

## **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. You can refer to this document for general support information.

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.

### ***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>

## **Troubleshooting Stability Issues**

If this is the first time your game has crashed, you can probably just restart the game and continue without needing to run through the steps listed below.

If this has happened several times, then try the steps below to troubleshoot your issue.

NOTE: Some of the items in this document contain links to online content. Access to this content will require a connection to the internet. In some cases, depending on your Internet Service Provider, you may need to already be connected to the internet before clicking the links to the online content.

If you wish to begin troubleshooting right away you may skip to the second section:

Types of Error Messages That You May Receive

How to Gather Clues about an Error Message

### ***Types of Error Messages that You May Receive***

When you run any of the Microsoft games listed at the beginning of this article, you may receive one of the following three types of error message:

- Fatal exceptions
- Illegal Operations

- Watson Errors

### **Fatal Exception**

A "fatal exception" error message is typically displayed on a blue screen, and appears similar to the following:

A fatal exception <0X> has occurred at <xxxx:xxxxxxxx>

Where <0X> is a hexadecimal number from 00 to 0F that indicates the processor exception, and <xxxx:xxxxxxxx> is the code segment pointer and memory address at which the exception error occurred.

A fatal exception error can occur if any of the following conditions is true:

- A program attempts to call an illegal instruction.
- A program attempts to access invalid data or instructions.
- The privilege level of an operation is invalid.

For additional information about "fatal exception" error messages, 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: The information in this article is not necessary to troubleshoot these kinds of issues but may be of interest in understanding your issue.

Q150314 Information about Fatal Exception Errors

<http://support.microsoft.com/support/kb/articles/q150/3/14.asp>

### **Illegal Operation**

An "illegal operation" error message appears similar to the following:

This program has performed an illegal operation and will be shut down. If the problem persists, contact the program vendor.

When you click Details, you receive a detailed error message similar to the following:

<Program> caused an invalid page fault in module <filename> at <xxxx:xxxxxxxx>.

When you click OK, the program quits.

You typically receive an "invalid page fault" or "general protection fault" error message when a program or a component attempts to read or write to a memory address that is not allocated to the program. When this occurs, the program may overwrite or damage data or instructions for another program that is using that memory address. You may also receive a different type of "illegal operation" error message, such as a divide error, "invalid instruction," or "stack fault" error message.

For additional information about "illegal operation" error messages, 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: The information in this article is not necessary to troubleshoot these kinds of issues but may be of interest in understanding your issue.

Q82710 Causes of General Protection Faults

<http://support.microsoft.com/support/kb/articles/q82/7/10.asp>

### **Watson errors**

Watson is an Error Reporting tool included with certain products and Windows XP that you can use to report unrecoverable errors (for example, general protection faults or invalid page faults) to Microsoft over the Internet. In some cases you may need to be connected to the internet before

attempting to submit the error to Microsoft.

When an unrecoverable error occurs, you receive the following error message:

“Rallisport Challenge Trial Version has encountered a problem and needs to close. We are sorry for the inconvenience. If you were in the middle of something, the information you were working on may be lost. Please tell Microsoft about this problem. We have created an error report that you can send to help us improve Rallisport Challenge Trial Version. We will treat this report as confidential and anonymous. To see what data this error report contains, click here.”

If you choose to send an error report, Microsoft will analyze the fault data and attempt to identify and correct the issues involved. At the time of reporting, the Error Reporting tool checks to see if the issue that you have encountered has already been fixed. While the tool checks, an Error Reporting dialog box opens that indicates that the tool is preparing an error report.

If a patch or workaround exists for the specific issue that you reported, the Error Reporting tool directs you to the appropriate Web site, where you can download the patch or workaround. If you are not prompted to download a patch or workaround, and you need support for the issue that you reported, please browse to the following Microsoft Web site for support options. You will need to have a connection to the Internet to use this feature:

<http://support.microsoft.com/default.aspx?PR=gms>

The Error Reporting tool provides a new dialog box for unrecoverable errors, which you can use to send an error report to Microsoft. You can also view the data that the report contains, choose not to send individual reports to Microsoft, or view the Microsoft data-collection policy for this tool. To view the data-collection policy, browse to the following Microsoft Web site. You will need to have a connection to the Internet to use this feature:

<http://watson.microsoft.com/dw/1033/dcp.asp>

### ***How to Get Clues from an Error Message***

To use the error message to diagnose your problem, note the module name that is listed in the "Details" section of the "invalid page fault" error message.

If the module name is a printer driver, a video driver, a sound card driver, an antivirus tool, or a component that is not part of the game, you can remove or update that module.

If you do not recognize the module name, you can query the Microsoft Knowledge Base for the module name at the following Microsoft Web site. You will need to have a connection to the Internet to use this feature:

<http://support.microsoft.com/?pr=kbinfo>

For example, if you received an invalid page fault in module <unknown>:

1. In the "Select a Microsoft Product" box, click the name of the game in which you receive the error message.
2. In the "Search for" box, type "invalid page fault in module unknown".
3. In the "Using" box, select the exact phrase entered, and then click "Go".

NOTE: If you do not see the Using box, click Show Options.

For additional information about how to search for information in the Microsoft Knowledge Base, 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:

Q129725 Obtaining Knowledge Base Articles on the World Wide Web

<http://support.microsoft.com/support/kb/articles/q129/7/25.asp>

## ***How to Get Clues from Events That Precede an Error Message***

Sometimes, you can determine the cause of the problem by noting what occurred just before you received the error message, whether the problem also occurs in other programs, or if the problem occurs every time you attempt to perform a particular action.

To determine the cause of the problem, answer the following questions:

- Are other programs running on your computer when you receive the error message?
- Is this a known issue with your game?
- Does the problem only occur at a particular time, such as when you start the game or when you use a joystick?
- Does the problem occur in other programs or games?
- Can you reproduce the problem, or does it occur randomly?

The following sections discuss each question and possible resolutions.

Are other programs running on your computer when you receive the error message?:

You can prevent or resolve many error messages by quitting all programs that are running on your computer before you start a game.

To do this, follow these steps:

1. Press CTRL+ALT+DELETE.
2. In the Close Program dialog box, click any program except Explorer or Systray (which are components of Microsoft Windows), and then click End Task.

If you receive a message stating that the program is busy or not responding, click End Task again.

3. Repeat steps 1 and 2 to quit all programs except Explorer and Systray.

Is this a known issue with your game?:

Certain "invalid page fault" or "fatal exception" error messages only occur when specific conditions are true. For more information about how to resolve specific error messages in the games listed at the beginning of this article, query the Microsoft Knowledge Base for the exact text of the error message at the following Microsoft Web site. You will need to have a connection to the Internet to use this feature:

<http://search.support.microsoft.com/kb/c.asp>

For example, if you received an invalid page fault in module <unknown>:

1. In the "Select a Microsoft Product" box, click the name of the game in which you receive the error message.
2. In the "Search for" box, type "invalid page fault in module unknown".
3. In the "Using" box, select the exact phrase entered, and then click "Go".

For additional information about how to find articles in the Microsoft Knowledge Base, 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:

Q129725 Obtaining Knowledge Base Articles on the World Wide Web

<http://support.microsoft.com/support/kb/articles/q129/7/25.asp>

If none of the articles in the Microsoft Knowledge Base describes your problem, please continue troubleshooting your problem using the information in this article.

Does the problem only occur at a particular time?:

If you receive the error message only when you perform a specific action or set of actions in the

game, the actions that trigger the error message may provide clues about which solutions you should try first.

For example if you only receive the error message when you press a programmed button on your joystick, you may want to disable programmed buttons, updated the joystick software, or even update the sound driver for your sound card if the joystick is connected to the game port on your sound card.

Does the problem occur in other programs or games?:

If the problem occurs in other programs or games, the problem most likely is caused by an outdated device driver, a damaged or missing component of Windows, or another program that is running in the background.

NOTE: Although some of the troubleshooting tips and possible solutions in this article may help with these issue, the focus of this article is to resolve error messages that are specific to the game listed at the beginning of this article.

### **Can you reproduce the problem, or does it occur randomly?:**

If you always receive the error message each time you perform a specific action or set of actions, use one of the suggested resolutions for the problem, and then perform that action or set of actions again. If you no longer receive the error message, you can assume that the problem is resolved. If you continue to receive the error message, you need to continue troubleshooting the problem.

If you cannot easily reproduce the problem, use one of the suggested resolutions for the problem, and then play the game until you feel comfortable that the problem is resolved. If you continue to receive the error message, try another possible resolution.

NOTE: Be sure to keep track of the resolutions that you have tried, along with the results for each one.

### **Does your computer meet the system requirements for the game?**

You can query the Microsoft Knowledge Base for information about the system requirements for the game at the following Microsoft Web site. You will need to have a connection to the Internet to use this feature:

<http://support.microsoft.com/?pr=kbinfo>

Use the following parameters to query for the system requirements:

1. In the "select a Microsoft Product" box, select the name of your game.
2. In the "Search for" box, type "System Requirements" (without the quotation marks).
3. In the Using box, select "All the words entered" the click "Go"

NOTE: If you do not see the Using box, click Show Options.

### **Are you running Microsoft Windows 2000 or Windows XP?**

Download and install the latest Service Pack from the following Microsoft Web site. You will need to have a connection to the Internet to use this feature:

<http://www.microsoft.com/windows/default.asp>

### **Are any programs running in the background conflicting with the game?**

If programs are running in the background, clean boot your computer.

To clean boot your computer, use the appropriate method for your version of Microsoft

Windows.

### **How to Perform a Clean Boot in Windows XP**

NOTE: You must be logged on as an administrator or a member of the Administrators group in to complete this procedure. If your computer is connected to a network, network policy settings may also prevent you from completing this procedure.

1. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.
2. On the General tab, click Selective Startup, and then click to clear the Process SYSTEM.INI File, Process WIN.INI File, and Load Startup Items check boxes. You cannot clear the Use Original BOOT.INI check box.
3. On the Services tab, click to select the Hide All Microsoft Services check box, and then click Disable All.
4. Click OK, and then click Restart to restart your computer.
5. After Windows starts, determine whether the symptoms are still present. If so then proceed.

NOTE: Look closely at the General tab to make sure that the check boxes that you cleared are still cleared. Proceed to step 6 if none of the check boxes are selected. If Load System Services is the only disabled check box, your computer is not "clean-booted." If additional check boxes are disabled and the problem is not resolved, you may require assistance from the manufacturer of the program that places a check mark back in Msconfig. If none of the check boxes are selected and the problem is not resolved, you may have to repeat steps 1 through 5, but you may also have to clear the Load System Services check box on the General tab. This temporarily disables Microsoft services (for example, Networking, Plug and Play, Event Logging, and Error Reporting) and permanently deletes all restore points for the System Restore utility. Do not do this if you want to retain your restore points for System Restore or if you must use a Microsoft service to test the problem.

6. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.
7. On the General tab, click to select the Process SYSTEM.INI File check box, click OK, and then click Restart to restart the computer. If the problem continues to occur, the issue is with an entry in your System.ini file. If the problem does not continue to occur, repeat this step for the Process WIN.INI File, Load Startup Items, and Load System Services (if appropriate) check boxes until the problem occurs. After the problem occurs, the last item that you selected is the item in which the problem is occurring.

### **Clean Boot Microsoft Windows Millennium Edition:**

1. Click Start, and then click Run.
2. In the Open box, type "msconfig" (without the quotation marks), and then click OK.
3. On the General tab, click Selective Startup, and then click to clear the following check boxes:

Load Static VxDs

Load Startup Group Items

Load Environment Variables

4. On the Win.ini tab, click to clear the following check boxes:
  - Load=
  - Run=
5. Click OK. When you are prompted to restart the computer, do so.

### **Clean Boot Microsoft Windows 98:**

1. Click Start, and then click Run.
2. In the Open box, type "msconfig" (without the quotation marks), and then click OK.
3. On the General tab, click Selective Startup, and then click to clear the following check boxes:
  - Process Config.sys File
  - Process Autoexec.bat File
  - Process Winstart.bat File (if available)
  - Load Startup Group Items
4. On the Win.ini tab, click to clear the following check boxes:
  - Load=
  - Run=
6. Click OK. When you are prompted to restart the computer, do so.

For additional information about how to clean boot Windows 98, 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:

Q192926 How to Perform Clean-Boot Troubleshooting for Windows 98

<http://support.microsoft.com/support/kb/articles/q192/9/26.asp>

NOTE: To restore your original Startup options, click Normal Startup on the General tab in the System Configuration Utility.

### **Is it DirectX?**

DirectX is a Windows component that improves access to hardware. Games use DirectX to communicate with your hardware. For more information about DirectX, visit the following Microsoft Web site. You will need to have a connection to the Internet to access this information:

<http://www.microsoft.com/directx/homeuser/aboutdx.asp>

To download and install the latest version of DirectX, visit the following Microsoft Web site:

<http://www.microsoft.com/directx/homeuser/downloads/default.asp>

Installing DirectX in a regular boot of your operating system may not be as effective as installing DirectX in the "Safe Mode" for your operating system.

### **Is There an Issue with the Video Driver?**

Games require plenty of information from your video adapter when you run or start a game. A damaged or outdated video driver can cause many types of errors to occur.

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

Drivers are small programs that allow your operating system to communicate with the hardware in your computer. A driver acts as a translator between your hardware and operating system. The driver helps Microsoft Windows understand requests from your hardware. Beyond acting as a translator, a driver can also enhance the operation of a particular piece of hardware, such as a video adapter or a sound card.

A new video driver for your video adapter might allow your video adapter to use video features more efficiently or improve performance.

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:

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

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

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

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

3. **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.

#### **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**.

If the issue continues to occur, proceed to the next method.

#### **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.

### **Is There an Issue with the Sound Driver?**

To determine if the sound driver is causing the issue, turn off the sound card in Windows:

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 **Multimedia** or "**Sounds and Multimedia**".
3. Click the **Devices** or the **Hardware** tab.
4. Click plus symbol next to **Audio Devices** to expand the branch.
5. Double-click your sound card.
6. Click to select the following check boxes:
  - "Do not use audio features on this device"
  - "Do not map through this device"
  - In Windows 2000, click to select the "Do not use this device (disable)" check box.
7. Click **OK**.
8. Restart your computer.

NOTE: If you continue to experience issues after disabling the sound card you should undo the steps from above and then update your sound card drivers.

### **To determine the version of your sound card and it's drivers**

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 **Sound** or **Sound 1** tab.
4. In the **Device Field** note the name of your device
5. In the **Drivers** field, note the version number on the **Version** line.
6. If multiple sound cards are installed in your computer, repeat steps 3-4 to determine the

version number of the video driver for each additional sound cards installed in your computer by checking any other Display Tabs such as Display 2, Display 3, etc..

7. When you have noted the version numbers for all of the soundcards installed on your computer, click **Exit**.

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:

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

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

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

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

6. **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:

5. Click the link for "Search the Knowledgebase"
6. In the "Search for" box, Type Q123456.
7. Change the Search Type to "Article ID".
8. Click the "Go" button.

If you update your sound card drivers and you still receive an error message, you can try reducing Sound Acceleration in Windows. To do this:

### **Reduce Hardware Sound Acceleration in Dxdiag**

1. Click Start, and then click Run.
2. In the Open box, type "dxdiag" (without the quotation marks), and then click "OK".
3. Click the Sound tab.
4. Under DirectX Features, move the Hardware Sound Acceleration Level slider all the way to the left (the "No acceleration" setting).
5. Click Exit.

If the issue continues to occur, proceed to the next method.

### **Change the Preferred Playback Device to the Game Compatible Device**

NOTE: These steps are only for Windows 98 and Windows ME.

To change the preferred playback device to the game compatible device:

1. Click Start, point to Settings, and then click Control Panel.
2. Double-click Multimedia.
3. On the Audio tab, click Game Compatible Device in the "Preferred device" box under Playback.
4. Click to select the "Use only preferred devices" check box, and then click OK.

5. Close Control Panel.
6. Restart the computer.

The Game Compatible audio device is associated with certain modems. If the Game Compatible Device is not listed, you may add the device by following the steps below. To install the Game Compatible audio device:

1. Click Start, point to Settings, and then click Control Panel.
2. Double-click Modems.
3. Click Add.
4. Click to select the "Don't detect my modem; I will select it from a list" check box, and then click Next.
5. In the Manufacturers box, click 3X.

NOTE: 3X may not be available in some versions of Microsoft Windows.

6. In the Models box, click 3X 14.4 Data Fax Modem Voice.
7. Click Next.
8. Click any port, and then click Next. Follow the instructions on the screen.
9. Click Finish, and then click Close.

After you add the 3X Data Fax Modem Voice modem, set the Game Compatible Device to be your default audio playback device:

1. Click Start, point to Settings, and then click Control Panel.
2. Double-click Multimedia.
3. Under Playback, click Game Compatible Device in the Preferred Device box.
4. Click to select the Use Preferred Devices Only check box, and then click OK.
5. Close Control Panel, and then restart the computer.

For additional information about the game compatible device, 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:

Q177614 What Is the Game Compatible Audio Device?

<http://support.microsoft.com/support/kb/articles/q177/6/14.asp>

### **Are There Duplicate Devices in Safe Mode?**

Under Windows 98 and Windows ME if the computer initializes multiple versions of a single CD-ROM drive, display adapter, or sound, video, or game controller when you start Microsoft Windows, the game may generate an error message. To resolve this issue, you can remove any duplicate CD-ROM drives, display adapters, or sound, video, and game controllers. This is not necessary if you are running Windows XP. To do this:

1. Click Start, point to Settings, and then click Control Panel.
2. Double-click System.
3. On the Device Manager tab, click View Devices By Type.

4. Double-click the CDROM branch to expand it.
5. Note the properties for each device listed in the branch. To do this:
  - Click a device, and then click Properties.
  - Click each tab in the device properties dialog box, and then record the device information and settings.
  - Click OK.
6. Repeat steps 4 and 5 to record the properties of all devices listed under the following branches in Device Manager:
  - Display Adapters
  - Sound, Video And Game Controllers
7. Click OK, and then close Control Panel.
8. Restart Windows in Safe mode. To do this, follow the appropriate steps for your version of Microsoft Windows.

Windows 98 or Windows ME:

1. Restart your computer, press and hold down the CTRL key when your computer completes the Power On Self Test (POST), and then select Safe Mode on the Startup menu.
2. When Windows starts in Safe mode, click OK.
3. Click Start, point to Settings, and then click Control Panel.
4. Double-click System.
5. On the Device Manager tab, click View Devices By Type.
6. Double-click the CDROM branch to expand it.
7. Verify that there are no changes in the list of devices in the branch. If you see a device that is not in the list of devices you noted in step 5, click the new device, and then click Remove. Repeat this step for each device in the branch that is not in the list of devices you noted in step 5.

NOTE: If you see new copies of a device that is in the list of devices you noted in step 5, check the properties of each copy of the device. If the properties for the device match the properties you recorded, keep the device. If the properties for the device do not match the properties you recorded, remove the device.

8. Repeat steps 13-14 for all devices listed under the following branches:
  - Display Adapters
  - Sound, Video And Game Controllers
  - Click OK.
9. When you are prompted to restart the computer, click OK

### **Was the Game Installed Properly?**

Uninstall the game, clean boot your computer (see the "Are any programs running in the background conflicting with the game?" section earlier in this article), delete the game folder, and then reinstall the game. To uninstall the game and then delete the game folder, follow these steps:

1. Insert the game CD into the CD-ROM drive. Press and hold down SHIFT when you insert the CD-ROM to prevent the program from starting automatically.
2. Click Start, point to Settings, and then click Control Panel.
3. Double-click Add/Remove Programs.
4. On the Install/Uninstall tab, click the game, and then click Add/Remove (Windows 2000 users, click Remove).
5. Follow directions on your screen to uninstall the game.
6. Delete the game folder. By default, most Microsoft games are installed in the following default folder:

C:\Program Files\Microsoft Games\

NOTE: Make sure that you delete only the folder for your game and not the C:\Program Files\Microsoft Games\ folder. You will lose any content you have created and or added to the game. This includes but is not limited to save games, updates, and 3rd-party content such as planes, cars and scenery.

7. Reinstall the game. You may want to change the default folder to ensure a completely clean installation of the game.

### **Gather Information in DirectX**

Should it become necessary to contact Microsoft for additional assistance you can collect valuable information about your system before making that contact. Your Support Professional can use this information while assisting you with your issue:

1. Click Start, and then click Run.
2. In the Open box, type "dxdiag" (without the quotation marks), and then click OK.
3. First, note the version number.
4. Write down anything in the Notes section, except for the following: "No problems found". Make sure to take note of any uncertified drivers.
5. Run tests for the following items:
  - On the Display tab, click the "Test DirectDraw" button to test DirectDraw functionality.
  - On the Display tab, click the "Test Direct3D" button to test Direct3D functionality
  - On the Sound tab, click the "Test DirectSound" button to test DirectSound functionality.
  - On the Music tab, click the "Test DirectMusic" button to test DirectMusic functionality.
6. Repeat step 4 until all tabs have been examined.

For additional information about DirectX tabs, 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:

Q190900 DirectX: Description of the DirectX Diagnostic Tool

<http://support.microsoft.com/support/kb/articles/q190/9/00.asp>

If the problem is not resolved, contact Microsoft Product Support Services.

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>