

BLUE SCREEN CRASHES

- VITAL INFORMATION

It has come to our attention that the Win32/CIH virus has been released into the public domain. This malicious virus can come from many unprofessional sources and will attach itself to any executable program (*.exe). This virus can be **extremely** harmful and should not be ignored.

Any program can crash if your computer is infected. Should you encounter **any** crash where the screen turns blue, involving either a 'Fatal Exception' or 'VXD error', your system may be infected with the CIH virus.

What Should I do if I think my PC is infected?

1. Don't panic.
2. We recommend that you test and disinfect all of your floppy disks and check your hard disks and CD's to ensure that they are all clear from this virus.
3. Please understand all Electronic Arts CD's are fully virus checked before manufacture. If you find a virus on your PC it will not be on, or from, the Electronic Arts CD, as a CD cannot be infected after it is manufactured.
4. Please be sure to follow these steps and disinfect your system before reporting this Virus problem to us.

How do I disinfect?

Virus Killers are available from a number of sources. Your retailer may be able to advise you. If you have Internet access, we suggest you might consult:

Mcafee Viruscan (Viruscan):

<http://www.mcafee.com>

Proland Software (CleanCIH):

<http://pspl.com>

Download.com (Contains several virus killers):

<http://www.download.com>

Also, magazine cover discs routinely contain time-limited or free versions of virus killers.

(Please be aware that Electronic Arts does not warrant the performance of these Virus checkers/repair systems and is in no way recommending them over other manufacturers. Furthermore, Electronic Arts can not be held liable for any loss as a result of their use.)

What then?

Once you have cleaned your system, re-install your Electronic Arts game, and try to launch it in the normal manner. Should you still have a problem with your software, then please contact your local Electronic Arts Customer Services Department. Troubleshooting details can be found in your manual or reference card.

PLEASE NOTE THAT THIS VIRUS HAS NOT INFECTED ANY ELECTRONIC ARTS CD. YOUR EA CD IS NOT THE SOURCE OF THE VIRUS.