a different location.
  6. To begin installing files, click **Next>**. Files are copied from the CD to your hard disk.
  7. When the game files are copied, you are offered the option of installing an *NBA Live* shortcut icon on your desktop. Click **Yes** to install the icon, **No** to cancel. The DirectX dialog appears.
  8. To install DirectX 3 on your system, click **Yes**. (To cancel installation, click **No**.)
    - If you have DirectX 2.0 or earlier (or don't have DirectX at all), select **Yes**. If you already have DirectX 3, click **No** to proceed.
    - If you install DirectX, you must restart your system before playing *NBA Live*.
    - After installation is complete you get additional options when the Launcher screen appears:
      - PLAY:** Start the game.
      - UNINSTALL:** Uninstall *NBA Live* from your hard disk.
      - RE-INSTALL:** Re-run the installation program. This can be helpful if you wish to re-install *NBA Live* with different file groups or in a different mode.

## STARTING THE GAME FROM DOS

1. Insert the CD in your CD drive.
  2. At the DOS prompt, move to the directory where the game is installed. By default, it is installed in C:\NBA97, so you would type:  
c:   
cd \nba97
  3. To start the program, type nba . The intro sequence begins.
    - ⦿ At each screen (or the video introduction), press any key to advance to the next screen. The Game Setup menu appears.
- ✓ NOTE: Please see the enclosed manual for gameplay instructions. (See below for additional controls.)
- ⦿ When you exit from the game, you return to your operating system.

## STARTING THE GAME FROM WINDOWS 95

1. Start the Windows 95 operating system.
  2. Insert the CD in your CD drive.
    - ⦿ On systems that have AutoPlay: The Launcher screen appears. Click **PLAY** to begin the game.
    - ⦿ On systems that don't have AutoPlay: If you installed the shortcut icon on your desktop, double-click the *NBA Live 97* icon on your desktop to begin the game. Otherwise, from the  Start menu, choose **Programs > EA Sports > NBA Live 97 > NBA Live 97**.
  3. The intro sequence begins.
  4. At each screen (or the video introduction), press any key to advance to the next screen. The Game Setup menu appears.
- ✓ NOTE: Please see the enclosed manual for gameplay instructions. (See below for additional controls.)
- ⦿ When you exit from the game, you return to your operating system.

## ADDITIONAL CONTROLS

### DEFENSE

- To hand-check, double-press Turbo (i.e., press the joystick to the maximum, release the joystick, and then press to the maximum again—or double-press the Turbo button if you've assigned Turbo mode to a button).
- To manually attempt to steal, quickly press in opposite directions, e.g., press toward the offensive player, quickly press away from him, and then press toward him again.

### OFFENSE

- The manual states on the inside front cover and p. 14 that to call for a pass when you don't have the ball, you should press SHOOT/JUMP. This will actually make the computer ballhandler shoot. The correct control for calling for a pass is to double-press Turbo.

## TO START UP YOUR MACHINE USING THE DOS BOOT DISK:


1. Insert the DOS boot disk into drive A:, then restart your machine. Your computer will boot up to the A:\ prompt.
  2. Type C: and press  to return to your hard drive.
- ✓ NOTE: If you want to return your system to its normal memory configuration, simply remove the DOS boot disk from the A: drive and restart your machine.

For more information on editing your CONFIG.SYS and AUTOEXEC.BAT files, or on changing your startup configuration, consult your DOS manual.

## WINDOWS 95 USERS

### SWITCHING TO MS-DOS MODE

If you have difficulty running this program from the Windows 95 operating system, we recommend switching to MS-DOS mode. To configure your computer for MS-DOS mode, proceed as follows:

1. Uninstall the Windows 95 version of *NBA Live*.
2. Left-click on the  Start button on the Taskbar. The Start menu opens.
3. From the Start menu, click on **Shut Down...**
4. From the Shut Down Windows dialog box that appears, click on **Restart the computer in MS-DOS mode**, then click **Yes**. The computer restarts in MS-DOS mode.
5. Install *NBA Live* following the instructions in *Installation for MS-DOS* on p. 3.
6. When you return to the Command Prompt, type cd \nba97 . (If you installed to a different directory, substitute the appropriate directory.)
7. To start the game, type nba .
8. To return to Windows 95 after you exit from the game, type exit  at the DOS prompt.

### CREATING AN MS-DOS MODE ICON

Although your CD-ROM drive, sound card, mouse, and other peripherals may work perfectly with Windows 95, they may need to be configured manually to work in MS-DOS mode. If you are having problems running this game from Windows 95 that the previous instructions didn't solve, we recommend that you create a new MS-DOS mode icon that can be used to create a proper MS-DOS environment for this and other DOS programs.

Before you start, you'll need to gather a few details from your system. Please follow the instructions below according to your system. It's important to note that the instructions should be used in addition to your PC manufacturer's supporting documentation.

Line

PATH=[Path]  
 PROMPT \$P\$G  
 [Your sound card driver]

Notes

[Path] will vary by system

## Example:

SET SOUND = C:\SBPRO  
 SET BLASTER = A220 I7 D1 T4)

Example: C:\DOS\MSCDEX.EXE /S /D:SONY\_000  
 (Or equivalent mouse driver)

[Your CD-ROM driver]  
 C:\[directory]\MOUSE.COM

- ✓ NOTE: If your mouse line looks different from the examples above, you may not be using the MOUSE.COM mouse driver. *Do not* change this line if it looks different from the examples above. Drivers with a .SYS extension will be loaded through the CONFIG.SYS file and should be left in place when you are editing that file. If you have other questions about loading your particular mouse driver, consult your mouse or DOS manuals.
- 5. Save the edited AUTOEXEC.BAT file and open the boot disk copy of the CONFIG.SYS file from within EDIT.
  - ⦿ To save, press **[Alt]-[F]** to bring down the File menu, then type **[S]**.
  - ⦿ To open, press **[Alt]-[F]**, type **[O]**, then type **a:\config.sys** and press **[Enter]**.
- 6. While still in EDIT, delete all lines from the boot disk copy of the CONFIG.SYS file EXCEPT the following:

Line

DEVICE=C:\DOS\HIMEM.SYS  
 DOS=HIGH  
 BUFFERS=30  
 FILES=30  
 [Your CD-ROM device driver]  
 /B:340 /M:P /V /C

Notes

(Or C:\WINDOWS\HIMEM.SYS)

Example: C:\DEV\SLCD.SYS /D:SONY\_000

- ✓ NOTE: If your CONFIG.SYS file has a PlugPlay driver line, it should be the first line to load.

Your CONFIG.SYS file should now look like the above example. If it does not, edit it now to make it look similar to the text above.

- 7. Save the edited CONFIG.SYS file and exit the EDIT program.
  - ⦿ To save, press **[Alt]-[F]**, then type **[S]**.
  - ⦿ To exit the Edit program, press **[Alt]-[F]**, then type **[X]**.

You now have a boot disk which should free up enough conventional memory and set up enough Extended memory to run the program. The boot disk bypasses the AUTOEXEC.BAT and CONFIG.SYS files on your hard drive and configures your memory based on the AUTOEXEC.BAT and CONFIG.SYS files on your boot disk.

**PROBLEMS WITH YOUR SOFTWARE?**

If you are having a problem installing or using your software, we want to help.

- ❑ First, please make sure you have read thoroughly the *System Requirements* and *Installation* sections on p. 1 and p. 2.

If you have followed the directions and are still having trouble installing or operating the software, below are some hints that might help solve the problem.

- ✓ NOTE: Before attempting any of the following suggestions, please make sure you are familiar with the DOS commands being used. Consult your MS-DOS manual for more information.

**PERFORMANCE ISSUES WITH WINDOWS 95**

If you are a Windows 95 operating system user with a system that just meets or barely exceeds the minimum requirements, you may wish to run *NBA Live* in MS-DOS mode to get better performance.

To re-install *NBA Live* in MS-DOS mode:

1. First, uninstall *NBA Live* by choosing from the **Start** menu **Programs > EA Sports > NBA Live 97 > Uninstall NBA Live 97**.
  2. After the files are removed, restart your system in MS-DOS mode.
    - ✓ NOTE: *NBA Live 97* will not run in a DOS box from Windows 95; you must restart your system in MS-DOS mode.
  3. Follow the instructions in *Installation for MS-DOS* on p. 3 to install the MS-DOS game files.
  4. To start the game from MS-DOS mode after installation, follow the MS-DOS instructions on p. 6.
    - ✓ NOTE: You must have the appropriate drivers loaded for MS-DOS Mode (CD-ROM driver, sound card driver, mouse driver, network driver, etc.). Some real mode (DOS) device drivers may conflict with Windows 95 device drivers. We recommend that you specify a new MS-DOS configuration for your game:
      1. From Windows 95, go to the directory where you installed the game, and right-click on the NBA97.EXE file.
      2. Select **Properties** from the shortcut menu that appears, then select the **Program** tab.
      3. Click on the **Advanced** button.
      4. From the dialog box that appears, select **MS-DOS Mode**, then click **Specify a new MS-DOS configuration**. Fill in the appropriate drivers in the config.sys and autoexec.bat fields for MS-DOS mode.
- ❑ If you're still having problems, or simply need more details, see *Switching to MS-DOS Mode* on p. 19.

## CD PROBLEMS

A double-speed CD-ROM drive is required to run *NBA Live 97*—and you'll get even better results from a 4x or 8x or even faster CD drive.

RECEIVE "FILE NOT FOUND" ERROR MESSAGE WHEN INSTALLING OR RUNNING THE GAME

- Make sure that the CD is in the CD drive. The CD must be in the drive to install or run the game.
- Make sure the game was properly installed. See *Installation* on p. 2.

### MS-DOS USERS

- If you're running DOS version 7.00, make sure that you've run the batch file that loads your real-mode CD-ROM drivers in DOS. To load the file from the DOS "C:>" prompt, type **dosstart** .
- Make sure that the correct driver for your CD drive is loaded in your AUTOEXEC.BAT and CONFIG.SYS files. (Example: In AUTOEXEC.BAT, your CD driver line could be: "C:\WINDOWS\MSCDEX /D:MSCD001 /M:10", and in CONFIG.SYS, the CD device driver might appear similar to "DEVICE=C:\DEV\HIT-IDE.SYS /D:MSCD001".)
- Keep in mind that your CD driver will always contain a 'D/:xxxx' switch in both the AUTOEXEC.BAT and CONFIG.SYS files that signifies the CD-ROM device name.

### WINDOWS 95 USERS

- Ensure that you are using 32-bit native Windows 95 drivers to control your CD-ROM drive. These drivers can be configured from the System Control Panel.
- Do not use a DOS-based 16-bit driver (loaded in CONFIG.SYS) to control your CD-ROM. Performance may be significantly reduced.

## VIDEO PROBLEMS

### MS-DOS USERS

*NBA Live 97* requires a VESA-compatible SVGA video card capable of 640x480 with 65,536 colors (1 MB or more video RAM).

If you are having difficulties installing or running the program, please note that *you must have VESA support installed on your system before executing this program*. If your card does not have VESA BIOS support, you must load a VESA 1.2 compliant (or newer) driver or a universal VESA driver in order for the game to run as it is intended.

If you still are experiencing difficulties with video you may want to consult your video card's manual for specific information on loading a manufacturer-specific VESA driver.

### GENERAL VIDEO CARD INFORMATION

- If your card has a built-in VESA driver, you do not have to load a VESA driver.
- Please contact the manufacturer of your video card with any VESA driver or video card issues.*

## CREATING A DOS BOOT DISK

Starting your computer 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 with a DOS boot disk does not prevent you from accessing your hard drive, it merely provides a different method for configuring your memory. After you create a DOS boot disk, you will copy your CONFIG.SYS and AUTOEXEC.BAT files from your hard disk onto the boot disk and modify these copies. We recommend using this procedure to avoid altering the CONFIG.SYS and AUTOEXEC.BAT files on your hard drive, which may affect your memory configuration for running other applications. Below are instructions for creating a DOS boot disk. Please follow these steps exactly.

- ✓ **NOTE:** To create a DOS boot disk you must use a disk that will fit in your A: drive. Your computer will not boot from the boot disk if it is inserted in the B: drive.
- 1. From the DOS prompt, type C: and press .
- 2. Place the blank disk into drive A:.
- 3. Type **format a:/s** . Be sure to include the spaces.
  - You will be prompted to insert a blank disk into drive A:. Do so if you haven't already, and press .
- 4. Once the disk is finished formatting, you will be asked to label (name) the disk. Type in a name and press  or simply press  for no name.
- 5. A prompt appears asking whether you wish to format another disk. Type **N** and press .

To configure your DOS boot disk to free up additional conventional memory and enable Extended memory:

1. Back up your CONFIG.SYS and AUTOEXEC.BAT files before editing them so that you can return to the originals if you have any problems:
  - a. At the C:\ prompt, type **copy c:\config.sys c:\config.bak** and press .
  - b. Type **copy c:\autoexec.bat c:\autoexec.bak** .
2. Copy the CONFIG.SYS and AUTOEXEC.BAT files from the root directory on your hard drive (C:\) to the root directory on the boot disk that you have just created (A:\):
  - a. At the C:\ prompt, type **copy c:\config.sys a:\** .
  - b. Type **copy c:\autoexec.bat a:\** .
3. Open the boot disk copy of the AUTOEXEC.BAT file (on A:) using the EDIT program from MS DOS 5.0 or greater:
  - a. From the C:\ prompt, type **cd \dos** .
  - b. Type **edit a:\autoexec.bat** .
4. From the boot disk copy of the AUTOEXEC.BAT file, delete all lines except the following (items enclosed in [brackets] indicate system-specific variables):



**PACKARD BELL SYSTEMS**

It has been determined that the SOUND144, SOUND16A, and some other varieties of Packard Bell-specific sound cards may not be entirely 100% Sound Blaster compatible. If you are receiving poor quality or no sound when choosing Sound Blaster as your sound card during installation, you need to change the mode that your card is set to run in to ensure consistent compatibility.

The sound systems mentioned above support Sound Blaster emulation by default, but can also be configured to emulate the Microsoft Sound System. If you are receiving no sound when choosing Sound Blaster during the installation or setup of *NBA Live 97*, follow the steps below to set up your card as a Microsoft Sound System.

**SOUND144 SOUND CARD OWNERS**

You need to add the following line to the AUTOEXEC.BAT file on a boot disk or your C: drive. (WARNING: We strongly recommend using a boot disk [see *Creating a DOS Boot Disk* on p. 17], as this will not make any permanent changes to your system's configuration.) The correct syntax of this line is as follows.

```
C:\SOUND144\UTILITY\SETMODE /MSS
```

**SOUND16A SOUND CARD OWNERS**

Add the following line to AUTOEXEC.BAT:

```
C:\SOUND16A\UTILITY\SETMODE /MSS
```

**MMPRO16 SOUND CARD OWNERS**

Add the following line to AUTOEXEC.BAT:

```
C:\MMPRO16\UTILITY\SETMODE /MSS.
```

For owners of a variety of other Packard Bell sound cards the same method may apply, i.e.:

```
C:\<card name>\UTILITY\SETMODE /MSS
```

**REMEMBER:** Always reboot after making any changes to your system, and re-run the install program for your game. Choose WINDOWS SOUND SYSTEM and then click TEST to test your choice. If you still have sound problems, consult the reference material for other noted suggestions.

- If the introduction video or any other video clips appear to stutter, skip frames, or sound inconsistent, your CD-ROM drive may not be double-speed (MPC2 compliant). For proper playback, *NBA Live* requires a double-speed or faster CD-ROM.

**WINDOWS 95 USERS**

Choppy or stuttering video or audio problems may be improved by adjusting the CD-ROM read-ahead cache.

**To adjust the read-ahead cache:**

1. At the Windows 95 desktop, right-click the My Computer icon, then choose **Properties** from the pop-up menu.
  2. Click the Performance tab, then click **File System...**
  3. Click the CD-ROM tab, then click in the **Optimize access pattern for:** box, and choose **QUAD-SPEED OR HIGHER.**
  4. Move the **Supplemental cache size:** slider to **SMALL**, then click **Apply.**
- ✓ **NOTE:** Moving the slider to **LARGE** will not improve *NBA Live 97* performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.

**SOUND PROBLEMS****MS-DOS USERS**

*NBA Live* supports Sound Blaster 2.0, Sound Blaster Pro, Sound Blaster 16, Gravis Ultrasound, Ensoniq Soundscape, Microsoft Windows Sound System sound cards.

**INSTALLED SOUND CARD, BUT GET STATIC FROM SPEAKERS**

- Make sure you selected the correct sound card.

**INSTALLED SOUND CARD, BUT THERE IS NO SOUND**

- Make sure your speakers or headphones are plugged into the appropriate jack and the volume control is turned up.
- Make sure you selected the correct sound card.
- If you used the Auto-Detect feature during installation and receive no sound in the game, re-install the program and manually select your sound card. (This option requires re-installation of the game.)
- Certain Sound Blaster Pro compatible sound cards allow you to select an IRQ of 11 or higher in SB Pro mode. If you are having problems with your sound card and your sound card IRQ is set to 11 or higher, we suggest changing the IRQ to a 5 or 7. Please consult your sound card documentation on how to change your sound card's IRQ setting.

## SOUND CONFIGURATION

If the sound test has trouble playing music, or if your sound card is not recognized, it is possible that an environment variable is missing from your AUTOEXEC.BAT file. Make sure the appropriate statement for your sound card is included in your AUTOEXEC.BAT file:

Sound Card	Statement
Sound Blaster	SET BLASTER=[settings] T1
Sound Blaster Pro	SET BLASTER=[settings] T4
Sound Blaster 16	SET BLASTER=[settings] T6
Gravis Ultrasound	SET ULTRASOUND=220,1,1,11,15
Gravis Ultrasound Max	SET ULTRASOUND=220,1,1,11,15 ULTRINIT

- ❑ If the appropriate statement is not included in the AUTOEXEC.BAT, consult your sound card documentation and/or run the configuration utility for your sound card.


## WINDOWS 95 USERS

- ❑ Make sure you installed the correct Windows 95 drivers for your sound card. (Refer to the sound card documentation provided by the manufacturer.)
- ❑ If you ever replace your existing sound card with a different one, follow the manufacturer's instructions for installation. Once you have verified that the sound card works properly under Windows 95, run the game again; it should be automatically detected.
- ❑ Slower CD-ROM drives may cause audio to stutter between menu screens.
- ❑ *NBA Live 97* requires a sound card that is supported by DirectX. (To determine if your sound card is supported by DirectX, follow the steps under *Hardware Compatibility* on p. 3.)
- ❑ If your sound card does not have DirectX support, you may experience delayed audio, audio breakup, or no audio. Please contact your sound card manufacturer for updated drivers.

## GRAVIS ULTRASOUND USERS

If you have a Gravis Ultrasound Classic audio card and experience problems with video or audio playback, try setting the Playback DMA buffer size to at least 4096.

## To adjust the Playback DMA buffer size:

1. Click on the  Start button from the Taskbar. The Start menu opens.
2. From the Start menu, highlight **S**ettings, and then select **C**ontrol Panel from the pop-up menu.
3. From the Control Panel, choose the **S**ystem icon, then click the **D**evice Manager tab.
4. Select the Sound, Video, and Game Controller option, then highlight **G**RAVIS **U**LTRASOUND **C**LASSIC, and click **P**roperties.
5. Click the **U**ltrasound **S**etup tab, then set the Playback DMA Buffer Size option to at least 4096.


## WINDOWS 95 USERS

*NBA Live 97* requires 16 MB RAM and Virtual Memory ENABLED. We advise that you permit Windows 95 to manage the amount of virtual memory automatically (the default setting), and that you have at least 30 MB free hard disk space after installation.

## SYSTEM-SPECIFIC DOS ISSUES

## COMPAQ SYSTEMS

Users who have a standard Compaq PC with a manufacturer-installed sound card may need to add some important parameters to one of the startup files in order to get sound with this program. Sound Blaster-compatible cards need the proper environment settings in your AUTOEXEC.BAT startup file. To determine if your system has these settings follow the steps below.

- From the DOS "C:\>" prompt, type `set` .
- The list displayed is the environment currently running on your system. If this list doesn't contain any line that reads "BLASTER=<settings>" your system is not properly equipped.


You will need to either create a boot disk in order to add this line or add it to your C:\AUTOEXEC.BAT file. (WARNING: We strongly recommend using a boot disk, as this will not make any permanent changes to your system's configuration.) The correct syntax and proper settings of this line must be typed exactly as follows:

```
SET BLASTER=A220 I5 D1
```

REMEMBER: Always reboot after making any changes to your system, and re-run the setup utility in the game's directory. Choose Sound Blaster *only*. Test, if this is still a problem consult the reference material for other noted suggestions.

## GATEWAY SYSTEMS

Included with your Gateway packaging is an orange envelope labeled 'DO NOT THROW AWAY! This envelope contains your SYSTEM DISK'. This system disk must be installed to access your CD-ROM drive in MS-DOS mode.

1. Insert this disk into your A: drive, and at the "A:\>" prompt in DOS type `install` .
  2. Follow the on-screen prompts and complete the installation. Follow these steps with all of the provided install disks to ensure that all components are installed, and working in the DOS portion of your operating system.
- ❑ Remember to always reboot after making any changes to your system.

## MEMORY PROBLEMS

### MS-DOS USERS

*NBA Live 97* requires 400K free conventional memory and 12,050K of extended memory (XMS) to run. RECEIVE "OUT OF MEMORY" MESSAGE

Your system does not have enough free memory available.

- Make sure your system has at least 16 MB of RAM.
- Make sure you have at least 400K conventional memory and 12,050K XMS free:
  - ⇒ Type **mem /c** (Enter) from the DOS prompt to check the amount of available memory on your system. A memory summary statement similar to the following is displayed (exact numbers will vary by system):

Type of Memory	Total	Used	Free
Conventional	651,360	63,344	592,016
Upper	158,560	156,256	2,304
Reserved	393,216	393,216	0
<b>Extended (XMS)</b>	<b>15,570,080</b>	<b>2,385,056</b>	<b>13,185,024</b>
Total memory	16,777,216	2,997,882	13,779,344
Total under 1 MB	813,920	219,600	594,320
Largest executable program size		591,872	(578K)
Largest free upper memory block		1,284	(0K)

MS-DOS is resident in the high memory area.

The important numbers are bold. The "Extended (XMS)" line must read **12,339,200** bytes or higher in the "Free" column. The "Largest executable program size" line must read **409,600 (400K)** or higher. For detailed information on freeing up additional memory, refer to *Creating a Boot Disk* on p. 17.

### GENERAL MEMORY INFORMATION

- You must use the HIMEM.SYS extended memory manager to configure extended memory. Do not use other memory managers such as QEMM.SYS or EMM386.EXE.
- ✓ **NOTE:** If you encounter a memory error or have difficulty running *NBA Live 97* in MS-DOS, be sure you have disabled any third-party memory managers, including EMM386. For detailed information, see *Creating a DOS Boot Disk* on p. 17.
- We recommend that you temporarily disable any nonessential utilities you may be running in order to free up more memory on your system. Examples of such include:
 

EMM386.EXE	ANSI.SYS
SMARTDRV.SYS	ANYKEY.COM
POWER.EXE	RESUME.SYS
IFSHLP.SYS	ASPSYS
CSP.SYS	VSAFE.EXE
VSHIELD.SYS	SHARE.EXE
DOSKEY.COM	PS1TOOLS (any utility)

## CONTROLLER ISSUES

### GRAVIS GAMEPAD AND 4 BUTTON CONTROLLER USERS

Although *NBA Live 97* supports 4 buttons when using a single controller, you are limited to 2 button support when using two gamepads (or other 4 button controllers) simultaneously. This is a limitation of the PC gameport. The PC gameport only supports a total of 4 buttons and two D-Pads, so that when using two controllers, each controller uses 2 of the buttons.

- ✓ **NOTE:** If you are using the GrIP in DOS, be sure to load the DOS drivers and calibrate the GrIP using the GRAVUTIL utility.

### JOYSTICK CALIBRATION IN WINDOWS 95

You must calibrate your joystick from the Control Panel for the joystick to be recognized within the game. To calibrate your joystick in Windows 95:

1. Click on the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, highlight **Settings**, and then select **Control Panel** from the pop-up menu.
3. From the Control Panel, choose the **Joystick** icon.
4. Set the **Current joystick:** to Joystick 1. Set **Joystick selection:** to correspond with your joystick, then click **Calibrate....**
5. Follow the on-screen instructions. Then click **Test...** to test the joystick controls. Click **Finish** to save calibration settings.
6. Repeat steps 4 and 5 if you have a second joystick, setting the **Current joystick:** setting to Joystick 2.

### GRAVIS GRIP USERS

- Make sure the Gravis MultiPort is connected to the joystick port correctly.
- Make sure the Gravis MultiPort switch is in the left position for GrIP support or in the right position for standard joystick support.
- Make sure that the Gravis GrIP drivers are installed (for Windows 95 or DOS depending on which you are using to run the game). If they are not, please refer to your GrIP documentation.
- Make sure that the Gravis GrIP controls are calibrated under Windows 95

### TO CALIBRATE THE GRAVIS GRIP IN WINDOWS 95:

1. Click on the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, highlight **Settings**, and then select **Control Panel** from the pop-up menu.
3. From the Control Panel, choose the **Joystick** icon.
4. Set the **Current joystick:** to Joystick 1. Set **Joystick selection:** to Gravis GrIP MultiPort, then click **Calibrate....**
5. Follow the on-screen instructions. Then click **Test...** to test the joystick controls. Click **Finish** to save calibration settings.
6. Repeat steps 4 and 5 for Joysticks 2-4 (if available).

- Once these steps are complete the green light should activate on the left wing of the Gravis MultiPort.
- ✓ **NOTE:** In Windows 95, the Gravis GrIP requires the Gameport Input/Output range to be set to 0201-0201. Otherwise, the GrIP may stop functioning after the current use upon rebooting, and you may need to reinstall the gameport and GrIP drivers. To set your joystick Input/Output Range:
  1. From the Control Panel, choose the **System** icon.
  2. Select the **Device Manager** tab and double-click the **Sound, video and game controllers** option.
  3. Double-click the **Gameport Joystick** option and select the **Resources** tab.
  4. Make sure the "Use Automatic settings" checkbox is cleared and select the **Change Setting** button.
  5. Change the **Input/Output** range to 0201-0201.
 Some Plug and Play sound cards do not allow this setting to be modified. Please contact your sound card manufacturer or Gravis for a resolution.

## MODEM CONNECTION PROBLEMS

*NBA Live 97* requires a 100% Hayes compatible 9600 bps or faster modem play. A high speed (16550 UART) serial port is required for external modems.

### MODEM DOES NOT INITIALIZE

- Make sure you selected the correct modem from the Modem screen.
- Make sure that there are no other peripherals (e.g., mouse) conflicting with the modem's com port.
- Make sure that all modem settings (e.g., COM port, IRQ) are correct. (Consult your modem documentation for proper installation.)

### MODEMS CONNECT BUT DO NOT EXIT SYNCHRONIZATION

- Make sure you selected the correct modem from the list on the Modem screen.
- While you're in the game, abort the connection, and try connecting again.
- The modems may not have initialized properly. Turn off both modems, then start the connection procedure again.
- Ensure that both modems are set to the same baud rate.

### GENERAL MODEM INFORMATION

Your modem must be set to connect with data compression disabled. Your modem should not be locked into any specific speed settings

- Hardware (RTS/CTS) flow control must be enabled.
- Consult your modem manual for the appropriate AT commands to set these options and insert them into the initialization string.
- Some modems load settings into NVRAM (non-volatile RAM) when you turn them on; these settings may be incompatible with *NBA Live 97*.

- If your modem has difficulty initializing and there are no apparent COM port or IRQ conflicts, try resetting your modem with the factory default settings loaded into NVRAM. To do this, go into a communications program (e.g., Hyper Terminal, Procomm, etc.) and type **at&f** at the command line. Wait for the OK, then type **at&w0**.

### WINDOWS 95 USERS

You may not be able to run your modem on COM4 if you have a video card based on the S3 chip-set. If you experience any difficulty making a modem connection on COM4, we suggest changing your modem or serial port to an alternate COM port.

## NETWORK CONNECTION PROBLEMS

*NBA Live 97* requires an IPX protocol network and network interface card for network play.

- If you experience difficulties with network play, you may want to consult your network manual or network administrator for specific information on loading drivers.

### CONNECTION PROBLEMS

- Make sure the computers you are trying to connect are on the same network, and are using the same protocol.
- If there are communication problems in the game, clearing memory may be the solution. Close all applications and reboot the computer.

### NETWORK PERFORMANCE ISSUES

There are various adjustments you can make to be sure you get the best performance out of your network game. These apply to the host computer as well as the clients, but try them on the host alone first as this may solve all the problems.

- Make sure the host computer (the one that creates the network game) is the fastest of the computers.
- High-traffic networks will slow the game down considerably. Avoid playing the game at peak traffic hours, while there are large file transfers or print jobs being done.

### GENERAL NETWORK INFORMATION

- Do not run any Windows 95 applications that communicate over the network in the background (e.g., mail programs, personal schedulers, system or network monitors).
- Make sure you have disabled Network Messages. If you are running a Novell network, you can do this by typing **send /a=n**  at the MS-DOS prompt.
- NBA Live 97* network play using the DOS-compatible IPX protocol is not compatible with **File and Printer Sharing for Netware Networks** if installed in Windows 95. You can disable File and Printer Sharing for Netware Networks in the Windows 95 Control Panel.
- For network play under DOS, you must load your DOS network drivers when you boot your machine, including a Link Support Layer driver, your Network Interface card driver, and an IPX driver. Sample driver names include LSL, IPX, IPXODI, and 3C5X9.