

Video Memory

This program requires 8MB of dedicated Video Memory.

Video Memory is RAM that is built into your video card. This RAM is used exclusively for the processing of video compression. If your video card does not have sufficient RAM to handle the program's complex video requirements, performance may be diminished and the program may lock-up or drop to the desktop.

If you are certain that your video card meets or exceeds the requirements of this program, it may simply be that the currently installed video driver is not compatible with DirectX. [Click here](#) to access more information about checking the video card's status with DirectX.

If DirectX does not correctly detect your video card, updating your video card's driver may resolve this issue. [Click here](#) for information on updating the driver for your video card.

DirectX

This program uses Microsoft's DirectX 8.0 technology, which provides components and drivers to enhance every aspect of high performance applications. If DirectX is either not installed on your system or if the version of DirectX currently installed is not Version 8.0, this program will install DirectX 8.0 during the program setup. Please note that DirectX 8.0 cannot be installed properly if the Sound Recorder and Volume Controller Windows components are not installed.

In order to run this program with the best possible performance, your video card and sound card should be DirectX 8.0-compatible with certified DirectX 8.0 drivers properly installed. If you experience sound or display difficulties, a likely source of the issue is an outdated or incompatible driver.

To verify that you have DirectX 8.0 certified drivers installed on your system, run the DirectX Diagnostics (DXDIAG) program that is copied to your hard drive when this program is installed. This program displays version and status information for your sound and display drivers, as well as all other DirectX components installed on your system.

To run **DXDIAG**, click here 

If the above link does not access DXDIAG, proceed as follows:

1. From the Windows Taskbar, click on **Start** and select **Run**.
2. In the **Open:** field, type **DXDIAG**. Click on **OK** or press the **Enter** key on your keyboard. The program will begin to gather information about your system and the Diagnostic Tool will open with the **System** tab in the foreground.

When DXDIAG starts, the following tabs will be displayed: **System**, **DirectX Files**, **Display**, **Sound**, **Music**, **Input**, **Network**, and **More Help**.

The **System** tab contains system information about the computer and specifies the version of DirectX installed on your computer. The system information includes: system date, computer name, operating system version and language, processor type, memory, swapfile size, and DirectX version.

The **DirectX Files** tab contains the filenames and version numbers for all DirectX files installed on the computer. If DXDIAG detects any problems with any DirectX files, a warning will be displayed in the Notes box.

The **Display** tab contains detailed information about your display settings, and allows you to disable hardware acceleration for DirectDraw and Direct3D. On this tab, you can also test DirectDraw and Direct3D. If DXDIAG detects any problems with any display settings or driver files, a warning will be displayed in the Notes box. Be sure to note the Name of your video card and the amount of video RAM that it contains.

The **Sound** tab contains detailed information about the sound card settings and driver. On this tab, you can test DirectSound and lower the Sound Hardware Acceleration Level. If DXDIAG detects any problems with the sound card or driver files, a warning will be displayed in the Notes box.

The **Music** tab contains the current MIDI settings. On this tab, you can test DirectMusic. If DXDIAG detects any problems with any MIDI settings, a warning will be displayed in the Notes box.

The **Input** tab contains the input devices (Joystick, Gamepad, Steering Wheel) connected to the computer and the input drivers installed on the computer.

The **Network** tab contains a list of the Network drivers installed and running on the computer. From this tab you may test DirectPlay.

At any time during the troubleshooting, the DirectX information can be saved to a text file by clicking on the **Save All Information** button.

NOTE: If your sound and display drivers are not listed as Certified, contact your computer manufacturer to verify that the drivers currently installed on your system are the latest available and that they are compatible with DirectX. If Certified drivers are not available, drivers that are compatible, but not certified, should run the program with an acceptable level of performance. If your sound and video card drivers are not compatible with DirectX, the program may not run properly.

If you need further information on DirectX or on updating your system's drivers, please refer to the **Customer Support** section of the **Disney Interactive** web-site (www.disneyinteractive.com).

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Updating Drivers

Installing the latest available driver for your video card, sound card, and CD-ROM drive can result in a variety of benefits, including increased system performance, new component features, or the elimination of a technical problem. If your computer locks up, the video appears choppy, or the screen goes black, an updated video driver may solve the problem. An updated sound driver may result in crisper, clearer sound. A new CD-ROM driver can add new features while eliminating lockups and error messages.

Computer system and component manufacturers are constantly updating their drivers so that their hardware can play the latest software programs with the best possible performance. Documents with procedures for determining the version of the drivers currently installed on your system are available from Disney Interactive's website at www.disneyinteractive.com. If you determine that your system is not using the latest driver, or your current driver is dated earlier than one year prior to today's date, you should consider obtaining an updated driver.

If your video card, sound card, and CD-ROM drive were included with your system at the time of purchase, contact the manufacturer of your computer system about obtaining the latest version of a driver. If you have purchased a system component separately from your computer system, contact the component manufacturer to obtain the latest version of the driver. Updated drivers are frequently available from the manufacturers Web-site on the Internet. Refer to your hardware documentation for contact information. Please be aware that charges may be incurred.

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