

Re: Trouble installing Japanese game...

Source: <http://www.tech-archive.net/Archive/Games/microsoft.public.games/2007-01/msg00016.html>

- *From:* mamnicodemos <mamnicodemos@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 16 Jan 2007 19:06:00 -0800
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Hi,

Thanks for all this information. What I've done so far is scan my computer for viruses and spyware/adware. I also cleaned and defragged my system and registry. I tried installing the game again but the same message appeared. Then I copied and pasted the contents of the disc onto my hard drive. I launched the setup program but this time I got another message when I clicked on install. The message was in Japanese but read something like this: [An important "module" could not be detected. Please make sure the disc is in the drive.] I then tried double clicking on the install icon but nothing happened. This was also the case when I tried via the disc. But then I tried something else. I double clicked on the icon to launch the game and the game ran!! I don't know if this solves the problem completely but I'm still trying the other methods you described. If you have more to tell me based on this information, please do. I'll be awaiting a response. Thanks for your help.

Sincerely,
Mamnicodemos

P.S. By the way, the game is brand new factory sealed (DVD format). I can't picture how the disc could be damaged. Anyway, let me know what you think.

"Jimmy S." wrote:

Hi mamnicodemos,

The following may apply if you're installing from a Disc ...

That type of error could mean the CD is corrupt... Check the CD and the CD Player. Clean both using a Cleaning Kit, and check for scratches on the CD. Try installing the game on another computer, if the game installs, the culprit is probably your CD ROM drive if it doesn't install then it's the CD, in which case you need to replace it.

Before replacing the CD, try copying it to your hard drive and then run the setup / installation program from there. To copy the CD go

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to My Computer, Right-Click the CD, Choose "Copy", then Right-Click on your Hard Drive, Choose "Paste".

Uninstall the game using Add-Remove programs before attempting to reinstall it. (Start / Control Panel / Add-Remove Programs).

Here are three basic troubleshooting steps which I recommend:

1. To see if it's a software conflict: Temporarily disable Startup programs one at a time, starting with Firewall, Antivirus, and ad blockers using: <http://new.jtsoft2001.com/windows/startup.php>

You can lookup what a program does before you disable it here: <http://www.sysinfo.org/startuplist.php>

2. Run a virus scan at: <http://housecall.antivirus.com> Afterwards Download & Run Spybot from: <http://security.kolla.de> and/or Adaware (www.lavasoftusa.com) to remove any Spyware/Adware.

3. Click My Computer / Rightclick the Drive & Choose Properties / Run the "Disk Cleanup..." / Next Click the "Tools" Tab and run the "Error-Checking" and "Defragmentation" utilities.

If nothing including those 3 steps have resolved the problem so far, here's more basic troubleshooting steps and information including:

The Safedisc patch

How to check CD for imperfections, and

How to Disable Virtual CD rom drives which is described at:

<http://tinyurl.com/2387c> (EA General Support Page) and also:

How to Troubleshoot Disc-Reading Issues

Error Messages That May Be Caused by Disc-Reading Issues

Troubleshoot Error Messages

Examine the Disc

Clean the Disc

Test the Disc in a Different Drive

Clean the Drive

Test Disc Read with Copy or Xcopy

Quit Unnecessary Software

Switch the Drive Controller to DMA Mode, and

How to Troubleshoot DVD Error Messages is available in these articles:

<http://support.microsoft.com/default.aspx?kbid=321641>

and

<http://support.microsoft.com/default.aspx?scid=KB:EN-US:248263>

Cheers, *Windows_XP_MVP_Shell/User*

Jimmy S. <http://mvp.support.microsoft.com>

Visit my MSN Games and Windows Gaming Help Site: www.msce.mvps.org

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MS Games Help and Support Center: <http://support.microsoft.com/?pr=gms>
My advice is donated "AS IS" without warranty; nor do I confer any rights.

mamnicodemos Wrote:

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| Hi,

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| Has anyone ever encountered this message before "Damaged file, or NO
| information file"?? Well, this is a message I'm getting trying to install a
| Japanese PCgame. If anyone knows how to solve this problem, please let me
| know. This message appears right after I click the install button on the
| autorun window. Any help would be greatly appreciated.

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| Mamnicodemos