

# Microsoft Zoo Tycoon 2: Ultimate Collection Readme File

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## Welcome to Microsoft Zoo Tycoon 2: Ultimate Collection

This Readme file contains updated information as well as troubleshooting information about Zoo Tycoon 2: Ultimate Collection. You can find information on Microsoft Product Support Services in the printed or online manual.

**Note:** If Zoo Tycoon 2: Ultimate Collection came installed on your computer as an Original Equipment Manufacturer (OEM) version, contact the manufacturer of the computer or other hardware or software it was bundled with for product support. Refer to the documentation that came with your computer or hardware for the product support telephone number.

## Contents

Microsoft Zoo Tycoon 2: Ultimate Collection Readme File .....	1
Contents .....	1
<b>A. System Requirements</b> .....	1
<b>B. Installation</b> .....	2
Installing Zoo Tycoon 2: Ultimate Collection .....	2
Installing DirectX 9.0c .....	3
Installation Issues .....	3
Installation Tips .....	3
Starting Zoo Tycoon 2: Ultimate Collection .....	4
<b>C. Getting Help</b> .....	4
Overview .....	4
Viewing the Online Manual .....	5
<b>D. Gameplay Issues</b> .....	5
<b>E. Configuration Issues</b> .....	6
<b>F. Graphics Issues</b> .....	6
Screen Resolutions .....	6
Using Multiple Monitors .....	7
Graphics Cards and Video Drivers .....	7
Graphics Card Drivers and Manufacturers .....	8
Graphics Card Manufacturers' Web Sites .....	9
OEM Manufacturers' Web Sites .....	9
Specific Graphics Card Issues .....	9
<b>G. Audio Issues</b> .....	13
General Audio Issues .....	13
Specific Sound Card Issues .....	14

## A. System Requirements

Zoo Tycoon 2: Ultimate Collection requires a personal computer with the following minimum system requirements:

- 1 gigahertz (GHz) or faster processor.
- Microsoft Windows Vista or Windows XP.

- 512 megabytes (MB) of RAM.
- 1.7 gigabytes (GB) of available hard disk space.
- 4× CD-ROM drive. The game CD must be inserted in the CD-ROM drive to play.
- Graphics card with 32 MB Hardware T&L (plus support for DirectX 9.0c or later, which is included on the game disc).
- Microsoft keyboard and mouse or Microsoft-compatible keyboard and pointing device.
- Sound card and speakers or headphones for optional audio.
- Internet access for optional downloadable game content.

## B. Installation

This section describes how to manually install the software components necessary to play Zoo Tycoon 2: Ultimate Collection in the event that they are not installed automatically.

**NOTE:** We recommend you uninstall earlier beta, trial, and OEM versions of the game before you install the retail version.

### To uninstall earlier versions of the game on a computer running Windows XP or an earlier operating system

On the Windows taskbar, click **Start**, click **Settings** and **Control Panel** (or just **Control Panel**, depending on your operating system), and then click **Add or Remove Programs**.

### To uninstall earlier versions of the game on a computer running Windows Vista

On the Windows taskbar, click the **Start** button, and then click **Control Panel**. In the Control Panel Home view, at the Programs category, click **Uninstall a program**.

## Installing Zoo Tycoon 2: Ultimate Collection

When you insert the Zoo Tycoon 2: Ultimate Collection CD into the CD-ROM drive, Setup should begin automatically. Click **Install** to install all necessary files in their default locations.

If your computer does not automatically start Zoo Tycoon 2: Ultimate Collection Setup after the CD is inserted into the CD-ROM drive, perform the following procedure.

### To install the game manually on a computer running Windows XP or an earlier operating system

1. On the Windows taskbar, click **Start**, and then click **Run**.
2. Type **x:\autorun**, where x is the letter of your CD-ROM drive, and then click **OK**.

For example, if your CD-ROM drive letter is D, type **d:\autorun**

3. Click **Install**, and then follow the instructions that appear on the screen.

### To install the game manually on a computer running Windows Vista

1. On the Windows taskbar, click the **Start** button.
2. In the **Start Search** box, Type **x:\autorun**, where x is the letter of your CD-ROM drive, and then press ENTER.

For example, if your CD-ROM drive letter is D, type **d:\autorun**

3. Click **Allow**, and then follow the instructions that appear on the screen.

## Installing DirectX 9.0c

If your computer is running Windows XP or an earlier Windows operating system and for some reason DirectX 9.0c was not installed with the game, use the following procedure to install it manually.

### To install DirectX 9.0c manually

1. Insert the Zoo Tycoon 2: Ultimate Collection CD in the CD-ROM drive.
2. On the Windows taskbar, click **Start**, and then click **Run**.
3. Type **x:\directx\dxsetup**, where x is the letter of your CD-ROM drive, and then click **OK**.

For example, if your CD-ROM drive letter is D, type **d:\directx\dxsetup**

4. Follow the instructions that appear on the screen.

You must restart your computer when installation is complete.

If you experience video, graphics, or sound problems using DirectX, check with your graphics or sound card manufacturer for the latest DirectX-compatible drivers, or go to <http://www.microsoft.com/windows/directx/> for the latest troubleshooting information.

## Installation Issues

If you encounter the message “cannot create this folder” while running Setup, your All Users folder may not be at the following location: C:\Documents and Settings\All Users. To fix, create an All Users folder in C:\Documents and Settings, and then run Setup again.

Installing Zoo Tycoon 2: Ultimate Collection, removes previous versions of Zoo Tycoon 2 and its expansion packs installed on your computer. Saved game data is retained.

Previous versions of Zoo Tycoon 2 and its expansion packs cannot be installed on a computer running Zoo Tycoon 2: Ultimate Collection. If you attempt this, you encounter the message “Failed to get setupENU.dll language code,” and Setup fails.

If you encounter the message “Insert Zoo Tycoon 2: Ultimate Collection Disc 1 into your CD-ROM drive. Select OK and restart the application” when trying to run the game, see the “Configuration Issues: Game may experience issues with some CD-ROM drives” section for more information.

## Installation Tips

If you are experiencing installation or gameplay issues, please uninstall the product and reinstall Zoo Tycoon 2: Ultimate Collection.

If you continue to have problems installing Zoo Tycoon 2: Ultimate Collection, try the following troubleshooting steps in the order they are listed:

1. Before installing Zoo Tycoon 2: Ultimate Collection, make sure all open software applications, including antivirus software, are closed.
2. Inspect the Zoo Tycoon 2: Ultimate Collection CD for visible deformation or scratches. If the disc is damaged, contact Microsoft Sales to obtain a replacement. The phone number for the sales office in your area can be found at <http://www.microsoft.com/worldwide/>.

**Note for OEM Versions:** If the Zoo Tycoon 2: Ultimate Collection CD was provided with your computer as an OEM version, contact the manufacturer of the computer or other hardware or software it was bundled with to obtain a replacement CD.

3. Clean the Zoo Tycoon 2: Ultimate Collection CD. To do this, use a CD cleaning kit, or gently wipe the silver side of the CD with a soft, lint-free cotton cloth. Do not use paper cloth, which can scratch the plastic and leave streaks. When you clean the CD, wipe from the center of the disc outward. Do not use a circular motion. If the installation issue is not resolved, try cleaning the CD with a damp cloth or a commercial CD-cleaning solution. Dry the CD thoroughly before you insert it into the CD-ROM drive.
4. Adjust the system settings for your CD- or DVD-ROM drive. For instance, reduce CD Caching, disable DMA, or turn off Auto-Insert notifications.

For more information about how to troubleshoot game setup issues, see Microsoft Knowledge Base Article ID 258496 located at <http://support.microsoft.com/kb/258496/>.

## Starting Zoo Tycoon 2: Ultimate Collection

### To start Zoo Tycoon 2: Ultimate Collection on a computer running Windows XP

- Double-click the **Zoo Tycoon 2: Ultimate Collection** icon on the Windows desktop.
- or–
- If you chose not to have a desktop icon added during installation, you can start the game by clicking **Start** on the Windows taskbar, pointing to **All Programs**, **Microsoft Games**, and **Zoo Tycoon 2: Ultimate Collection**, and then clicking **Zoo Tycoon 2: Ultimate Collection**.

### To start Zoo Tycoon 2: Ultimate Collection on a computer running Windows Vista

- On the Windows taskbar, click the **Start** button, point to **All Programs**, click **Games**, click **Games Explorer**, and then double-click the **Zoo Tycoon: Ultimate Collection** icon.

## C. Getting Help

### Overview

You can get help for Zoo Tycoon 2: Ultimate Collection in the following ways:

- Visit the official Zoo Tycoon 2 Web site for the latest updates and support information: <http://www.zootycoon.com/>.
- For an overview of the game as well as for information about getting started and playing the game, see the printed manual.
- For help with specific screen elements in the game, hold your mouse pointer over the area you want help with. Information appears on the screen.
- For Help, general tips, and a thorough overview of the animals and biomes in Zoo Tycoon 2: Ultimate Collection, access Zoopedia by pressing the F1 key.
- You can also get help from Zookeeper Recommendations. Click an animal, and then click the

zookeeper icon in the panel that appears. This will give you a list of objects that are appropriate for the animal.

## Viewing the Online Manual

Adobe Reader allows you to view and print the online version of the Zoo Tycoon 2: Ultimate Collection manual, which is located in the **PDF** folder on the Zoo Tycoon 2: Ultimate Collection CD as a .pdf file.

To install Adobe Reader, visit the Adobe Web site:

<http://www.adobe.com/products/acrobat/readermain.html>

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## D. Gameplay Issues

**Crocodiles and other large animals cannot eat meat piles if placed next to a fence:** If your crocodiles or other large animals are becoming critically hungry even though they are provided with sufficient food, make sure their meat piles are not placed too close to a fence.

**Delete Game button is available in the Save Game list even if you have no saved games:** In the game, if you click **Display Game Options** and then click **Save Game**, the Delete Game button is available even if you have no saved games. If you click **Delete Game**, you will get a confirmation dialog box when attempting to delete a game that doesn't exist. Click **Cancel** to immediately return to the Save Game screen.

**Fences placed adjacent to deep water may become submerged when graphics detail setting is changed from low to high or medium:** If you place one of the following high or low fence types—acrylic glass fence, brick wall, concrete fence, hedge fence, iron bar, or stone wall—adjacent to deep water, you may discover that portions of the fence you placed are below the water line if you change your graphics detail setting from low to high or medium. This will not affect an animal's ability to escape from the fenced enclosure.

**Games cannot be saved to profile folders created outside the game:** If you create a profile folder in addition to the Profile folder that Zoo Tycoon 2: Ultimate Collection provides, either within or outside of the main game folder, any game saved to that profile folder you created will not appear in the Saved Games list. To avoid this problem, always use the Zoo Tycoon 2: Ultimate Collection Profile Manager to create, delete, and organize your player profiles.

**Keyboard repeat rate set to Fast may cause screen scrolling to lock in one direction:** If your keyboard repeat rate is set to Fast, using the keyboard and/or mouse to scroll the screen may lock the movement of the screen, cause your computer to beep, and/or freeze the mouse pointer.

To fix this problem on a computer running Windows XP or an earlier Windows Operating System, you can reduce your keyboard repeat rate by clicking **Start**, clicking **Settings** and then **Control Panel** (or just **Control Panel**, depending on your operating system), double-clicking **Keyboard**, clicking the **Speed** tab, and then moving the **Repeat Rate** slider toward **Slow**.

To fix this problem on a computer running Windows Vista, click the **Start** button, and then click **Control Panel**. In the Control Panel Home view, click **Hardware and Sound**, click **Keyboard**, and then move the **Repeat Rate** slider toward **Slow**.

**Mouse pointer does not line up perfectly with button graphics that activate actions and/or display rollover Help:** If you are in full-screen mode and your screen resolution is set particularly

high or low (for example, 640 × 480), your mouse pointer will activate buttons (when clicked) and/or display rollover Help when pointing slightly askew of the exact button graphic borders. To fix, try pressing ALT+TAB, playing in windowed mode, or exiting the game, changing to a more intermediate screen resolution (e.g., 1024 × 768), and restarting the game.

**Multiple Photo Albums do not display page numbers properly:** When switching among different Photo Albums, page numbers are not properly displayed. No resolution exists for this issue.

**Loading a saved game while playing a tutorial locks the UI:** If you load a saved game while you are playing a tutorial, several of the UI tabs and buttons will not work properly. To fix, save, exit, and then restart the game.

**Removing installed content and then beginning a saved game may cause game to crash:** If you remove installed game content from your computer and then attempt to play a saved game containing that content, your game may crash.

## E. Configuration Issues

Visit the official Zoo Tycoon 2 Web site for the latest updates and support information:  
<http://www.zootycoon.com/>.

**Game may not run on computers that do not meet the systems requirements:** If your computer does not meet the System Requirements listed at the beginning of this file, you may be unable to run the game.

**Game may experience issues with some CD-ROM drives:** If you encounter the message “Insert Zoo Tycoon 2: Ultimate Collection Disc 1 into your CD-ROM drive. Select OK and restart the application” when attempting to run the game, your computer’s CD-ROM drive may be incompatible with the software. To resolve this issue, update your CD-ROM drive’s firmware, and then restart Zoo Tycoon 2: Ultimate Collection. If this issue persists, you may be unable to run the game.

**Game may not display properly if desktop resolution is set to 24-bit color:** If your desktop resolution is set to 24-bit color, Zoo Tycoon 2: Ultimate Collection may not display properly if you change the in-game video resolution on the Game Options screen. To resolve this issue, change your desktop resolution setting to 16-bit or 32-bit color.

**In-game video resolution higher than monitor supports:** If you use the Game Options menu on the Zoo Tycoon 2: Ultimate Collection Main menu to change the video resolution to a setting higher than your monitor supports, your screen may go black. To restore the previous settings, click Reject when the Accept or Reject dialog box appears.

## F. Graphics Issues

### Screen Resolutions

**Text is blurry or difficult to read:** At lower screen resolutions (particularly, 640 × 480), text may be blurry or difficult to read in low detail on some graphics cards. You may be able to improve text legibility by making the following changes in the Options screen: (a) change Video Detail to **Custom**, (b) set the Anti-Aliasing slider to **Disabled**, and (c) set the Font Shadow slider to **Enabled**. After making these changes, click the green checkmark to apply and save the changes.

**Screen cut off on some laptops in full-screen mode:** The display adapters on some laptop

computers may let you select a resolution that is larger than the LCD device can support. In these cases, the screen may be cut off when running Zoo Tycoon 2 : Ultimate Collection in full-screen mode. To see the full screen, either lower the resolution on your laptop or use windowed mode. Driver updates do not resolve this issue.

**Changing monitor resolution on some configurations can cause problems with UI click zones for buttons:** Changing the monitor resolution drastically on some machines will cause some UI icons to have “click zones” (the area where the icon detects the mouse click) moved away from the actual graphic. To fix this problem, exit the game and restart in a different resolution, or switch to another application and then back again by pressing ALT+TAB.

**Corrupted desktop images:** When running the game in windowed mode, interacting with the desktop while the opening game movie is playing may result in corrupted desktop images. To resolve, restart your computer and then Zoo Tycoon 2: Ultimate Collection. This may occur more often on computers with ATI graphics cards.

## Using Multiple Monitors

Zoo Tycoon 2: Ultimate Collection is designed to work best using a single monitor. The game will only be displayed on your primary monitor. The following issues have been identified while playing Zoo Tycoon 2: Ultimate Collection with multiple monitors set up for your system.

**Multiple-monitor setup can cause mouse pointer problems while playing:** While playing Zoo Tycoon 2: Ultimate Collection in full-screen mode using multiple monitors, it is possible to move the mouse pointer into the area of one of the nonprimary monitors, even though no game screen can be seen on those monitors. This can cause problems with effectively scrolling across the map and, if you click an area in a nonprimary monitor, the game will be minimized.

To avoid these problems on a computer running Windows XP or an earlier Windows operating system, turn off support for multiple monitors by clicking **Start** on the Windows taskbar, clicking **Settings** and then **Control Panel** (or just **Control Panel**, depending on your operating system), double-clicking **Display**, and then clicking the **Settings** tab.

To avoid these problems on a computer running Windows Vista, click the **Start** button, and then click **Control Panel**. In the Control Panel Home view, click **Appearance and Personalization**, click **Personalization**, and then click **Display Settings**. On the **Display Settings** dialog box, click the **Secondary Display** icon, and then click to clear the **Extend the desktop onto this monitor** check box.

**Enabling or disabling a second monitor while Zoo Tycoon 2: Ultimate Collection is minimized may cause game to become unresponsive:** If you are playing Zoo Tycoon 2: Ultimate Collection on a multiple-monitor setup, minimize the game on the primary monitor, enable or disable the second monitor, and then attempt to maximize Zoo Tycoon 2: Ultimate Collection, the game will become unresponsive. To avoid this problem, turn off support for multiple monitors by clicking **Start** on the Windows taskbar, **Settings** and then **Control Panel** (or just **Control Panel**, depending on your operating system), double-clicking **Display**, and then clicking the **Settings** tab.

## Graphics Cards and Video Drivers

To ensure the best possible graphics when playing Zoo Tycoon 2: Ultimate Collection, it is usually a good idea to update your video drivers from the graphics card manufacturer. Video drivers are the software that enables the hardware features of your graphics card. Without properly updated video drivers, you may not be taking full advantage of your graphics card and its features. Please contact your graphics card manufacturer's Web site for the most recent graphics card drivers.

Your graphics card or its drivers may not be recognized until you update the drivers to the latest

version.

**To use the DirectX Diagnostic Tool to determine the version number of the video driver installed on a computer running Windows XP or an earlier operating system**

1. On the Windows taskbar, click **Start**, and then click **Run**.
2. In the **Open** box, type **dxdiag**, and then click **OK**.
3. Click the **Display** or **Display 1** tab.
4. Under **Device**, write down the **Name**, **Manufacturer**, and **Chip Type** and, under **Drivers**, note the version number of your driver on the **Version** line.
5. If multiple graphics cards are installed on your computer, repeat steps 3 and 4 to determine the version number of the video driver for each additional graphics card installed on your computer.
6. When you have noted the version numbers for all of the video drivers installed on your computer, click **Exit**.
7. With this information at hand, contact the manufacturer of your graphics card (see Web sites, below) to inquire about how to obtain and install the latest driver for your graphics card.

**To use the DirectX Diagnostic Tool to determine the version number of the video driver installed on a computer running Windows Vista**

1. On the Windows taskbar, click the **Start** button.
2. In the **Start Search** box, type **dxdiag**, and then press ENTER.
3. Click the **Display** or **Display 1** tab.
4. Under **Device**, write down the **Name**, **Manufacturer**, and **Chip Type** and, under **Drivers**, note the version number of your driver on the **Version** line.
5. If multiple graphics cards are installed on your computer, repeat steps 3 and 4 to determine the version number of the video driver for each additional graphics card installed on your computer.
6. When you have noted the version numbers for all of the video drivers installed on your computer, click **Exit**.
7. With this information at hand, contact the manufacturer of your graphics card (see Web sites, below) to inquire about how to obtain and install the latest driver for your graphics card.

## **Graphics Card Drivers and Manufacturers**

Be sure that you have installed the latest driver for your graphics card. Many video issues will be resolved simply by updating your graphics card's drivers. Zoo Tycoon 2: Ultimate Collection may not properly detect some older graphics cards because their video drivers are not DirectX 9.0c compliant. Contact your graphics card manufacturer for updated drivers, or install the latest reference drivers for your graphics card chipset. Note that many reference drivers are not supported by the chipset manufacturer. Listed below are some common graphics card manufacturer Web sites.

## Graphics Card Manufacturers' Web Sites

3DLabs—<http://www.3dlabs.com/>  
AOPEN—<http://www.aopen.com/>  
Asus—<http://www.asus.com/>  
ATI—<http://www.ati.com/>  
Canopus—<http://www.canopus.com/>  
Creative Labs—<http://www.creative.com/>  
Gainward—<http://www.gainward.com/>  
Guillemot/Hercules—<http://www.guillemot.com/>  
I/O Magic—<http://www.iomagic.com/>  
Jaton—<http://www.jaton.com/>  
Leadtek—<http://www.leadtek.com/>  
Matrox—<http://www.matrox.com/>  
Micro-Star International (MSI)—<http://www.msicomputer.com/>  
NVIDIA—<http://www.nvidia.com/>  
PNY—<http://www.pny.com/>  
Silicon Integrated Systems Corporation (SiS)—<http://www.sis.com/>  
VIA Technologies—<http://www.via.com.tw/en/index.jsp>  
VisionTek—<http://www.visiontek.com/>

If you purchased your computer from an OEM, such as Compaq, Dell, Gateway, or Hewlett Packard (HP), and you encounter any graphics anomalies when playing Zoo Tycoon 2: Ultimate Collection, it is recommended that you visit your computer manufacturer's Web site for updated video drivers. In many cases, graphics hardware and drivers are designed specifically for OEM systems. Installing reference drivers or other drivers provided by the graphics card manufacturer may cause system instability and/or graphic corruption.

A list of common OEM Web sites is included below. Please visit the appropriate OEM Web site for updated video card drivers specific to your system, or contact your computer manufacturer directly for assistance.

## OEM Manufacturers' Web Sites

Alienware—<http://www.alienware.com/>  
Compaq—<http://h18000.www1.hp.com/>  
Dell—<http://www.dell.com/>  
Gateway—<http://www.gateway.com/>  
Hewlett Packard—<http://www.hp.com/>  
IBM—<http://www.ibm.com/>  
Intel—<http://www.intel.com/>  
Sony—<http://www.sony.com/>  
Toshiba—<http://www.toshiba.com/>

## Specific Graphics Card Issues

The following graphics cards have been identified as showing anomalous behavior while running Zoo Tycoon 2: Ultimate Collection. If you have one of these video cards, please read the accompanying information.

**All 16 MB graphics cards:** If you increase the game resolution setting with 32-bit color, you may experience some game screen anomalies. To resolve this issue, lower the game resolution and set the color depth to 16-bit.

**3Dfx Voodoo 3:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**AOpen PA256MX:** Due to limitations with DirectX compliance of this graphics card, the game will start but then crash when either Campaign, Challenge, or Freeform is selected on the Main Menu. Please update your video drivers to the latest manufacturer or reference drivers.

**Asus V-3800:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Please update your video drivers to the latest manufacturer or reference drivers.

**Asus V-6600 (GeForce 256):** Using this graphics card with the retail drivers may result in the game becoming unresponsive when playing in windowed mode. To fix this problem, update your drivers to the latest reference driver from <http://www.nvidia.com/>.

**Asus V-6800 (GeForce 256):** Using this graphics card with the retail drivers may result in the cursor not displaying properly. To fix this problem, update your drivers to the latest reference driver from <http://www.nvidia.com/>.

**ATI All-in-Wonder (AIW) 128 MB:** Using this graphics card with the retail drivers may result in the game not starting. To fix this problem, update your drivers to the latest manufacturer drivers, from the manufacturer's Web site (<http://www.ati.com/>). For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file. Due to limitations with DirectX compliance of this display driver, however, even with the latest drivers, the status bar icons or other graphics may not be displayed correctly. Driver updates do not resolve this issue.

**ATI AIW 8500 DV:** Using this graphics card may cause graphic corruption or the game to briefly hang. To fix this problem, update your drivers to the latest manufacturer drivers. For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file.

**ATI Mobility 7500:** Due to limitations with DirectX compliance of this display driver, the Main Menu screen appears as blank using this card. Driver updates do not resolve this issue.

**ATI Mobility M9:** Due to limitations with DirectX compliance of this graphics card using retail drivers, the game may not launch. Try updating your drivers to the latest manufacturer drivers, although this is not guaranteed to fix this problem. For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file.

**ATI Radeon (all cards):** After doing a clean installation or updating your ATI drivers, the game may be unstable. To fix this problem, restart your computer and then Zoo Tycoon 2: Ultimate Collection. If you make AGP or PCI settings changes in the Catalyst Control Center, your game screen may become distorted. To fix, reboot your computer twice after making these changes.

**ATI Radeon 7200:** Using this graphics card with the retail drivers may result in the game interface appearing corrupted. To fix this problem, update your drivers to the latest manufacturer drivers. For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file.

**ATI Radeon 8500:** Using this graphics card with the retail drivers may cause graphics corruption or system instability. To fix, update your drivers to the latest manufacturer drivers. For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file.

**ATI Radeon 9800 XT:** Using this graphics card with the Catalyst 4.9 drivers, the opening movies are very choppy. To fix, open the Catalyst Control Center, click **SMARTGART**, and then disable the **PCI Write** and **PCI Read** settings. This should significantly improve the movie quality. In addition, if you make AGP or PCI settings changes in the Catalyst Control Center, your screen may become distorted. To fix, reboot your computer twice after making these changes.

**ATI Rage Fury MAXX:** Due to limitations with DirectX compliance of this graphics card, the game

will either not start (with the retail driver) or will become unresponsive after starting (with the latest manufacturer driver). Please update your video drivers to the latest manufacturer or reference drivers.

**ATI Rage Xpert 128 MB:** Due to limitations with DirectX compliance of this display driver, however, even with the latest drivers, graphics may not be displayed correctly.

**Creative Blaster TnT:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**Diamond Stealth III S540:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**Diamond Viper II (S3 Savage 2000 chip):** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**Diamond Viper V-550:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**Elsa Gladiac 920:** Due to limitations with DirectX compliance of this graphics card, the game will freeze upon or soon after starting. Driver updates do not resolve this issue.

**Elsa Gladiac MX:** Due to limitations with DirectX compliance of this graphics card using the retail driver, the game may become unresponsive. Try updating your drivers to the latest reference drivers, although this is not guaranteed to fix this problem. For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file.

**Hercules 3D Prophet II MX:** Due to limitations with DirectX compliance of this graphics card, changing to windowed mode will cause the game to freeze. Please update your video drivers to the latest manufacturer or reference drivers.

**Hercules 3D Prophet DDR-DVI:** Due to limitations with DirectX compliance of this graphics card, the game may become unresponsive when any option is selected on the Main Menu. Try updating your drivers to the latest reference drivers, although this is not guaranteed to fix this problem. For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file.

**Intel 82810 and 82815 chips:** Due to limitations with DirectX compliance of these graphics chips (built into the Intel 810 and 815 chipsets), the game will not start. Driver updates do not resolve this issue.

**Intel 82830 chip:** Due to limitations with DirectX compliance of this graphics chip, ground and wall textures may flicker. Driver updates do not resolve this problem.

**Intel 82830 Mobile Graphics chip (on Dell X200 laptop):** Due to limitations with DirectX compliance of this graphics chip, the game may not start or run. To fix this problem, update your drivers to the latest reference drivers. For more information on how to do this, see "Graphics Cards and Video Drivers," earlier in this Readme file.

**Matrox Millennium G-400:** Due to limitations with DirectX compliance of this graphics card, colors may not appear correctly in the game. Driver updates do not resolve this issue.

**Matrox Millennium G-550:** Due to limitations with DirectX compliance of this graphics card, the cursor may not appear correctly in the game. Driver updates do not resolve this issue. If you experience other graphical corruption or system instability after playing on certain maps, try

updating your drivers to the latest reference drivers. For more information on how to do this, see “Graphics Cards and Video Drivers,” earlier in this Readme file.

**Matrox Parhelia 128 MB:** Due to limitations with DirectX compliance of this graphics card, changing your resolution with this card while running the manufacturer’s drivers can result in some graphics corruption on the Main Menu. Furthermore, you may see flickering shadows while playing the game. To fix this problem, restart the game or try updating your drivers to the latest reference drivers, although this is not guaranteed to fix these problems. For more information on how to do this, see “Graphics Cards and Video Drivers,” earlier in this Readme file.

**nVidia GeForce (all cards):** If you use the Windows Control Panel to change the resolution setting for your desktop, your change will be reflected in the resolutions for windowed mode in the game. Unless the game’s screen resolution setting is higher than the selected desktop resolution setting, this will affect the resolution setting for the game.

Minor in-game texture corruption or system instability may occur when running Zoo Tycoon 2: Ultimate Collection on the GeForce family of video cards. To resolve this issue, please update your video drivers to the latest manufacturer or reference drivers.

**nVidia GeForce 4 MX 440:** If you experience graphical corruption on this graphics card, update your drivers to the latest reference drivers. For more information on how to do this, see “Graphics Cards and Video Drivers,” earlier in this Readme file.

**nVidia GeForce FX 5700:** If you are loading the game on a machine running Windows Vista and your monitor screen goes black, more video memory is required. From the **Control Panel**, click **Appearance and Personalization**, click **Personalization**, click **Theme**, and then select **Windows Classic** to free some video memory. You can also set your desktop background to a solid color and remove the Windows Sidebar to free additional memory.

**nVidia GeForce 6800:** On some machines running Windows Vista, you may experience inconsistent video performance of game splash screens, which in no way affects game graphics or performance.

**nVidia GeForce 2 or GeForce DDR:** Game may not display properly if using either of these video cards.

**nVidia Vanta:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**Quantum 3D Obsidian 2:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**S3 Graphics Delta Chrome S8:** During gameplay, you may experience graphical corruption and your system may become unstable. Driver updates do not resolve this issue. To fix, click **Start**, click **Control Panel**, and then double-click **Display**. On the **Settings** tab, click **Advanced**, and then click the **Troubleshoot** tab. Move the **Hardware Acceleration** slider to **None**, and then clear the **Enable Write Combining** check box. Note that this prevents the display driver from programming the hardware incorrectly, but you may lose some display functionality and performance.

**S3 Graphics Pro Savage:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**S3 Graphics SuperSavage:** If you cannot start Zoo Tycoon 2: Ultimate Collection using the S3 Graphics line of SuperSavage cards, update your drivers to the latest reference drivers. For more information on how to do this, see “Graphics Cards and Video Drivers,” earlier in this Readme file.

**S3 Graphics SuperSavage/IXC 1179:** Due to limitations with DirectX compliance of this graphics card, the game will not start. Driver updates do not resolve this issue.

**S3 Graphics TwisterK HP:** If you cannot start Zoo Tycoon 2: Ultimate Collection or if your mouse cursor is not present or blinks using this card, update your drivers to the latest reference drivers. For more information on how to do this, see “Graphics Cards and Video Drivers,” earlier in this Readme file.

**SiS 315:** Due to limitations with DirectX compliance of this graphics card, the mouse pointer will change color from gray to white when ALT+TAB is pressed to minimize and then again to maximize the game. Driver updates do not resolve this issue.

If you cannot see terrain and objects using this graphics card, click Game Options on the Main Menu, set Video Detail Settings to Custom, and then set the Shader Detail Quality to Low by moving the slider to the left.

**SiS Xabre:** When painting water with the biome brush, you may see graphical corruption at the edge of the shore. To fix, click Game Options on the Main Menu, and then set Water Detail to Medium or Low.

**Trident Cyberblade XP:** Using this card, you may see flickering shadows or graphical corruption while playing. Check your driver to make sure that you are running the latest reference drivers; however, note that updating your driver may not resolve this issue. For more information, see “Graphics Cards and Video Drivers,” earlier in this Readme file.

**Trident XP 4:** Due to limitations with DirectX compliance of this graphics card, the game will not completely load after selecting a map. Driver updates do not resolve this issue.

**XGI Volari:** Using these cards, the mouse cursor is corrupted and may display horizontal lines running through it when you are playing in windowed mode with your desktop set to 16-bit color. Driver updates do not resolve this issue.

## G. Audio Issues

### General Audio Issues

**Sound problems when using some sound card providers:** Some Zoo Tycoon 2: Ultimate Collection sound card providers are not fully compatible with certain sound cards, leading to only some or no game sounds being played. To restore all sounds, set the sound card provider option in Zoo Tycoon 2: Ultimate Collection’s Game Options menu to Miles Fast 2D Positional Audio (this is the default selection).

**Various environment sounds are distorted:** If you are using DirectSound3D software emulation with Hardware Acceleration turned off, animal, building, and other zoo sounds may sound distorted. To fix, try using the Miles Fast 2D or the Dolby Surround sound provider.

**Environment sounds coming from the bottom of the screen are louder than sounds coming from the center of the screen:** While you may achieve a better sound experience by adjusting the settings related to your particular sound card, speakers, and/or headphones, no global resolution exists for this issue. Sound coordinates in the game have been intentionally set so that sounds coming from the bottom of the screen are louder, as this provides the best experience for all players, who are using a wide variety of different sound cards.

## Specific Sound Card Issues

**Aureal A3D 2.0:** Using this sound provider for your audio card, you may not hear entity or object sounds in your zoo. To fix, set your sound card provider to Miles Fast 2D Positional Audio as the default sound card provider.

**Aureal A3D Interactive:** Using this sound provider for your audio card, you may not hear entity or object sounds in your zoo. To fix, set your sound card provider to Miles Fast 2D Positional Audio as the default sound card provider.

**Creative Labs EAX, EAX 2, and EAX 3:** Using these sound providers for your audio card, you may not hear entity or object sounds in your zoo. To fix, set your sound card provider to Miles Fast 2D Positional Audio as the default sound card provider.

**Creative Sound Blaster Extigy:** All audio may stop if you turn off the Extigy sound card and then back on again. To restore the audio, exit Zoo Tycoon 2: Ultimate Collection, turn on the Extigy card, and then restart Zoo Tycoon 2: Ultimate Collection. This card may also cause system instability if you attempt to change your sound provider while the card is turned off. To prevent this, always make sure the Extigy card is on when changing your sound provider.

**DirectSound3D Hardware:** Using this sound provider for your audio card, you may not hear entity or object sounds in your zoo. To fix, set your sound card provider to Miles Fast 2D Positional Audio as the default sound card provider.