

## Re: games always getting error

**Source:** <http://www.tech-archive.net/Archive/Games/microsoft.public.games/2004-06/0698.html>

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**From:** Jimmy S. (Private)

**Date:** 06/24/04

Date: Thu, 24 Jun 2004 11:58:10 -0400

Hi Sang,

If I understand correctly from your post we have:

1. Resolved the issue where you couldn't install all Windows updates;
2. Resolved the issue where you get an error message when starting the game

Am I to understand that there is now a new error which you are experiencing, which never occurred before? If yes, which game are you trying to play, and where did you install it from: original CD or download from official website?

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Cheers,  
Jimmy S. Windows XP MVP Shell / User  
<http://mvp.support.microsoft.com>  
Game FAQs: [http://support.microsoft.com/default.aspx?scid=FH;\[LN\];gms](http://support.microsoft.com/default.aspx?scid=FH;[LN];gms)  
Visit my Zone.com / Gaming Helpsite: <http://nibblesnbits.tk> or Call / Contact  
MS Support at: <http://support.microsoft.com/default.aspx?scid=sz;en-us;top>  
My advice is donated "AS IS" without warranty; nor do I confer any rights.

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"Sang" <r3cogniz3@hotmail.com> wrote in message news:20bcd01c459b8\$59c0d240\$a101280a@phx.gbl...  
| Okies i've update everything and done everything u sed  
| and still happens the file that has the error is called:  
| ref\_gl.dll i think it's got sumthing to do with the  
| graphics but i dunno i'm able to play for awhile and then  
| aft i cannot play anymore to be able to play it again i  
| have to go into the c drive and locate the file  
| ref\_gl.dll and then manuely delete it and then i have to  
| reinstall the game and then it works again but i have to  
| keep on doing it or i cannot play it....  
|  
| >-----Original Message-----  
| >Hi Sang,  
| >  
| >Here's the Microsoft KB for that patch for info and  
| >download:  
| >[http://www.microsoft.com/downloads/details.aspx?](http://www.microsoft.com/downloads/details.aspx?FamilyID=d531bf00-d7be-48e3-abcc-961602bd72c2&displaylang=en)  
| >FamilyID=d531bf00-d7be-48e3-abcc-  
| >961602bd72c2&displaylang=en  
| >  
| >As it's a cumulative patch (combined many previous  
| >patches) lookup the  
| >complete itemization at:  
| ><http://www.updatexp.com/kb826939.html>  
| >

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>--
>Cheers,                               Windows XP MVP
Shell / User
>Jimmy S.
http://mvp.support.microsoft.com
>
>
>Game FAQs: http://support.microsoft.com/default.aspx?scid=FH;\[LN\];gms
>Visit my Zone.com / Gaming Helpsite:
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>MS Support at: http://support.microsoft.com/default.aspx?scid=sz;en-us;top
>My advice is donated "AS IS" without warranty; nor do I
confer any rights.
>
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>
>"Sang" <r3cogniz3@hotmail.com> wrote in message
news:led2f01c4566b5e11426205a501280a@phx.gbl...
>| it just say unable to complete installation and to try
>| again but i have done it over like heaps of times and
>| still not work like it has been downloaded into my
>| computer but it just can't install...
>| what the update do anyways??
>| - Update Rollup 1 for Microsoft Windows XP (KB826939
>| >-----Original Message-----
>| >Hi Sang,
>| >
>| >Why can't you install that update.. what is the error
>| message?
>| >
>| >--
>| >Cheers,                               Windows XP MVP
>| Shell / User
>| >Jimmy S.
>| http://mvp.support.microsoft.com
>| >
>| >
>| >Game FAQs: http://support.microsoft.com/default.aspx?scid=FH;\[LN\];gms
>| >Visit my Zone.com / Gaming Helpsite:
>| http://nibblesnbits.tk or Call / Contact
>| >MS Support at:
>| http://support.microsoft.com/default.aspx?scid=sz;en-us;top
>| >My advice is donated "AS IS" without warranty; nor
do I
>| confer any rights.
>|
>
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>| >
>| ><anonymous@discussions.microsoft.com> wrote in message
>| news:1e0e901c454c85f89986e05a501280a@phx.gbl...
>| >| had more b4 but nows wen i scan only come up with
one
>| >| Critical update and i can't install it just like the
>| >| others some i can some i can't this is the only one
i
>| >| can't atm
>| >| - Update Rollup 1 for Microsoft Windows XP (KB826939
>| >|
>| >| >-----Original Message-----
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```
> | > | >Hi Sang,
> | > | >
> | > | >Which updates pacifistically?
> | > | >What error message occurs when you try to install
> | them?
> | > | >
> | > | >--
> | > | >Cheers,                               Windows XP
MVP
> | > | Shell / User
> | > | >Jimmy S.
> | > | http://mvp.support.microsoft.com
> | > | >
> | > | >
> | > | >Game FAQs:
> | http://support.microsoft.com/default.aspx?
> | > | scid=sz;en-us;top
> | > | >Visit my Zone.com / Gaming Helpsite:
> | > | http://nibblesnbits.tk or Call / Contact
> | > | >MS Support at:
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> | > | scid=sz;en-us;top
> | > | >My advice is donated "AS IS" without warranty; nor
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> | > |
> |
> |
> | > | >
> | > | >"Sang" <r3cogniz3@hotmail.com> wrote in message
> | > | news:1d9dl01c4541b$5b64cf40$a401280a@phx.gbl...
> | > | > | Some of the Windows Update Critical and
Recommended
> | i'm
> | > | > | not able to install for some reason so wot can i
> | do??
> | > | > |
> | > | > |
> | > | > | >-----Original Message-----
> | > | > | >Hi Sang,
> | > | > | >
> | > | > | >Let's try some basic troubleshooting. If the
> | problem
> | > | > | still persists
> | > | > | >please post back and we'll try some more steps.
> | Good
> | > | > | luck! :-)
> | > | > | >
> | > | > | >1. To see if it's a software conflict:
Temporarily
> | > | > | disable Startup
> | > | > | >programs one at a time, starting with Firewall,
> | > | > | Antivirus, and ad
> | > | > | >blockers using:
> | > | > | http://new.itsoft2001.com/windows/startup.php
> | > | > | >
> | > | > | >You can lookup what a program does before you
> | disable
> | > | it
> | > | > | here:
> | > | > | http://www.sysinfo.org/startuplist.php
> | > | > | >
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> | > | > | >2. Run a virus scan at:  
> | > | <http://housecall.antivirus.com>  
> | > | > | Afterwards  
> | > | > | >Download & Run Spybot Wrom:  
> | > | PQQWOYIYZUNNYCGPKYLEJGDGVCJV  
> | > | > | find any  
> | > | > | >Trojans, Adware, or Spyware which could clog up  
> | your  
> | > | > | system.  
> | > | > | >  
> | > | > | >3. Click My Computer / Rightclick the Drive &  
> | Choose  
> | > | > | Properties  
> | > | > | >/ Run the "Disk Cleanup..." / Next Click  
> | the "Tools"  
> | > | Tab  
> | > | > | and run  
> | > | > | >the "Error-Checking" and "Defragmentation"  
> | utilities.  
> | > | > | >  
> | > | > | >4. Go to the Windows Update site for everything  
> | under  
> | > | > | Critical and  
> | > | > | >Recommended: <http://windowsupdate.microsoft.com>  
> | Some  
> | > | > | games  
> | > | > | >require a patch:  
> | > | > | [http://www.avault.com/pcrl/patches\\_list.asp?](http://www.avault.com/pcrl/patches_list.asp?letter=a)  
> | letter=a  
> | > | > | >  
> | > | > | >5. Update DirectX and your Chipset, Sound,  
> | &Video  
> | > | > | Drivers:  
> | > | > | >For all Video / DirectX / Game and Hardware  
> | Issues, I  
> | > | > | have a  
> | > | > | >Checklist of Solutions at:  
> | > | > | <http://mvps.org/nibblesnbits/Video.html>  
> | > | > | >  
> | > | > | >--  
> | > | > | >Cheers, Windows  
> | XP  
> | MVP  
> | > | > | Shell / User  
> | > | > | >Jimmy S.  
> | > | > | <http://mvp.support.microsoft.com>  
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> | > | > | >Game FAQs:  
> | [http://support.microsoft.com/default.aspx?](http://support.microsoft.com/default.aspx?scid=FH;[LN];gms)  
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> | > | [http://support.microsoft.com/default.aspx?](http://support.microsoft.com/default.aspx?scid=sz;en-us;top)  
> | > | scid=sz;en-us;top  
> | > | > | >My advice is donated "AS IS" without warranty;  
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> | > |

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>
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>| >| >| >"Sang" <r3cogniz3@hotmail.com> wrote in message
>| >| >| news:1c9d201c452e4$9ca5f700$a101280a@phx.gbl...
>| >| >| >| heh
>| >| >| >| well some game wen i install onto my computer
it
>| >| works
>| >| >| >| but then aft a period of time like aft i turnm
>| of my
>| >| >| comp
>| >| >| >| and turn it back on the play it wen it loads
and
>| >| abt to
>| >| >| >| start to play i get the error msg where i can
>| send
>| >| it
>| >| >| to
>| >| >| >| microsoft and stuff it happen heaps of time i
>| have
>| >| >| alrdy
>| >| >| >| tryed running antivirus programs and i turn
>| norton
>| >| off
>| >| >| >| and stuff but it still happen wot i do??
>| >| >| >
>| >| >| >
>| >| >| >.
>| >| >| >
>| >| >
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>| >| >.
>| >| >
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>
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