

# **Black & White Install/Errors FAQ**

**Make sure you've installed using [the install guide](#) as a start. Install in a folder outside of Program Files such as "C:\Games\Black & White" to help avoid permissions issues. Install the game using an ISO or CD. Using a rip causes issues with installing the patches. Make sure to run all installers with admin privileges by right-clicking them and choosing "Run as administrator."**

## **Save issues**

### **Saves not working (always start at a new game)**

- Installing outside of Program Files sidesteps this issue entirely
- If you've installed in Program Files, run the game as administrator
- Also make sure that the install folder (e.g. "Lionhead Studios Ltd." isn't read-only)

### Recovering lost saves/creature

- If you didn't run the game as admin and you've installed in Program Files and want to restore your saves, they are most likely located here:

`C:\Users\<username>\AppData\Local\VirtualStore\Program`

`Files(x86)` with `<username>` being your Windows user

- Make sure you run the game as admin after restoring the saves or you will continue to encounter save issues

## **Crashing on save**

- Some report installing the game in a path with no spaces (e.g. C:\Games\Black&White) helps to resolve issues with saves making the game crash

# Install problems

## Errors copying ikernel.exe during install

- Delete the folder the installer says it's trying to write to and try again, making sure to run the installer as admin
- Make sure the folder it's writing to isn't marked "read-only," trying again while running the installer as admin
- Failing those, try uninstalling with [Revo Uninstaller](#) and installing again while running the installer as admin

## “An installation support file could not be installed. Catastrophic failure” during install of game/patches

- Fully uninstall the game using [Revo Uninstaller](#) and install again following the install guide
- If Revo doesn't work, IOBit Uninstaller has been reported to work as well (then reinstall following the guide)
- Success has also been reported by following the instructions in [this post](#). They are copied here for convenience:
  - Go to the folder "C:\Program Files (x86)\InstallShield Installation Information\"
  - Rename the {E51B4CD9-A0A6-4324-B26A-31B3F2DE26CE} folder by clicking on it, click to the end of the name and add a "1"
  - The folder should now look like this  
"{E51B4CD9-A0A6-4324-B26A-31B3F2DE26CE}1"
  - Run the official patch and you should get a different error message that states "To run this patch you must first install Black & White"
  - **DO NOT EXIT THE PATCH YET**
  - Go back to the C:\Program Files (x86)\InstallShield Installation Information\{E51B4CD9-A0A6-4324-B26A-31B3F2DE26CE}1" folder and remove the "1" to return it to normal naming convention.
  - Click back over to the patch that is still open and click "OK"
  - Run the patch again as Administrator.
  - The location of "C:\Program Files (x86)\InstallShield Installation Information\{E51B4CD9-A0A6-4324-B26A-31B3F2DE26CE}" is now cached and the patch should work.

## **“You do not have the correct version of Black & White installed to use this patch”**

- Uninstall the game and reinstall it outside of Program Files (e.g. C:\Games\Black & White), then try reinstalling the patches

## **“Neither command line parameter specified is an existing directory”**

- Clean install the game to a directory without spaces or special characters, such as “C:\Games\BlackandWhite”
  - A method that may work without uninstalling and reinstalling can be found [here](#). It is copied here for convenience:
    - ...there is some weird coding error when you select the directory for the patch to take place. It seems to involve the patch not recognizing SPACES!!! in folder names.
    - In order to get around that, copy the whole entire "Black & White: game directory to a new folder, easiest is in the main directory, rename the folder anything you want but keep it short and sweet, and remember, no spaces. Then open the patch and manually select the folder we just created, the patch will actually work. When you are all done, copy your new patched folder back to its original location and make sure it keeps the original name, "Black & White".

## **Game crashes on initial load**

- “Initial load” being the screen with the meter filling and showing the version number in the lower right
- Uninstall using [Revo Uninstaller](#) and remove the registry files and other things left behind
- Reinstall following the guide

## **Physics issues**

- This will manifest as things like rock and fireball throwing being off, as well as always slapping the creature full force
- Limit your game's framerate to 60

# Display/graphics issues

## Draw distance is low

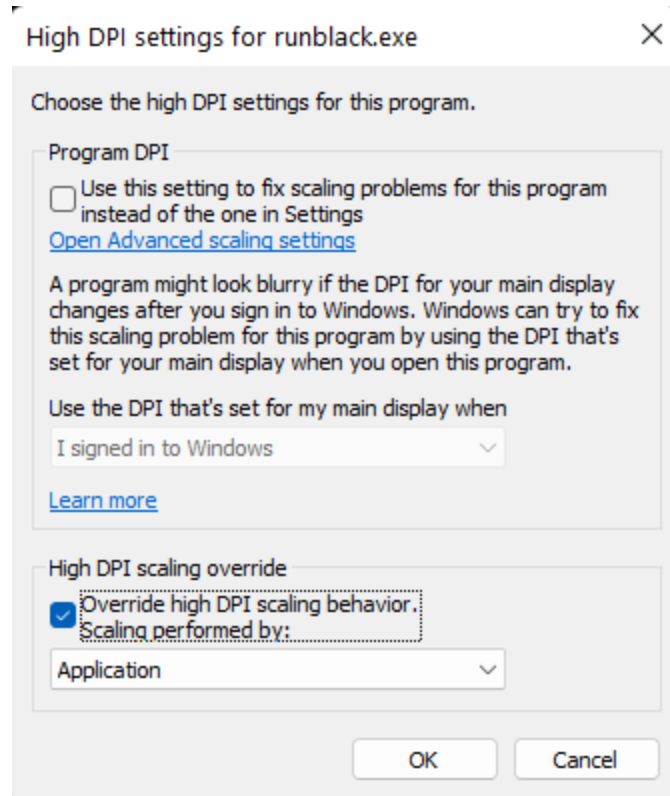
- This is just how the game is as an older game
- There is a modified .exe *for the **base game*** that increases the draw distance, but some have reported increased crashes while using it
- This can be found [here](#)

## Game graphics are messed up

- This can manifest as things like discoloration, the conscience displaying incorrectly, vertex explosions, etc.
- Newer Intel graphics tend to suffer from this in particular.
- The recommended solution is [DDrawCompat](#) since it is simply drag and drop
  - Note: these solutions are incompatible with BW:Ultimate

## DPI Scaling issues

- The game display seems “cut off” when this is present
- Enable High DPI scaling override and set the scaling to be performed by “Application”; under the executable “properties” and then the “compatibility” tab



- Could also be Windows zoom setting; set this to 100% (right-click desktop, display settings, under “scale and layout”)
- For more info, see [this Microsoft Support article](#)

## Potentially avoid installation problems and issues running the game by installing Ultimate

- Install the base game
- Install Creature Isle
- Download [Black & White: Ultimate](#)
- Extract the Ultimate folder to your BW install directory (i.e. it should appear alongside the CreatureIsle, Scripts, Data, and other folders)
- Play using Ultimate (i.e. Run “BWUltimate.exe” in the Ultimate folder)

# Profile Restoration

## Restoring a creature mind upon reinstallation

The creature mind that's loaded when you load a save is located in two files, but they aren't in the "Profiles" directory as you might think. They are located in two files located in "[InstallDirectory]\Scripts\CreatureMind". The easiest way to back up a creature is to back up these two files. The important one will be called "Cxxxxxxxxx.erc" where the x's are different numbers and letters. The other is called "PhysiqueCxxxxxxxxx.erc" and the values for the x's will match another .erc file. Making a copy of these two files and storing them somewhere safe is the easiest way to back up your creature.

If you have multiple profiles with creatures, you will have multiple pairs of .erc files. If you're only backing up one profile/creature, you can just load that one up and quit the game, then use the most recently modified .erc files. Another way to figure out which file goes with which is to check the registry. If you check the registry at "HKEY\_CURRENT\_USER\Software\Lionhead Studios Ltd\Black & White\LHMultiplayer\Profiles\\_P\_r\_o\_f\_i\_l\_e\_N\_a\_m\_e" you will see an entry called "file". The data in that entry should be "Cxxxxxxxxx.erc", where the x's will match an .erc file in "Scripts\CreatureMind". (You can also use this entry to change the name of the file, but that's outside of the purview of this restoration guide.)

With these files backed up, we'll move on to restoring the creature mind on a new install.

- Make a new profile on your new install
- Proceed to getting a creature (you can use the various "skip tutorial options" if you like)
- Exit the game
- Identify the .erc files associated with the creature on the new profile in "[InstallDirectory]\Scripts\CreatureMind" (the most recently modified .erc files if you have multiple profiles)
- Make a note of the name of the .erc files in the CreatureMind directory, and replace them with your backed up ones, renaming your backed up file to be the same as the "new" creature.
  - Here's an example, with a sample "Scripts\CreatureMind" directory:

|                               |                   |          |        |
|-------------------------------|-------------------|----------|--------|
| C4a661469.erc                 | 5/31/2022 9:06 AM | ERC File | 7 KB   |
| C92b5e574.erc                 | 2/14/2023 3:47 PM | ERC File | 6 KB   |
| C7936bdd4.erc                 | 6/7/2022 8:40 PM  | ERC File | 11 KB  |
| ComputerControlledCreature    | 2/22/2001 1:18 AM | File     | 6 KB   |
| CreatureDestroyOtherCreatures | 2/22/2001 1:18 AM | File     | 53 KB  |
| CreatureDestroyTowns          | 2/22/2001 1:18 AM | File     | 53 KB  |
| CreatureImpressTowns          | 2/22/2001 1:18 AM | File     | 61 KB  |
| CreatureProtectTowns          | 2/22/2001 1:18 AM | File     | 128 KB |
| KhazarCreature                | 2/22/2001 1:18 AM | File     | 6 KB   |
| LethysCreature                | 2/22/2001 1:18 AM | File     | 6 KB   |
| NemesisCreature               | 2/22/2001 1:18 AM | File     | 6 KB   |
| PhysiqueC4a661469.erc         | 6/7/2022 8:36 PM  | ERC File | 1 KB   |
| PhysiqueC92b5e574.erc         | 2/14/2023 3:47 PM | ERC File | 1 KB   |
| PhysiqueC7936bdd4.erc         | 6/7/2022 8:40 PM  | ERC File | 1 KB   |

- In this example, the most recently edited .erc file is “C92b5e574.erc”, so this is the last profile we loaded – our new profile in this case.
- In this example we want to take the backed up .erc file that we have, make a copy of it, rename the copy to “C92b5e574.erc”, and overwrite the file in “Scripts\CreatureMind” with our newly renamed copy of our backed up file.
  - You can do the same with the Physique file, but it’s less important.

### I only have my “profiles” folder backed up, no .erc files

- Good news, the mind file is still backed up in the profiles directory! The game just doesn’t load it from there
- The creature mind is also stored in “Profiles\\_P\_r\_o\_f\_i\_l\_e\_N\_a\_m\_e\Saved Games\20” as “SavedCreature0”
- Using this file, you’ll follow the same steps as the last section to restore it (i.e. make a copy of this “SavedCreature0”, rename it “Cxxxxxxxx.erc” and overwrite the desired .erc file in “Scripts\CreatureMind”)