

737-20870: How to Install Your ATI Product

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Article Number

20870

This article guides the user through a series of steps to install Catalyst driver under:

- Operating Systems:
 - Microsoft Windows 2000 or Windows XP
 - Microsoft Windows Vista
- Using the following ATI graphics products
 - ATI Radeon™ Series
 - ATI FireMV™ Series
 - ATI FireGL™ Series
 - ATI FirePro™ Series

Reasons to Install the Latest Catalyst Driver

- New Installation
- Application Requirements
- Display Issues
- Graphics Performance Issues
- Driver Related Error Messages

Table of Contents

Click a topic below to go to the relevant section within this page:

A. [Installation Instructions for Microsoft Windows 2000 or Windows XP](#)

B. [Installation Instructions for Microsoft Windows Vista](#)

A. Installation Instructions for Microsoft Windows 2000 or Windows XP

Table of Contents

The installation process consists of five steps for Microsoft Windows 2000 or Windows XP. Click a topic below to go to the relevant section within this page:

1. [System readiness check](#) (The following system requirements must be checked and available before installing the latest Catalyst driver)
 1. [Administrator privileges](#)
 2. [Microsoft .NET framework](#)
 3. [Microsoft Direct X 9.0 or higher](#)
 4. [Windows XP with Service Pack 2 or higher](#)
 5. [Windows 2000 with Service Pack 4 or higher](#)

2. [Finding the latest ATI Catalyst driver](#)
3. [Download the latest Catalyst driver](#)
4. [Uninstall any legacy ATI or other display drivers \(where applicable\)](#)
5. [Run the driver installation procedure](#)

1. System Readiness Check

The following system requirements must be checked and available before installing the latest Catalyst driver

a. Administrator Privileges

Administrator privileges are required before installing the Catalyst driver.

1. Windows XP

Open the "Control Panel", and select "User Accounts". Your "User Name" should indicate "Administrators" under "Group".

If you do not have Administrator privileges, please contact your System Administrator for assistance.

2. Windows 2000

Open the "Control Panel", and select "Users and Passwords". Your "User Name" should indicate "Administrators" under "Group".

If you do not have Administrator privileges, please contact your System Administrator for assistance.

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

b. Microsoft .NET Framework

The CATALYST Control Center requires Microsoft .NET Framework prior to installation. The CATALYST Control Center is an application that allows you to control the configuration of your ATI product. You can verify that you have the .NET Framework by checking in the Add/Remove Programs list in the Control Panel. If the .NET Framework is not listed, please download, and install before proceeding. For more information, please visit [Microsoft .NET Framework](#).

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

c. DirectX 9.0 or higher

1. Click on "Start" menu -> Select Run -> Type in "DXDIAG" -> Click OK. Select the "System" tab in the "System Information" area and look for "DirectX Version".
2. Microsoft maintains a website for DirectX information and downloads. Please visit <http://www.microsoft.com/directx>.
3. To go directly to the "Home User Downloads" section of the Microsoft DirectX site, please follow <http://www.microsoft.com/directx/homeuser/downloads>

NOTE: You may be routed to the "[Windows Update](#)" site to access the required files.

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

d. Windows XP Service Pack 2 or higher

1. Click on "Start" menu - right click on "My Computer" - choose "Properties".
2. On the "General" tab in the "System" area, look for references to Service Pack.
3. Microsoft maintains a website for this information and downloads. For more information, please click [here](#).

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

e. Windows 2000 Service Pack 4 or higher

1. Right click on "My Computer" > choose "Properties".
2. On the "General" tab in the "System" area looks for references to Service Pack.
For more information, please click [here](#).

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

2. Finding the Latest ATI Display Driver

Please visit <http://ati.amd.com/support/driver.html> to download the most current version of the drivers for your product before proceeding. If you have trouble finding the driver for your ATI product, please search our knowledgebase for article 737-26590 (locating the correct driver for my ATI Graphics Product).

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

3. Download the latest Catalyst driver

The Catalyst Software Suite contains the Display Drivers, WDM drivers, and the Catalyst Control Center.

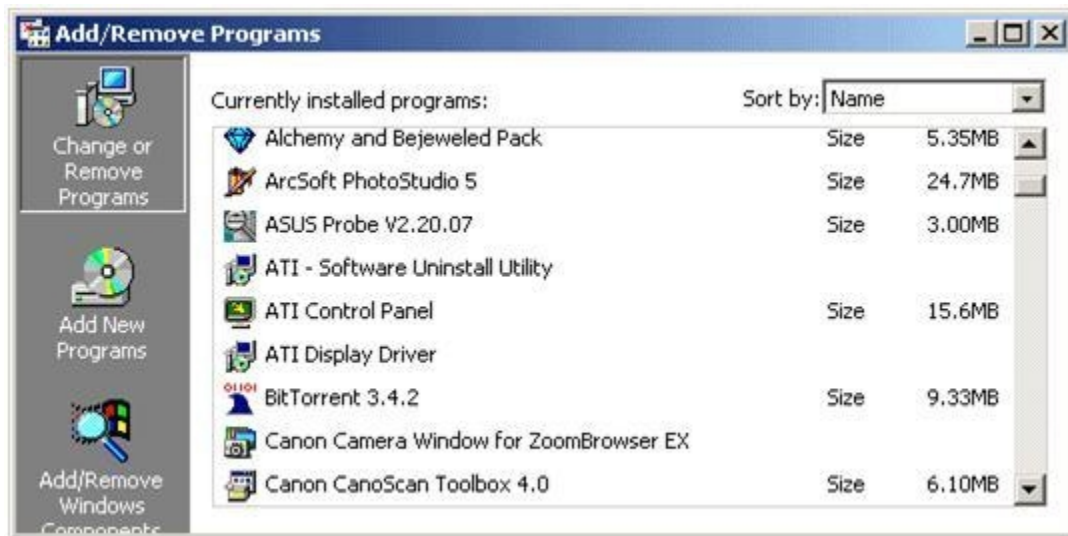
- a. Create a central location for the download such as the Desktop
- b. Right-Click your Desktop and select "New" and then "Folder"
- c. Name the folder "ATI Downloads"
- d. Click on the hyperlink(s) for file download
- e. A "File Download" dialogue box will appear
- f. Select the "Save" button, where a "Save As" window should appear
- g. Browse the Desktop to locate the newly created folder "ATI Downloads"
- h. Select the "Save" button

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

4. Uninstall any legacy ATI or other display drivers (where applicable)

Before installing the latest Catalyst drivers, any legacy drivers must be uninstalled. This note only describes the uninstall process for legacy ATI drivers. This step can be skipped if the system currently has no legacy display drivers installed.

- a. Go to Add/Remove Programs located in through Start | Control Panel | Add or Remove Programs.
- b. Run the ATI Software Uninstall Utility and restart when prompted



- c. If ATI Software Uninstall Utility is not listed in Add/Remove Programs, first remove ATI Catalyst Control Center then remove the ATI Display Drivers.
- d. Click 'No' when prompted to restart the system.
- e. Empty the Windows Temp folder by going to C:\Windows\Temp\
- f. Restart the system

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

5. Run the driver installation procedure

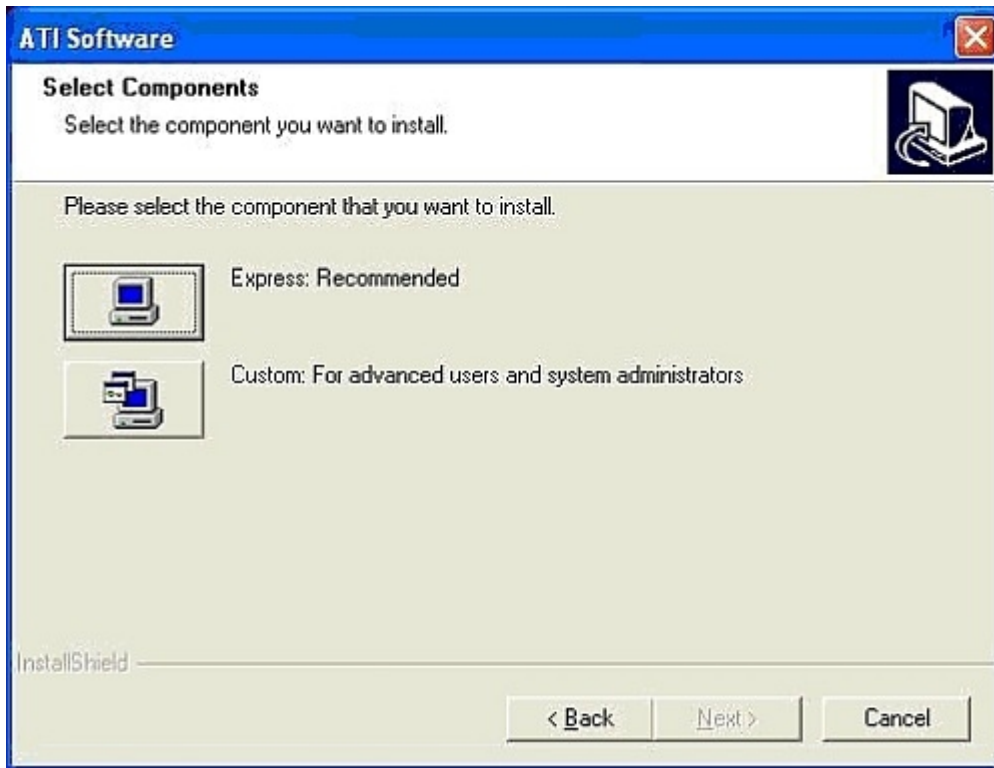
- a. Close all opened applications, including any live monitoring anti-virus/firewall/remote access/webcam software, before attempting to install the ATI software.
- b. Double-click on the downloaded driver file. NOTE: Windows XP Service Pack 2 users will see this dialog box.
- c. "Click "Run" to start the install process.



d. "Use the default directory for extracting the files and click the "Install" button.

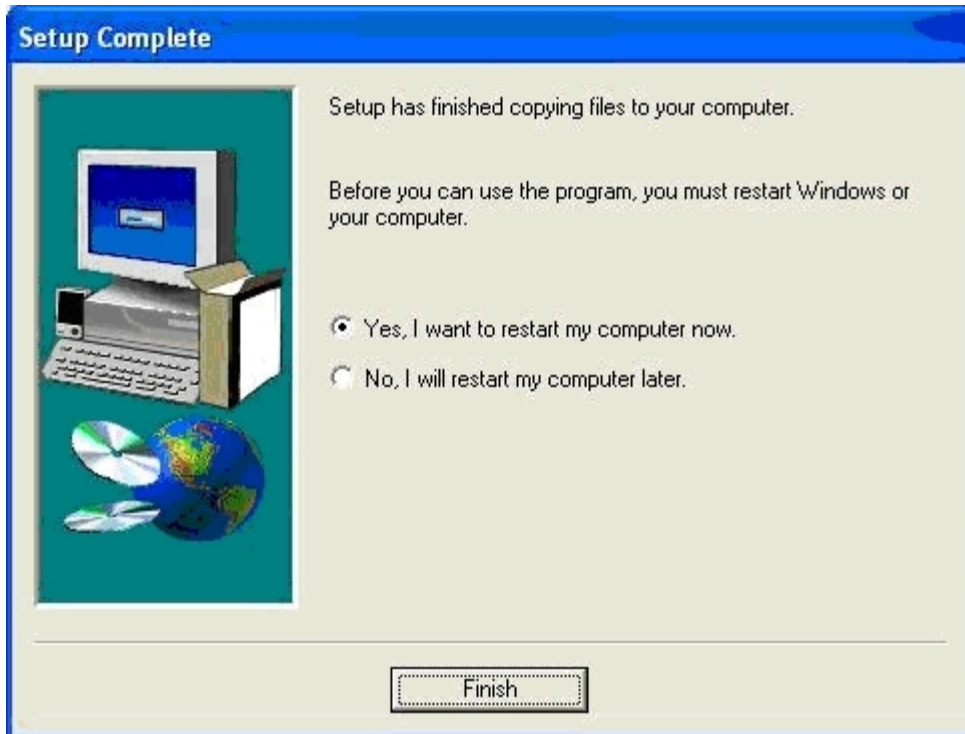


- e. At this point, the files will be extracted before the actual system install begins. Click "Next" on the first install screen.
- f. Click "Yes" for the License agreement.
- g. Click the "Express" button.



NOTE: The installer will start to load the display driver and then the WDM Capture drivers for Radeon™ VIVO (Video In - Video Out) products. Afterwards, the Catalyst Control Center setup will start shortly thereafter and a dialog box will indicate the install progress.

h. Click "Finish" and restart your computer.



For customers with a Radeon™, FireMV™, FireGL™, FirePRO™ Series products, no further steps are required.

[Return to Table of Content for Microsoft Windows 2000 or Windows XP](#)

[Return to Main Table of Content](#)

B. Installation Instructions for Microsoft Windows Vista

Table of Contents

The installation process consists of five steps for Microsoft Windows Vista. Click a topic below to go to the relevant section within this page:

1. [System readiness check](#) (The following system requirements must be checked and available before installing the latest Catalyst driver)
 1. [Administrator privileges](#)
 2. [Windows Vista Service Pack 1 or higher](#)
2. [Finding the latest ATI Catalyst driver](#)
3. [Download the latest Catalyst driver](#)
4. [Uninstall any legacy ATI or other display drivers \(where applicable\)](#)
5. [Run the driver installation procedure](#)

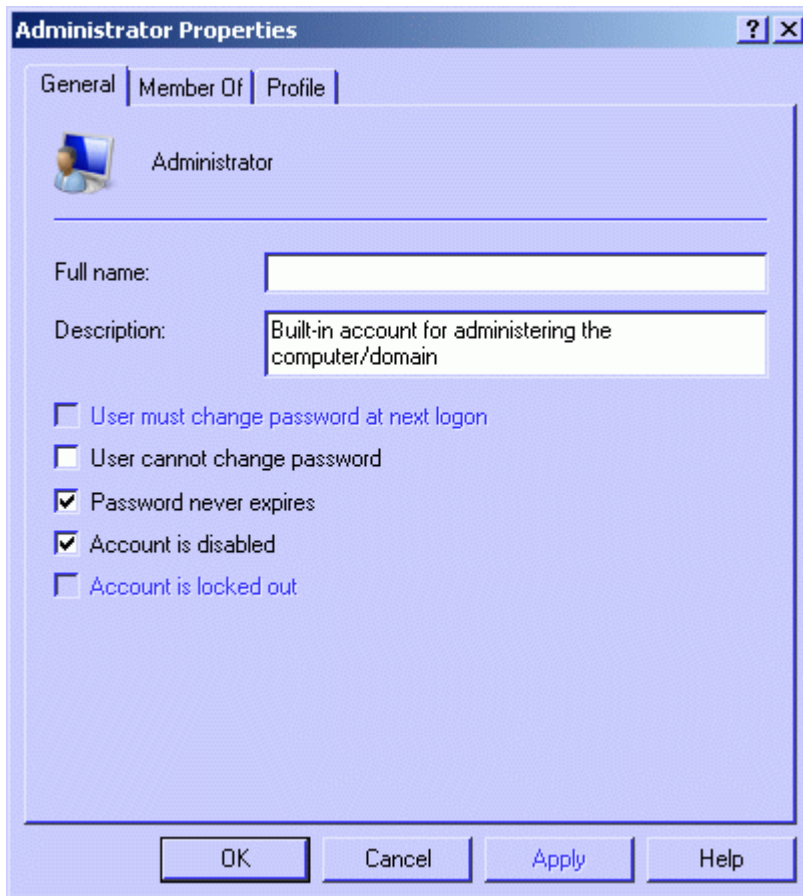
1. System readiness check

The following system requirements must be checked and available before installing the latest Catalyst driver

a. Administrator privileges

Administrator privileges are required before installing the Catalyst driver.

1. The Administrator account in Vista is disabled by default. If needed to enable it, refer to the picture below.
2. Select Manage User Accounts.
3. In the applet that opens, select the "Advanced" tab, and click the Advanced button under Advanced User Management.
4. On the window that opens, select Users and find the Administrator account in the pane on the right.
5. Right-click and select Properties.



6. Uncheck the Account is disabled checkbox and this will activate the account.
7. Log in as Administrator to install the ATI Display Drivers.

If you do not have Administrator privileges, please contact the System Administrator for assistance.

[Return to Table of Content for Microsoft Windows Vista](#)

b. Windows Vista Service Pack 1 or higher

1. To retrieve the Windows Vista Service Pack click on "Start" menu - right click on "My Computer" - choose "Properties".
2. On the "General" tab in the "System" area, look for references to Service Pack.
3. If the latest Service Pack version is not installed, manually download it via Windows Update: Click the Start Menu, All Programs, and select Windows Update

Microsoft maintains a website for this information and downloads. For more information, please check:

- [Windows Vista SP1 Released to Windows Update](#)
- [Hot Fixes and Security Updates included in SP1](#)

[Return to Table of Content for Microsoft Windows Vista](#)

2. Finding the Latest ATI Display Driver

Download the most current version of the drivers for the product before proceeding. If you have trouble finding the driver for the ATI product a complete walkthrough guide can be found by searching for knowledgebase article: 737-26590 (locating the correct driver for my ATI Graphics Product)

[Return to Table of Content for Microsoft Windows Vista](#)

3. Download the latest Catalyst driver

The Catalyst Software Suite contains the Display Drivers, WDM drivers, and the Catalyst Control Center.

- a. Create a central location for the download such as the Desktop
- b. Right-Click your Desktop and select "New" and then "Folder"
- c. Name the folder "ATI Downloads"
- d. Click on the hyperlink(s) for file download
- e. A "File Download" dialogue box will appear
- f. Select the "Save" button, where a "Save As" window should appear
- g. Browse the Desktop to locate the newly created folder "ATI Downloads"
- h. Select the "Save" button

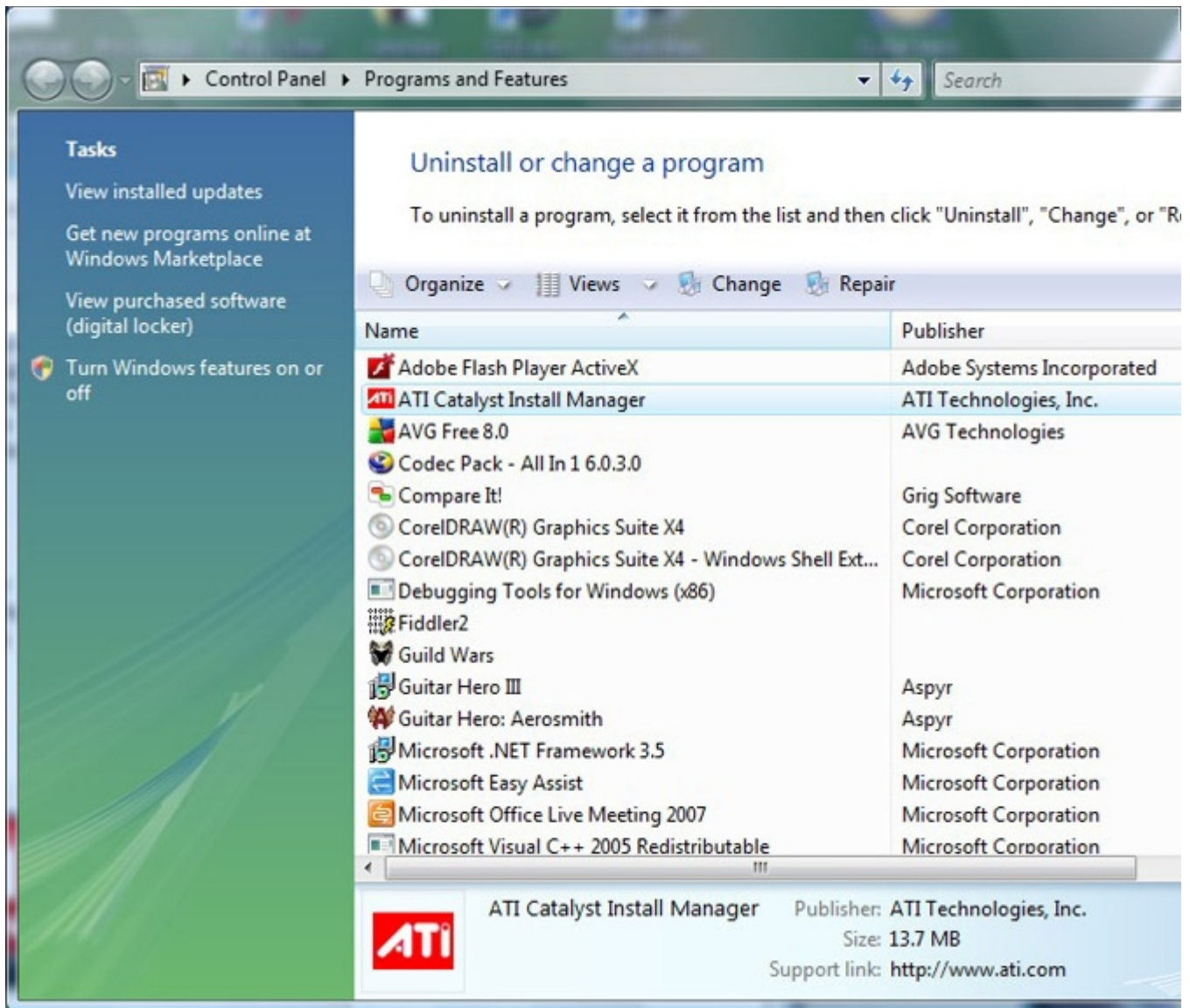
[Return to Table of Content for Microsoft Windows Vista](#)

4. Uninstall any legacy ATI or other display drivers (where applicable)

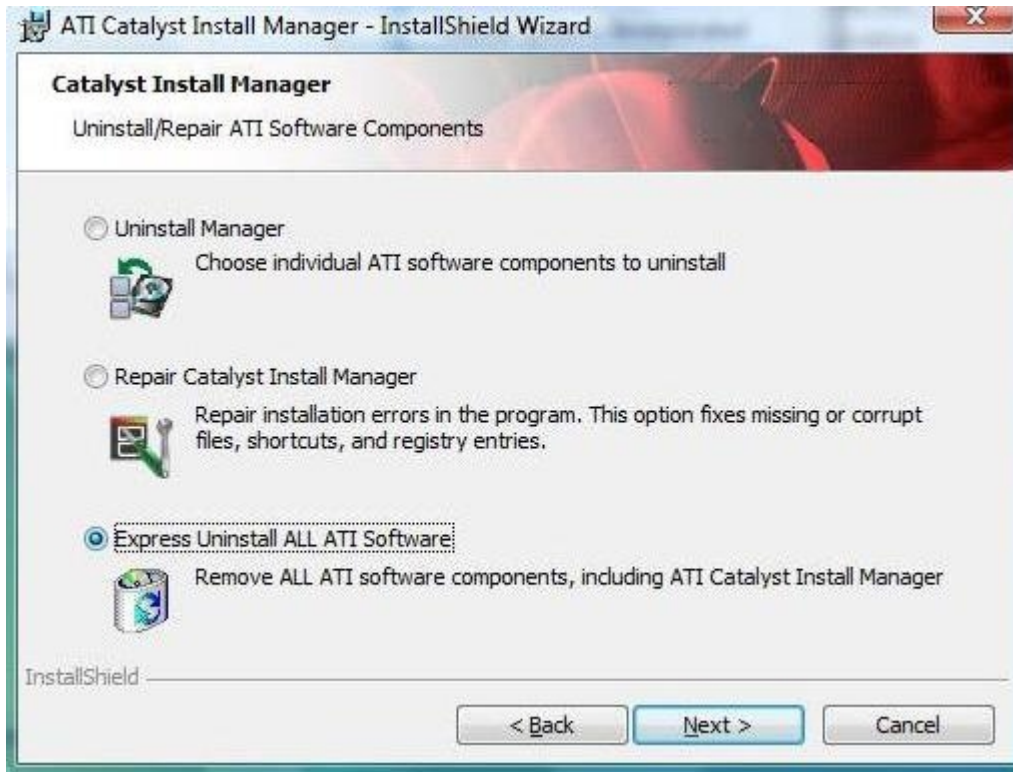
Before installing the latest Catalyst drivers, any previous drivers must be uninstalled.

This note only describes the uninstall process for previous ATI drivers. This step can be skipped if the system currently has no legacy display drivers installed.

- a. Open Programs and Features by clicking the Start button , Control Panel then select Programs and Features.
- b. Select ATI Catalyst Install Manager and click Change



c. Choose "Express Uninstall ALL ATI Software", follow the on-screen directions and restart the system when finished



d. Return to the "Uninstall or Change a Program" list and ensure that there are no other ATI specific software listed. Use the same method and remove remaining ATI software components and restart the system when complete.

[Return to Table of Content for Microsoft Windows Vista](#)

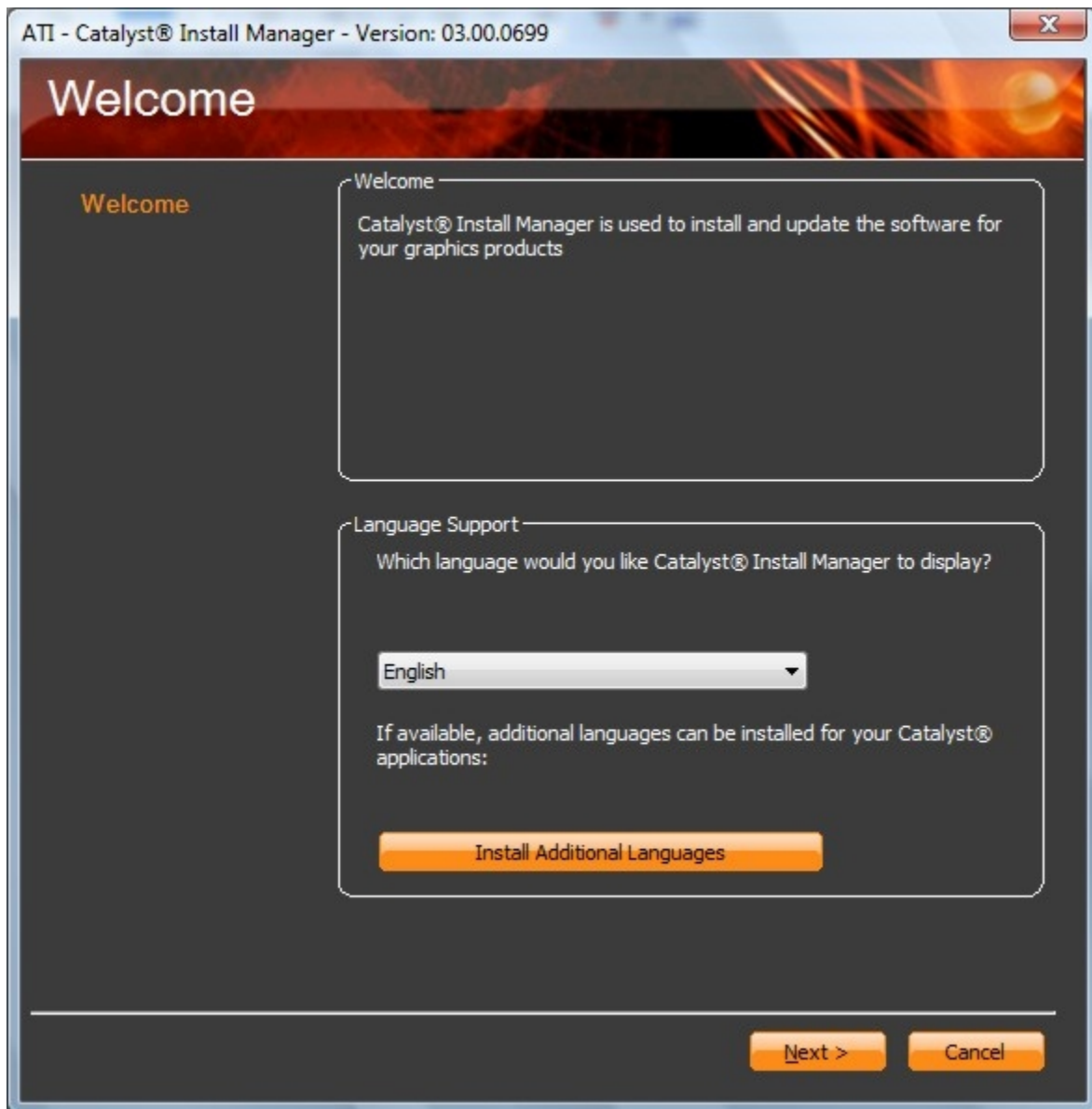
5. Run the driver installation procedure

Close all opened applications, including any live monitoring anti-virus/firewall/remote access/webcam software, before attempting to install the ATI software.

a. Once the download process is finished, a prompt with a security warning by Microsoft Windows Vista will show up asking if you wish to run the file. Click "Run" to start the install process.



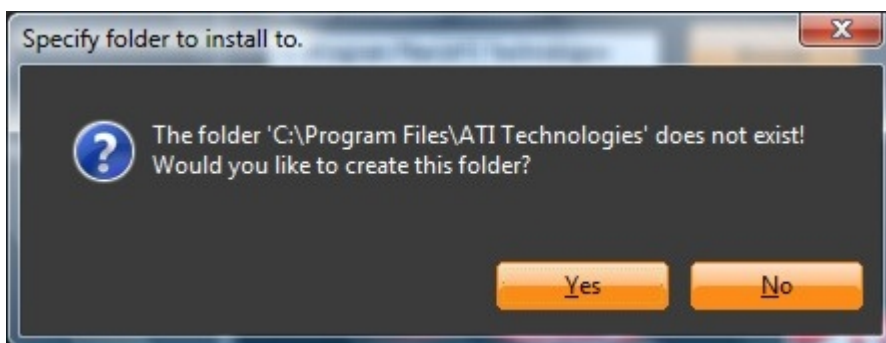
- b. A window will appear with the End User License Agreement. Click on the "Accept" button after agreeing to the license. Click "Next" to proceed.
- c. Next, a window will open and prompt with a destination folder indicating where the installation files will be saved to. Use the default folder or change the location by clicking the "Browse" button. Click the "Install" button to proceed.
- d. Start Catalyst Install Manager



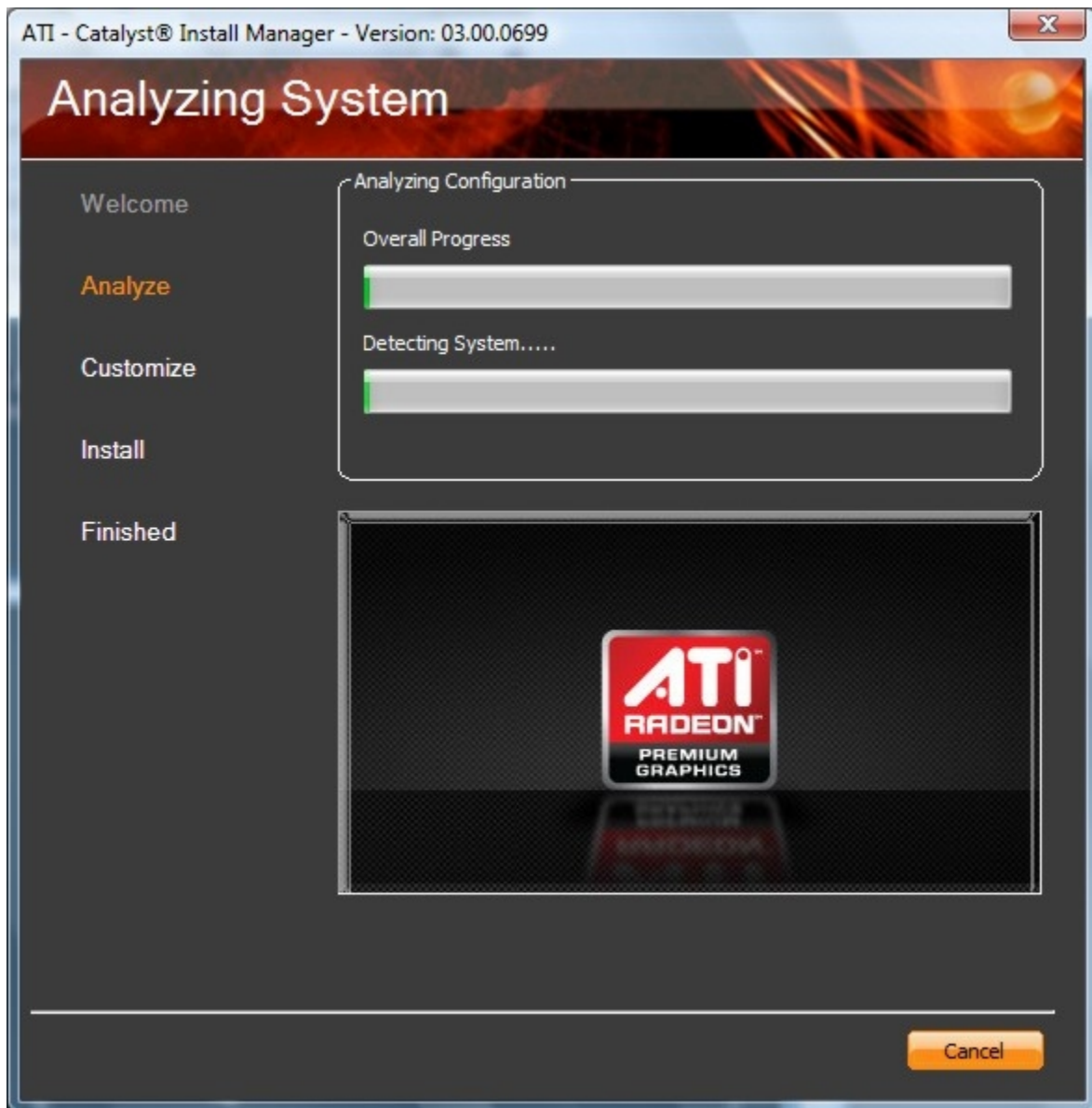
e. Select Express or Custom Installation and then click "Next".



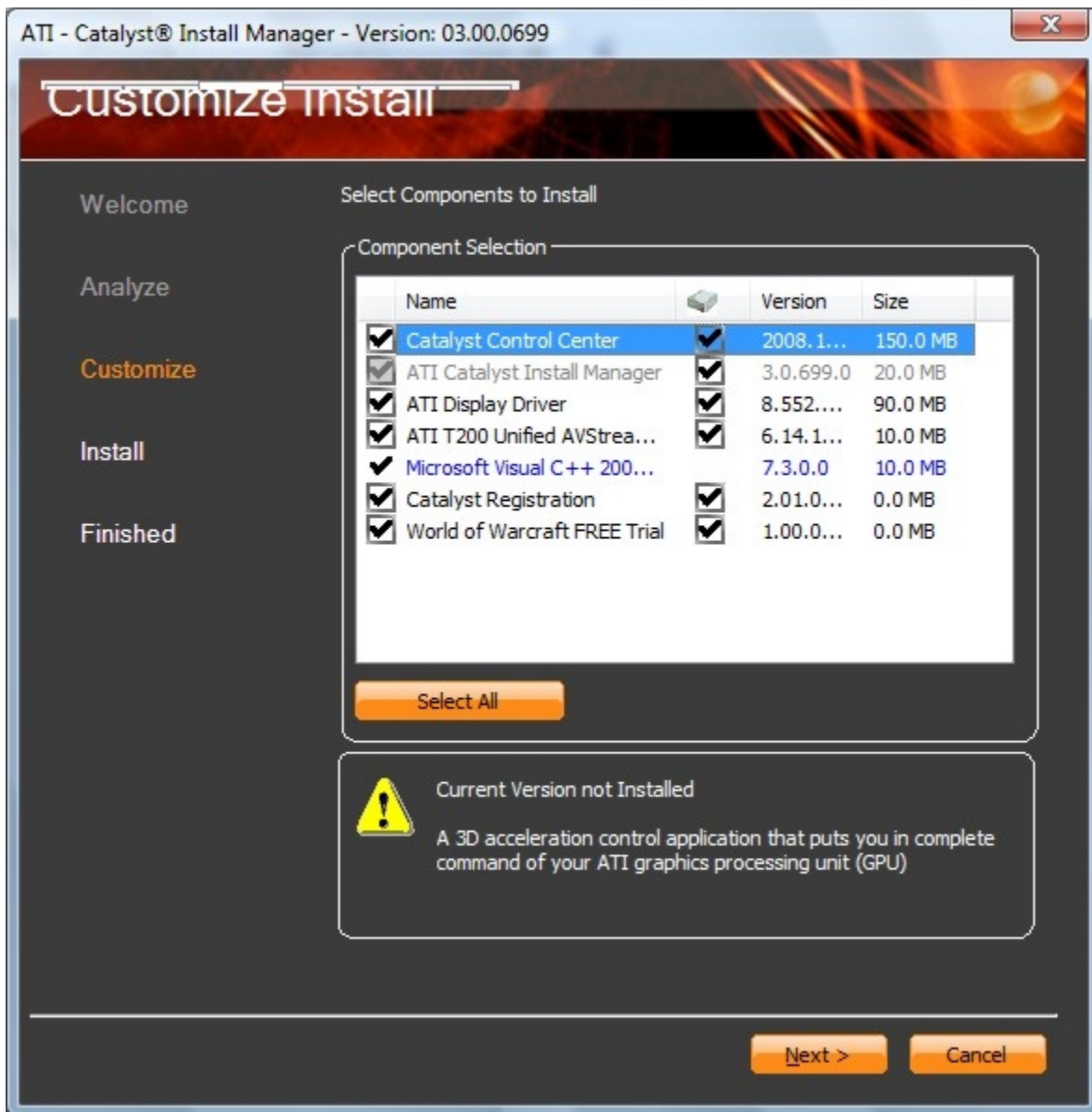
f. On the next window, a prompt will appear to specify the folder for installation.



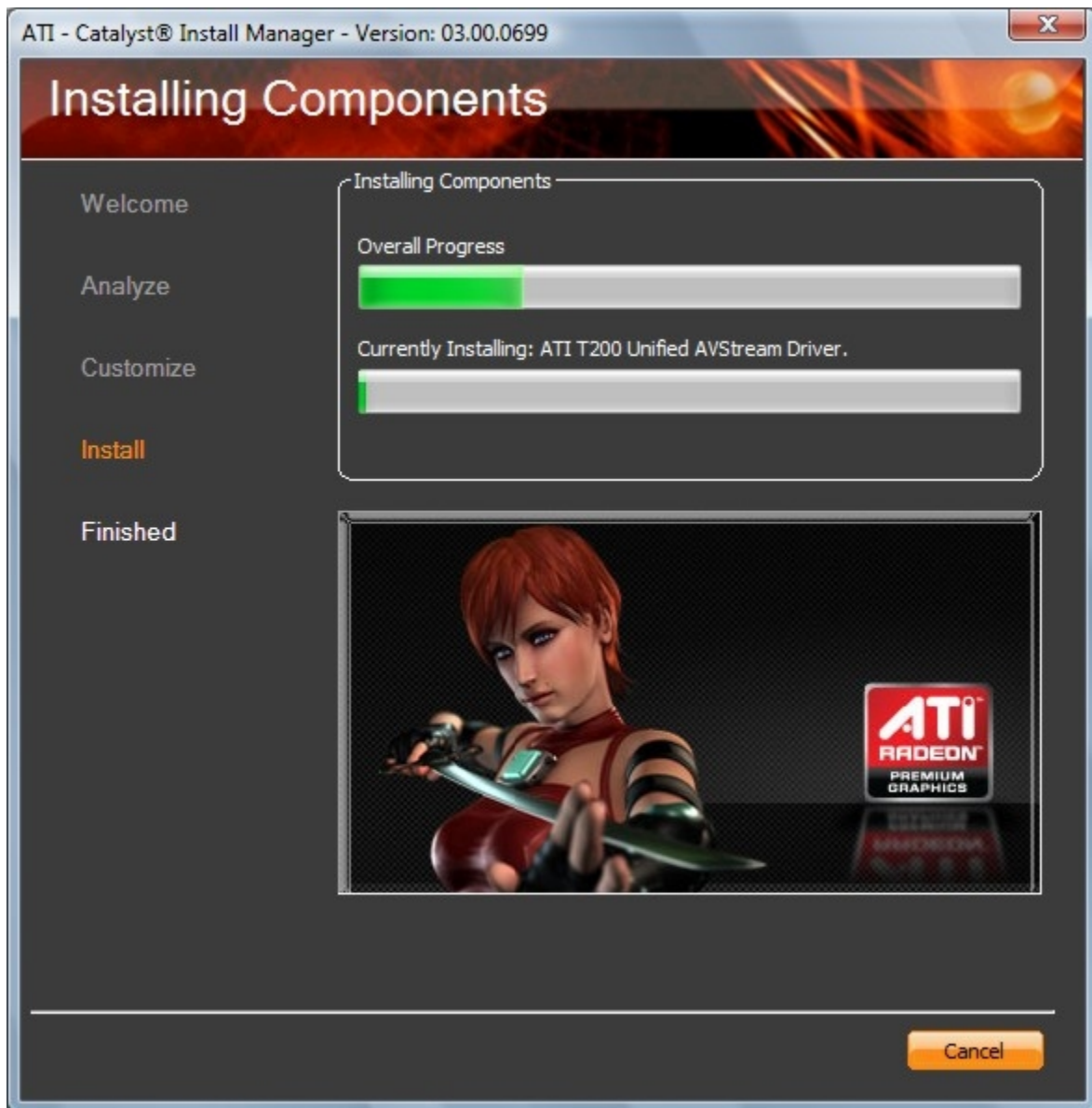
g. In the next Step the system will be analyzed



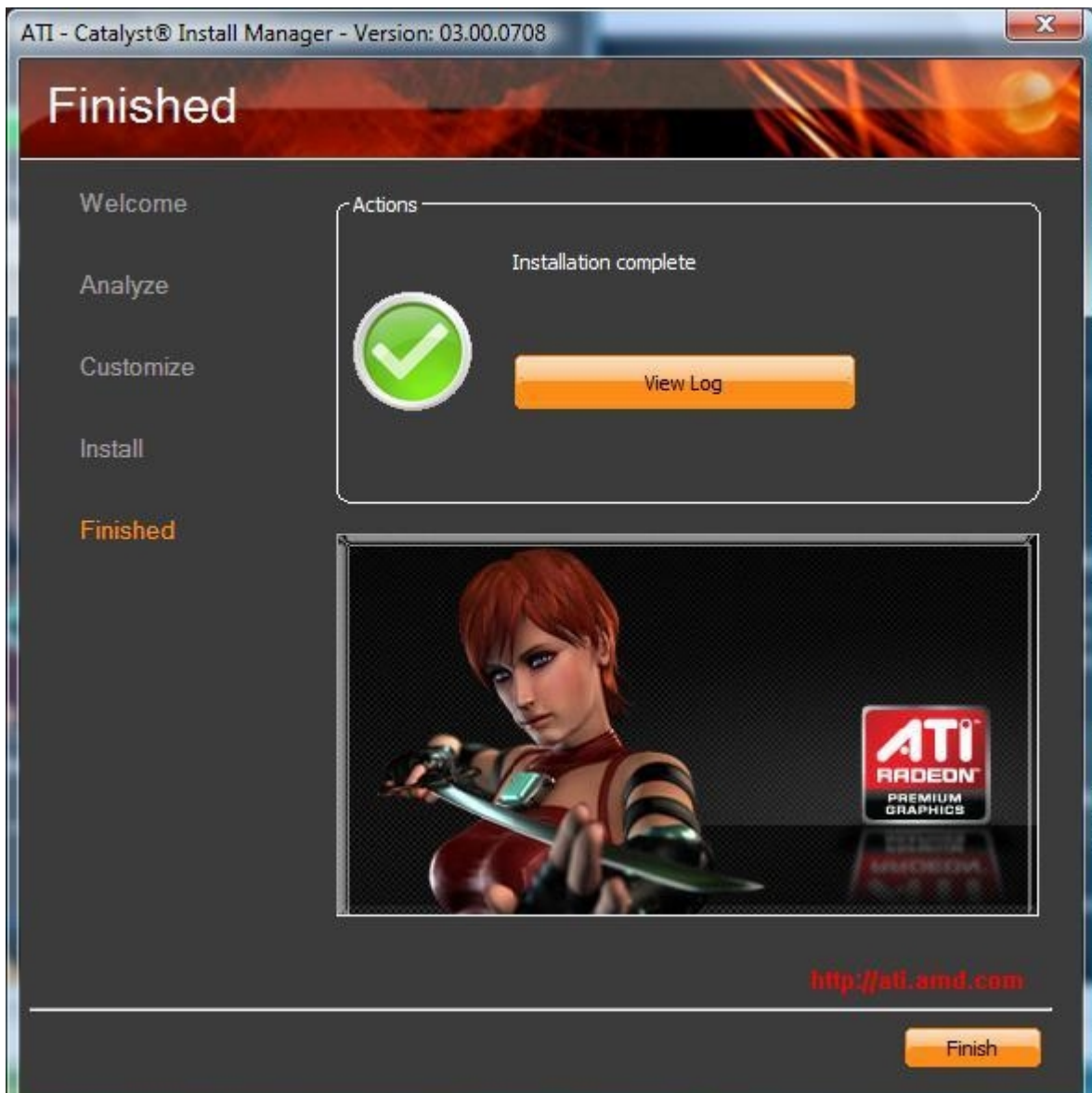
h. On the next window customize the installation by un-checking the unneeded components.



i. The installation procedure will start shortly thereafter and a dialog box will indicate the install progress.



j. Click Finish to complete the installation process and restart the system when prompted.



k. The installation process will be complete once the computer has restarted.

[Return to Table of Content for Microsoft Windows Vista](#)

[Return to Main Table of Content](#)

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