

Microsoft Technical Support

Help is available from many different sources. Please take the time to read the following so we may direct you to the most appropriate help source for you.

Self-help

You can diagnose many computer problems without outside help. Since many problems with games have to do with the visual display, refer to this document for hints and tips about general display issues.

If you find that these help topics don't meet your needs, help yourself with Microsoft Personal Online Support, which is designed specifically for home users and individuals. Go online and get the most up-to-date answers swiftly and easily. You can use simple self-help tools or search a wide variety of technical information. If you still need help, Personal Online Support provides an easy way to submit support incidents directly to Microsoft via the Web. See the Web support listed below.

Troubleshooting Display Problems

Here are some methods you can use to troubleshoot display-related problems that you may experience when using *RalliSport Challenge Trial Version*

General display symptoms

The following list contains general display symptoms that you may experience.

- Textures are missing.
- Textures are distorted.
- Texture colors are distorted.
- Textures are blurred.
- Screen text is blurred or illegible.
- Graphics are black or white.
- The screen turns black.

Display troubleshooting methods

Check minimum system requirements

Make sure that your video adapter meets the minimum requirements required to play the game. For all boxed games please see the System Requirements listed on the box. Use the DirectX Diagnostic Tool to determine how much video memory is available.

To check minimum system requirements

1. On the Windows task bar, click the **Start** button, and then click **Run**.
2. In the **Open** box, type "dxdiag" (without the quotation marks), and then click **OK**.
3. In the **DirectX Diagnostic Tool** dialog box, click the **Display** or **Display 1** tab.

4. In the **Device** field, note how much video memory is on the **Approx. Total Memory** line, and then click **Exit**.

Note: The newer versions of Microsoft DirectX automatically install the DirectX Diagnostic Tool.

Install the latest video driver for your video adapter

To determine the version number of the video driver installed on your computer, use the DirectX Diagnostic Tool.

To determine the version of your video driver

1. Click **Start**, and then click **Run**.
2. In the **Open** box, type "dxdiag" (without the quotation marks), and then click **OK**.
3. In the **DirectX Diagnostic Tool** dialog box, click the **Display** or **Display 1** tab.
4. In the **Drivers** field, note the version number on the **Version** line.
5. If multiple video adapters are installed in your computer, repeat steps 3-4 to determine the version number of the video driver for each additional video adapter installed in your computer by checking any other Display Tabs such as Display 2, Display 3, etc..
6. When you have noted the version numbers for all of the video drivers installed on your computer, click **Exit**.

To determine what version(s) of DirectX the video driver is compatible with, check the DDI (DirectDraw Interface) version.

To check the DDI version

1. Click **Start**, and then click **Run**.
2. In the **Open** box, type "dxdiag" (without the quotation marks), and then click **OK**.
3. Click **Save All Information** to save a Dxdiag.txt report.
4. Click **Desktop**, and then click **Save**.
5. Open the DxDiag.txt file on your desktop.
6. Under the **Display Devices** section, find the line marked DDI Version. This is the version of DirectX with which your video driver is compatible.

Contact your video adapter manufacturer to inquire about how to obtain and install the latest video driver for your video adapter.

For information about how to contact your video adapter manufacturer, you can visit

<http://microsoft.com/support/> and look up the following articles in the Microsoft Knowledgebase You will need to have a connection to the Internet to access this information:

Q65416 Hardware and Software Third-Party Vendor Contact List, A-K

<http://support.microsoft.com/support/kb/articles/q65/4/16.asp>

Q60781 Hardware and Software Third-Party Vendor Contact List, L-P

<http://support.microsoft.com/support/kb/articles/q60/7/81.asp>

Q60782 Hardware and Software Third-Party Vendor Contact List, Q-Z

<http://support.microsoft.com/support/kb/articles/q60/7/82.asp>

For example, to look up Q123456 you would perform the following actions on the

<http://microsoft.com/support/> page:

1. Click the link for "Search the Knowledgebase"
2. In the "Search for" box, Type Q123456.
3. Change the Search Type to "Article ID".
4. Click the "Go" button.

Install the latest version of Microsoft DirectX

To download and install the latest version of Microsoft DirectX, visit the following Microsoft Web site:
<http://www.microsoft.com/directx/default.asp>

For additional information about how to download and install the latest version of DirectX, you can visit <http://microsoft.com/support/> and look up the following article in the Microsoft Knowledgebase You will need to have a connection to the Internet to access this information:

Q179113 How to Download and Install DirectX

<http://support.microsoft.com/support/kb/articles/q179/1/13.asp>

Adjust display settings

Many newer Microsoft games require a video card and monitor that can run a resolution of at least 800 x 600 at High Color (16 bit). Set your Windows display resolution to 800 x 600 at High Color (16 bit), and then test the game.

To set the Windows display resolution

1. Click **Start**, point to **Settings**, and then click **Control Panel**. In Windows XP you can click **Start** and then click **Control Panel**
2. Double-click **Display**.
3. In the **Display Properties** dialog box, click the **Settings** tab.
4. Move the **Desktop Area, Screen Area or Screen resolution** slider to the 800 x 600 pixels setting. The slider you see will depend on your operating system.
5. In the **Color Palette** or **Colors** box, click **High Color (16 bit)** or **Medium (16 bit)**. The wording you see will depend on your operating system.
6. Click **OK**, and then click **OK** again.
7. Click **Yes** to accept the settings.

Note: After changing your video resolution, you may have to adjust your monitor settings so that your screen displays correctly. See your monitor documentation for more information.

If you know what resolution your game is set to run at, you may also try setting your Windows display settings to the same resolution as the game.

Check or turn on Direct 3D

To check or turn on Direct3D acceleration

1. Click **Start**, and then click **Run**.
2. Type "dxdiag" (without the quotation marks), and then click **OK**.
3. On the **Display** tab, verify that all DirectX features are turned on. If any are disabled, click

Enable next to the feature.

Note: If some DirectX features are unavailable, please verify that your video adapter meets the minimum requirements.

Reduce graphics hardware acceleration

To reduce graphics hardware acceleration

1. Click **Start**, point to **Settings**, and then click **Control Panel**. In Windows XP you can click Start and then click Control Panel
2. Double-click **System**. In Windows XP you should double-click Display.
3. On the **Performance** tab, click **Graphics**. In Windows XP you should click the Settings tab, click the Advanced button and then choose the Troubleshoot tab.
4. Move the **Hardware Acceleration** slider until it is one notch to the right of **None** (the **Basic** acceleration setting).
5. Click **OK**, and then click **Close**.
6. When you are prompted to restart the computer, click **Yes**.
7. Test the game. In some cases the game may not run until you move the slider to a higher setting. If the issue continues to occur, repeat these steps in Step 4 to increase the graphics hardware acceleration.

NOTE: If your game runs with video acceleration turned down, it may indicate that you need to update your video driver or it may indicate that your display adapter cannot run your game at full acceleration.

Adjust refresh rate

To adjust the refresh rate for your display adapter

1. Click **Start**, point to **Settings**, and then click **Control Panel**. In Windows XP you can click Start and then click Control Panel
2. Double-click **Display**.
3. On the **Settings** tab, click **Advanced**.
4. On the **Adapter** tab, under **Refresh Rate**, select **Adapter** default. In Windows XP you should select the Monitor tab and select the lowest refresh rate available.
5. Click **OK**, and then click **OK** again.

Note: After changing your refresh rate, you may have to adjust your monitor settings so that your screen displays correctly. See your monitor documentation for more information.

Remove multiple adapters using the DirectX Diagnostic Tool (Windows 98 only)

To remove multiple adapters

1. Click **Start**, and then click **Run**.
2. In the **Open** box, type "dxdiag -ghost" (without the quotation marks), and then click **OK**.
3. Click the **More Help** tab.

4. Click the **Inactive** button.
5. Click the item on the left, and then click **Backup**.
6. Repeat until all the items have been removed from Inactive window.
7. Click **Exit**.

"Signal out of range" or "Out of scan range"

When you start a game, you may receive an error message similar to either of the following:
Signal out of Range.

-or-

Out of Scan Range

This behavior can occur if the signal from the video adapter exceeds the scan range of the monitor. The video adapter setting for updating the screen (the refresh rate) is incompatible with the monitor.

To resolve this issue, follow the steps below in the order in which they are given:

1. Reduce the display settings.
2. Test the game again. If the issue is not resolved, continue with the next step.
3. Change the refresh rate setting for your video adapter.

Adjust display settings

Many newer Microsoft games require a video card and monitor that can run a resolution of at least 800 x 600 at High Color (16 bit). Set your Windows display resolution to 800 x 600 at High Color (16 bit), and then test the game.

To set the Windows display resolution

8. Click **Start**, point to **Settings**, and then click **Control Panel**. In Windows XP you can click **Start** and then click **Control Panel**
9. Double-click **Display**.
10. In the **Display Properties** dialog box, click the **Settings** tab.
11. Move the **Desktop Area, Screen Area or Screen resolution** slider to the 800 x 600 pixels setting. The slider you see will depend on your operating system.
12. In the **Color Palette** or **Colors** box, click **High Color (16 bit)** or **Medium (16 bit)**. The wording you see will depend on your operating system.
13. Click **OK**, and then click **OK** again.
14. Click **Yes** to accept the settings.

Note: After changing your video resolution, you may have to adjust your monitor settings so that your screen displays correctly. See your monitor documentation for more information.

To change the refresh rate for your video adapter

1. Click **Start**, point to **Settings**, and then click **Control Panel**. In Windows XP you can click **Start** and then click **Control Panel**
2. Double-click **Display**.
3. On the **Settings** tab, click **Advanced**.

4. On the Adapter tab, click Adapter default under "Refresh rate", and then click Ok.

NOTE: If there is not an Adapter tab, you cannot change the refresh rate for your video adapter.

5. If you are prompted to test the setting, click OK.

To change the default refresh rate

1. Click Start, and then click Run.
2. In the Open box, type "dxdiag.exe" (without the quotation marks), and then click OK.
3. On the More Help tab, click Override.
4. Click "Override Value", type a refresh rate setting in the Override Value box that is supported by both your video adapter and your monitor, and then click OK. Try one value at a time.

NOTE: Typical values are 60, 62, 72, and 75.

5. Click Exit.

NOTE: If you change the video refresh rate to a setting that is not supported by your monitor, you can damage your monitor. Check the documentation for your monitor or contact the manufacturer of your monitor to determine compatible refresh rates before you change the default refresh rate setting for your video adapter.

To determine a refresh rate setting that is supported by both your video adapter and your monitor

1. Click Start, point to Settings, and then click Control Panel. In Windows XP you can click Start and then click Control Panel
2. Double-click Display.
3. On the Settings tab, click "Advanced" or "Advanced Properties".
4. On the Monitor tab, make sure your monitor is selected. Many monitors have their Model numbers displayed on a label on the back of the monitor. If an incorrect monitor is selected, or if a standard or unknown monitor is selected, click Change, click the manufacturer and model of your monitor, and then click OK.
5. On the Adapter tab, click the Refresh Rate box. This should list the available and appropriate choices. In Windows XP you should select the Monitor tab and look at the refresh rates in the Monitor Settings box.

More support options available at the following Microsoft Web site:

<http://support.microsoft.com/support/default.asp>

Online Resources for Self-Help

To easily diagnose and answer technical questions yourself, visit

<http://support.microsoft.com/support>

Or, you can browse support information about your product conveniently consolidated at

<http://support.microsoft.com/support/games>

Technical support options

For all of our support offerings, visit <http://microsoft.com/support/>.

In Canada, visit <http://microsoft.ca/support/>.

To get started, try the following:

For articles targeted at specific issues, visit the Microsoft Knowledge Base at <http://microsoft.com/support/>

To work with a Microsoft Support Professional over the Internet, submit your issue at <http://support.microsoft.com/directory/onlinesr.asp>

For your product's general support policy, visit <http://support.microsoft.com/directory/productsupportoption.asp>