

Re: Windows Fails?

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.games/2007-03/msg00070.html>

- *From:* Xanadurose <Xanadurose@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 16 Mar 2007 08:45:05 -0700
-

Heya Jimmy,

Thanks alot. It turns out that it was a hardware issue. When I did the upgrades on my drivers it had a conflict it couldn't explain to me. Turns out it was having trouble telling the difference between my master and slave drives. So it required a cracking of the casing to fix, but your help was above and beyond. I truly appreciate all your help.

"Jimmy S." wrote:

Hi Xanadurose,

Your best solution would be to repair Windows using these instructions:

How to repair Windows XP:

Unplug from your Internet connection, and then repair Windows:
using this method: <http://michaelstevensstech.com/XPrepairinstall.htm>

Afterwards, boot up your system, turn on your XP Internet Firewall,
plug back into your Internet connection and install all Critical and
Recommended updates from: <http://windowsupdate.microsoft.com>

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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:

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| okay between bouts of pulling my hair, following instructions and mumbled
| curse words I am still broken grrr! I have tried all the above faithfully,

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| everything and still it says that it is not compatible with my version of
| windows, even though it is and it worked before. I have tried everything in
| my own personal bag of tricks, so willing to keep trying yours please. Thanks
| alot for the help, really.

| "Jimmy S." wrote:

|| 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/purl/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>
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|| Xanadurose Wrote:

|| =====
||| 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

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||| 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 it's 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>

||| --

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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.

||| 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

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|||| "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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|||| 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:

|||| 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

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||||| 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,