
KnowledgeBuilder

All Articles in All Categories

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DRM License Key Issues

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When purchasing our games online from some distributors (e.g. IGN, Gamer's Gate etc), you will be sent your DRM license key in the email of your purchase. If you have any issues with your licence key, you need to contact them directly using the information provided in your purchase email as we have no control over DRM license keys used by other services.

When purchasing our games from Digital River, your DRM license key is injected into the program before download. Sometimes your browser security settings, firewall etc may prevent this from happening. When that happens and you try to run the game, you will get a prompt to activate the product since the DRM key will be missing. If this happens, send email to support@3000ad.com and include your original purchase receipt sent to you via email. We use this information to look up your DRM key and send it to you directly. You can then use it to manually activate the game.

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Font Issues with AA/FSAA

If you are typing into the game profile screen and you don't see the letters or the font seems to be displayed incorrectly, then you may have a problem with your video driver and the game's AA or FSAA settings. You will need to go to the game options and turn off AA/FSAA, save the settings and restart the game.

Game Crashes & Similar Issues

Most game crashes are a result of the following

- Trying to play the game on a system that does not meet with the game's system requirements.
- Trying to install or run the game without Administrator privileges. You need an Administrator account to install and play our games.

- Applying a patch incorrectly. e.g. if you bought the game from Direct2Drive, do not use a patch described as being for any other version (e.g. Digital River version).

- Tinkering with the game's data files. Just don't do it. The game will detect this. Then it will break.

- Tinkering with the game's copy protection. Don't do that either - or very bad things will happen.

They won't be obvious to you.

Game crashes are also usually a result of outdated drivers. These include motherboard, audio and video card drivers. Here is a checklist of things to check.

Check your motherboard BIOS and drivers to make sure that you have the most recent and updated versions.

Check your audio card drivers

Check your video card drivers

Install the updates mentioned in this KB article #30

Also, don't mess with the game's graphics options unless you know what you are doing!!

If you have All Aspect Warfare or Angle Of Attack, the following applies to you.

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We the developers know what is justified for our game and which isn't. You, the gamer, aren't expected to know that but rather to make assumptions as to what you think is acceptable.

Its like your car. You see the speedometer can go to 200 km/h - at which it (due to dynamics) becomes highly unstable - so they don't expect you to be going any higher than the speed requirements set by common sense, the law etc. Just because you can, doesn't mean that you should.

So, if we were to lock the graphics options and screen resolutions to what we believe to be acceptable standards - and not allow you to change them - you'd be very upset because now you have a computer which - you believe - can handle anything. Which of course it can't, but its OK to think otherwise. Which is why most games don't let you do that. They lock it. On the consoles, you have no choice. So no matter if your HDTV is 1080p compliant, your games will run - and in some cases upscale - to 720p.

The game sets the minimum requirements for the game to run. If you don't mess with it, then everything is fine.

If you want to increase those settings, you can - and in which case, you're on your own.

If are going to be mess with settings that are not developer recommended, you should do it carefully and in stages until you hit the sweet spot. I would do it in this order. You do one, test, then do the next and so on.

DISPLAY RESOLUTION
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When doing the above, be sure to read the manual which describes the impact of each.

Light Shafts are the most expensive options.

FSAA will completely fail depending on your driver version, amount of memory you have on the video card and the other graphics options you have set.

And if you have on-board audio, the HARDWARE AUDIO CHANNELS should be set to 0. Though you can do 3D audio processing in hardware, most sound cards have crappy support for this - so you may want to still have this set to 0 even if you have a discreet (i.e. PCI, PCIe etc) sound card.

Doing the above, you can check the fps using either our own display CTRL+F12 or something like Fraps.

Stop when you get to the point where it becomes acceptable and stable.

If you mess things up, reset everything either within the game's options screen or by deleting the configuration files. A new one with defaults will be created next time the game is started.

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All Aspect Warfare

General Tech Support Issues

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If you own the Steam version go to the steamapps\common\all aspect warfare or steamapps\common\angle of attack folder and delete the GAME_CONFIG.INI file.

Performance & Graphics Issues

The game automatically sets the default game config settings. The minimum system requirements are

Intel Pentium 4 3.4Ghz or AMD Athlon 64 X2 3.0GHZ

- * Intel Core 2 Duo E6320 or better recommended
- * AMD X2 6000+ or better recommended

1GB RAM (XP). 2GB (Vista)

256MB graphics card w/ Shader Model 3.0 support. 512MB or higher recommended

- * nVidia GeForce 7900. GeForce 8600 GTS or better recommended

* ATI Radeon X1300. Radeon HD2900 XT or better recommended

While you can change the graphics options, you must know what you are doing or you can mess things up badly.

When trying to reach the sweet spot, change each of the options separately, run the game, check the frame rate (CTRL+F12), quit, change the next one.

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Some options require you to quit the game completely and restart from the Windows desktop.

A word of warning about FSAA. It requires A LOT of memory. So if you are running at a high res and with the other options all maxed out, you won't be able to run any FSAA option with less than 512MB of video card memory. If you do this, the game will eventually crash at some point. e.g. running at 1920x1080, everything maxed out in the graphics option and setting 4X FSAA on a card with 256MB video card memory can and will crash the game.

If you do mess things up, you can use the RESET option in the graphics screen to reset everything. If that fails, you can manually delete the file that stores this information by doing one of the following:

Standard Version

Go to the folder where the game is installed (e.g. C:\Program Files\3000AD\All Aspect Warfare) and delete the GAME_CONFIG.INI file. When you restart the game, a new one will be created with the defaults.

Steam Version

Go to the Steam folder where the game is installed (e.g. C:\Program Files\Steam\steamapps\common\All Aspect Warfare) and delete the GAME_CONFIG.INI file. When you restart the game, a new one will be created with the defaults.

64-Bit OS Issues

If you are running a 64-Bit Operating System, you need to be aware of the following:

You must be running from an Administrator account. If you are not - and are running Vista - then you need to right-click on the AAW.EXE or AOA.EXE file and select "Run as Administrator"
Make sure that your drivers are all up to date. This includes motherboard, video and audio drivers
Make sure that you run Windows Update to ensure that you are running the latest Service Pack and all updates for your OS
Read KB article #28 and install the updates mentioned there.

This application has failed to start...

This application has failed to start because the application configuration is incorrect. Reinstalling the application may fix this problem

If you get this or a similar error when you try to run the game or you bought the game from Steam and it says that the product is not available, try these steps:

From an Administrator account, install the following Microsoft Updates

Microsoft Visual C++ 2008 SP1 Redistributable Package (x86)

DirectX End-User Runtimes (March 2009) - Full Version

And if running Vista or Windows Server 2008, install this as well

Microsoft KB972036 August 2009 Windows Vista and Windows Server 2008 Application Compatibility Update

Then run Windows Update and reboot if prompted.

Stats not being tracked on server

If you are playing on a stats server (will have STATS in the server description) and your tracks are not being tracked, please check the following.

That you are joining the server using the GameLobby app. Your stats will only be tracked if you joined the server from this app.

Go to the game install folder and from a CMD console window, type `GameLobby.exe /regserver` to register the app.

Font Issues with AA/FSAA

If you are typing into the game profile screen and you don't see the letters or the font seems to be displayed incorrectly, then you may have a problem with your video driver and the game's AA or FSAA settings. You will need to go to the game options and turn off AA/FSAA, save the settings and restart the game.

Gameplay Tutorials

If you need help playing All Aspect Warfare or Angle Of Attack, you can download gameplay tutorials created for the game. These are available on the game's website.

Steam Game Docs Shortcuts

The Steam version installer runs a program located in the game folder to create shortcuts to the game's manuals. If permissions prevent that from happening, the shortcuts are not created. You can do this manually.

If you go to the START MENU/PROGRAMS and don't see a 3000AD folder there, using Explorer to navigate to your Steam install folder. Then do the following:

All Aspect Warfare:

Go to `steamapps\common\all aspect warfare` folder and run the `aaw_steam_shortcuts.exe` program.

Angle Of Attack:

Go to `steamapps\common\all aspect warfare` folder and run the `aoa_steam_shortcuts.exe` program.

If all goes well, you should see the shortcuts to the PDF docs.

Also, the docs (manual, tutorial, commands) are rendered as high res JPEG images within the game when you use ALT+D or ALT+Q

If you need to print the PDF versions - without using the shortcuts above - navigate to the folder above and go to the DOCS sub-folder There you will find three PDF files which you can print.

These were designed to print in landscape mode.

GAME_KEYS.PDF
GAME_MANUAL.PDF
GAME_TUTORIAL.PDF

Running in windowed mode

If you have an LCD monitor with a native res that is higher than the res at which you want to run the game (e.g. 1680x1050) and you run the game at lower resolutions e.g. 720p, it will look poor due to the monitor doing all kinds of crazy scaling. That's the downside of using some cheap LCD monitors which usually have terrible scalers. Hence the reason why running games at and LCD monitor's default resolution is always best. But then again depending on the game, you need a seriously good rig to be able to do that due to the native res for some monitors being quite high.

CRT monitors do not have this problem.

Though unsupported, you can add -w to the game's shortcut to run in windowed mode and see if that helps.

How to use voice chat

The game does not support voice chat built-in, but GSC which we included with the game works great. It even supports both of our newer games so you can launch a game from within the LAUNCH menu.

So we figured, why re-invent the wheel?

The GSC installer is included with the game. Just run the GSCsetup.exe program located in the Steam game install folder or use the shortcut located in START/PROGRAMS/3000AD/ALL ASPECT WARFARE if one exists. Or you can download it from <http://www.getgsc.com>

We recommend GSC because it is very simple to setup and use. Plus you can create private voice servers for your group if you want to. All of it much simpler than Ventrilo and Teamspeak.

Since it also has built-in IM chat (which works inside the game as well, just like the Steam overlay), you can also use that instead of the game's built-in chat if you so choose.

Anyway, the procedure is as follows

- Install GSC. Then go to Help and "Check For Updates"
- Run GSC and setup it up to use your microphone.
- If you are using PTT (Push To Talk) - which is recommended - make sure to bind the key to one not already used by the game. I use the ` (tilde) key.
- Go to the VOICE tab and press +ADD, select BY SEARCHING. Then type in 3000AD and press SEARCH to show the 200 person public voice servers we have setup.
- Pick one or both of the detected servers and choose ADD SELECTED TO in order to add to your quick list
- Join the designed voice chat server
- Launch the game

With the servers added to your quick list, you can now join the voice server prior to joining a game server.

Game Docs

You can download the full game docs from the links below. After downloading, just extract into the game folder and overwrite files when prompted.

All Aspect Warfare Game Docs

Angle Of Attack Game Docs

Unable to run Steam version

If after you install a new version the Steam version of the game no longer runs, your Anti-Virus (AV) program (e.g. NOD32) may be at fault. In which case, you will need to add the Steam.exe client as well as the steamapps/common folder to your Anti-Virus program exclusion list.

Then use Steam's "Verify game file integrity" option in order to ensure that all the game files are correct and not quarantined by your AV program.

If you still can't get it to work, either get a new AV program or try running the program by running either AAW.EXE or AOA.EXE directly from the steamapps/common folder using Explorer.

Also read this related KB topic

Angle Of Attack

Angle Of Attack game

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If you have All Aspect Warfare or Angle Of Attack, the following applies to you.

The game was optimized to run at 720p (1280x720) or 1280x768 with the default graphics settings.

We the developers know what is justified for our game and which isn't. You, the gamer, aren't expected to know that but rather to make assumptions as to what you think is acceptable.

Its like your car. You see the speedometer can go to 200 km/h - at which it (due to dynamics) becomes highly unstable - so they dont' expect you to be going any higher than the speed requirements set by common sense, the law etc. Just because you can, doesn't mean that you should.

So, if we were to lock the graphics options and screen resolutions to what we believe to be acceptable standards - and not allow you to change them - you'd be very upset because now you have a computer which - you believe - can handle anything. Which of course it can't, but its OK to think otherwise. Which is why most games don't let you do that. They lock it. On the consoles, you have no choice. So no matter if your HDTV is 1080p compliant, your games will run - and in some cases upscale - to 720p.

The game sets the minimum requirements for the game to run. If you don't mess with it, then everything is fine.

If you want to increase those settings, you can - and in which case, you're on your own.

If are going to be mess with settings that are not developer recommended, you should do it carefully and in stages until you hit the sweet spot. I would do it in this order. You do one, test, then do the next and so on.

DISPLAY RESOLUTION
TEXTURE FILTERING
TEXTURE QUALITY
SHADOWS
LIGHT SHAFTS
FSAA

When doing the above, be sure to read the manual which describes the impact of each.

Light Shafts are the most expensive options.

FSAA will completely fail depending on your driver version, amount of memory you have on the video card and the other graphics options you have set.

And if you have on-board audio, the HARDWARE AUDIO CHANNELS should be set to 0. Though you can do 3D audio processing in hardware, most sound cards have crappy support for this - so you may want to still have this set to 0 even if you have a discreet (i.e. PCI, PCIe etc) sound card.

Doing the above, you can check the fps using either our own display CTRL+F12 or something like Fraps.

Stop when you get to the point where it becomes acceptable and stable.

If you mess things up, reset everything either within the game's options screen or by deleting the configuration files. A new one with defaults will be created next time the game is started.

If you own the standard version, go to the game install folder and delete the GAME_CONFIG.INI file.

If you own the Steam version go to the steamapps\common\all aspect warfare or steamapps\common\angle of attack folder and delete the GAME_CONFIG.INI file.

Performance & Graphics Issues

The game automatically sets the default game config settings. The minimum system requirements are

Intel Pentium 4 3.4Ghz or AMD Athlon 64 X2 3.0GHz

- * Intel Core 2 Duo E6320 or better recommended
- * AMD X2 6000+ or better recommended

1GB RAM (XP). 2GB (Vista)

256MB graphics card w/ Shader Model 3.0 support. 512MB or higher recommended

- * nVidia GeForce 7900. GeForce 8600 GTS or better recommended
- * ATI Radeon X1300. Radeon HD2900 XT or better recommended

While you can change the graphics options, you must know what you are doing or you can mess things up badly.

When trying to reach the sweet spot, change each of the options separately, run the game, check the frame rate (CTRL+F12), quit, change the next one.

DISPLAY RESOLUTION
TEXTURE FILTERING
TEXTURE QUALITY
SHADOWS
LIGHT SHAFTS
FSAA

Some options require you to quit the game completely and restart from the Windows desktop.

A word of warning about FSAA. It requires A LOT of memory. So if you are running at a high res and with the other options all maxed out, you won't be able to run any FSAA option with less than 512MB of video card memory. If you do this, the game will eventually crash at some point. e.g. running at 1920x1080, everything maxed out in the graphics option and setting 4X FSAA on a card with 256MB video card memory can and will crash the game.

If you do mess things up, you can use the RESET option in the graphics screen to reset everything. If that fails, you can manually delete the file that stores this information by doing one of the following:

Standard Version

Go to the folder where the game is installed (e.g. C:\Program Files\3000AD\All Aspect Warfare) and delete the GAME_CONFIG.INI file. When you restart the game, a new one will be created with the defaults.

Steam Version

Go to the Steam folder where the game is installed (e.g. C:\Program Files\Steam\steamapps\common\All Aspect Warfare) and delete the GAME_CONFIG.INI file. When you restart the game, a new one will be created with the defaults.

64-Bit OS Issues

If you are running a 64-Bit Operating System, you need to be aware of the following:

You must be running from an Administrator account. If you are not - and are running Vista - then you need to right-click on the AAW.EXE or AOA.EXE file and select "Run as Administrator"
Make sure that your drivers are all up to date. This includes motherboard, video and audio drivers
Make sure that you run Windows Update to ensure that you are running the latest Service Pack and all updates for your OS
Read KB article #28 and install the updates mentioned there.

This application has failed to start...

This application has failed to start because the application configuration is incorrect. Reinstalling the application may fix this problem

If you get this or a similar error when you try to run the game or you bought the game from Steam and it says that the product is not available, try these steps:

From an Administrator account, install the following Microsoft Updates

Microsoft Visual C++ 2008 SP1 Redistributable Package (x86)

DirectX End-User Runtimes (March 2009) - Full Version

And if running Vista or Windows Server 2008, install this as well

Microsoft KB972036 August 2009 Windows Vista and Windows Server 2008 Application Compatibility Update

Then run Windows Update and reboot if prompted.

Stats not being tracked on server

If you are playing on a stats server (will have STATS in the server description) and your tracks are not being tracked, please check the following.

That you are joining the server using the GameLobby app. Your stats will only be tracked if you joined the server from this app.

Go to the game install folder and from a CMD console window, type GameLobby.exe /regserver to register the app.

Font Issues with AA/FSAA

If you are typing into the game profile screen and you don't see the letters or the font seems to be displayed incorrectly, then you may have a problem with your video driver and the game's AA or FSAA settings. You will need to go to the game options and turn off AA/FSAA, save the settings and restart the game.

Gameplay Tutorials

If you need help playing All Aspect Warfare or Angle Of Attack, you can download gameplay tutorials created for the game. These are available on the game's website.

Steam Game Docs Shortcuts

The Steam version installer runs a program located in the game folder to create shortcuts to the game's manuals. If permissions prevent that from happening, the shortcuts are not created. You can do this manually.

If you go to the START MENU/PROGRAMS and don't see a 3000AD folder there, using Explorer to navigate to your Steam install folder. Then do the following:

All Aspect Warfare:

Go to steamapps\common\all aspect warfare folder and run the aaw_steam_shortcuts.exe program.

Angle Of Attack:

Go to steamapps\common\all aspect warfare folder and run the aoa_steam_shortcuts.exe program.

If all goes well, you should see the shortcuts to the PDF docs.

Also, the docs (manual, tutorial, commands) are rendered as high res JPEG images within the game when you use ALT+D or ALT+Q

If you need to print the PDF versions - without using the shortcuts above - navigate to the folder above and go to the DOCS sub-folder There you will find three PDF files which you can print.

These were designed to print in landscape mode.

GAME_KEYS.PDF
GAME_MANUAL.PDF
GAME_TUTORIAL.PDF

Running in windowed mode

If you have an LCD monitor with a native res that is higher than the res at which you want to run the game (e.g. 1680x1050) and you run the game at lower resolutions e.g. 720p, it will look poor due to the monitor doing all kinds of crazy scaling. Thats the downside of using some cheap LCD monitors which usually have terrible scalers. Hence the reason why running games at and LCD monitor's default resolution is always best. But then again depending on the game, you need a seriously good rig to be able to do that due to the native res for some monitors being quite high.

CRT monitors do not have this problem.

Though unsupported, you can add -w to the game's shortcut to run in windowed mode and see if that helps.

How to use voice chat

The game does not support voice chat built-in, but GSC which we included with the game works great. It even supports both of our newer games so you can launch a game from within the LAUNCH menu.

So we figured, why re-invent the wheel?

The GSC installer is included with the game. Just run the GSCsetup.exe program located in the Steam game install folder or use the shortcut located in START/PROGRAMS/3000AD/ALL ASPECT WARFARE if one exists. Or you can download it from <http://www.getgsc.com>

We recommend GSC because it is very simple to setup and use. Plus you can create private voice servers for your group if you want to. All of it much simpler than Ventrilo and Teamspeak.

Since it also has built-in IM chat (which works inside the game as well, just like the Steam overlay), you can also use that instead of the game's built-in chat if you so choose.

Anyway, the procedure is as follows

- Install GSC. Then go to Help and "Check For Updates"
- Run GSC and setup it up to use your microphone.
- If you are using PTT (Push To Talk) - which is recommended - make sure to bind the key to one not already used by the game. I use the ` (tilde) key.
- Go to the VOICE tab and press +ADD, select BY SEARCHING. Then type in 3000AD and press SEARCH to show the 200 person public voice servers we have setup.
- Pick one or both of the detected servers and choose ADD SELECTED TO in order to add to your quick list
- Join the designed voice chat server
- Launch the game

With the servers added to your quick list, you can now join the voice server prior to joining a game server.

Game Docs

You can download the full game docs from the links below. After downloading, just extract into the game folder and overwrite files when prompted.

All Aspect Warfare Game Docs

Angle Of Attack Game Docs

Unable to run Steam version

If after you install a new version the Steam version of the game no longer runs, your Anti-Virus (AV) program (e.g. NOD32) may be at fault. In which case, you will need to add the Steam.exe client as well as the steamapps/common folder to your Anti-Virus program exclusion list.

Then use Steam's "Verify game file integrity" option in order to ensure that all the game files are correct and not quarantined by your AV program.

If you still can't get it to work, either get a new AV program or try running the program by running either AAW.EXE or AOA.EXE directly from the steamapps/common folder using Explorer.

Also read this related KB topic

Universal Combat

All fatal crash issues

[UCCE] Crash when running "The Future Is Now" campaign scenario.

Selecting "The Future Is Now" campaign scenario (CMDR_C0005.SCR) would cause a crash. This is due to a scripting error which has been resolved. To fix this problem, please download this file and run it.

UPDATE: This KB fix has been rolled into the v1.00.03.02 patch released on 11-01-07.

[UCCE] Crash when running IA0311 Instant Action scenario.

Selecting the IA0311 Instant Action scenario (IA0311.SCR) would cause a crash. This is due to missing world assets and has been resolved. To fix this problem, please download this file and run it.

UPDATE: This has been fixed in the latest patch.

Game won't install

If you have autorun disabled in Windows, you will have to browse to the game CD-ROM or DVD-ROM and run the setup.exe file located there in order to install the game.

Game hangs after I run the shortcut

Check the following:

- Your system meets the requirements of the game. Go to <http://www.3000ad.com> and check the system requirements for your game.

- You have installed DirectX 9.0c (August Edition) or higher runtime
- You have installed the latest DirectX 9.0c or higher compatible sound and video drivers
- You have installed the latest drivers for your motherboard
- Your video card meets the requirements for the game (e.g. does your card support pixel and vertex shader 2.0?)

Game hangs during the intro movie playback

If your system does not have the required codec for playing the intro movie, it will either crash or display a corrupt screen during playback.

This may also be a video card graphics driver glitch which should clear up after the first few frames of the AVI are played.

If an error is displayed, just click OK and the game may continue as normal.

The game requires Indeo 5.10 or higher codec. If the logo does not play, install the latest version of Windows Media Player on your system. Also read this if you are running Windows XP (pre-SP2)

You can also disable the intro animation by editing the properties of game shortcut and adding the /n parameter.

e.g. "C:\Program Files\3000AD\Universal Combat Collectors Edition\ucce.exe" /n

Game crash with pixel or vertex shader error

If you get this error, it means that your video card does not support the pixel and vertex shader versions required by the game. Please go to <http://www.3000ad.com> and look up the requirements for the game that you are running.

Game configuration help

If you want to revert to the default game configuration settings, then quit the game and use Explorer to delete the UCCONFIG.INI or GAME_CONFIG.INI file which resides in the folder where the game is installed. The game will create a new one at startup. You can then go to CONFIG and change the settings as desired.

Patching the game

All games prior to Universal Combat Collectors' Edition, require the downloaded patch file to be copied into the game install folder and executed from there. If you execute the patch from anywhere else (e.g. downloaded to your desktop), it will not apply correctly and you will have problems.

Some of our games have an Updater. Running this updater ensures that the correct patch is downloaded and applied. However, there are times when you need to apply the patch manually. In which case, you should follow the guidelines above.

When using the Updater, the downloaded patch file is stored in your game install folder. So you can copy it to a safe place in case you need to re-install it at a later date.

The Updater patcher updates the game's version in the SETTINGS.INI file after a patch has been downloaded and applied successfully.

If you wish to use the Updater to rollback to a previous game version, you can do the following.

Quit the game and open the SETTINGS.INI file in Notepad
Change the version= value to the previous patch version e.g. version=1.00.03.01 to
version=1.00.03
Save the file
Run the Updater

Note that if you set the version to a non-existent patch version, the Updater will fail to locate it and then abort the process with an error message.

Problem with FSAA game configuration

In order to enable FSAA (any type), your video card must have the required amount of memory. For more info on AA, check with your video card manufacturer.

If the main menu screen becomes corrupted because of an incorrect AA setting, press Q to quit from the main menu, then delete the UCCONFIG.INI or GAME_CONFIG.INI file from the game install folder. On startup, a new one with default settings will be created.

You should also ensure that you do not use both the game's FSAA setting as well as your video card's, as this will cause problems. If you are going to use the game's own handling for this, you need to set your video card's own utility to use "Application Preference"; then go to Config and set the game's FSAA setting as desired.

Also, if you find that you cannot type in your name when starting a new game, this is also related to the AA settings because even text will be anti-aliased. Try lowering the AA settings until you find the best setting that works.

Widescreen display resolution support

All our games prior to Universal Combat Collectors' Edition, do not support widescreen resolutions (e.g. 1280x720, 1920x1080, 1680x1050 etc) natively.

If you have a monitor with a resolution (e.g. 1680x1050) that the game does not display in CONFIG, you can force this resolution by doing the following UNSUPPORTED steps.

USE AT YOUR OWN RISK. 3000AD, INC IS NO RESPONSIBLE FOR ANY ADVERSE EFFECTS OR MISHAPS WHICH MAY RESULT FROM THIS HACK.

If the game is running, quit and return to the desktop
Using Notepad or similar text editor, open up the UCCONFIG.INI or GAME_CONFIG.INI file located in the game install folder.

Search for the line that looks something like "Resolution=800x600" and change the resolution to the one you want e.g. Resolution=1280x720

Save the file and exit.

Restart the game. If your video card has sufficient memory to run at that resolution, the game will work fine. If not, the display will be incorrect. In which case, quit (press Q) and go back and set the resolution to one that works.

Note that the higher the resolution you set, the slower the game will run.

Problem hearing 3D audio sounds

The game sound engine is fully 3D positional. For this reason, you won't hear sounds that are played if you are more than 75km from the sound source. e.g a ship exploding.

Also, make sure that your speaker configuration is correct. e.g. if you have a 4-speaker setup, make sure that you have the settings for your sound card are configured properly in control panel. If you have powered Dolby 5.1 (or 6,1, 7.1) speaker setup, make sure you have them configured correctly as well.

If you are still having problems with hardware audio, you can force use of the software audio by add /x to the game's shortcut.

e.g.

"C:\Program Files\3000AD\Universal Combat Collectors Edition\ucce.exe" /x

How to play own MP3 or OGG music files

Copy them to the SOUNDFX\MUSIC folder where the game is installed and they will be added to the playlist.

You can then use the ALT+. and ALT+, commands to cycle the next / previous song in the playlist. The files can be in either MP3 or Ogg format.

How to remap game controls

Remapping of the game's default controls, other than what is already exposed in CONFIG, is not supported.

Networking ports required for firewall exception rules

The client and server use standard UDP ports 2302-2304. If your server is behind a firewall or NAT, then you have to configure your firewall (or router) settings and forward those ports to the computer running the server. You do not need a designated DMZ machine for a server. You can also add the game's multiplayer executable (e.g. UCMP.EXE, UCSEMP.EXE, UCCEMP.EXE etc) to the firewall's exceptions list.

2302-2304 (UDP/TCP)
2425-2427 (UDP/TCP)
27243-27245 (UDP/TCP)
27900-27900 (UDP)

Which patch version can I use?

Our games are released through various mediums, including digital distribution outlets such as Digital River, Direct2Drive etc. All these services use different DRM schemes which are also incorporated in patches.

For this reason, you cannot use a Digital River patch on a game purchased through Direct2Drive. You have to use the patches provided by each distributor.

Running the game's Updater (if supported) will take you to the correct patch location.

Patches available for download on other sites are usually the default versions also used by the game's Updater. So if our patch server is down (and the Updater cannot download a patch), you can download a patch from any of these servers.

If you use the wrong patch on your product, you will have authentication problems. You will then have no choice but to uninstall the game, re-install and patch to the current version using the proper patch file.

Crash when game loses window focus

You should not have any non-essential background programs running while playing this game. This includes email programs with pop-up notifiers, IM programs, Skype etc. If you have these programs running while playing the game and they create a pop-up event, it will interrupt the game and cause it to lose window focus. This will cause the game to either crash or become unresponsive.

The same applies to the use of ALT+TAB switching. The game requires real-time processing and you should not switch away from it while playing.

If you have to switch away, go to the COMMAND menu and use the options there to save your game and exit.

You can also immediately exit by using ALT+Q to exit to the main menu, then quit the game as normal from there.

Multiplayer server refuses to run

The multiplayer server for all games prior to Universal Combat Collector's Edition will not run under Windows Server 2003 (or any OS not supported by the game) or on hardware configuration with an on-board* graphics chip that does not support pixel and vertex shader v1.1 or higher.

Universal Combat Collectors' Edition console and graphics servers will run on Windows Server 2003 R2, with or without vertex shader v1.1 on the on-board graphics chip.

For more multiplayer client/server issues, please refer to the FAQ for the game. All supported game FAQs are located at http://www.3000ad.com/site/online_help/

* Most server boards have on-board graphics chips made by Intel. Most if not ALL of those chips, even if they have support for shaders, are woefully inadequate for playing and/or hosting video games.

Multiplayer server configuration & hosting

You can run a client and server on the same machine (i.e. non-dedicated server) as long as that machine meets with the multiplayer requirements mentioned in the game's FAQ.

If running a non-dedicated server, you need to run the console server - not - the graphics server. If running a non-dedicated server and you want to improve performance, you need to use a UCCONFIG.INI file (created when you first run the game) which has lower settings for the server. However, this will apply to both the client and the server. Below* you will find links to this file for each of the game versions.

If you want to run a different UCCONFIG.INI for the client and server on an mp server, you need to clone your game install folder and use the cloned copy for the server. You would need to manually create the console server shortcut as well. You can do this by just making a copy (and renaming it) of the default version created by the install program, then changing the path in the shortcut to reflect the cloned folder path.

If you wish to run a non-dedicated server - i.e. one on which you are not playing the game on - you will need two copies of the game. One for the server and one for the client. This is because the multiplayer executable is also DRM copy protected.

None of our earlier games were designed to run on Windows Server OS (e.g. Windows Server 2003), but Universal Combat Gold through Universal Combat Special Edition will run as long as the hardware has support for pixel and vertex shader 1.1 or higher.

Universal Combat Collectors' Edition has a special console server version which will run on Windows Server OS and does not require shader hardware.

* To use these configuration files, simply right-click to download and extract into your game folder, overwriting the existing version.

Universal Combat & Gold Config File

Universal Combat A World Apart Config File

Universal Combat Special Edition Config File

Universal Combat Collectors Edition Config File

DRM License Key Issues

All of our games use some form of DRM scheme.

When purchasing retail versions of our games, the media (CD-ROM/DVD-ROM) contains your license key. You need the media in order to authenticate and use the product. If you lose the media, you lose the product.

When purchasing our games online from some distributors (e.g. IGN, Gamer's Gate etc), you will be sent your DRM license key in the email of your purchase. If you have any issues with your licence key, you need to contact them directly using the information provided in your purchase email as we have no control over DRM license keys used by other services.

When purchasing our games from Digital River, your DRM license key is injected into the program before download. Sometimes your browser security settings, firewall etc may prevent this from happening. When that happens and you try to run the game, you will get a prompt to activate the product since the DRM key will be missing. If this happens, send email to support@3000ad.com and include your original purchase receipt sent to you via email. We use this information to look up your DRM key and send it to you directly. You can then use it to manually activate the game.

Since we have changed DRM schemes over the years (e.g. we no longer use SafeDisc, Starforce or ActiveMark), if you own a legacy product that uses one of these schemes - we will not be able to re-issue DRM license keys if the products are no longer supported.

If you apply a new patch which uses a different DRM scheme than the previous version you are using, your DRM license key will be invalidated. If this happens, send email to support@3000ad.com and include your original purchase receipt sent to you via email. We will then generate a new license key for you. However, we will not create a different key for a different DRM scheme. e.g. if you have the Direct2Drive version of a game, don't use the Digital River version patches as we cannot issue a new license key for the product since the schemes are different.

If you upgraded your machine and invalidated your DRM scheme provided for a game you purchased directly from us (via our Digital River or BMT Micro store), send email to support@3000ad.com and include your original purchase receipt sent to you via email. We will then generate a new license key for you. If you bought the product from any other retailer (e.g. IGN, Gamer's Gate etc) contact them directly as [b]we have no control over DRM license keys used by other services[/b].

All DRM issues not covered above, should be directed to the distributor (Direct2Drive, Gamers Gate etc) where you purchased the game.

[UCCE] Securom "no disc inserted" error after upgrading to v2.0

The first version of the 2.0 upgrade patch released on 05-14-09 accidentally deletes the PAUL.DLL file required by the Securom DRM. You will need to move this file out of the game install folder prior to applying the v2.0 upgrade patch, then moving it back after the upgrade completes.

If you have already patched, just download ONE of these files depending on your version. Then extract it into your game folder.

Direct2Drive Version

Gamers Gate Version

Game crash in CONFIG screen

If you try to go to the KEYS section of the game's CONFIG screen and the game crashes, it could be due to issues with USB controllers. There is no fix for this in our legacy Universal Combat games.

If you are trying to change your flight controller in the KEYS section, you have to do it manually using the following steps.

Start Notepad (or any text editor) and open the UCCONFIG.INI file located in the game install folder
Scroll down to around line 117 and look for the entry that looks like Controller=2
You can change the value on that line to reflect the flight controller that you want to use. Valid values are 0 for keyboard, 1 for joystick or 2 for mouse (default setting). So to change your flight controller from mouse to joystick, you would change that line to read: Controller=1
Save the file and exit the text editor
Run the game as normal. If you have problems, just quit the game and delete the UCCONFIG.INI file. Next time you start the game, a new one with default values will be created.

[UCCE 2.0] - Unable to launch probes with Engstrom carrier

Download this KB update and extract it into the game folder overwriting files when prompted. This is for Universal Combat Collectors Edition v2.0 only.

[UCCE 2.0] Unable to upgrade

The free UCCE v2.0 upgrade is only for owners of the previous UCCE product (boxed or download) released in 2007. The upgrade does not work with any other game. Please read the game's description on the product page.

Also, when you upgrade your original game, you will no longer be able to run that original and you won't have multiplayer - since UCCE v2.0 has no multiplayer component.

You can purchase the stand-alone UCCE v2.0 product if you want to keep both versions. Go to our web store for the links.

[UCCE 2.0] Crash when viewing planetary bases

This could be an issue with the v1.0 to v2.0 upgrade. If you are using the upgrade, uninstall and kill the folder. Then install v1.0, then v1.01.04 and finally v2.0. That should fix it.

Font Issues with AA/FSAA

If you are typing into the game profile screen and you don't see the letters or the font seems to be displayed incorrectly, then you may have a problem with your video driver and the game's AA or FSAA settings. You will need to go to the game options and turn off AA/FSAA, save the settings and restart the game.