

UEFA CHAMPIONS LEAGUE Season 1999/2000

**README file
February 22nd, 2000
Version 1.0 (UK)**

PART I - Things You Should Know - READ THIS!!!

Please read through the DirectX 7.0a section of this document. This section has information that is vital to successfully running *UEFA CHAMPIONS LEAGUE Season 1999/2000* on your system.

DirectX 7.0a

UEFA CHAMPIONS LEAGUE Season 1999/2000 uses Microsoft's DirectX 7.0a. In order for you to play the game, you **must have** DX7.0a-compliant drivers for your video card and sound card. Please note that although DirectX 7.0a is installed with the game, your video and sound card drivers will not be upgraded to DirectX 7.0a drivers. **You will need to obtain the latest DX7.0a drivers from your card manufacturer.**

In Part III of this document you will find extensive documentation about DirectX, should you find it relevant.

Memory and Performance

While UEFA CHAMPIONS LEAGUE Season 1999/2000 will run fine in 16 Mb of RAM, your playing experience will be smoother if you have at least 32 Mb.

Regardless of how much memory you have, you can maximize your available memory and increase the overall performance of the game engine by doing the following:

- Closing any open windows
- Shutting down all other programs, including menu-bar programs like ICQ
- Defragmenting your hard drive

You can also change certain settings from the OPTIONS panel, to improve your frame rate:

SOUND: Set the **audio channels** to **mono**

VIDEO: Set the **player, shadow and stadium** detail levels to **Low**.
Lower the screen **resolution**.

Primary and Secondary 3D Graphic Cards

If you have more than one 3D graphic card in your system, you may choose between them by using the list box which is displayed before you start the game.

Unmappable keys

UEFA CHAMPIONS LEAGUE 1999-2000 will not allow you to use the following keys to play the game with: Escape key, F1, F2, F3, F4, PrintScreen, Scroll lock, Pause/Break, "Windows" keys, Caps lock, Insert, Delete, Home, End, Pgup, Pgdn. You will not be able to remap these keys to any action on the controller configuration screen.

Known Problems

- Certain high resolution graphics settings may cause graphical corruption of players, pitches and stadiums. If you encounter this problem, please run the game in a lower resolution.
- If you are having trouble using the number-pad keys and the shift button, ensure that NumLock is turned off.
- Silicon Dreams Studio and Eidos Interactive are committed to providing customer support for our games on a continuing basis. In that spirit, there may be a patch for *UEFA CHAMPIONS LEAGUE Season 1999/2000* forthcoming; visit the Eidos website for more information:
<http://www.eidosinteractive.com/>

PART III - Technical Issues

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Installation/Setup

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[System Requirements](#)

What are the system requirements for *UEFA CHAMPIONS LEAGUE Season 1999/2000*?

The **minimum** system requirements are as follows:

COMPUTER:

IBM PC or 100% compatible

OPERATING SYSTEM:

Microsoft Windows 95/98

CPU:

Pentium II 233 MHz.

RAM:

32 Mb

GRAPHICS:

4 Mb 3D video card (100% DirectX 7.0a-compatible).

SOUND:

Windows 95/98-compatible sound card (100% DirectX 7.0a-compatible)

CD-ROM:

Quad-speed (4x) CD-ROM drive

HARD DRIVE:

50 Mb free disk space

INPUT DEVICES:

100% Windows 95/98 compatible mouse and keyboard

The **recommended** system specs are as follows:

CPU:

Pentium II 266 MHz (or greater)

RAM:

64 Mb

GRAPHICS:

8 Mb 3D Card (100% DirectX 7.0a-compatible)

CD-ROM:

Eight-speed (8x) CD-ROM drive or faster

HARD DRIVE:

60 Mb free disk space

INPUT DEVICES:

MICROSOFT®™ Sidewinder gamepad

Preparing Your Hard Drive

To ensure that your installation is trouble free, you should check to see that your hard drive and file system are both tuned for optimum performance. Windows 95/98 comes with two utility programs that find and fix any errors and optimize your hard drive's performance. The first of these programs is called **scandisk**. Scandisk will check your hard drive for problems and can fix any that it finds. You can run scandisk by clicking on the **START** button from the Windows 95/98 Taskbar, followed by **Programs**, then **Accessories**, then **System Tools**, and finally **scandisk**.

Once scandisk has finished running, you should next optimize your hard drive's performance by running a program called **Disk Defragmenter**. You can run Disk Defragmenter by clicking on the **START** button from the Windows 95/98 desktop, followed by **Programs**, then **Accessories**, then **System Tools**, and finally **Disk Defragmenter**.

Installing *UEFA CHAMPIONS LEAGUE Season 1999/2000*

Installing *UEFA CHAMPIONS LEAGUE Season 1999/2000* is easy. Simply insert the CD into your CD-ROM drive. After a few seconds, the **Launch Panel** will appear.

Once the Launch Panel has opened, click on the **SETUP** button to run the installer. This program will guide you through the remaining process via onscreen prompts. If at any time you are instructed to restart your computer, do so.

In the event the Launch Panel does not appear when you insert the CD:

Double-click on the **MY COMPUTER** icon, then double-click on the **CD-ROM** icon, and lastly double-click on the **BACKDROP.EXE** file to bring up the Launch Panel OR:

- Click on the **START** button.
- Choose *Run* from the pop-up menu.
- Type **d:\backdrop** in the box provided (where **d:** designates your CD-ROM drive letter).
- Click on the **OK** button to begin the install program.

You will be prompted to select the path and directory to which you wish to install the game on your hard drive. The default is **C:\Program Files\Silicon Dreams Studio\UEFA CHAMPIONS LEAGUE Season 1999/2000**. You may change this if you wish to.

At some point, the Microsoft **DirectX 7.0a** install prompt will appear if you do not have it on your system already. Please read the on-screen information before selecting an option. You may either choose to install or not install at this time. If the *UEFA CHAMPIONS LEAGUE Season 1999/2000* installer detects an active version of DirectX 7.0a on your system, we encourage you to **not** reinstall DirectX. If the installer does not detect DirectX 7.0a, you **must** install it before you are able to play *UEFA CHAMPIONS LEAGUE Season 1999/2000* (please refer to the next section of this guide before proceeding).

[Starting/Loading UEFA CHAMPIONS LEAGUE Season 1999/2000](#)

Once the install has finished and you have opted to run the game, the *Launch Panel* will appear on the screen. A list box allows you to choose which graphics card will be used by DirectX to render UEFA CHAMPIONS LEAGUE Season 1999/2000. The option you choose will stay selected every time you run the game.

Once you are happy with your choices, simply click on the **Run** button to start the game.

You may also:

- Click on the **Uninstall** button to uninstall the game.
- Click on the **Setup** button to repeat the install process.
- Click on the **Help** button to view this file.
- Click on the **Exit** button to exit the Launch Panel.

If you are going to play the game at a later time insert the CD into the CD-ROM drive. After a few seconds, the *UEFA CHAMPIONS LEAGUE Season 1999/2000* Launch panel should appear on the screen via the AutoPlay feature. Now click on the **Run** button to start the game. There is also a button present to **Exit**.

In the event the AutoPlay feature does not work, you may click on the **My Computer** icon and then click on the **CD-ROM** icon to bring up the Launch Panel

OR

- Click on the **START** button.
- Choose *Programs* from the pop-up menu.
- Drag your mouse to the right and click on *UEFA CHAMPIONS LEAGUE Season 1999/2000* from the list.
- Click on *UEFA CHAMPIONS LEAGUE Season 1999/2000* from the ensuing pop-up menu.

[Uninstalling UEFA CHAMPIONS LEAGUE Season 1999/2000](#)

If you need to UNINSTALL *UEFA CHAMPIONS LEAGUE Season 1999/2000*, you may do any of the following three things:

Insert the *UEFA CHAMPIONS LEAGUE Season 1999/2000* CD into the CD-ROM drive to activate the AutoPlay feature. This will bring up the Launch Panel. Click on the **Uninstall** button, then click on the **Yes** button from the ensuing pop-up panel to uninstall the program

OR

- Click on the **START** button.
- Choose *Programs* from the pop-up menu.
- Drag your mouse to the right and click on *UEFA CHAMPIONS LEAGUE Season 1999/2000* from the list.

- Click on *UnInstallShield* from the ensuing pop-up menu and follow the onscreen instructions.

OR

Go to the **CONTROL PANEL** and choose **ADD/REMOVE PROGRAMS**. Click on *UEFA CHAMPIONS LEAGUE Season 1999/2000* from the pop-up panel to follow, select the **Add/Remove** button, and follow the onscreen prompts.

CD-ROM Problems

UEFA CHAMPIONS LEAGUE Season 1999/2000 requires at least a Quad-Speed CD-ROM drive with 32-bit *Windows 95/98* drivers.

I receive a "xxxxxx.xxx not found" error message when installing or running *UEFA CHAMPIONS LEAGUE Season 1999/2000*.

This error message is usually the result of your computer using MS-DOS (16 bit) drivers instead of Windows 95 (32 bit) drivers for your CD-ROM drive. You can easily check to see if this is causing problems by opening the **CONTROL PANEL** (either click on the "My Computer" icon or click on the **START** button followed by "Settings," then "Control Panel"). In the Control Panel window, double-click on the "System" icon then click on the "Performance" tab. You should now see a summary of the performance status of your computer. One of the lines should say "**File System: 32-bit**" and the last line should say "**Your system is configured for optimal performance.**" If you see a message saying "**Drive X is using MS-DOS compatibility mode,**" then you will need to contact your system vendor to obtain and install 32-bit drivers for your CD-ROM drive.

The Game AUTOPLAYS multiple times

Some 24x CD ROM drives cause *UEFA CHAMPIONS LEAGUE Season 1999/2000* to AutoPlay multiple times, which also may result in lack of control within the game. To remedy this problem click on the CD ROM properties in the System Properties panel and under settings turn off Auto Notification.

Crashes and Lock-Ups

When I start *UEFA CHAMPIONS LEAGUE Season 1999/2000*, my mouse cursor disappears and my computer locks-up.

Chances are your installed audio card drivers are not compatible with DirectX. The only solution is to get a DirectX 7.0a-compatible driver from your audio card manufacturer.

When I start *UEFA CHAMPIONS LEAGUE Season 1999/2000*, I receive the following error message:

"The application UEFA CHAMPIONS LEAGUE Season 1999/2000.exe referenced memory at address xxxx:xxxx that can't be read from."

Chances are your installed video card drivers are not compatible with DirectX. The only solution is to get a DirectX 7.0a-compatible driver from your video card manufacturer.

The Installer keeps stopping when a certain percentage is complete, so I can't install *UEFA CHAMPIONS LEAGUE Season 1999/2000*.

There are three likely causes:

1) You may have run out of free space on your hard drive. Please remove unwanted programs to free up additional space for the game, and then reinstall *UEFA CHAMPIONS LEAGUE Season 1999/2000*.

2) Files are possibly being copied to a corrupted area of your hard drive. If this is so, you'll need to run the **scandisk** program and make sure to use the **Thorough** option (*see previous*). After scandisk has finished running and has informed you that your drive is free of errors, try to re-install.

3) There may be dirt or fingerprints on the CD-ROM disc itself. Examine the bottom of the disc; if you see any fingerprints or dirt, carefully clean the disc using a clean, soft, lint-free cloth by wiping from the center of the disc (near the hole) towards the outer edge in a straight line.

***UEFA CHAMPIONS LEAGUE Season 1999/2000* is crashing to the desktop with no error messages.**

This problem can be caused by several different things. Here's a list of the most common culprits associated with these crashes:

- 1)** Make sure the CD-ROM is clean (check for both scratches and smudges on the reading surface of both CD's).
- 2)** Make sure the game has been installed properly.
- 3)** Make sure DirectX 7.0a has been installed properly.
- 4)** Make sure you have the latest Windows 95/98 drivers for your video card and that they **are** DirectX 7.0a-compatible.
- 5)** Make sure you have the latest Windows 95/98 drivers for your sound card and that they **are** DirectX 7.0a-compatible.
- 6)** Make sure **Virtual Memory** is enabled on your system.

7) Run **scandisk**.

8) Run **Disk Defragmenter**.

9) Clean out old temp (.TMP) files from the C:\WINDOWS\TEMP or C:\WIN95\TEMP directory on your hard drive (from **Windows Explorer**).

10) Make sure you do not have any Anti-Virus utilities (like *Norton's AntiVirus*) running resident prior to playing *UEFA CHAMPIONS LEAGUE Season 1999/2000*.

11) Make sure you do not have any 3rd party Windows 95/98 memory management utilities (like *QuarterDeck's QEMM 8.0 for Windows 95*) running resident prior to playing *UEFA CHAMPIONS LEAGUE Season 1999/2000*.

12) Make sure you do not have any 3rd party Windows 95/98 disk caching utilities running resident prior to playing *UEFA CHAMPIONS LEAGUE Season 1999/2000*.

13) Make sure you do not have *Norton's Crash Protector* running resident prior to playing *UEFA CHAMPIONS LEAGUE Season 1999/2000*.

14) Try uninstalling and then reinstalling the game.

15) Try exiting the game, rebooting your machine, and re-entering the game.

Note that if your system crashes to the desktop while playing *UEFA CHAMPIONS LEAGUE Season 1999/2000*, you should probably reboot your computer before starting a new play session. Otherwise, DirectDraw or DirectSound may be in a locked state, and the game will be unable to use your sound or video hardware.

Controller Problems

UEFA CHAMPIONS LEAGUE Season 1999/2000 can take input from both joypads and from the keyboard. The functions of keys are defined in the manual. All joypads to be used in the game must be connected before the game is started. Adding or removing controllers while the game is in play may well make the game crash.

If you are using a 4, 6 or 8 button pads you will have to use the keys F1, F2, F3 or F4 to access the in game menus for players 1 to 4 respectively.

My Controller doesn't seem to work

Make sure that the controller is represented in the Game Controllers option on the Control Panel. If the controller isn't listed add the controller using the add button. If the controller is listed as not connected then you may need to move the controller to the first position in the list or install a new set of drivers for the controller.

The Game Continually scrolls through options.

This is because your controller hasn't been calibrated or a controller was removed while the game was in play. To calibrate your controller go to Game Controllers option on the Control Panel and select the controllers properties. Hit the calibrate button and follow the instructions for your controller.

The Default Controller Configuration has changed

Adding or removing controllers may effect the order of saved controller configurations (they are saved along with the options file). To reset a controller configuration go to the controller screen and set the controller configuration to default. Then go to the Load Save options screen and save your game options.

AutoPlay Issues

Why doesn't the AutoPlay feature come up when I insert the *UEFA CHAMPIONS LEAGUE Season 1999/2000* CD into the CD-ROM drive?

This is usually a configuration issue. There are many different ways to enable the AutoPlay functions of Windows 95/98. The standard method is described below:

- 1) Enter the Windows 95/98 **CONTROL PANEL** from the desktop by clicking on the **START** button, followed by **SETTINGS**, and then **CONTROL PANEL**.
- 2) Double-click the icon labeled **SYSTEM**, usually located alphabetically towards the bottom of the *Control Panel* window, to bring up the **System Properties** panel.
- 3) Click on the tab at the top labeled **Device Manager** and when the new panel appears, locate the section labeled **CD-ROM** and click the **PLUS (+)** sign in front of it. (If there is a minus sign in front, don't click it.)
- 4) Now double-click the CD-ROM drive revealed and the **CD-ROM Properties** panel will appear.
- 5) Click on the **Settings** tab at the top.
- 6) Towards the middle of the panel, you should see a few checkboxes within the **Options** section. At the bottom of that section, you should see a checkbox labeled **Auto insert notification**.
- 7) Make sure there is a check mark in the box provided and click on the **OK** button to complete the process.

DirectX-Related Questions

- **[What is DirectX and do I need it to run *UEFA CHAMPIONS LEAGUE Season 1999/2000*?](#)**
- **[How do I install DirectX?](#)**
- **[How do I know which version of DirectX I have? Will it run with an older version? And if I do, indeed, have an older version of DirectX, where can I get the latest one?](#)**
- **[How do I manually install the DirectX drivers?](#)**
- **[Help! *UEFA CHAMPIONS LEAGUE Season 1999/2000* has hosed my system, and I](#)**

suspect that DirectX is the culprit. How can I restore my original drivers?

- Ahh! I cannot use DirectX on my computer! Is there any other way to run UEFA CHAMPIONS LEAGUE Season 1999/2000?

What is DirectX?

What is *DirectX* and do I need it to run *UEFA CHAMPIONS LEAGUE Season 1999/2000*?

DirectX is a *Microsoft* product that allows software and hardware developers to utilize Windows 95/98 to its best potential. Video card and sound card manufacturers need to develop special drivers for their cards that work directly with it. Most already have done so.

UEFA CHAMPIONS LEAGUE Season 1999/2000, in part, uses DirectDraw, DirectInput and Direct3D, components of DirectX. If you have DirectDraw or Direct3D drivers installed on your system, or if you installed the DirectX 7.0a drivers that came with our program and they are incompatible with your video card, you should contact either the vendor of your system or the manufacturer of the video card for their most recent drivers. Video card manufacturers, in particular, generally update their drivers every 2-3 months or so. Depending on the card you have and who produces it, there is a good chance there will be new drivers available. If you do not already have Internet access, we highly recommend you get it since most driver updates are most easily accessible on the home pages of the various hardware manufacturers.

UEFA CHAMPIONS LEAGUE Season 1999/2000 also uses DirectSound as well as many other new sound features made available in DirectX7.0a. Once again, we recommend contacting the manufacturer of the card for the latest 100% Windows 95/98 DirectX 7.0a-compatible drivers to ensure optimum performance.

Three different factions are involved in the usage of DirectX. Here is an explanation.

First, there is Microsoft. They created the technology that is DirectX. It has become a part of Windows (as of '98) and belongs on your system. Microsoft's goal with DirectX was to allow Developers (that's us) to create high performance applications (mostly games) in Windows. This sounds great, and it *is* great as long as your hardware is compatible.

This brings us to the second faction that deals with DirectX: the hardware manufactures. They are the makers of your video and sound cards, as well as your joysticks and gamecards. When a new version of DirectX comes out, it is up to the makers of your hardware to update their drivers to take advantage of the new functions DirectX offers. This does not always happen. Older sound and video cards are not always updated. You may end up with a game that stops in the middle of play, gives you error messages, or never loads at all.

Just because one DirectX game works on your system does not mean you have compatible sound/video cards. Here is an over-simplified example:

Let's say that DirectX#.# supports 100 sound functions and 200 video functions. (Functions are things like background noise, Doppler effects, and smooth 3D scrolling and dynamic lighting). The drivers for your "Earthquake 6000" sound card can only handle 98 of the DirectX sound functions, and your video card drivers for your video card, "The Videosmoker 3k" can only do 197 of the DirectX#.# video functions. Well, your game *Blastem' Borg 50* may never call upon those 2 sound or 3 video card DirectX functions and will work fine. Then you get yourself the hottest new game, *Blood-splatter Gore Fest 12*. It uses the same version of DirectX that your *Blastem' Borg* does, but *Blood-splatter Gore Fest 12* calls on the 3d Sound feature. That is one of the features that your sound card's drivers do not currently support.

Finally you have the developers (us). We write our code to DirectX specifications and test it. Unfortunately, we can't test every piece of hardware in existence, so our game may not work on all systems. When a game does not work, there is a 90% chance that there is a driver problem with DirectX.

What do you do? Find out who makes your video and sound cards and go to their website. Download and install the newest drivers for your card. If you are unsure of exactly which card you have, what is the newest driver, or if the driver that is available is indeed DirectX compatible, send an e-mail to the company's technical support crew.

[DirectX Installation](#)

Microsoft's DirectX 7.0a is included with the *UEFA CHAMPIONS LEAGUE Season 1999/2000* installer. You will be given the option to install it through a pop-up panel. Click on the appropriate button to install it. If you forget, you may install it at a later time. See the section entitled 'Direct X Manual Installation' below for instructions to do this.

[DirectX Version](#)

How do I know which version of DirectX I have? Will it run with an older version? And if I do, indeed, have an older version of DirectX, where can I get the latest one?

The *UEFA CHAMPIONS LEAGUE Season 1999/2000* installer will do its best to autodetect which version of DirectX currently resides on your system, and then prompt you for any necessary changes. **DirectX 7.0a** is the latest version of DirectX. This is the version that comes with *UEFA CHAMPIONS LEAGUE Season 1999/2000* and was thoroughly tested with it. *UEFA CHAMPIONS LEAGUE Season 1999/2000* **REQUIRES** DirectX 7.0a to play. You cannot play if you have an older version installed.

[DirectX Manual Installation](#)

How do I manually install the DirectX drivers?

If at any time, you want to manually install *Microsoft's DirectX 7.0a* drivers, follow the steps listed below:

- 1) Go to *Windows Explorer* (click on the **START** button then select **PROGRAMS** and then **WINDOWS EXPLORER** at the bottom of the menu).
- 2) Place the *UEFA CHAMPIONS LEAGUE Season 1999/2000* CD into your CD-ROM drive (if the **AUTORUN** feature comes up, simply select the **Explore CD** button to return to *Windows Explorer*. Then skip 3).
- 3) Open up your CD-ROM drive (generally **D:**) and locate the **DXSetup** folder.
- 4) Locate the **DXSETUP.EXE** file and double-click on it to begin the DirectX manual installation.
- 5) A panel will eventually appear (it may take a few seconds) in the upper left-hand corner of the screen labeled **DirectX Setup**.
- 6) Click on the **ReInstall DirectX** button. The setup process will now commence. If the

following message appears:

"Setup has detected display drivers that have not been tested with DirectX. To get the best game performance, setup can replace your existing drivers. Do you want setup to replace the drivers?"

Make sure you select the **NO** button, so you do not overwrite or potentially corrupt your native display drivers. (*Note, however, that if problems persist after the installation, you may want to repeat steps 1 through 6 and select **YES** to this option instead. Remember: you have the option to restore your original drivers later if things go awry.*)

7) You will finally be asked to reboot your machine. Select the **YES** button to restart and initialize the new drivers.

[Undoing Changes To Your System](#)

Help! UEFA CHAMPIONS LEAGUE Season 1999/2000 has caused my system to become unstable, and I suspect that DirectX is the culprit. How can I restore my original drivers?

DirectX has become the new standard in Windows 95/98 application development. Nearly all high-performance software will be geared around this technology, so we do not normally recommend that customers attempt to alter its installation on their system. Unfortunately, there are some systems or hardware devices that just don't work with DirectX yet, and installing DirectX on these systems might cause driver-related problems. **YOU CANNOT REMOVE DIRECTX FROM YOUR SYSTEM**, but you can restore the **original audio and video drivers** which the installation of DirectX will have replaced.

If you currently have DirectX 7.0a either installed by UEFA CHAMPIONS LEAGUE Season 1999/2000 or previously installed, you should be able to restore the original drivers by going to the ADD/REMOVE PROGRAMS section in the Windows 95 CONTROL PANEL (please refer to the section above entitled **DirectX Version** for instructions on how to get there).

If you enter the Windows 95/98 CONTROL PANEL and click on the ADD/REMOVE PROGRAMS icon, you should see a list of all of the programs that are registered with Windows 95/98 in the **Add/Remove Programs Properties** panel.

If you see a listing for "*DirectX Drivers*", double-click it to open the **DirectX Setup** panel. At the bottom of this panel, there should be a button labeled **Restore Display Drivers**. Clicking on this button should *restore the original video drivers*. After that, click on the other button labeled **Restore Audio drivers**. Though DirectX will remain on your system, the restoration of the older drivers *may* then allow you to run the program. If not, you may want to consider contacting your system vendor for 100% DirectX-compatible drivers for your video and/or sound cards OR visit the web site of the respective hardware manufacturer[s].

[Run Without DirectX?](#)

I cannot use DirectX on my computer! Is there any other way to run UEFA CHAMPIONS LEAGUE Season 1999/2000?

If you do not have DirectX installed on your computer, you WILL NOT be able to run UEFA CHAMPIONS LEAGUE Season 1999/2000?.

Technical Support:

If you need technical assistance, please do not hesitate to contact us, after reading the Readme file.

When contacting us, please be sure to provide us with as much information as possible. Make sure to note the exact type of hardware that you are using in your system, including: your sound card, CD-ROM drive, amount of RAM present, speed and manufacturer of your processor. Also, make sure to include the title and version of the game, and a detailed description of the problem.

Technical Support Contact Details

Address	Unit 2 Holford Way, Birmingham, B6 7AX.
E-Mail	techsupport@eidosinteractive.co.uk
Phone	0121 356 0831
Web	http://www.eidos.co.uk/tech/index.htm

Hints and tips will not be given out over the Technical Support line, please refer to a strategy guide for additional help.

When calling, it helps is you have as much information about your machine as possible so please prepare by doing the following in Windows 95/98:-

Click on Start

Click on Run

Type C:\PROGRAM FILES\DIRECTX\SETUP\DXDIAG.EXE (where C: is the drive letter for where Windows is stored - which may differ on your machine) and click on OK Click on the Save Information button and save the file to your computer. When you call our Technical Support line either have this file open or have a printed copy.

Alternatively, you may find help with hardware problems on one of the websites maintained by the supplier, some of which are listed below:

3DFX:	www.3dfx.com
3D labs:	www.3dlabs.com
ATI Technologies:	www.atitech.com
Creative Labs:	www.creaf.com
Diamond Multimedia:	www.diamondmm.com
Hercules:	www.hercules.com
Matrox:	www.matrox.com
nVIDIA:	www.nvidia.com
Rendition:	www.rendition.com

S3: www.s3.com
STB: www.stb.com

EIDOS Interactive maintains a web page with links to all major video and audio card manufacturers, which is a good first stop if you are looking to upgrade your drivers. You can reach this page at: <http://www.eidosinteractive.com/techsupp/ts-links.html>.