

## Re: Direct X problems

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.games/2004-12/0289.html>

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

**Date:** 12/19/04

Date: Sun, 19 Dec 2004 10:36:09 -0500

Hi Jeremy,

Once installed, DirectX 9 cannot be uninstalled using native Windows commands. Let's see if we can get the system working with it instead.

Lets run a diagnostic of your system to see if we can pinpoint the problem.

In order to Create a dxdiag.txt file: Click Start / Run / type: DXDIAG  
Click the "Test" buttons in the Display, Sound, Music & Network Tabs;  
Afterwards click the "Save All Information..." button in the bottom row.

To post the DX diagnostic information, open the file in notepad, click Edit / Select All / Copy and then Paste the data into your post using Ctrl+V. If you use Outlook Express Click Insert / File Attachment. I hope this helps!

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Cheers,  
Jimmy S.  
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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"Jeremy H." <\*@yahoo.com> wrote in message news:16e801c4e58b\$edabca50\$a601280a@phx.gbl...  
>I loaded the new version of Direct X 9.0c to my computer  
> and since then any time I have tried to start up any EA  
> games (to include NHL 2000, Command and Conquer--4  
> different games in this series, and NASCAR) the games  
> will not load and the computer does an automatic shutdown  
> and restart. I have loaded all applicable patches and  
> new video drivers to no avail. I am still having the  
> same problems. Can anyone help or know where I can  
> download an older version of Direct X drivers? Thanks.  
>  
> Jeremy