

XFX Driver Installation Troubleshooting

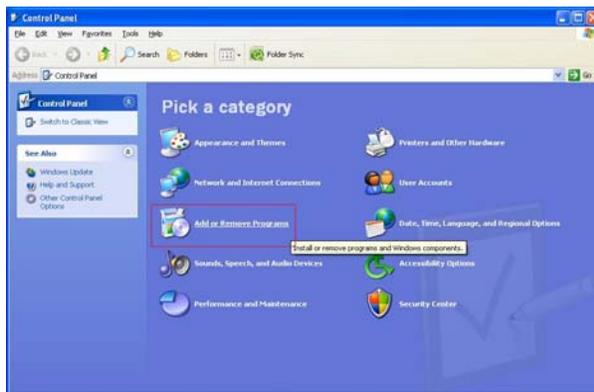
If you are having any troubles installing the ATI drivers this guide will help you resolve your issues. This guide applies to anyone that cannot install the ATI catalyst drivers due to errors or crashes that occur when running the installer or can install the driver but cannot open the Catalyst Control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

Step 1. Uninstall drivers.

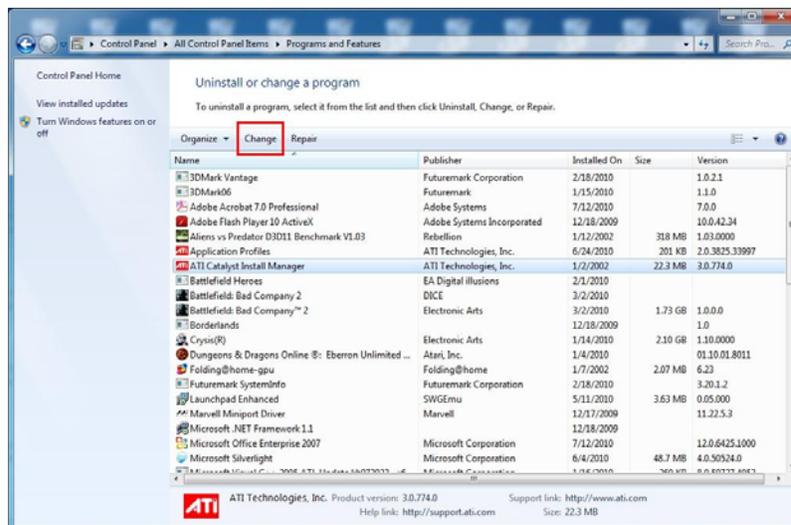
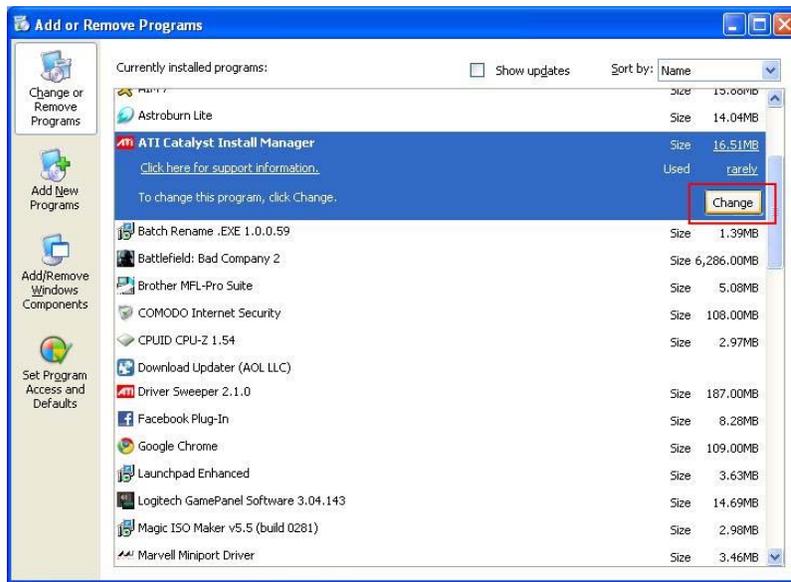
Go to the control panel by clicking Start > Control panel.



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



Find the ATI Catalyst Install Manager and click Change



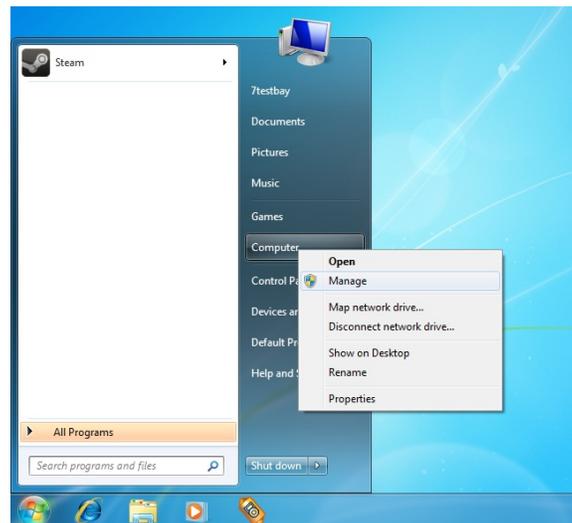
Click Next on the first window that comes up:



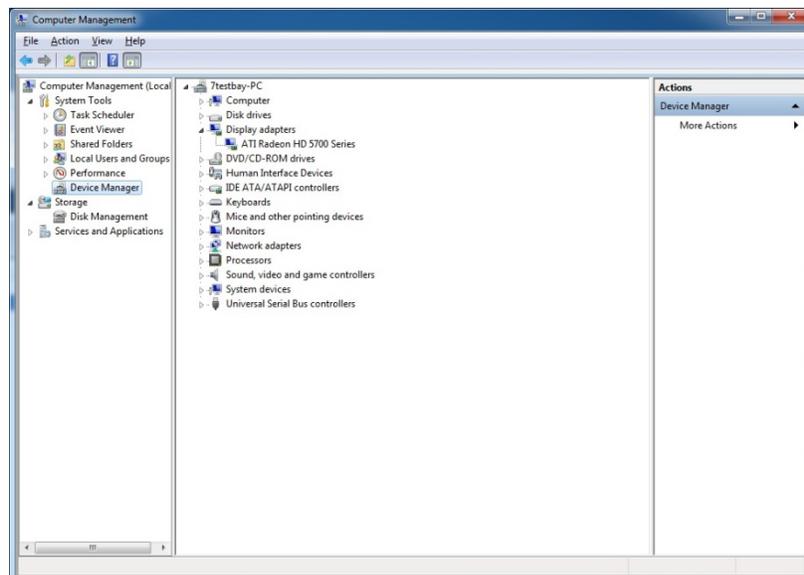
Then Select the “Express Uninstall ALL ATI Software” option and click next. After everything has been uninstalled restart the system.



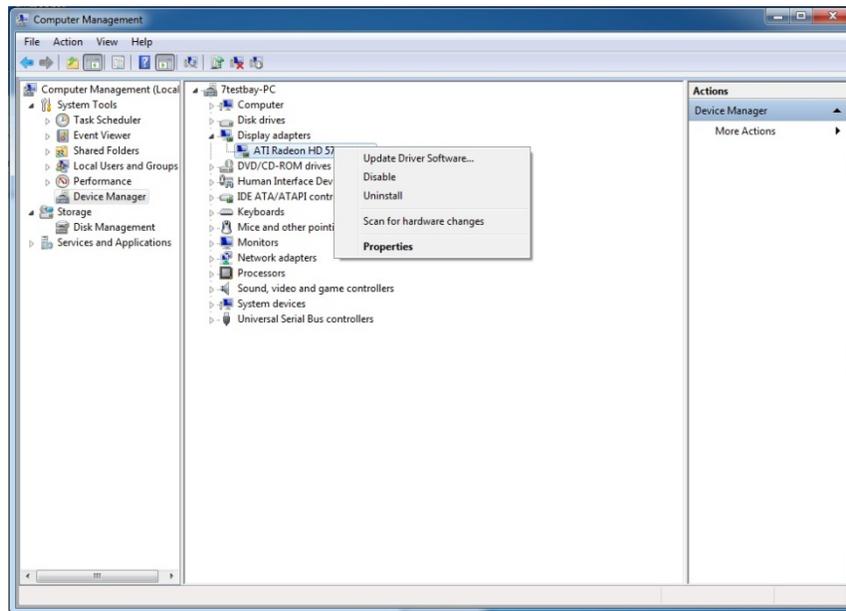
After you restart your computer, open the Start menu and right click the Computer icon. Select Manage. This is the same on all version of Windows.



Open System Tools and go to Device Manager



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



Check the box to Delete the driver software for this device. Click OK.



When it finishes, restart the computer.

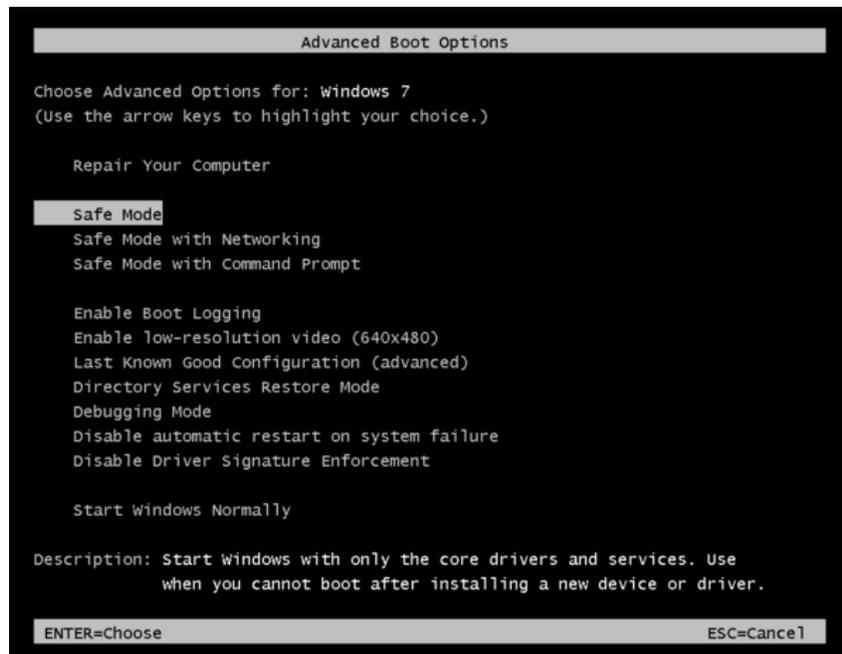
Step 2. Remove any remnants of the driver left behind

Download [Driver Sweeper](#).

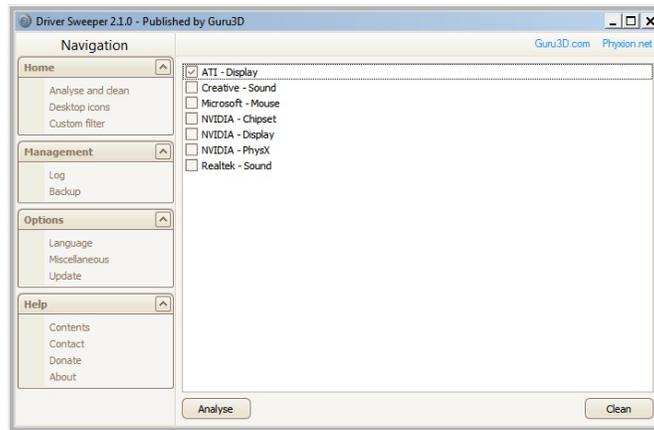
Install Driver Sweeper with the basic settings. Do not launch it when you are finished.



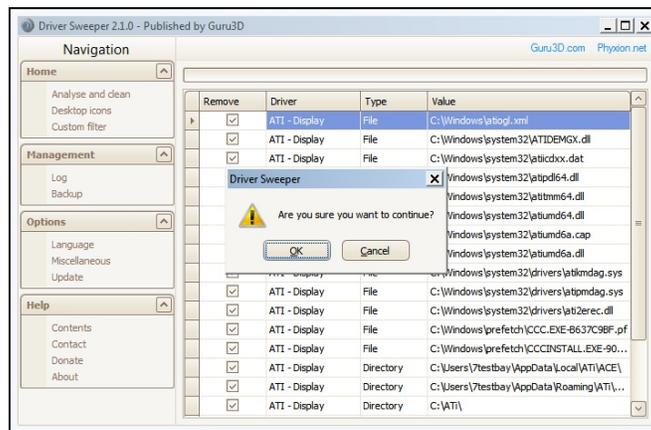
Restart your computer. Tap F8 on your keyboard while your computer is booting. This should give you the Windows Advanced Boot Menu. Select Safe Mode.



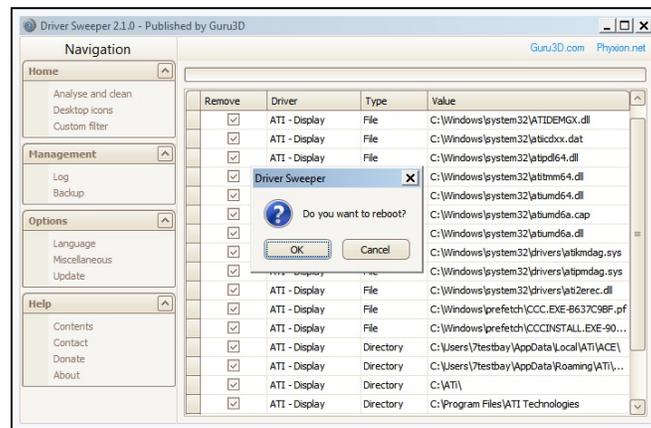
Launch Driver Sweeper from your Start Menu. Check the box for ATI – Display. Click Clean.



Select OK. It can take up to three minutes to clear all of the files. In that time the program may stop responding.



Select OK to reboot your computer.



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 KB961894. 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

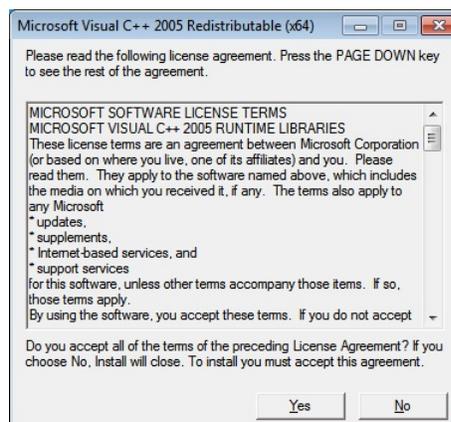
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0 Votes in Release (breakdown) **KB961894**

Files

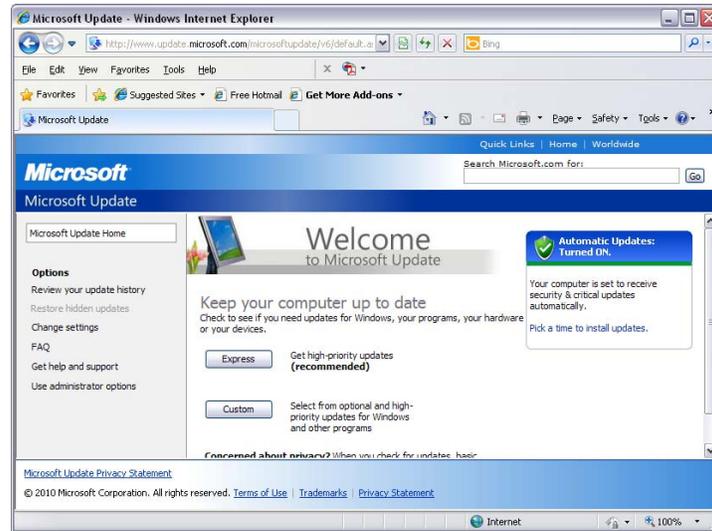
- CHS (vcredist_x86.exe) runtime binary, 2677K, uploaded Jan 13 2009 - 31939 downloads
- CHS (vcredist_x64.exe) runtime binary, 3146K, uploaded Jan 13 2009 - 10738 downloads
- CHT (vcredist_x86.exe) runtime binary, 2677K, uploaded Jan 13 2009 - 3682 downloads
- CHT (vcredist_x64.exe) runtime binary, 3146K, uploaded Jan 13 2009 - 2139 downloads
- ENU (vcredist_x86.exe) runtime binary, 2682K, uploaded Jan 13 2009 - 78419 downloads **Download this for 32bit windows**
- ENU (vcredist_x64.exe) runtime binary, 3151K, uploaded Jan 13 2009 - 49518 downloads **Download this for 64bit windows**

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



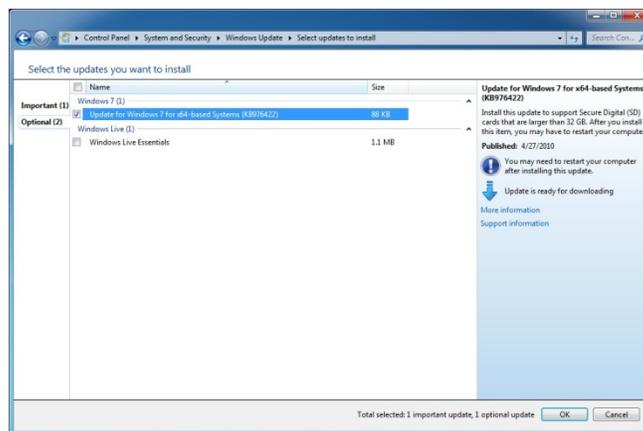
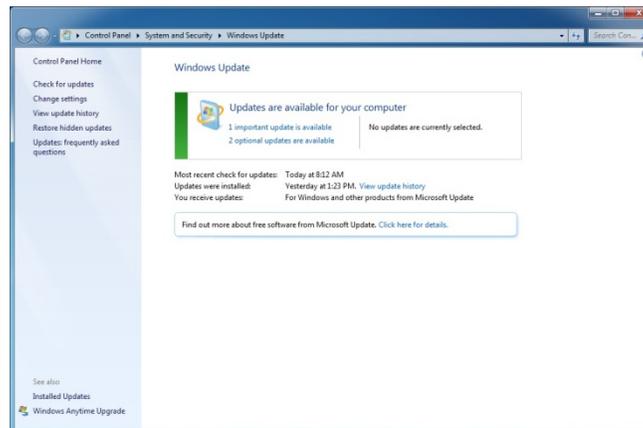
Step 4. Update Windows

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



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.

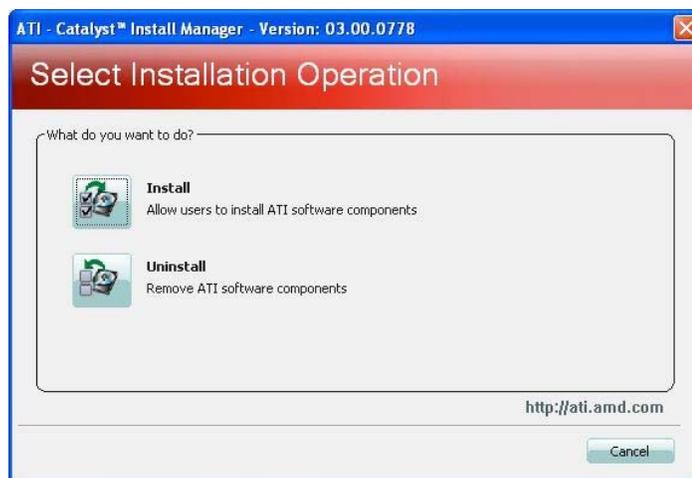
Step 5. Install the driver

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

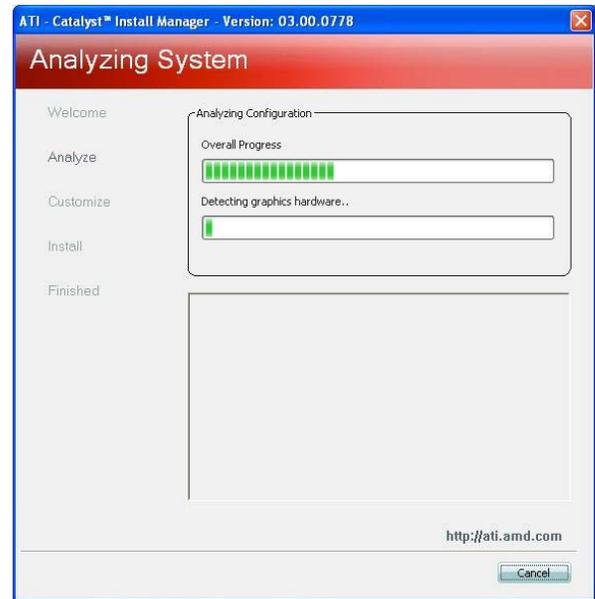
Run the Catalyst driver package, it needs to be extracted first.



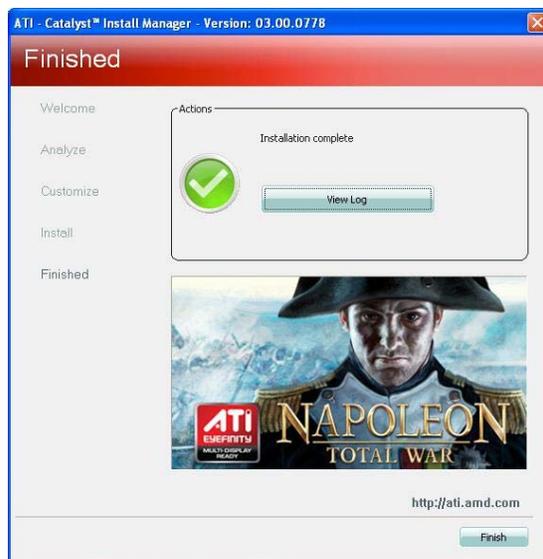
Click the install option on the first windows.



Then use the express install option and click next.



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



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](#)