XFX Driver Installation Troubleshooting

If you are having any troubles installing the ATI drivers this guide will help you resolve your issues. This guide applies to anyone that cannot install the ATI catalyst drivers due to errors or crashes that occur when running the installer or can install the driver but cannot open the Catalyst Control Center afterwards.

Step 1. Uninstall drivers.

Go to the control panel by clicking Start > Control panel.



In the control panel, go to programs and features or add/remove programs:

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Control Panel >		• + Search Con	<u>م</u>									



Find the ATI Catalyst Install Manager and click Change

🗴 Add or Rei	move Programs				
5	Currently installed programs:	Show updates	Sort by: Name		*
Change or Remove Programs	Astroburn Lite	even nerve	Size	15.00MD 14.04MB	~
Add New Programs	ATI Catalyst Install Manager <u>Click here for support information.</u> To change this program, click Change.		Size Used	<u>16.51MB</u> rarely Change	
G Add/Remove	Batch Rename .EXE 1.0.0.59 Mattlefield: Bad Company 2		Size Size	1.39MB 6,286.00MB	
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Set Program Access and	CPUID CPO-2 1.54 Download Updater (AOL LLC) Driver Sweeper 2.1.0		Size	2.9/MB	8
Defaults	Facebook Plug-In		Size	8.28MB	8
	B Launchpad Enhanced		Size	3.63MB	
	Magic ISO Maker v5.5 (build 0281)		Size	14.69MB 2.98MB	
	Marvell Miniport Driver		Size	3.46MB	~

Control Panel Home View installed updates Tum Windows features on or off	Uninstall or change a program To uninstall a program, select & from the list and then click Uninstall, Change, or Repair. Organize + Change Repair							
	Name	Publisher	Installed On	Size	Version			
	3DMark Vantage	Futuremark Corporation	2/18/2010		1.0.2.1			
	3DMark06	Futuremark	1/15/2010		1.1.0			
	Adobe Acrobat 7.0 Professional	Adobe Systems	7/12/2010		7.0.0			
	Adobe Flash Player 10 ActiveX	Adobe Systems Incorporated	12/18/2009		10.0.42.34			
	Aliens vs Predator D3D11 Benchmark V1.03	Rebellion	1/12/2002	318 MB	1.03.0000			
	Application Profiles	ATI Technologies, Inc.	6/24/2010	201 KB	2.0.3825.33997			
	ATI Catalyst Install Manager	ATI Technologies, Inc.	1/2/2002	22.3 MB	3.0.774.0			
	Battlefield Heroes	EA Digital illusions	2/1/2010					
	Battlefield: Bad Company 2	DICE	3/2/2010					
	Battlefield: Bad Company ⁷⁴ 2	Electronic Arts	3/2/2010	1.73 GB	1.0.0.0			
	Borderlands		12/18/2009		1.0			
	Crysis(R)	Electronic Arts	1/14/2010	2.10 GB	1.10.0000			
	Dungeons & Dragons Online S: Eberron Unlimited	Atari, Inc.	1/4/2010		01.10.01.8011			
	💕 Folding@home-gpu	Folding@home	1/7/2002	2.07 MB	6.23			
	E Futuremark SystemInfo	Futuremark Corporation	2/18/2010		3.20.1.2			
	B Launchpad Enhanced	SWGEmu	5/11/2010	3.63 MB	0.05.000			
	Marvell Miniport Driver	Marvell	12/17/2009		11.22.5.3			
	Microsoft .NET Framework 1.1		12/18/2009					
	B Microsoft Office Enterprise 2007	Microsoft Corporation	7/12/2010		12.0.6425.1000			
	Microsoft Silverlight	Microsoft Corporation	6/4/2010	48.7 MB	4.0.50524.0			
	· The second life of C 2008 ATL Hadden LA072022	Manufa Committee	1.06.0010	360.KD	C308 TCT03 0.0			

Click Next on the first window that comes up:



Then Select the "Express Uninstall ALL ATI Software" option and click next. After everything has been uninstalled restart the system.



After you restart your computer, open the Start menu and right click the Computer icon. Select Manage. This is the same on all version of Windows.



Open System Tools and go to Device Manager

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Open Display Adapters. Right click on the icon for the video card and select Uninstall.

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Computer Management (Local Computer Management (Local Computer Management (Local Computer Management Shared Folders Software Folders Computer Manager Computer Manager Dick Management Dick Management Services and Applications	Testbay-PC Testbay-PC Computer Dick drives Dick drive	Update Driver Software Disable Uninstall Scan for hardware changes Properties controllers	Actions Device Manager More Actions
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Check the box to Delete the driver software for this device. Click OK.

Confirm Device Uninstall
ATI Radeon HD 5700 Series
Warning: You are about to uninstall this device from your system.
Delete the driver software for this device.
OK Cancel

When it finishes, restart the computer.

Step 2. Remove any remnants of the driver left behind

Download Driver Sweeper.

Install Driver Sweeper with the basic settings. Do not launch it when you are finished.



Restart your computer. Tap F8 on your keyboard while your computer is booting. This should give you the Windows Advanced Boot Menu. Select Safe Mode.

Advanced Boot Options	
Choose Advanced Options for: Windows 7	
(Use the arrow keys to highlight your choice.)	
Repair Your Computer	
Safe Mode	
Safe Mode with Networking	
Safe Mode with Command Prompt	
Enable Boot Logging	
Enable low-resolution video (640x480)	
Last Known Good Configuration (advanced)	
Directory Services Restore Mode	
Debugging Mode	
Disable automatic restart on system failure	
Disable Driver Signature Enforcement	
Start Windows Normally	
Description: Start Windows with only the core drivers and services	. Use
when you cannot boot after installing a new device or	driver.
ENTER=Choose	ESC=Cancel

Launch Driver Sweeper from your Start Menu. Check the box for ATI – Display. Click Clean.

Driver Sweeper 2.1.0 - Pu	blished by Guru3D		_ 🗆 🗙
Navigation		Guru3D.com	Physion.net
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Select OK. It can take up to three minutes to clear all of the files. In that time the program may stop responding.

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				ATI - Display	Directory	C:\ATi\

Select OK to reboot your computer.

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About			ATI - Display	Directory	C:\ATi\	
		~	ATI - Display	Directory	C:\Program Files\ATI Technologies	1

Step 3. Apply the 2005 C++ update

Patch your C++ 2005 Redistributable. This is a set of files that commonly get overwritten with older versions by another program that has been installed and can cause issues with your driver install. The link for that can be found here <u>KB961894</u>. There are 2 possible links you can click. If your Windows Operation system is a 32 bit operating system then select the ENU (English) x86 files, for 64bit select the ENU x64 file.

KB961894 - VC++ Post 2005 SP1 Redistributable



Run the patch. After it is finished it will close without tell you anything. Restart your computer.



Step 4. Update Windows

For Windows XP, open Internet Explorer and go to http://www.windowsupdate.com.

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Review your update history	Keen your	computer up to	date	security & critical updates	i
Restore hidden updates	Check to see if you	need updates for Windows,	your programs, your har	dware	
Change settings	or your devices.			Pick a time to install updat	les.
Cat halo and support	Express	Get high-priority updates			
Use administrator ontions		(recommended)			
	Custom	Select from optional and h	iah-		
	Custom	priority updates for Windo	ws		
	12125				
	Concerned abou	it nrivacy? When you check	r for undates hasir		

Select the custom option. Select everything on the list. If you are asked to restart when it is finished then restart your computer and go back to Windows Update. Do the same thing again until you are not asked to restart when finished.

For Vista and 7, open the Start Menu and select Programs > Windows Update



If you are asked to restart when it is finished then restart your computer and go back to Windows Update. Do the same thing again until you are not asked to restart when finished.

First, make sure you have the latest ATI Catalyst Software Suite found at <u>http://game.amd.com/us-</u><u>en/drivers_catalyst.aspx</u>. If you are using an AGP card then download the driver listed as AGP Hotfix.

Run the Catalyst driver package, it needs to be extracted first.

🕮 Catalyst: In	stallation Folder	
ATI Ca	atalyst [™] Software	
Setup wil a differer start the	l install 10-6_xp32_dd_ccc_enu in the followi nt folder, click Browse and select another folc installation.	ng folder. To install in Jer. Click Install to
-Destination Fol	lder	· · · · · ·
C:\ATI\Suppo	ort\10-6_xp32_dd_ccc_enu	Browse
Space required: 3 Space available:	73.3MB 99.7GB	
Cancel	ATI Radeon Graphics	Install

Click the install option on the first windows.



Then use the express install option and click next.

Stallel V	veicome	Anaryzing	j System
Welcome	- Welcome	Welcome	Analyzing Configuration
nalyze	Select Express or Custom Install and then click Next:	Analyze	Overall Progress
ustomize	Custom	Customize	Detecting graphics hardware
stall	Default Installation Location: C:\Program Files\ATI Technologies Browse	Install	
Finished	LULE US PREDATOR HUNSER SURVIVOR PREV NOTE AT LADE ON CLAPHICE WITH AT LADE ON CLAPHICE	Finished	
	http://ati.amd.com		http://ati.amd.

Once it's installed, click finish. You will be prompted to reboot and you should.

ATI - Catalyst™ Install /	Manager - Version: 03.00.0778	×
Finished		
Welcome	CActions	
Analyze	Installation complete	
Customize	View Log	
Install		
Finished		-
	A REAL	
	ATT NA POLEON	
	AND DEFINITS TOTAL WAR	
	http://ati.amd.com	6
	Finish	



If you need older drivers they can be found here

XP 32bit: XP 32 bit Previous Catalyst Drivers

XP 64bit: XP 64 bit Previous Catalyst Drivers

Vista 32 Windows 7 32: Vista and Windows 7 32 bit Previous Catalyst Drivers

Vista 64 windows 7 64: Vista and Windows 7 64 bit Previous Catalyst Drivers