Installation directions for Empire Earth Gold Edition from Good Old Games

Introduction and How to Use this Guide:

Dear People from the Future, here's what we know so far:

Empire Earth was created in the year 2000, fifteen years before this guide was written. Needless to say it's a little old and hardware and software has changed quite a bit in the last 15 years. As a result, you may encounter problems while installing on a newer system. You can of course read through forums trying desperately to find the solution to your installation problems among hundreds of "I have this problem too" and "I get this error also" and "i dont work fr winders 8" and "help gmae broke how to fix?" posts on a thread that's marked Solved... But let's face it, you'd rather spend your time taking over the world than sifting through the riff-raff of bad grammar and people who are to lazy to go try any solutions being offered or troubleshoot on their own. So here it is. Installation instructions complete with known solutions to common problems. All in one little handy pdf! Of course, this doesn't mean that ALL the problems with empire earth are here. Just the ones I've (and a few others experienced).

Please note these instructions work for Windows 7 (all versions). If you are running windows 8 or different, they may differ a little. You may have to do a bit of troubleshooting on your own, and if you do PLEASE PLEASE PLEASE pass your knowledge onto the forum/thread/place you got this from so the people from the future can perhaps benefit from your progress.

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Section 1: Windows 7 EE Installation Instructions
1. Once you've purchased EE, download it from your GOG account library.
2. Open your downloads folder and locate the EE installer download.
3. Right click and select "Run as Administrator"
4. Follow the installer prompts.
5. Once the installer has finished, close it and open Empire Earth (not Art of Conquest [the expansion] but plain "Empire Earth")
   - ✗ If you encounter any errors, move to Section 3: Solutions to known issues. Start up crashes and error messages are rare at this point though.
   - ✗ Depending on your system setup, you may encounter odd graphics issues (screen tearing, mouse cursor trails, flickering text). These are more common and can be fixed by following the instructions in Section 3.

6. If you have graphics problems as described in step 5, fix those first before following this step. Otherwise, click "Single Player" then enter a new name.
   - ✗ Sometimes the name in the box may be a resource path ("unknown/Empire Earth/Users" or something similar). Be sure to clear it and enter a new name with no symbols or strange characters (Yes, I'm looking at YOU Jimmy....)
7. Click "Random Map". You don't need to change any settings on this page unless you plan to try the original empire earth game. Just click "Start Game"
   - ✗ At this point, there's a few problems that you may encounter. If you're having graphics issues, you will MOST DEFINATLY know once the game loads in. Textures will skew across the screen, there will be tearing and mouse trails. It will be unplayable. Move to Section 3 is this is the case.
   - ✗ A rather rare problem which may be encountered is the map will not generate correctly. Your capital won't generate and neither will the computer's. The earth will be formless and empty, darkness will be over the surface of the deep... and you shall just be hovering over the surface of the waters. In honesty, we don't know how to fix this yet. It's a problem with the random map seed. It shouldn't affect online play so long as you are not the host[citation needed].
8. Once you've started the game grab your villagers and build a house or something, just to be sure there's not going to be any weird errors.
9. Go to the game menu (top left of the screen) and quit the game. Then completely exit out of the game.
10. Start AOC and repeat steps 6 through 9.
    - ✗ It is a bit more common to encounter errors on starting AOC which cause a crash to desktop (CTD). Most commonly, this is caused by "low_level_library.dll". Go to section 3 for more information on this.
    - ✗ If you had to correct graphics problems when you launched the original empire earth, you will have to correct them here too. Set the settings in AOC to the same which you had in EE.
11. If the game runs to your liking and you don't intend to use multiplayer online, you're finished here. Note you will still have the ability to host and join local network games.
    - ✗ For troubleshooting multiplayer problems refer to Section 3.

Section 2: Empire Earth Online Multiplayer Installation Instructions

In 2008 Sierra shutdown the multiplayer servers for EE, breaking the native multiplayer function. There are a variety of different multiplayer solutions, however this is the one I use and know how to install. These instructions are for the Good old Games installation of EE, if you installed from a CD, they may vary from what's here.

1. Open up your AOL or Netscape (Just kidding. If you are using these browsers, you should probably get a better browser. I recommend internet explorer, as it's

the most popular browser to download a better web browser) and navigate to
www.neoee.net
2. Click the download link to download NeoEE.
3. Once downloaded open NeoEE (it should be a microsoft installation file "neoee.msi" if windows explorer is set to view extensions).
4. Accept the terms, but don't get too click-happy on the next button. You'll come to a screen which prompts you to select express or custom installation. Select custom.
5. NeoEE will prompt you to select the location of your empire earth install. This is located in you GOG folder generally the path is "C:\GOG Games\Empire Earth Gold\Empire Earth".
    ✗ **Be sure you select "Empire Earth" rather than "Empire Earth-Art of Conquest" on this screen.**
    ✗ **Once you have selected the proper folder you MUST check the box which reads "Install NeoEE for Art of Conquest installation too". This is located right below the path specification text box.**
    ✗ You may encounter a problem here when you click next. A dialog box may appear saying "Please select the correct empire earth folder" You may be able to clear this by exiting and restarting the installation. If not troubleshoot in Section 3.

6. Once you have selected the correct path **AND** checked the box to install NeoEE for AOC too, click next. You will now be prompted to select the location for EE-Art of Conquest. It may auto-populate, if so, lucky you! Double check that the file path is "C:\GOG Games\Empire Earth Gold\Empire Earth - The Art of Conquest" if it isn't, browse to your GOG install and select the Art of Conquest folder from under the Empire Earth Gold folder.
    ✗ You may encounter a problem here when you click next. A dialog box may appear saying "Please select the correct empire earth folder" You may be able to clear this by exiting and restarting the installation. If not troubleshoot in Section 3.
7. Click next and the installation should complete. If you encounter any errors... Troubleshoot. In section 3.
8. Close the installer and start Empire Earth: The Art of Conquest.
    ✗ Sometimes, the NeoEE install may break a working installation. If this is the case, again. Section 3.
9. Click multiplayer, then select "Create Account". Once your account is created, you should be able to use it to login and access the lobby.
    ✗ Problems with hosting and joining games are addressed in section 3. Just like every other problem you may encounter.

Section 3: Solutions to known issues and General Troubleshooting
It's an older game, so there's lots of problems with software and hardware compatibility. Here's some notes on how to fix some things. Click the link to skip to the problem you're having:

A Note on Uninstalling
A Note on Intel Graphics Cards and Windows 8.1
Screen tearing/flickering/cursor trailing
Maps are Empty/Random Map Generator Error
Crash to Desktop after installing NeoEE
Multiplayer asks for CD Key
Multiplayer shows tombstone and times out when attempting to join game

A Note on Uninstalling
When uninstalling for a fresh installation, first uninstall NeoEE, then uninstall EE, otherwise NeoEE will fail to uninstall. Additionally, after uninstallation is complete, go into where your GOG folder is located and delete any remaining files. If you want to keep saved games copy them to a different location. If you are unable to delete files (need administrator access when you are the administrator) check to make sure that all installation processes are stopped in task manager and reboot. You should be able to delete the files after stopping the processes and rebooting (windows assigns ownership to SYSTEM while installing which makes deleting them impossible).

A note on Graphics Cards and Windows 8.1
Some users have reported issues when using integrated graphics with this game (ex. Intel HD 4600 series graphics). If you don't have a dedicated card (Nvidia or AMD), you MAY still be able to run it. However, you may have to download a different driver. Also apparently the update to Windows 8.1 made lines and flickering screens for many users. Some people have reported fixes by downloading and installing the appropriate driver listed below. I do NOT recommend this if you are not comfortable with uninstalling/re-installing drivers, or if your system has those timeless pictures of your Great Aunt who passed away five years ago that you haven't backed up. **THIS MAY BREAK YOUR SYSTEM.** But if you still want to try and you have one of the following graphics cards, you may be able to get things to work. The supported cards for the new drivers are:

For the following link:
https://downloadcenter.intel.com/download/24870
These cards are compatible.

- 4th Generation Intel® Core™ Processors with Intel® HD Graphics 4200
- 4th Generation Intel® Core™ Processors with Intel® HD Graphics 4400
- 4th Generation Intel® Core™ Processors with Intel® HD Graphics 4600
- 4th Generation Intel® Core™ Processors with Intel® HD Graphics 5000
- 4th Generation Intel® Core™ Processors with Intel® Iris™ Graphics 5100
- 4th Generation Intel® Core™ Processors with Intel® Iris™ Pro Graphics 5200
- Intel® HD Graphics 5300 for Intel® Core™ M Processors
- Intel® HD Graphics 5500 for 5th Generation Intel® Core™ Processors
- Intel® HD Graphics 6000 for 5th Generation Intel® Core™ Processors
- Intel® Iris™ Graphics 6100 for 5th Generation Intel® Core™ Processors

Users have also reported results for windows 8.1 by using the following driver download:
https://downloadcenter.intel.com/download/24593
This is valid for the following cards:
3rd Generation Intel® Core™ Processors with Intel® HD Graphics 2500
- 3rd Generation Intel® Core™ Processors with Intel® HD Graphics 4000
- Intel® HD Graphics for Intel® Atom™ Processor Z3700 Series

PLEASE PLEASE PLEASE check to make sure your system is compatible before downloading any of these.

Screen tearing/flickering/cursor trailing:
This problem is caused by your graphics settings.
1. Click game settings.
2. Under the Graphics tab select "Direct 3d TnL" (double click or make sure it's highlighted). Click Ok.
3. If the problem is gone then great! If not, go back to game settings and select a different graphics card. When you click ok, this will generally cause a crash. Open the game and see if it's any better.
4. If the problem still persists, try switching back and forth between Direct 3d and Direct 3d TnL.
5. If this is of no avail, close the game and navigate to your graphics control panel (for me it's Nvidia Control Center, or for someone else it may be Catalyst Control Center).
6. If you can specify different options for different games, select EE and EE AOC.
7. Scroll through the graphics options. Turn **OFF** all anti-aliasing setting.
8. Relaunch the game.
9. If the problem still persists but the game is playable, you may just ignore it. If the game is unplayable, consider uninstalling then performing a fresh install.

Maps are Empty/Random Map Generator Error

We aren't quite sure how to fix this error. But you may be able to fix it by downloading random map seeds and placing them in the maps folder in your game. You shouldn't have any problems with mulitplayer so long as you are not hosting a session. The problem may be fixed by completely uninstalling and reinstalling. It's also possible important game registry keys may be missing/misconfigured.

Crash to Desktop after installing NeoEE
Sometimes, after installing NeoEE you may encounter a crash to desktop. When this occurs perform the following.
1. Open start menu and type "Reliability Monitor". The search should show "View reliability history" on the menu. Click it to open the program.
2. Scroll through the critical events to find the most recent crash from EE.
3. Right click on the event and select view technical details.
4. Take note of the "fault module name".
5. If the module name is "low_level_library.dll, you most probably will need to reinstall.
6. If the module name is not the .dll as above, you'll have to google the module to see if there's a fix.
7. Once you find the fix and get your game working, post detailed instructions on how to fix the error on the forum/message board/place you found this manual. Help the future people out!
   ➢ Generally, uninstalling and reinstalling fixes most of these problems.
   ➢ I found downloading and installing the game through the GOG Galaxy client fixed the issue, but this has not been reproduced.

Multiplayer asks for CD Key
If you installed from a disk, enter the CD key. If the problem persists:
1. Open NeoEE installer
2. Click the fix CD key option.

Multiplayer shows tombstone and times out when attempting to join game
This problem can be caused by a variety of issues.
1. Check to make sure antivirus/firewalls are allowing EE through the firewall
   ✔ Ensure ports 33334-33336 are open for TCP/UDP protocols.
   ✔ Empire Earth is allowed to make outgoing connections
   ✔ Empire Earth can receive connections
2. You may need to configure port forwarding on your router. If you know how to do this, great but there's one more step once you've forwarded your ports.
   ✔ Ensure ports 33334-33336 are forwarded to your computer's local IP.
   ✔ Ensure ports 33334-33336 are set to forward TCP/UDP protocols
   ✔ Navigate to your gog-files\Empire Earth Gold\Empire Earth file. Find the .txt

file titled "hostpingrip.txt". Open the file, delete "True" and input "false". Save and exit.

3. If you don't know how to forward ports follow the following. Every router is different, so things may differ.

<p style="color:red; text-align:center; font-weight:bold">DO NOT DO THE FOLLOWING IF YOU ARE ON A PUBLIC ROUTER/INTERNET CONNECTION OR YOU ARE NOT THE SOLE OWNER OF THE ROUTER WITHOUT THE OWNER'S PERMISSION</p>

4. Press the windows key and R at the same time. Type cmd in the run box to open a command prompt.
5. Type "ipconfig" then press enter. You should get an output like the following:

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection 2:

    Connection-specific DNS Suffix . : hsd1.co.comcast.net.
    IPv6 Address. . . . . : 2601:1:8801:b219:f054:e8f8:3d38:c15f
    Temporary IPv6 Address. . . . . : 2601:1:8801:b219:b4d9:b3d0:ccb4:654
    Link-local IPv6 Address . . . . . : fe80::f054:e8f8:3d38:c15f%15
    IPv4 Address. . . . . : 10.0.0.16
    Subnet Mask . . . . : 255.255.255.0
    Default Gateway . . . . : fe80::faed:a5ff:fea8:5a31%15
                                        10.0.0.1

Tunnel adapter Local Area Connection* 11:

    Media State . . . . : Media disconnected
    Connection-specific DNS Suffix . :

Tunnel adapter isatap.hsd1.co.comcast.net.:

    Media State . . . . : Media disconnected
    Connection-specific DNS Suffix . : hsd1.co.comcast.net.

The yellow highlighted text is what you're after. Type the IP address into your web browser's URL bar and hit enter. You should be at your router's login page prompting for a username and password. If you've never been here before, the username is probably "admin" and the password is probably "password". If not, check the bottom of your router and it may have the information on the bottom of the router.

    *NOTE: The password is NOT the password you use to connect to the network (unless you've foolishly set it to that, in which case... BAD NET ADMIN! You should know better. Change it. The password is to access the router's software.

Once you've logged in, click through the setting to find "Port Forwarding" generally

found under an "Advanced" tab (look at you.. Mr./Ms. Advanced computer user!)

Once there ensure it's enabled, then under ports to be forwarded input 33334-33336
Next in the box for where the ports are going to be forwarded to, input the IP address
from YOUR command prompt output. It'll be different from mine but the line you're
looking for is highlighted in Green.

Save settings and exit.

If you haven't already, complete the third checkmark under step two.

Section 4. Other General Information

So this guide is most likely not complete in that it doesn't have EVERY issue that may
happen. Hopefully this solves all your problems, but it may not. If not, try to solve it
yourself. If you find a solution, please help the future people by updating this guide.

Here's all I ask. You can add information and repost this PDF/DOC wherever you want.
Here's a few guidelines. Keep things easy to find. Put stuff in the correct section. Don't
do stupid stuff like telling people to delete their system32 folder. And try to be generally
helpful to the n00bs. We all have to learn somewhere!

Good luck!

Klinkclank