

## Re: Direct3d Issue

**Source:** <http://www.tech-archive.net/Archive/Games/microsoft.public.games/2004-06/0864.html>

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**From:** Kevin Christian [MSFT] ([kevc\\_at\\_online.microsoft.com](mailto:kevc_at_online.microsoft.com))

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Date: Tue, 29 Jun 2004 10:46:14 -0700

What game, and can you post your dxdiag.txt? Do you have the latest drivers from [www.nvidia.com](http://www.nvidia.com) ?

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Kevin Christian [MSFT]

"anonymous" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)> wrote in message  
news:2239b01c45d9e\$2e104290\$a601280a@phx.gbl...

> OK, here's the deal...

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> First of all, I go to open a game that requires DirectX  
> and a Direct3d video card (which I apparently have). It  
> gives me an error saying I don't have DirectX installed.  
> I have game CD's that come with DirectX. The DirectX  
> installation doesn't recognize DirectX, so it apparently  
> installs. When I go to check the DirectX status, it  
> appears just fine. But the game gives me the same error!  
> Also, in DirectX Diagnostic, it states that I don't have  
> a Direct3d video card. I don't see how my NVidia DIRECT3D  
> card could lose its function just like that. On top of  
> that, there's a problem with my Internet connection so  
> that no outside programs (except Internet Explorer) can  
> access the Internet; which means I can download the  
> DirectX update from windows.com, but I can't install it.  
> I've been having this problem for over a year now and  
> would be very appreciative if someone could offer some  
> assistance on this matter.