

# Deal or No Deal

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## I. System Requirements

- Windows XP
- Pentium 3 800 MHz (P4 1.2 GHz recommended)
- 256 MB RAM (512 recommended)
- 8X CD-ROM drive
- 800 MB free hard disk space
- DirectX 9.0c compatible 3D video card with 32 MB RAM (64 MB recommended)
- DirectX 9.0 compatible sound card
- Microsoft compatible keyboard and mouse

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## II. Troubleshooting

**Problem A:** The game won't start, produces an error indicating it failed to initialize direct3d, freezes up, reboots the system or drops to the desktop.

**Problem B:** The window constantly scrolls away.

**Problem C:** The mouse cursor disappears during play or is invisible.

**Problem A: The game won't start, produces an error indicating it failed to initialize direct3d, freezes up, reboots the system or drops to the desktop.**

### **Possible Causes:**

- A1.** Hardware acceleration is disabled on your 3D card.
- A2.** The video card drivers need to be updated. (Most common)
- A3.** DirectX is not installed properly.
- A4.** Your system does not meet the minimum hardware requirements.

### **Solution to A1:**

Hardware acceleration must be turned to full, or your system may behave as if it does not have a 3D card. To ensure your hardware acceleration is turned to full, do the following:

1. Right-click on your desktop and select 'Properties'.
2. Click the 'Settings' tab.
3. Click 'Advanced'.
4. Click the 'Troubleshooting' tab.
5. Ensure the Hardware Acceleration slider is set to 'Full'.

**Solution to A2:**

To update your video driver, you need to know what video card you have, and then we can point you to the proper place to get updated video drivers.

To find out what kind of video card you have:

1. Right-click on the desktop and select 'Properties'.
2. Click the 'Settings' tab.
3. Click 'Advanced'.
4. Click the 'Adapter' tab.

The video adapter type will be displayed. The most common video cards are made by ATI (Radeon), NVIDIA (Gforce), or Matrox.

To update your video cards, go to the following websites:

ATI video drivers - <http://www.ati.com/support/driver.html>

NVIDIA Gforce - <http://www.nvidia.com/content/drivers/drivers.asp>

Matrox - <http://www.matrox.com/mga/support/drivers/home.cfm>

If you have a different type of video adapter, search the web for the manufacturer of your video card.

Once you have downloaded the latest driver for your particular hardware and operating system, make sure you install it. Most drivers come in the form of a downloadable executable that you must run. Most of these installations will require you to restart your system.

After updating your video driver, you could find your desktop screen resolution has been reset (bigger/smaller looking desktop icons). To set this back, do the following:

1. Right-click on your desktop and select 'Properties'.
2. Click the 'Settings' tab.
3. Adjust the 'Screen area' resolution slider to an acceptable setting and click 'Apply'.

**Solution to A3:**

If the installation program installed DirectX, a full reboot must be performed in order for it to work properly. Reboot your system, and try the game again. Alternatively, you can download and install the latest version of DirectX at:

[<http://www.microsoft.com/directx>](http://www.microsoft.com/directx)

or

[<http://www.microsoft.com/windows/directx>](http://www.microsoft.com/windows/directx)

**Solution to A4:**

The most common shortfall in the system requirements is the 3D video card. This can be difficult to know for sure, as the names of the video cards can be deceptive. Upgrading your video card is relatively simple and inexpensive. NVIDIA Gforce and ATI Radeon cards are industry leaders and are highly recommended. Keep in mind that hardware manufacturers frequently distribute outdated video drivers, so when installing new hardware, be sure to download the latest drivers from the manufacturers web site instead of using the ones that come with your card (A2). The second most common configuration shortfall is free disk space. Make sure you have plenty of free hard disk space available when running the game. (At least 200 MB).

**Problem B: The window or cursor continuously scrolls away.****Causes:**

**B1.** An uncalibrated joystick or joypad connected to computer.

**Solution to B1:**

Unplug your joystick, or go to the joystick applet in the Windows Control Panel, and calibrate it.

**Problem C: The mouse cursor disappears or is invisible.**

**Causes:** Unknown

**Solution:** While the game is running type 'safemouse' to enable a software mouse cursor, or go to the game options screen and disable the hardware mouse cursor option.

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**III. Technical Support**

If you have a problem concerning the operation of our software, please contact us via E-mail at the following address: [tech@globalstarsoftware.com](mailto:tech@globalstarsoftware.com)

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