

ELECTRONIC ARTS INFORMATION SHEET

COMMAND & CONQUER - TIBERIAN SUN

"Tiberian Sun is unable to detect your cd-rom drive." error message when trying to run the game.

We have found that customers that have more than one CD ROM drive are receiving the error message above. This is easily corrected by following the instructions below.

1. Boot your machine into Windows as normal.
2. First you will need to uninstall C&C Tiberian Sun from you machine, either by going to "Add/Remove Programs" or by selecting "Tiberian Sun Uninstall" from the Start Bar.
3. Once you have done this, re-install the game from your first CDRom drive letter only.

For example;

If you have two hard drives, C: and D:, and two CD ROM drives, E: and F:, you will need to install the game from the E: drive.

After the game has installed then you will need to play the game from your first CD ROM drive letter only.

Note : If you have a CD-Writer or a DVD drive as your first CD drive letter then we suggest that you reconfigure your machine so that your standard CD drive is the first drive letter and the CD writer or DVD drive is the second CD drive letter. This is easily changed in Device Manager.

1. First you will need to uninstall C&C Tiberian Sun from you machine, either by going to "Add/Remove Programs" or by selecting "Tiberian Sun Uninstall" from the Start Bar.
2. Click on the "Start button" then select "Settings" and then "Control Panel". Now double click on "System" and then select "Device Manager" when the System Properties window opens.
3. You will then see a section called "CDROM", click on the " + " to expand the information.
4. Now select your standard CDRom drive, click on the "Properties" button and select the "Settings" tab. At the bottom of the properties window for your CD drive there is a section called "Reserved drive letters". In both boxes, choose the lowest drive letter possible. (E: in our example).
5. Once you have done this click on the "OK" button.
6. Now, select your DVD or CD-Writer, this time making sure that you switch both boxes to a letter higher than you chose for you standard CDRom drive. Again, click on the "OK " button to close and register the change.
7. Now close down the "System Properties" window by clicking on the "OK" button. You will see a requester asking you to re-boot your machine. Click on the "OK" button, and your machine will re-boot.
8. Once your machine has re-booted, re-install and play the game from your first CD drive letter only.