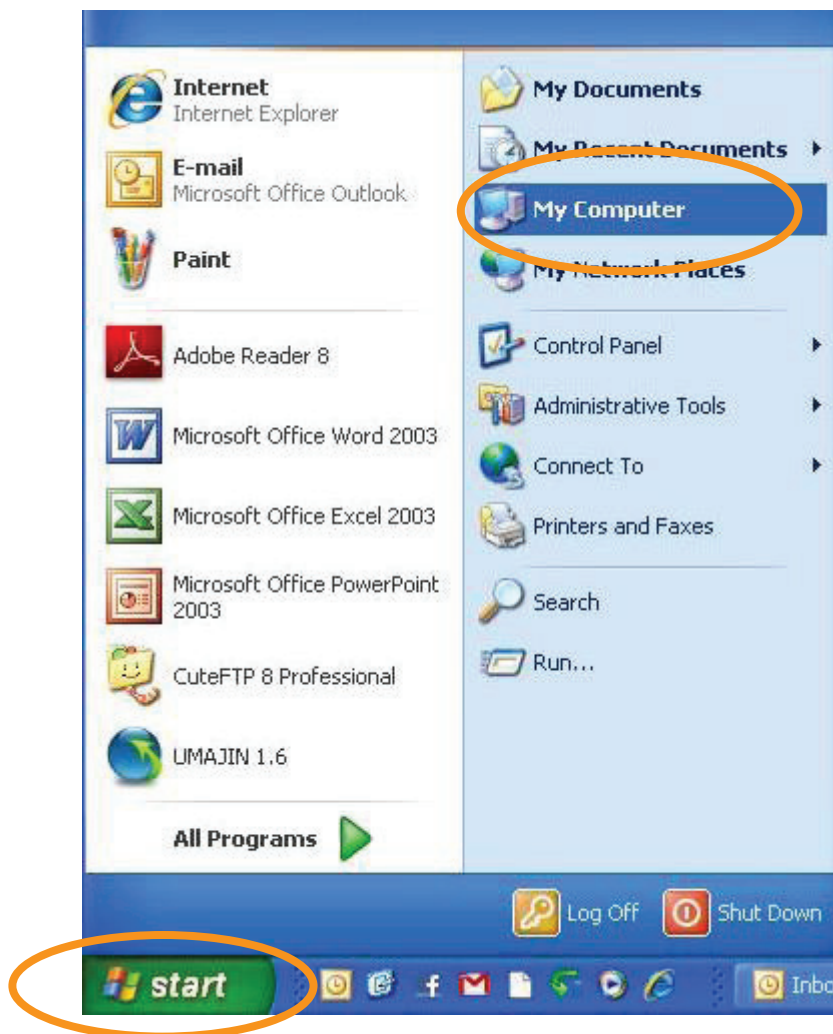


# Running a diagnostics check

**Problem:** I've tried trouble shooting options 1, 2, and 3, but I still can't view the *CSI* interactive texts.

**Reason:** There may be a compatibility issue with your graphics card. Please check the minimum operating requirements on the CD wallet or CD pocket inside the *CSI* kit. If your computer meets these requirements, you will need to run a simple diagnostics test to help us find out what the problem is.

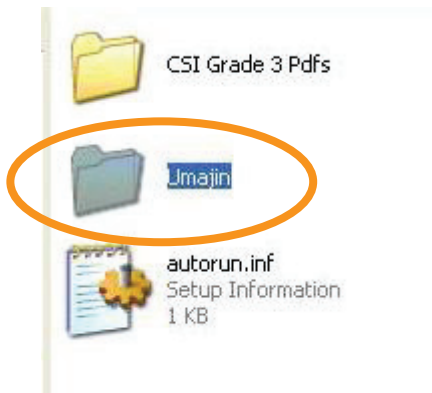
1. Select "Start" and go to "My Computer."



2. Right click on the CSI/ CD icon and select "Explore."



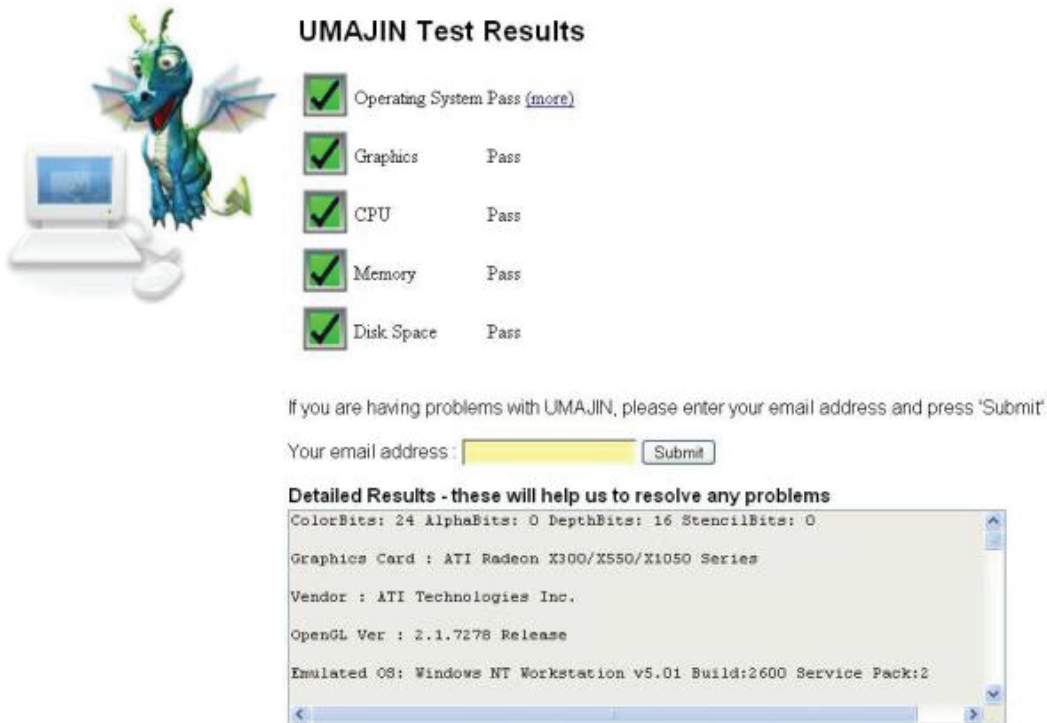
3. Double click the UMAJIN folder icon.



4. Double click the "umajin-Diagnostics-test.exe icon.  
The test will install and run automatically.



The results will look something like the picture below:



**UMAJIN Test Results**

- Operating System Pass ([more](#))
- Graphics Pass
- CPU Pass
- Memory Pass
- Disk Space Pass

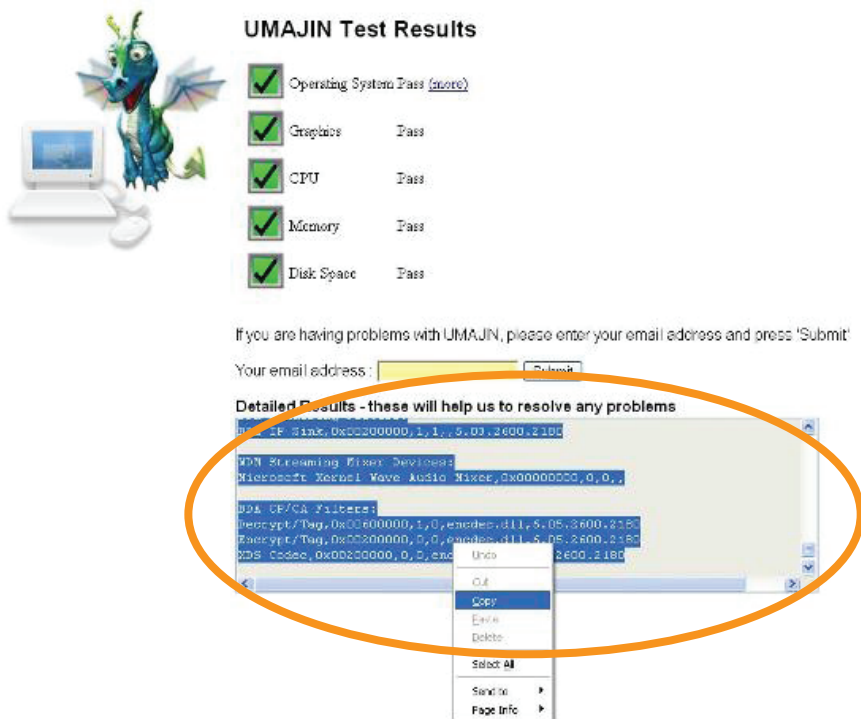
If you are having problems with UMAJIN, please enter your email address and press 'Submit'

Your email address:

**Detailed Results - these will help us to resolve any problems**

```
ColorBits: 24 AlphaBits: 0 DepthBits: 16 StencilBits: 0
Graphics Card : ATI Radeon X300/X550/X1050 Series
Vendor : ATI Technologies Inc.
OpenGL Ver : 2.1.7278 Release
Emulated OS: Windows NT Workstation v5.01 Build:2600 Service Pack:2
```

5. DO NOT enter your email address in the yellow box. Instead, highlight and copy all of the information from the "Detailed Results" grey box, like the picture below: (there is a lot of it, so make sure you copy all the way down to the bottom).



**UMAJIN Test Results**

- Operating System Pass ([more](#))
- Graphics Pass
- CPU Pass
- Memory Pass
- Disk Space Pass

If you are having problems with UMAJIN, please enter your email address and press 'Submit'

Your email address:

**Detailed Results - these will help us to resolve any problems**

```
Microsoft Kernel Wave Audio Mixer,0x00000000,0,0,0
ATI Streaming Mixer Device:
Microsoft Kernel Wave Audio Mixer,0x00000000,0,0,0
SMA CP/CX Falbeien
Microsoft Kernel Wave Audio Mixer,0x00000000,0,0,0
Microsoft Kernel Wave Audio Mixer,0x00000000,0,0,0
Microsoft Kernel Wave Audio Mixer,0x00000000,0,0,0
Microsoft Kernel Wave Audio Mixer,0x00000000,0,0,0
```

Once you've copied all the text from the Detailed Results box, paste the copied text into an email (along with a short note explaining your technical problem), and send it to [info@southpacificpress.com](mailto:info@southpacificpress.com)

We will get back to you promptly with an explanation and a new solution to try out.