

microsoft.public.windowsxp.general: Re: DXDIAG test 3D fails on new SXGA+

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From: Rick \ (rick_at_mvps.org)

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If it's under warranty, and it sounds like it still is, then stop trying to fix it yourself. Return it now, tell Dell to either fix it or get your money back. Don't waste your time on something that they should be fixing, this is what that warranty you got is for. If you install something (a third-party device driver for instance) that is unsupported, Dell can possibly claim that you voided the warranty, and then you're stuck whether it works or not.

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Best of Luck,

Rick Rogers, aka "Nutcass" - Microsoft MVP

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

Associate Expert - WindowsXP Expert Zone

www.microsoft.com/windowsxp/expertzone

Windows help - www.rickrogers.org

"SXGA5150" <SXGA5150@discussions.microsoft.com> wrote in message

news:059070B8-983D-416C-AA75-5C58262A76B6@microsoft.com...

> I have a new DELL 5150 with SXGA+ resolution screen. The DXDIAG test for displays fail when I try the Test Direct3D. If you have tried this test and have had similar results, I am looking for a fix both with Dell support and now this group. I would appreciate any help in solving this issue before my option to return this for full credit runs out.