

Edge Of Chaos Technical FAQ

General Issues

Q. The game quits back to the desktop frequently / The music is corrupted. Why is this?

A. The game uses MP3 files for its music. Some programs install MP3 playback drivers - called codecs - that aren't compatible with directsound, and can cause the demo to crash or corrupt the music.

You can test if it's an MP3 playback problem by renaming the game **music** directory so the game can't find any MP3 files. This will disable MP3 playback.

If the game works with no music then an incompatible MP3 codec is the problem. We've found the following programs are the most likely causes:

- Xing Media Player
- Xing DVD Player
- WinDVD
- Divx codec

In most cases uninstalling the program with the incompatible codec fixes the problem.

Users with a Hercules Game Theater XP can try turning off MP3 acceleration in the HGT XP settings to fix the problem.

Another way to fix the problem is to alter the priority of the incompatible codec in the multimedia control panel. Unfortunately some programs do not install their codecs in the multimedia control panel so this solution will not work in all cases. This solution is for Windows 98/ME

- Click the Windows **Start** button
- Click **Settings**
- Click **Control Panel**
- Double click the **Multimedia control panel** icon
- Click the **Devices** tab
- Click the **Audio Compression** section.

Look for an MP3 codec that **doesn't** have *Fraunhofer* in its title (the Fraunhofer codecs are the most compatible and reliable), or a Divx codec.

If you find such a codec then you can change its priority by clicking on it, then clicking the priority button. Change the priority number to a higher value and click OK. Please note you should have also a compatible MP3 codec installed for this to work. You can install one by downloading Media Player from Microsoft.

Q. My computer keeps freezing while playing the game. How can I fix this?

A. Several different configuration issues may cause the game to hang / freeze your PC.

- 1) Radeon graphics boards have been known to cause the game to hang for a variety of reasons.
 - a) Radeon graphics boards have been known to hang when the monitor driver is either incorrect or not installed. Installing a specific Windows monitor driver for your monitor will fix this problem.
 - b) Some early Radeon graphics board drivers could cause the computer to hang. Try installing the latest drivers for your graphics board.

- c) 32 bit mode on Radeon boards has been known to cause problems, especially on early drivers with the demo version of Edge Of Chaos. Set the game display mode to a 16-bit mode, or install the latest drivers.
- d) 32-bit Z-Buffers has been known to cause problems, especially on early drivers with the demo version of Edge Of Chaos. Try setting the Radeon Z-Buffer option in the Radeon D3D properties to 16 bit only.

2) VIA Motherboard Chipsets

- a) The default VIA chipset drivers supplied with Windows do not properly support VIA chipsets. If the motherboard drivers are out of date then your PC could crash or bluescreen during graphic intensive operations, such as running Edge Of Chaos.

In most cases updating the VIA motherboard drivers fixes this problem. You can download the latest VIA 4-in-1 motherboard drivers from: www.viahardware.com/download/index.shtm

- b) Some VIA chipset based motherboards have been known to be unstable if the AGP settings in the bios are set to maximum performance.

You may find that reducing your AGP aperture size, changing the AGP support from 4x to 2x or 1x, or turning off / down the high performance AGP options in your computers BIOS fixes the problem.

- 3) Overclocking your video card can cause the game to hang due to the large graphics throughput. If your video card is overclocked and you are experiencing lock-ups while playing the game, try turning overclocking off.

- 4) Check that your PC and video card is not overheating. Inadequate ventilation of a PC case, coupled with the heat output from a high-end graphics card can cause your PC to overheat, causing lockups. This can happen especially when there's a lot of graphics workload, such as when playing Edge Of Chaos.

The best way to check this is to remove the case of your PC, and point a desk fan at the components to cool them. If this fixes the crashes you should consider fitting an extra fan inside your PC.

Note: Only try this if you are sure you know what you are doing. If in doubt consult a computer hardware professional first.

Q. The movies are stuttering, how can I improve movie playback?

A. This is normally due to a problem with the CD-ROM/DVD Rom reading the movies. There are a couple of ways it can be caused.

- 1) If your drive is using *programmed input/output* (PIO) mode, it may place too high a load on the CPU and cause the movie playback to stutter. To fix this problem, you will need to change your CD-ROM/DVD-ROM drive transfer mode to *direct memory access* (DMA).

For Windows'95, Windows'98, and Windows ME:

- Right click on **My Computer**
- Click **Properties**
- Select the **Device Manager** tab
- Select **CD-Rom**
- Double click on your CD-ROM or DVD-ROM drive.
- Select **Settings** page
- Ensure the box labeled **DMA** is checked.

- Click **OK** and restart your computer when Windows asks you to.

For Windows 2000:

- Right click on **My Computer**
- Select **Manage**
- Select **Device Manager**
- Select **IDE ATA/ATAPI Channel** and pick the IDE channel to which your CD-ROM or DVD-ROM drive is assigned (this will usually be the secondary IDE channel)
- Go to the **Advanced Settings** page
- Change **Transfer Mode** to **DMA if Available**
- Click **OK** and restart your computer when Windows asks you to.

You may need to have administrator privileges to perform this operation on Windows 2000. If you do not have administrator privileges, or are not sure what to do, you should contact your system administrator.

2) If your CD-ROM/DVD-ROM drive re-ahead cache setting in the System control panel is reduced or turned off you may experience stuttering movie playback. To fix this problem you will need to enable or increase the CD-ROM Read-ahead cache settings.

Note that this problem & solution is for Windows 95, 98 and ME only.

- Right click on **My Computer**
- Click **Properties**
- Select the **Performance** tab
- Click the File **system** button
- Click the **CD-ROM** tab
- Move the **Supplemental Cache Size** slider all the way to the right
- Select **Quad-speed or higher** in the **Optimize access pattern** box.
- Click **OK**
- Click **OK** again and restart your computer when Windows asks you to.

Q. The game keeps pausing during play, why is this?

A. There are a couple of reasons why this could happen.

1) It can be caused by *fragmentation* of your hard disk. We recommend defragmenting your hard disk before installing the game.

2) If your hard drive is using *programmed input/output* (PIO) mode, it may place too high a load on the CPU and cause the game to pause. To fix this problem, you will need to change your Hard drive transfer mode to *direct memory access* (DMA).

For Windows'95, Windows'98, and Windows ME:

- Right click on **My Computer**

- Click **Properties**
- Select the **Device Manager** tab
- Select **CD-ROM**
- Double click on the Hard Disk where the game is installed.
- Select **Settings** page
- Ensure the box labeled **DMA** is checked.
- Click **OK** and restart your computer when Windows asks you to.

For Windows 2000:

- Right click on **My Computer**
- Select **Manage**
- Select **Device Manager**
- Select **IDE ATA/ATAPI Channel** and pick the IDE channel to which your Hard Drive containing the game is assigned.
- Go to the **Advanced Settings** page
- Change **Transfer Mode** to **DMA if Available**
- Click **OK** and restart your computer when Windows asks you to.

You may need to have administrator privileges to perform this operation on Windows 2000. If you do not have administrator privileges, or are not sure what to do, you should contact your system administrator.

Q. I have a Voodoo2 graphics card, and when I run the game it quits immediately back to the desktop. How can I fix this?

A. In rare cases the game may try to use your primary graphics card, then fail to automatically switch to the Voodoo2 card. If the primary graphics card is not fully D3D capable, this may cause the game to quit to the desktop.

You may be able to get the game running by editing the game's flux.ini file to force it to use the Voodoo2 setup. To do this, edit the flux.ini file which is located in the game's install directory.

Important Note: Please make a backup of the flux.ini first!

Find the line that begins:

Video_driver =

Change the whole line to read:

video_driver = "Voodoo2 3D Accelerator"

You may also need to change the resolution and bit depth to get it working. Find the section marked:

[FcGame]

In that section you'll see these lines:

```
width = 800
height = 600
bit_depth = 32
```

Change the lines to:

```
width = 640
height = 480
bit_depth = 16
```

Please note that the game has not been tested on a dual Voodoo2 SLI configuration, so you may need to disable SLI mode to get the game working correctly.

Also please note that the game requires a Voodoo2 DirectX 7 driver or later. You can download the Voodoo2 DirectX7 driver from www.3dfx.com

Q. The game plays fine the first time I play it, but after that it crashes and the multiplayer doesn't work. I'm using Windows XP. How can I fix the problem?

A. This is due to a problem with localisation settings in Windows XP. Many countries use a comma for the decimal point and a dot or period for the thousands separator (i.e. 10.000,20 \$ is ten thousand dollars and 20 cents).

If you are using an WinXP system that has the decimal points set as commas, and the thousand separators as dots in the regional settings, starting multiplayer session for EoC can cause your single player game to malfunction afterwards. Also, the multiplayer game itself is not playable using XP with these settings.

To workaround the problem:

1. First backup your flux.ini somewhere (for reference). then replace its contents with the defaults.ini. (note if you have opened the defaults. ini with an editor previously you may need to reinstall the game to get a clean defaults.ini and flux.ini.)
2. Before you start the game, go into your control panel and click on the globe icon to get to the date, time, language and regional settings. once there click on the globe again (language and regional settings) and you should see a register card with the name of your country. Click on the settings button next to your countries name. Then change the decimal point to "." and the thousands separator to "," click Ok, restart the system and enjoy the game.

The settings as described above will have an effect on other software on your system. so you will have to change the settings back to do any other "work".

This problem does not occur on Windows 98, ME or 2000

Note: Credit for this workaround should be given to Major Tom, and Locutus_13 on the German infogrames I-War2 Forum board.

Video Issues

Q. I see flickering around the edges of objects with my NVidia GeForce Card. How can I fix this?

A. This is caused by the use of a 16-bit screen mode. This problem is easily fixed by selecting a 32-bit screen mode from the options screen.

Q. There graphical glitches when playing the game on my Voodoo based card. Why is this?

Some versions of Voodoo drivers, especially those for the Voodoo Banshee / Voodoo3 can cause graphic problems in **Edge Of Chaos**.

We've investigated this issue, and found that the drivers themselves are faulty as they don't properly support some DirectX features the game relies upon.

Switching to an earlier or later driver may fix this problem, but we are unable to offer a fix ourselves, as faulty drivers are the cause of the problem.

Recently NVidia bought all 3Dfx's assets, including their Voodoo card technology, and discontinued the Voodoo line of graphic cards.

NVidia are not providing any technical or driver support for Voodoo based cards, which unfortunately means that there is little or no prospect of any new Voodoo driver updates to fix these graphical problems.

Note: We have had reports from some users that the following Voodoo drivers may work with Edge Of Chaos:

- Voodoo 3 / 4 / 5 (Windows 95 / 98 / ME)
- Voodoo Banshee (Windows 95 / 98 / ME)

If you find any other Voodoo driver versions that work satisfactorily with Edge Of Chaos, then please email the webmaster.

Sound Issues

Q. The sound and / or music is corrupted or inaudible. Why is this?

A. This can be for a variety of reasons:

1. Out of date audio drivers. Try updating your audio drivers to the latest version. In most cases this will fix the problem.
2. Missing or incompatible codecs. The game requires special audio drivers known as codecs to be installed. If these are missing or you have incompatible versions then you may hear audio distortion, or the game could even crash.

In most cases installing the latest version of Windows Media Player will fix this problem. You can download Windows Media Player from [here](#).

3. Motherboard / SBLive incompatibilities. It has been reported that there can be hardware incompatibilities between certain Motherboards and SoundBlaster Live cards, which can cause sound stuttering, and even data loss. See this article for details of the problem and possible fixes: www.viahardware.com/686b_1.shtml
4. DirectX8 sound debug mode enabled. According to some reports, DirectSound debugging mode was left turned on in DirectX8 and DirectX8a. This can cause sound stuttering in games that use DirectSound. This is a generic problem with DirectX and not specific to Edge Of Chaos.

Turning off debugging for DirectSound can apparently fix the problem. See this article for details of how to do this:

http://www.gamevoiceclub.com/news/archived_news.asp?Mode=ViewItem&NewsID=490

5. Sound card speaker setup. If you are using a two speaker setup on a sound card that can support four or more speakers, then check that the speaker setup in your sound card properties / control panel is set to a two speaker configuration. Otherwise the card may be set for four speaker mode, and the 3D sound won't work properly.
6. Hercules Game Theater users can try disabling Sensaura 3d in the "Other" menu of the Game Theater control panel.

7. Hardware acceleration incompatibilities. Some sound drivers may have problems with hardware acceleration. In Windows 95 / 98 / Me you may be able to fix the problem by turning off sound hardware acceleration from the Windows multimedia control panel:

- Open the **Multimedia control panel**.
- Click the **Advanced Properties** button underneath the Playback / Preferred Device section.
- Click the **Performance** tab.
- Move the Hardware Acceleration slider all the way to the left.
- Click OK.
- Click OK again

However, in some cases these fixes may not work. For extra help with this problem please see the question:

The game quits back to the desktop frequently / The music is corrupted. Why is this?

Q. I can't hear any speech. How can I fix this?

The game uses the Microsoft ADPCM codec to play the speech. If this codec is not installed you may not hear speech in the game.

WINDOWS 95/98/ME

To fix this problem you will need to install the Microsoft ADPCM codec.

- From the **START** menu select **Settings** and then **Control Panel**
- Double-click the **Add New Hardware** icon
- Click the **Next** button
- Select the **No** option at the **search for new hardware** prompt
- Click the **Next** button
- From the **Hardware Type** list select **Sound, video, and game controllers**
- Click the **Next** button
- From the **Manufacturers** list select **Microsoft Audio Codecs**
- From the **Models** list select **ADPCM CODEC**
- Click the **Next** button
- Click the **Finish** button

WINDOWS 2000

To fix this problem you may need to completely uninstall then re-install the audio codecs. You may need Administrator rights to do this.

First, restart the computer in safe mode:

- Restart the computer

- Press F8 for advanced startup options
- Choose Safe Mode and press ENTER

Then remove the audio codecs:

- Right-click the My Computer icon and choose Manage.
- Click Device Manager.
- Click the + next to Sound, Video and Game Controllers.
- Right-click Audio Codecs and choose Uninstall.
- Click Ok to confirm device removal. This may take several minutes.
- Close the Computer Management window and restart your computer.

Finally, reinstall the audio codecs:

- Click Start, Settings, Control Panel.
- Open Add/Remove Hardware.
- Click Next and then choose Add/Troubleshoot a device and click Next.
- Choose Add a new device, and then click Next.
- Choose Yes, search for new hardware, and then click next.
- The Audio Codecs should be listed. Click Next, and then click Finish.

Controller Issues

Q. My game controller / joystick does not work, why is this?

A. This can be for a variety of reasons:

1. You have the wrong control configuration selected in the **Controls** menu of the game. Please ensure you are not running the **Keyboard Only** control configuration, as this has no game controller support.
2. The controller isn't installed as the first controller in the Windows list of controllers. This can happen on computers that have multiple controllers attached, or that have had different models of controller attached at different times.

Edge of Chaos always assigns Joystick 1 to the first controller in Windows' list of controllers. To solve the problem, you will need to move the controller you want to use to the top of the list:

- Open the **Start Menu** and select **Settings** then **Control Panel**.
- Double-click the **Gaming Options** icon.
- Click the **Controller IDs** tab and assign the ID **1** to the controller you wish to use with Edge of Chaos.
- Click OK and close the window.

3. In some cases the joystick may not be detected correctly, and the game may incorrectly select keyboard only input.

The solution is to rename or delete the **keyboard_only.ini** control config file, which is located in the game's configs folder. This will ensure that the game can only choose the default (joystick) control configuration.

Please make sure you back up the **keyboard_only.ini** file first.

Advanced users with multiple controllers can configure them for Edge of Chaos manually by editing their control configuration files. Refer to the Controls section for details.

Q. My ship keeps moving, turning or rolling slowly without me moving the game controller, how can I fix this?

This can be for a variety of reasons:

1. The game controller drivers are not installed correctly, or are out of date. Please ensure you have the latest drivers for your game controller, and that they are installed correctly.
2. The controller isn't installed as the first controller in the Windows list of controllers. See '**My game controller / joystick does not work, why is this?**' for details of how to fix this.
3. The dead-zone (the amount the controller must move before the game detects it has moved) is too small and should be increased. See **How can I alter the game controller's dead zone?**

Q. How can I alter the game controller's dead zone?

A. You can do this by editing the game's configuration file, **flux.ini**. This text file is located in the folder where **Edge Of Chaos** is installed.

*Please note that the **flux.ini** contains important configuration data for **Edge Of Chaos** and you edit the file at your own risk! It's a good idea to make a backup of the file before making any changes.*

To change the controller dead zone:

- Edit the **flux.ini** file.
- Find the section marked **[fcInputDeviceDI]**
- You will see some dead zone entries. There's a separate dead-zone entry for each controller axis.

```
dead_zone_x = 0.175
dead_zone_y = 0.175
dead_zone_z = 0.175
dead_zone_rx = 0.175
dead_zone_ry = 0.175
dead_zone_rz = 0.175
```

- Increase the values to increase the controller dead-zone, decrease to reduce the controller dead-zone. Note that the valid range for dead-zones is between 0 and 1.

Q. Can I map a controller button as a shift key instead of using SHIFT or ALT?

You can map up to four custom shift buttons in a custom control configuration. For details of how to create a custom control config, see the readme file that came with the game.

To add a custom shift button:

- Add a section near the top of the ini file called: [Shift1]
- Add in the key / button you want to add as a shift e.g.:

```
[Shift1]
Joystick1, JoyButton5
```

- Use Shift1 as the shift name for the function you want to shift, e.g.:

```
[icPlayerPilot.LateralX]
Joystick1, JoyXAxis, Shift1
```

```
[icPlayerPilot.LateralY]
Joystick1, JoyYAxis, Shift1
```

You can map up to 4 different shift keys / buttons by changing the Shift1 key to Shift2, Shift3, or Shift4. Note that using keys to shift may not work in some cases because of the way keyboards work. You'll also need to ensure that the shift key / button isn't used for any other function.

Q. My joystick profiler / voice recognition software doesn't work with the game. How can I fix this?

A. If your joystick profiler / voice recognition software requires you to specify the location of the game's executable file, then you will need to point the software to this file to get the software to work correctly with the game:

<Install Folder>/bin/release/loader.exe

Multiplayer Issues

Q. I am connected to the Internet but I cannot connect to the multiplayer servers. How can I fix this?

A. Some people have experienced problems connecting to internet games through a firewall, proxy server or while using *Internet Connection Sharing* (ICS). You should consult Microsoft Knowledge Base Article **Q240429** which advises you on how to set up your network to allow DirectPlay to work over these types of connection.