

Harry Potter

AND THE
CHAMBER
OF SECRETS.

Install Guide

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

- ☐ Windows® XP, Windows Me, Windows 2000, Windows 98, and Windows 95 (Windows NT is not supported)
- ☐ 350 MHz Intel® Pentium II processor
- ☐ 64 MB RAM (128 MB for Windows XP/2000)
- ☐ 4x CD-ROM/DVD-ROM drive
- ☐ 600 MB free hard disk space plus space for saved games (additional space required for Windows swap-file and DirectX™ 8.0a installation)
- ☐ 4 MB video card with DirectX 8.0a compatible driver
- ☐ 3D Accelerated mode requires a 16 MB Direct3D™ capable video card using the NVIDIA® GeForce4™, NVIDIA® GeForce3™, NVIDIA® GeForce2™, NVIDIA® GeForce256™, NVIDIA Riva TNT2, NVIDIA RIVA TNT®, 3dfx™ Voodoo5, ATI® Radeon™ 8500, ATI Radeon 7500, ATI Radeon, ATI Rage 128 Pro, ATI Rage 128, PowerVR Kyro II, PowerVR Kyro, Matrox® Parhelia, Matrox MGA-G550, Matrox MGA, Matrox MGA-G400, or SiS Xabre chipset with DirectX 8.0a compatible driver
- ☐ DirectX 8.0a compatible sound card
- ☐ Keyboard
- ☐ Mouse

RECOMMENDED

- ☐ 500 MHz or faster Intel Pentium III or AMD® Athlon™ processor
- ☐ 128 MB or more RAM (256 MB for Windows XP/2000)
- ☐ 8x or faster CD-ROM/DVD-ROM drive
- ☐ DirectX 8.0a supported controller/joystick

INTRODUCTION

Thank you for purchasing *Harry Potter and the Chamber of Secrets™*. This Install Guide will assist you in installing and running the game on your system, as well as provide valuable trouble-shooting and support information.


Please take time to ensure your system meets the Minimum Configuration requirements. It is essential that your system meets these requirements in order for *Harry Potter and the Chamber of Secrets* to function properly.

DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk, Disk Defragmenter, and Disk Cleanup.


ScanDisk searches your hard drive for lost allocation units as well as cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly, thereby helping to prevent corrupt data. Disk Cleanup clears unnecessary files from your system, freeing up disk space and preventing conflicts that might stop the game from installing correctly.

To run ScanDisk (Windows Me, 98 or 95 only):


1. Left-click the  **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run....**
3. In the Run dialog box, type **scandisk**, then click **OK**.
☐ Make sure a check mark appears in the Automatically fix errors box, then select the drive to which you are installing the game (e.g., C:).
4. Click **START** to begin ScanDisk.

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To run Disk Defragmenter:


1. Left-click the  **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run....**
3. In the Run dialog box, type **dfrg.msc** (or **defrag** if using Windows Me, 95, or 98), then click **OK**. The Select Drive dialog box appears.
4. Select the drive to which you are installing the game.
5. Click **Defragment** (or **OK**) to begin Disk Defragmenter.

To run Disk Cleanup:

1. Left-click the  **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run....**
3. In the Run dialog box, type **cleanmgr**, then click **OK**. The Select Drive dialog box appears.
4. Select the drive to which you are installing the game, then click **OK**. The Disk Cleanup window appears.
5. In the Files to delete: field, make sure a checkmark appears in the **Temporary files** box (if present). If any other boxes are checked, uncheck them.
6. Click **OK** to begin Disk Cleanup.
7. A prompt appears asking for verification to delete files. Click **YES**.


INSTALLING THE GAME

To install *Harry Potter and the Chamber of Secrets*:


1. Start the Windows operating system.
2. Close all open programs and background tasks, including virus scanners (➤ *General Performance/Lockups* on p. 9 for more info).
3. Insert the *Harry Potter and the Chamber of Secrets* disc into your CD-ROM/DVD-ROM drive. The Autorun menu appears.
✓ **NOTE:** If the Autorun menu does not automatically appear, left-click the  **Start** button from the Windows Taskbar and select **Run....** Type **D:\autorun.exe** in the Run dialog box, then click **OK** (substitute the correct letter of your CD-ROM/DVD-ROM drive if other than 'D:').
4. Select the language you would like to play in.
5. Click **INSTALL**.
6. Enter the entire code found in the white box at the lower left of the back of the CD case, then click **OK**.
7. The InstallShield Wizard® will appear. Click **NEXT**.
8. Select where you want to install the game by clicking **BROWSE** and then click **NEXT**.
9. You will be prompted to confirm the new folder. Click **YES**.
10. Select your Program Folder and click **NEXT**.
11. Choose when to register your software. You may also view the Electronic Arts Privacy Policy by clicking the link.
 - ☐ Click **REGISTER NOW** to complete the registration form immediately and return it to Electronic Arts™.
 - ☐ Click **REGISTER LATER** to bypass registration for now. A “must register for technical support” warning appears. Click **OK**.
12. Game files are copied to your hard drive. Click **FINISH**.
13. You are ready to play *Harry Potter and the Chamber of Secrets*!

STARTING THE GAME

To start *Harry Potter and the Chamber of Secrets* (with disc already in drive):

1. Close all open programs and background tasks, including virus scanners (➤ *General Performance/Lockups* on p. 9 for more info).
2. Left-click the  **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) > **EA Games** > **Harry Potter and the Chamber of Secrets** > **Harry Potter and the Chamber of Secrets**.


To start *Harry Potter and the Chamber of Secrets* (without disc already in drive):

1. Start the Windows operating system.
2. Close all open programs and background tasks, including virus scanners (➤ *General Performance/Lockups* on p. 9 for more info).
3. Insert the *Harry Potter and the Chamber of Secrets* disc into your CD-ROM/DVD-ROM drive. The Autorun menu appears.
✓ **NOTE:** If the Autorun menu does not automatically appear, left-click the  **Start** button from the Windows Taskbar and select **Run....** Type **D:\autorun.exe** in the Run dialog box, then click **OK** (substitute the correct letter of your CD-ROM/DVD-ROM drive if other than 'D:').
4. Left-click the **PLAY** button.
✓ **NOTE:** Please see the *Harry Potter and the Chamber of Secrets* manual for game play instructions.

UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

To uninstall *Harry Potter and the Chamber of Secrets*:

1. Start the Windows operating system.
2. Left-click the  **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) > **EA Games** > **Harry Potter and the Chamber of Secrets** > **Uninstall Harry Potter and the Chamber of Secrets**.
3. Follow the on-screen instructions to complete the uninstall process.

✓ **NOTE:** Files that were created after the installation of *Harry Potter and the Chamber of Secrets*, such as saved games, will remain on the hard drive after completing the uninstall process. If you wish to continue to use these files, simply re-install the game to the same directory.

To re-install *Harry Potter and the Chamber of Secrets*:

- ➡ Follow the *Installing the Game* instructions on page 4.

PROBLEMS WITH YOUR SOFTWARE?

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

- ❑ Please make sure you have read thoroughly the *System Requirements* and *Installing the Game* sections. It is essential that your system meets the Minimum Configuration requirements for the game.

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

DIRECTX PROBLEMS



One of the most important aspects of trouble-shooting your system will be determining its compatibility with Microsoft's DirectX. DirectX is an Application Programming Interface (API) that gives Windows based applications high-performance access to your system's hardware. This makes the DirectX API well suited for Windows games. *Harry Potter and the Chamber of Secrets* uses DirectX 8.0a and includes DirectX 8.0a files that you can install.

There are two considerations to be made. First, you must be sure that you have DirectX 8.0a (or higher) installed on your computer. Second, you must make sure that your existing hardware (your video and sound cards) has "drivers" that are *fully compatible* with the version of DirectX that you have installed. A "driver" is the software provided by your hardware manufacturer that allows your hardware to communicate with DirectX and Windows. It is essential that your video and sound drivers are fully up to date.

Three DirectX components, DirectDraw™, Direct3D, and DirectSound™, may require updating your video card and sound card drivers for proper operation. Using video card and sound card drivers that do not support DirectX, or that were written for an earlier version of DirectX, will result in various performance, display, and audio problems when running DirectX based applications.

During the installation of *Harry Potter and the Chamber of Secrets*, the install program checks the version of DirectX that is installed on your system. If it finds that you have DirectX 8.0a or higher present, no action is taken. If it finds that you do not have DirectX 8.0a installed, you are prompted to install it.

To check your system's DirectX compatibility (to see if your video card and sound card drivers have DirectX support):

1. Left-click the  **Start** button on your Windows Taskbar, then click **Run....**
2. In the Run dialog box, type **dxdiag** then click **OK**.
3. From the System tab, check the DirectX Version to ensure that you have DirectX 8.0a installed. If an earlier version is displayed (e.g., 6.0 instead of 8.0a), or if dxdiag fails to launch, you will need to install DirectX 8.0a ( p. 8).

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4. Click on the Display and Sound tabs for the video and sound devices that you will be using to run the game.

The Drivers section of each tab displays the driver version number and whether or not your driver is Certified (or Signed) by Microsoft as supporting DirectX 8.0a.

- If the Certified or Signed field states “No” in this section, you should contact your manufacturer to obtain updated drivers that support DirectX 8.0a. This can usually be accomplished by visiting the manufacturer’s website and downloading the proper files. Contact your manufacturer directly for assistance in updating your drivers.
- If the Certified or Signed field states “Yes” in this section, your video card or sound card supports DirectX 8.0a and should work properly in DirectX 8.0a applications.
- You should also make sure that the driver version number is 4.08.xx.xxxx or higher (for example: 4.10.00.0000 would be good, while 4.03.00.0000 would indicate that the driver needs to be updated.)
- Finally, refer to the Notes field at the bottom of each tab. These will provide useful information about the status of the drivers.

During the installation of *Harry Potter and the Chamber of Secrets*, the install program checks your version of DirectX and prompts you to install it if necessary. If you wish to update to DirectX version 8.0a manually, please use the following steps.

To install DirectX:

1. Insert the *Harry Potter and the Chamber of Secrets* disc into your CD-ROM/DVD-ROM drive. Exit the Autorun menu if it appears.
2. Click the  **Start** button and select **Search > Files and Folders** (or **Find > Files or Folders...**). The Search dialog box appears.
3. In the file name field, type **DXSETUP**.
4. In the Look In: field, **select the CD-ROM/DVD-ROM drive** (this is typically the ‘D:’ drive, but may be different on your system).

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5. Click **Search** (or **Find Now**).
6. Double-click **DXSETUP** when it appears.
7. Click Yes on the software license agreement.
8. Click the **Reinstall DirectX** or **Install DirectX** button.
9. Follow the on-screen instructions.

GENERAL PERFORMANCE/LOCKUPS

In some cases, programs that are running on your system can monopolize resources that the game needs in order to install, load and run properly. Not all of these programs are immediately visible. There are a number of programs, called “background tasks”, that are always running on your system.

✓ **IMPORTANT NOTE:** While shutting down background tasks will optimize your system for running *Harry Potter and the Chamber of Secrets*, these background tasks’ features will be unavailable once shut down. Be sure to re-enable background tasks after playing *Harry Potter and the Chamber of Secrets* by restarting your computer.

ANTI-VIRUS/CRASH GUARD PROGRAMS

If your system is running Anti-Virus or Crash Guard programs you will need to close or disable them to run *Harry Potter and the Chamber of Secrets*. To do this, find the icon for the program on the Windows taskbar. Right-click the icon and select “close”, “disable”, or the relevant option. Please note that these programs will be reactivated the next time you restart your computer.

GENERAL BACKGROUND TASKS

Once Anti-Virus and Crash Guard programs have been disabled, you should end all unnecessary general background tasks.

To view and close background tasks (Windows XP):

1. Hold down the **Ctrl** and **Alt** keys, then tap the **Delete** key. The Windows Task Manager appears.
2. Click the **Applications** tab. This tab displays a list of all background tasks running on your system.

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3. To end a background task, click on its name in the list, then click the **End Task** button.
4. Repeat this process until *all* the background tasks are closed.
✓ **NOTE:** The Task Manager allows you to close “Processes” in addition to Applications. Many of the listed Processes are necessary Windows functions that should not be closed. Therefore, we recommend you only close Applications and do not close any Processes.

To view and close background tasks (Windows 2000):

1. Hold down the **Ctrl** and **Alt** keys, then tap the **Delete** key. The Windows Security pop-up appears.
2. Select **Task Manager**. The Windows Task Manager appears.
3. Click the **Applications** tab. This tab displays a list of all background tasks running on your system.
4. To end a background task, click on its name in the list, then click the **End Task** button.
5. Repeat this process until *all* the background tasks are closed.

It is important to remember that the next time you restart your computer, all of the background tasks that you ended will reactivate.

✓ **NOTE:** The Task Manager allows you to close “Processes” in addition to Applications. Many of the listed Processes are necessary Windows functions that should not be closed. Therefore, we recommend you only close Applications and do not close any Processes.

To view and close background tasks (Windows Me, 98, or 95):

1. Hold down the **Ctrl** and **Alt** keys on your keyboard, then tap the **Delete** key. The Close Program window appears. Inside this window is a list of all background tasks running on your system.
☐ It is important that you **DO NOT CLOSE** the background tasks named Explorer and Systray. All other background tasks may be ended.
2. To end a background task, click on its name in the list, then click the **End Task** button.
3. The Close Program window closes and the task is ended.

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4. Repeat until only Explorer and Systray remain.

It is important to remember that the next time you restart your computer, all of the of the background tasks that you closed /ended will return/reactivate.

MOTHERBOARD CHIPSET

If you are continuing to have performance problems and have already ensured that your system is completely compatible with DirectX 8.0a (➤ *DirectX Problems* on p. 7), you should check with your system manufacturer for the availability of updated motherboard chipset drivers. Updating your motherboard drivers will usually enhance the performance and functionality of your system's video, hard drive, and CD-ROM/DVD-ROM drive controllers. Please consult your system manufacturer or motherboard documentation for assistance.

CD-ROM/DVD-ROM PROBLEMS

A 4x-speed or faster CD-ROM/DVD-ROM drive is required to run *Harry Potter and the Chamber of Secrets*.


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

- ❑ Make sure the disc is in the CD-ROM/DVD-ROM drive. The disc must be in the drive to install or run the game.
- ❑ Make sure the disc is clean and not scratched or damaged.

CD-ROM/DVD-ROM PERFORMANCE PROBLEMS

- ❑ Make sure you are using a 32-bit native Windows driver to control your CD-ROM/DVD-ROM drive.

To verify that you are using 32-bit drivers (Windows Me, 98, or 95):

1. Left-click the  **Start** button from the Windows Taskbar and select **Settings > Control Panel**.
2. From the Control Panel, double-click **System**. The System Properties appear.
3. Click the **Performance** tab.

If the Performance Status states that your system is configured for optimal performance, you are using 32-bit Windows native drivers and

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do not need to update them. If not, you may need to update your CD-ROM/DVD-ROM drivers. Contact your manufacturer for assistance.

Do not use a DOS-based 16-bit driver to control your CD-ROM/DVD-ROM drive (loaded in CONFIG.SYS) as it may significantly reduce performance.

VIDEO PROBLEMS

Harry Potter and the Chamber of Secrets requires a video card capable of 640x480 resolution with 16-bit color depth. In addition, the video card must have at least 4 MB of video memory and be completely compatible with DirectX 8.0a.

The most common cause of video problems is an outdated video driver (➤ *DirectX Problems* on p. 7). Please ensure that you are using the latest driver available for your video card. Refer to your manufacturer's website or contact them for assistance if necessary.

You should also experiment with the various display settings available in *Harry Potter and the Chamber of Secrets*. In general, lowering the detail settings, resolution, and color depth should help the performance of the game.

Also, make sure your video card and monitor are capable of displaying the resolution and color depth you have selected. Refer to your hardware documentation for help.

MEMORY PROBLEMS

Harry Potter and the Chamber of Secrets requires 64 MB RAM (128 for Windows XP/2000) and Virtual Memory ENABLED. We advise letting Windows manage the amount of virtual memory automatically (the default setting) and having *at least* 50 MB free space on the main hard drive (the drive that contains Windows, typically 'C:') after installation. Please refer to your system documentation or manufacturer if you need help configuring your virtual memory.

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SOUND PROBLEMS

Harry Potter and the Chamber of Secrets requires a sound card with DirectX 8.0a compatibility. If your sound card driver is not fully compatible with DirectX 8.0a, you may experience choppy or stuttering sound, or sound that cuts in and out. In this case, we recommend obtaining updated drivers from your sound card manufacturer (➤ *DirectX Problems* on p. 7).

INSTALLED SOUND CARD, BUT THERE IS NO SOUND

- ❑ Make sure your speakers or headphones are plugged into the appropriate jack, are turned on, and the volume control is turned up. If the problem persists, contact your manufacturer.

CONTROLLER PROBLEMS

In order for *Harry Potter and the Chamber of Secrets* to function with your controller, you must first configure it properly within Windows. If your controller requires its own applet or software in order to function, be sure it is properly installed and up to date. Refer to your controller documentation for instructions on setting up your controller in Windows. Contact your controller manufacturer if you need further assistance.

Check the status of your controller(s) by using the Windows Game Controllers applet. To open the Game Controllers applet, click **Start > Control Panel > Printers and Other Hardware**, then click on **Game Controllers** (or **Start > Settings > Control Panel**, then double-click on **Gaming Options** if using Windows Me, 98, or 95). You should see a list of currently connected controllers displayed with the status of "OK". Any controller not listed as "OK" will not be detected by *Harry Potter and the Chamber of Secrets* and will be unusable.

TECHNICAL SUPPORT

If you have trouble with *Harry Potter and the Chamber of Secrets*, EA Technical Support can help. In addition to the material provided in the *Problems with Your Software?* (➤ p. 6), *Harry Potter and the Chamber of Secrets* includes the *EA Help* file that provides solutions and answers to the most common difficulties and questions about how to properly use this product. It also allows you to send a detailed report of your problem directly to EA Technical Support via e-mail.

To access the *EA Help* file:

1. Start the Windows operating system.
2. Left click the Start button from the Windows Taskbar and select All Programs (or Programs) > EA Games > Harry Potter and the Chamber of Secrets > Technical Support.

If you are still experiencing difficulty after utilizing the information in the *EA Help* file, you can also use it to contact EA Technical Support. *EA Help* contains a utility that detects your system's hardware and organizes this information into a detailed report. This report helps EA Technical Support solve your problem in the quickest possible time. Please note that you will need to have registered your copy of *Harry Potter and the Chamber of Secrets* in order to take advantage of this utility.

To run the utility:

1. Launch the *EA Help* file.
2. Go to **page 2** of the Welcome screen by clicking the small arrow in the bottom corner.
3. Click the **Contact Tech Support** button. The utility opens.
4. Click **OK** to begin detecting your hardware.

When it finishes, you can view the gathered information by looking through the various category tabs. To send this information to EA Technical Support, fill out the blank sections under the User tab including a detailed description of the problem you are experiencing and click **Send** (if you have an open Internet connection) or **Save Info** (if you

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wish to e-mail the file manually). A copy of the report is automatically saved to your Windows desktop.

EA TECHNICAL SUPPORT ON THE INTERNET

If you have Internet access, be sure to check our EA Technical Support website at:

<http://techsupport.ea.com>

Here you will find a wealth of information on DirectX, game controllers, modems, and networks, as well as information on regular system maintenance and performance. Our website contains up-to-date information on the most common difficulties, game-specific help, and frequently asked questions (FAQs). This is the same information our support technicians use to troubleshoot your performance issues. We keep the support website updated on a daily basis, so please check here first for no-wait solutions.

If you are unable to find the information you need on our website, please feel free to contact EA Technical Support via e-mail, phone, or letter. *Please be sure to include the EA Help utility report in your e-mail, or letter.*

If you need to talk to someone immediately, call us at (650) 628-8468 Monday through Friday between 8:30-11:45 AM or 1:00-4:30 PM, Pacific Standard Time. *Please have the EA Help utility report printed and ready when you call.* This will help us service your call in the quickest possible time. **No hints or codes are available from (650) 628-8468. You must call the EA HINTS & INFORMATION HOTLINE for hints, tips, or codes.**

EA TECHNICAL SUPPORT CONTACT INFO

E-mail and Website: <http://techsupport.ea.com>

FTP site: <ftp.ea.com>

Mailing Address: EA Technical Support
P.O. BOX 9025
Redwood City, CA 94063-9025

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

In the United Kingdom, contact:

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Chertsey, KT16 OYL, UK
Phone (0870) 2432435

In Australia, contact:

Electronic Arts Pty. Ltd.
PO Box 432
Southport Qld 4215, Australia

In Australia: For Technical Support and Game Hints & Tips, phone: 1 902 261 600 (95 cents per minute) CTS 7 days per week 10:00 AM – 8:00 PM. If you are under 18 years of age, parental consent required.

Need a hint? Call the EA HINTS & INFORMATION HOTLINE for recorded hints, tips, and passwords 24 hours a day, 7 days a week!

In the **US**, dial 900-288-HINT (4468). \$0.95 per minute.

In **CANADA**, dial 900-451-4873. \$1.15 (Canadian) per minute.

If you are under 18, be sure to get a parent's permission before calling. Hotline requires a touch-tone telephone. Call length determined by user; average length is four minutes. Messages subject to change without notice.

WARRANTY

ELECTRONIC ARTS LIMITED WARRANTY

Electronic Arts warrants to the original purchaser of this product that the recording medium on which the software program(s) are recorded (the "**Recording Medium**") and the documentation that is included with this product (the "**Manual**") are free from defects in materials and workmanship for a period of 90 days from the date of purchase. If the Recording Medium or the Manual is found to be defective within 90 days from the date of purchase, Electronic Arts agrees to replace the Recording Medium or Manual free of charge upon receipt of the Recording Medium or Manual at its service center, postage paid, with proof of purchase. This warranty is limited to the Recording Medium containing the software program and the Manual that were originally provided by Electronic Arts. This warranty shall not be applicable and shall be void if, in the judgment of Electronic Arts, the defect has arisen through abuse, mistreatment or neglect.

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RETURNS WITHIN THE 90-DAY WARRANTY PERIOD

Please return the product along with (1) a copy of the original sales receipt, showing the date of purchase, (2) a brief description of the difficulty you are experiencing and (3) your name, address and phone number to the address below and Electronic Arts will mail a replacement Recording Medium and/or Manual to you. If the product was damaged through misuse or accident, this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period. We strongly recommend that you send your product using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

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EA WARRANTY CONTACT INFO

E-mail and Website: <http://techsupport.ea.com>

Phone: (650) 628-1900

EA WARRANTY MAILING ADDRESS

Electronic Arts Customer Warranty

P.O. Box 9025

Redwood City, CA 94063-9025

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**It's fast. It's easy. It's worth it.
To register, jump online at**

>> **www.eagamereg.com**

- Register your game.
- Enter Game Access Code

14547

- Get **exclusive access** to an EA cheat code or hint – specifically for your game!

That's it. You're done. Go play!

