



# ***Tutorial***

## **DirectX troubleshooting**



## **Motivation**

Dewesoft uses directx library's for rendering visual controls so it is necessary that it is correctly installed on your working system. There were many questions regarding directx configuration. This tutorial describes how to install and troubleshoot directx setting under all supported versions: Windows XP, Vista and 7.

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## Related problems or errors

Below is a list of possible problems or errors that derive from incorrect direct setup.

- Error on "IDirect3D9.GetDeviceCaps": dxerr9ab.dll library is not found
- Internal driver error in IDirect3DDevice9::Present()
- Unable to find file d3d8.dll, ddraw.dll or d3d9.dll
- Cannot initialize dinput8.dll
- dplay.dll has performed an illegal operation
- Fatal Exception error in dplayx.dll
- Access violation error in DirectX file D3D8.DLL
- A required .DLL File, D3D8.DLL, was not found
- Black/blank screen
- Looping audio, pulsing sound or no sound at all

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## How can I determine the version of DirectX I'm running?

1. Go to the Start button and select Run.
2. Type in `dxdiag` and click the OK button to run the DirectX Diagnostic Tool.
3. The version of Direct X running on your machine is the last item in the System Information box.
4. Click Exit in the lower right hand corner of the window to close the DirectX Diagnostic Tool.

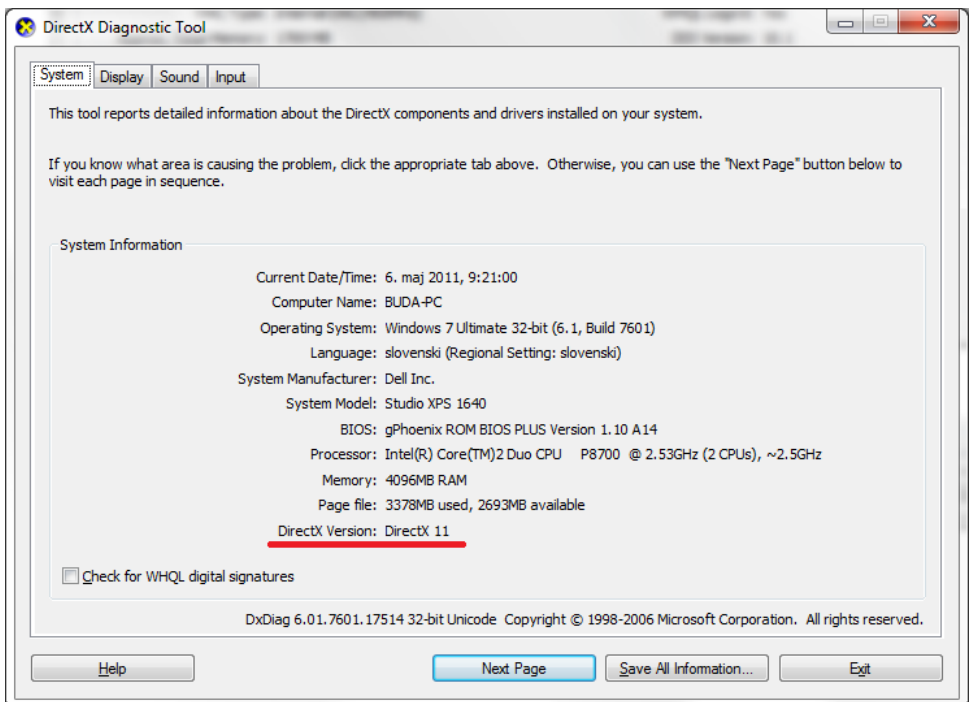


Figure 1: Information box

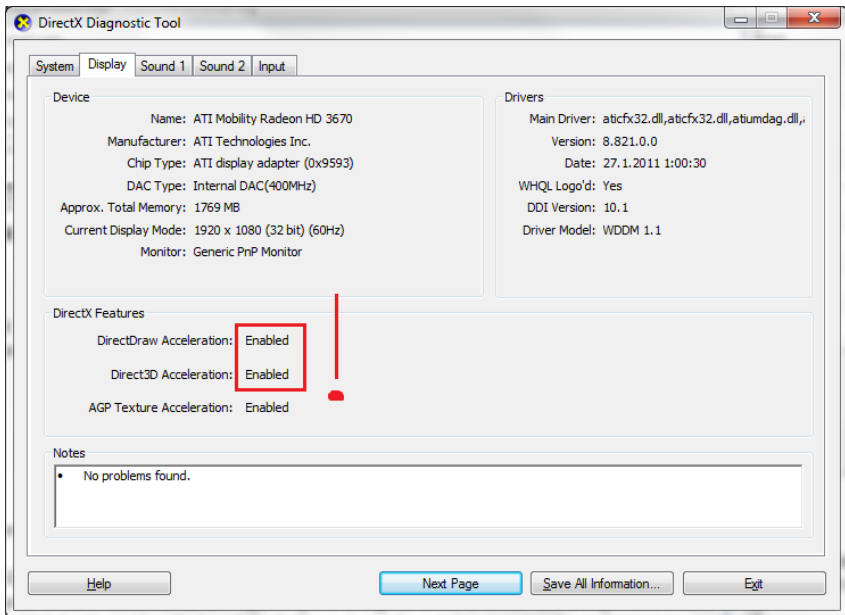


Figure 2: DirectX Features

Figure 2 shows directx capabilities. Parameters in RED bracket MUST be set to enable. Older versions of directx also provide some quick tests that are not shown in Win 7 with directx11.

## How do I update DirectX?

The latest version of DirectX for Windows XP users is [DirectX 9.0C](#).

The latest version of DirectX for Windows Vista users is [DirectX 10](#).

The latest version of DirectX for Windows 7 users is [DirectX 11](#).

The easiest way to update DirectX is to use [Windows Update](#).