

Re: Windows Fails?

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.games/2007-03/msg00049.html>

- *From:* "Jimmy S." <nosp@xxxxx>
 - *Date:* Sun, 11 Mar 2007 08:01:45 -0400
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Hi Xanadurose,

Let's try some basic troubleshooting. If the problem still persists please post back and we'll try some more steps. Good luck! :-)

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 this utility: <http://www.mlin.net/StartupCPL.shtml> or this method: http://www.pacs-portal.co.uk/startup_content.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> and then install MS AntiSpyware from: www.microsoft.com/spyware to remove any Spyware or Adware which could clog up your PC.

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.

4. Go to the Windows Update site for everything under Critical and Recommended: <http://windowsupdate.microsoft.com> Some games require a patch: http://www.avault.com/pcl/patches_list.asp?letter=a

5. Update DirectX and your Chipset, Sound, & Video Drivers:
For all Video / DirectX / Game and Hardware Issues, I have a Checklist of Solutions at: <http://mvps.org/nibblesnbits/Video.html>

Cheers, Windows_XP_MVP_Shell/User
Jimmy S. <http://mvp.support.microsoft.com>

Visit my MSN Zone.com and Gaming Help Site: <http://mvps.org/nibblesnbits>
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.

Re: Windows Fails?

Xanadurose Wrote:

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| Thanks really, I did everything and it still fails. I keep getting the same
| report, that my version of windows is not compatible with Sims 2. I have the
| latest updated version of Microsoft Windows XP Professional Service Pack 2
| (build 2600) It says the compatibility results fail. Now when I went
| through everything like you said, when I did the info report on Seasons, it
| said that it passed? So it is only between Sims 2 and windows. I really have
| no idea how to fix this. System restore doesn't fix the problem. Neither does
| uninstalling since it won't allow a reinstall after, not even in safe mode.
| Even though it let me install seasons, it crashed at start.

| So I still need help please. Thanks

| "Jimmy S." wrote:

|| Hi Xanadurose,

|| Since it was working before you installed and uninstalled the
|| expansion pack, some pieces of it might have been left over.

|| Here's how to uninstall a game when using Add-Remove programs fails:

|| Step A: Start your computer in Safe Mode by holding down the F8 key.

|| Step B: Reinstall the game to the same folder it was installed to originally,
|| and then try to uninstall it again using Add-Remove programs. If
|| that fails, delete its folder and any save games in My Documents.

|| Step C: Install and Run Regcleaner and if it finds any stray registry keys for the
|| game, delete them: <http://www.majorgeeks.com/download460.html>

|| --
|| 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

|| MS Games Help and Support Center: <http://support.microsoft.com/?pr=gms>

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|| Xanadurose Wrote:

||=====
|| Hello and thanks. Yes I do meet them, I have been playing it for awhile now,
|| but I did a system restore already and it still won't read. The report says
|| that my windows is not compatible with Sims 2 but it really is. So windows
|| won't let it run or reinstall.

Re: Windows Fails?

||| Do I need to do a repair on my XP? Or will that make no difference? At a
||| loss truly. I have no idea how to make them "see" each other as compatible?
||| But my sims1 and all other programs work.

|||
||| Thanks again

|||
||| "Jimmy S." wrote:

|||
||| Hi Xanadurose,

|||
||| Do you meet the requirements below?
||| For the list of the minimum requirements for SIMS 2:

||| http://thesims2.ea.com/help/detail.php?help_id=21

|||
||| If so...

|||
||| Since that problem just started happening recently, try a System Restore.

|||
||| How to use Windows XP System Restore:
||| <http://www.microsoft.com/windowsxp/pro/using/howto/gethelp/systemrestore.asp>

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||| Cheers, *Windows_XP_MVP_Shell/User*
||| Jimmy S. <http://mvp.support.microsoft.com>

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

||| =====
||| I recently tried to update to Sims2 seasons. But my graphics card isn't
||| enough. So i updated everything, tried again and still yucky. So i
||| uninstalled it, and try to play just 2 and it won't let me. I just get an
||| empty box no matter how I try to run it.
||| I get this error code when I try to load EAInfo:
||| Exception Caught (box)
||| Then message:

Re: Windows Fails?

|||| Exception:unknown; Caught in...

|||| File:ApplicationLogic_Comparison.ccp

|||| Line:154 (press ok)

||||

|||| Then in the EAInfo report it says that I have Microsoft Windows XP

|||| Professional Service Pack 2 (build 2600) results fail

||||

|||| Every other program I have works properly. Only sims2 fails and if i

|||| uninstall it, it has reading errors and fails on the reinstall.

|||| I have no idea what is going on and EA says it is a windows issue. Please

|||| help I just want my game to run. It only started after I tried to install

|||| seasons, but it may be from the updates I did too.

||||

|||| Thanks,

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