

Blizzard DirectX update

Driver update information

This page is designed to help customers troubleshoot video and/or sound problems associated with old or faulty drivers. If you are planning on updating DirectX as well as the drivers for your sound and video hardware. We suggest installing the update for DirectX first, then the updates for your sound and video hardware.

Steps to identify your DirectX version:

Click on the Start button and select Run.

In the Open: field type in dxdiag and click the OK button.

When the DirectX Diagnostic Tool loads up you will see information about your computer. Near the bottom of the information should be the following field: DirectX Version: which will list what version you are currently running.

Check <http://www.microsoft.com/directx/homeuser/downloads/default.asp> for the latest version of DirectX and update if necessary*. *Note: Make sure you have drivers for your sound and video hardware that support the version of DirectX you are going to install. If you are not sure the drivers support the version of DirectX you are going to install consult with the company that built the sound and video hardware for more information. If the hardware came with a computer you bought then contact the computer manufacturer. Check our list of hardware manufactures for contact information [Hardware Vendor List](#)

. Steps to identify your video driver version:

Click on the Start button and select Run.

Type in dxdiag and click OK.

After the DirectX Diagnostic Tool loads click on the Display tab.

The version of the driver you have installed should be listed under the Driver box next to the word Version.

Steps to identify your sound driver version:

Click on the Start button and select Run.

Type in dxdiag and click OK.

After the DirectX Diagnostic Tool loads, click on the Sound tab.

The version of the driver you have installed should be listed under the Driver box next to the word Version. You can find a list of hardware manufactures available on our [Hardware Vendor List](#).

Revised 6/15/2009 JMM