



Priority Level: Low — Useful Information

Attention:	All Service Personnel	Bulletin: SB-047 Date: 7/25/2011
Products:	All Current Products	
Issue:	Found New Hardware Wizard Appears	

Symptom: After running the System Recovery Disk the Found New Hardware Wizard appears onscreen.

Cause and Solution: This symptom will appear when the software does not find the correct drivers for the hardware installed in the System Computer. It is almost always caused by one of the situations below:

- **Wrong software version:** Check the label on the top of the System Computer for the software version originally installed, and make sure the System Recovery Disk you installed is the same or a newer version. An older software version will probably not have the correct drivers.
- **The video card in the computer is newer than the System Recovery Disk:** In this case you will need to either install the drivers from a separate disk, or use a newer System Recovery Disk if GLOBAL VR has released one.
- **Unqualified hardware installed in the computer:** If you have swapped a motherboard, video card, or other hardware with an item GLOBAL VR has not qualified, your game may not run properly even if you install drivers for the hardware.

You can buy qualified parts for GLOBAL VR games from our online store, <http://parts.globalvr.com/>.

Qualified Motherboards and System Recovery Disks are listed on the Hardware Reference Page at <http://service.globalvr.com/reference/>.

Contact GLOBAL VR Service to enquire about qualified parts..

Note: GLOBAL VR strongly recommends keeping software with the game it came with. That way you can be sure you always have the correct software version for your game.

If you need assistance, please contact GLOBAL VR Service at **408.597.3437** or techsupport@globalvr.com.