The Professional's Methodology
Theory & Execution

PC
DVD-ROM
SOFTWARE

eidos ▷

⊶○⊷ Io-Interactive

EPILEPSY WARNING

A very small percentage of individuals may experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a television screen or while playing video games may induce an epileptic seizure in these individuals. Certain conditions may induce previously undetected epileptic symptoms even in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family, has an epileptic condition, consult your physician prior to playing. If you experience any of the following while playing a video game — dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement, or convulsions — IMMEDIATELY discontinue use and consult a physician before resuming play.

PRECAUTIONS TO TAKE DURING USE

- This game disc is intended for use exclusively on Windows®-based systems with the minimum configurations specified on the system requirements of the game purchased.
- Do not sit too close to the screen. Sit a good distance away from the monitor, as far away as the length of the cable allows.
- Avoid playing if you are tired or have not had much sleep.
- Make sure that the room in which you are playing is well lit.
- Rest for at least 10 to 15 minutes per hour while playing a video game.

HANDLING YOUR GAME DISC

- Avoid bending the disc. Do not touch, smudge or scratch its surface.
- Do not leave the disc in direct sunlight or near a radiator or other source of heat.
- Take occasional rest breaks during extended play.
- Always store the disc in its protective case.

ESRB RATING

CONTENTS

MERCES LETIFER

GETTING STARTED

INSTALLING THE GAME

1. Quit all applications and close all windows on your desktop.

2. Insert the HITMAN BLOOD MONEY™ DVD into your DVD-ROM drive. After you close the disk tray, the HITMAN BLOOD MONEY installation menu will appear.

   NOTE: If AutoPlay is disabled, the menu will not appear. To manually access the installation menu, double-click on the MY COMPUTER icon on your desktop, and then double-click on the DVD-ROM icon that appears in the newly opened window. Finally double-click on AUTORUN.EXE to open the installation menu.

3. From this point, follow the onscreen prompts to proceed through the installation.

4. When installation is complete, you will see options to: a) launch the game; b) quit without playing the game; or c) read the Readme text file. (Refer to the Readme file for updates, manual alterations and troubleshooting.)

UNINSTALLING THE GAME

To uninstall the game, use any one of the following three methods:

1. Insert the HITMAN BLOOD MONEY DVD into the DVD-ROM drive to activate AutoPlay. This will bring up the Launch Panel. Click on UNINSTALL and follow the onscreen prompts.

2. Click on the START button from the Windows taskbar. Choose PROGRAMS from the pop-up menu. Locate the HITMAN BLOOD MONEY shortcut menu inside the Eidos folder, click UNINSTALL and follow the onscreen prompts.

3. Go to the Control Panel and select ADD/REMOVE PROGRAMS. Click HITMAN BLOOD MONEY, click the ADD/REMOVE button and follow the onscreen prompts.

   NOTE: If you experience difficulties uninstalling HITMAN BLOOD MONEY, please consult the Troubleshooting and Performance Issues section of the ReadMe File.

RUNNING HITMAN BLOOD MONEY™

To run HITMAN BLOOD MONEY after installation:

• Double-click the HITMAN BLOOD MONEY icon on your computer's desktop (if you chose this option when you installed the game).

   - OR -

• From the desktop, select Start ⇨ Programs ⇨ Eidos ⇨ Hitman Blood Money.

   - OR -

• Insert the HITMAN BLOOD MONEY DVD into your PC's DVD drive.

   If Autorun is enabled, the HITMAN BLOOD MONEY Autorun program will automatically launch. Select Play to run the game.

   If Autorun is disabled, right-click your PC's DVD-ROM drive icon and choose EXPLORE. Double-click AUTORUN.EXE, and then select PLAY to run the game.

EIDOS ONLINE

Although the professional will choose not to reveal employment history, many assassins will wish to evaluate and compare their skills against those of other professionals around the world.

In order to submit mission data, the professional must have an online connection and have created and signed on to his Eidos online account before starting the mission. Then, after each successful mission, the professional will be given the option to upload mission statistics and rank himself against all those who have attempted the same.

Note: You can also manage your Friends List, recover existing accounts, and clear saved accounts via the Eidos Online menu.

CONTROLS of the PROFESSIONAL

BUTTON		ACTION
A, D, W, S keys		Move character left, right, up, down
Left Shift	(hold)	Run; Pan across map
Left Ctrl		Crouch; Sneak
Mouse 4 (or X key)		Open/Close sniper scope
Mouse Wheel		Zoom sniper scope/binoculars; Scroll through actions/items Scroll through maps/inventory
Right Mouse Button	(tap) (hold/release)	Holster/Unholster weapon Open/Close inventory
Left Mouse Button		Fire; Use weapon
E key	(tap) (hold)	Carry out action View action list
Spacebar	(tap) (hold/release)	Pick up item Pick up list
G key	(tap) (hold)	Drop item Throw item
M key		Map
R key		Reload weapon

GETTING INTO the GAME

PROFILE MANAGEMENT

Before embarking on a career as a Hitman, you must first prepare a profile. The profile keeps a record of your progress and preferences, along with weaponry choices, funds and other equipment and items you acquire.

From the PROFILE MANAGER screen, choose CREATE PROFILE and enter a name for the profile. If you have a previously created profile, you can select this to resume the career. You can also delete profiles you no longer want.

DIFFICULTY

Once you've created a profile, you will then choose a difficulty level:

- ROOKIE — For the inexperienced and those new to the world of the assassin. There are no limitations on how many saves you can make while attempting a mission.

- NORMAL — Suitable for those comfortable with contract killing. Each mission allows seven saves.

- EXPERT — For the practiced and experienced. Only three saves per mission are permitted.

- PROFESSIONAL — For the true professional only. No saves are permitted once a mission is in progress.

A MANUAL FOR THE PROFESSIONAL

This manual provides insight into the mind and practices of the professional Hitman. This manual refers to the Hitman as "the professional." It explores the complexities, skills and the intricacies with which "the professional" conducts his craft.

The professional techniques outlined in this manual vary in complexity, and are graded by difficulty using the following ranking system:

HITMAN TECHNIQUES

BASIC ◄ ► ADVANCED

1	2	3	4	5
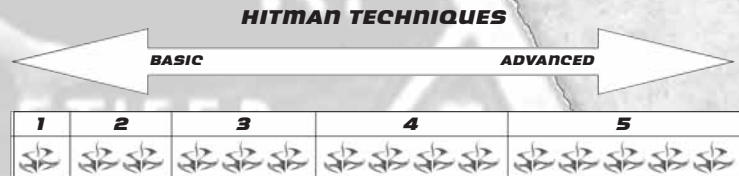
NOTORIETY

ANONYMITY, THE DISGUISE OF THE PROFESSIONAL

Longevity in the profession is dependent on transparency in the world. The professional seeks solace in a world where the only way to carry out this sort of work is with anonymity.

- The professional avoids the blood bath wherever possible, as this attracts the unwanted eyes of the law or multiple witnesses and an audit trail to his door.

- If a witness lives, the professional's notoriety increases. The professional negates this by making sure he is not discovered on a job, and that no witnesses or clues are left on the scene.

- When the professional takes civilian lives, the invariable result is taped TV footage and witnesses at the scene of the crime. When this happens, the professional gains notoriety. As notoriety increases, the ease with which the professional can carry out his next contract decreases.

- For further insurance against discovery in areas covered by TV cameras, the professional can make sure to destroy all video-surveillance tapes.

- The professional can assess his successfulness and his notoriety following a contract through the media. If there have been witnesses, the newspaper is his best way of finding out. The professional should look out for newspapers while on location. These may detail previous targets and missions, and may even give a clue to the professional's identity.

UP CLOSE & PERSONAL

CLOSE COMBAT

The professional uses close hand combat skills to eliminate the mark with minimum noise and when dealing with unforeseen circumstances. The majority of these skills are ideal in firearm-restricted areas.

HEAD USE

Use the W, A, D, S keys to position yourself in front of the victim, then press the left mouse button to head butt your target.

THE PUNCH

While the victim is dazed, use the W, A, D, S keys to position yourself in front of your target, then press the left mouse button to punch.

DISARMING

Use the W, A, D, S keys to position yourself in front of the armed victim, then press the left mouse button to disarm the person.

Note: During the struggle, it's possible that the firearm will go off accidentally.

CONCEALING WEAPONS

Whenever possible, the professional carries out his work using tools that can be concealed on his person. He has a number of tools at his disposal that, when concealed, can go undetected in most public areas.
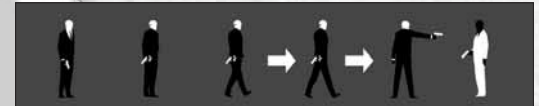
Use the W, A, D, S keys to walk toward the mark, hold the right mouse button to access the inventory and then select a firearm. Press the left mouse button to discharge the firearm, then tap the right mouse button to holster and conceal it.

FIBER WIRE

Fiber wire is the most difficult of your weapons to use but the easiest to conceal. It is also the quietest and most efficient tool to use to avoid raising an alarm.

Select the fiber wire from inventory, then press and hold the left mouse button to tighten the wire and automatically enter sneak mode. Maneuver behind the mark, then release the left mouse button to strangle your victim.

Note: If you are spotted or you fail to execute this move in one fluid movement, your intended victim may become alerted, and attempt to raise an alarm or attack!

ELEVATOR

The professional often looks for secluded areas away from TV cameras and civilian witnesses to eliminate a guard or mark. Elevators provide an excellent space in which to do this.

While in an elevator, access the roof hatch by pressing the E key. Equip the fiber wire from inventory, and then look toward the open hatch. While a victim is visible below, press the E key to strangle and pull the mark up and out of the elevator.

KNIVES

Knives are another silent, easy to conceal, efficient means for the professional to eliminate the mark.

Select the knife from inventory. Press and hold the left Ctrl key to enter sneak mode, and sneak toward the mark. When you're behind the victim, press the left mouse button to silently slit the mark's throat.

To throw a knife, use the mouse to aim at the victim, press and hold the G key, then release the G key to kill your mark.

SYRINGES

The professional uses two types of syringes. The sedative syringe (non lethal) is an effective means of sedating guards and civilians obstructing your path. This reduces your notoriety by limiting the amount of civilian casualties. Use the poison syringe (lethal) either to eliminate a mark directly or to administer poison to food and drink, allowing you to terminate the mark from a safe distance.

Select a syringe type from inventory, and then use the W, A, D, S keys and left Ctrl key to sneak up behind the victim. Once behind the mark, press the left mouse button to inject poison into the victim's neck.

POISON

The professional often studies behavioral patterns, and then uses poison to eliminate the mark with clinical precision from a safe distance.

Stand in front of the food or beverage, open the inventory and select the required syringe. Use the mouse to aim the crosshair at the food or beverage, and press the left mouse button to poison the item.

Note: The professional will use any means at his disposal to gain the strategic advantage required to successfully execute his contract.

HUMAN SHIELD

When backed into a corner, the professional must take every advantage to safeguard his exit from the scene; this may mean using a human life as a protective shield.

Equip a concealable firearm from inventory, then approach the victim from behind and press the E key to grab the mark and use him as a human shield.

Press the R key to reload the firearm while holding a human shield.

When out of danger, press the E key again to knock the human shield unconscious, or press the G key to push the human shield to the floor once his usefulness is over.

JUMPER

The professional can use the veil of suicide when offered a huge height and a target. Walk up behind the mark. When you're close enough, press the left mouse button to push the mark over a ledge or railing.

AGILITY

TRAVERSING THE ENVIRONMENT

The professional looks for the most anonymous path through the environment and will exhaust all possible avenues of access to the mark in preparation for a contract.

CLIMBING & SCALING

JUMPING WALLS

Using the W, A, D, S keys, first approach the wall, then push forward toward it to automatically jump it.

JUMPING BALCONIES

Using the W, A, D, S keys, approach the balcony, then push forward toward the edge to automatically jump across it.

CLIMBING THROUGH WINDOWS

Using the W, A, D, S keys, approach the open window, then push forward toward it to automatically climb through.

WALKING A LEDGE

Approach the ledge, then push toward it to automatically climb onto it.

CLIMBING DRAIN PIPES

Approach the drainpipe, then push toward it to automatically climb onto it. Use the W and D keys to to ascend/descend. Press the left Ctrl key to drop off the drain pipe.
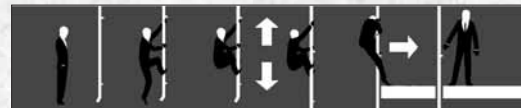
CLIMBING LADDERS

Approach the ladder, then push toward it to automatically climb onto it. Use the W and D keys to ascend/descend. Press the left Ctrl key to drop off the ladder.

SUBTERFUGE TECHNIQUES

DISGUISES & CONCEALMENT

The professional will often apply subterfuge techniques to evade detection and introduce the element of surprise to an unsuspecting mark.

DISGUISES

The professional seeks anonymity on a contract, acquiring disguises from rooms and changing areas, and opportunistically from the people wearing them. Disguises allow the professional to infiltrate and move undetected through areas of high security. Similarly, when dressed as a worker, the professional carries the tools of that profession and can use them as weapons without raising suspicion. For example, as a workman the professional will carry hammers and nail guns; as a gardener he will carry shears; and so on.

Stand near a dead or unconscious body, then press the spacebar to change into the disguise.

CONCEALING BODIES

The professional carries out his work exercising discretion. When unplanned terminations are made during a contract, the professional quickly seeks out a hiding place to conceal the body or bodies.

Stand near a dead or unconscious body and press the E key to begin dragging it. Press the G key to drop the body.

DISPOSING OF BODIES

On more complicated contracts, unplanned casualties may occur. These terminations can jeopardize cover, alert security and arouse suspicion in the mark. The professional avoids this at all costs, quickly adapting to the environment, disposing of bodies in freezers, wardrobes, showers and badly lit areas.

Stand near a dead or unconscious body and press the E key to drag it. Press the E key to open the lid of a container, then press the E key again to dump the body inside.

INGRESSION

DOORS, LOCKS & SECURITY

The professional is an expert locksmith with a number of specialist tools and distraction techniques at his disposal to gain access to the most highly secured areas.

SURVEILLANCE & COMMUNICATION TECHNIQUES

Knowledge is integral to the professional's survival. Every detail is meticulously researched so that all possible scenarios, exits and escape routes are thoroughly explored.

SURVEILLANCE

The professional will often scope out a room before entering it, negating any unnecessary surprises and ensuring that nothing is left to chance.

Using the W, A, D, S keys, approach the door. Press and hold the left Ctrl key to crouch in front of it, then press the E key to look through the keyhole. Press the E key again to exit keyhole view.

COMMUNICATION

The professional often applies subtle communication techniques on staff members to gain layout and location information.

Walk up to the person and press the E key to initiate conversation.

LOCK PICKS

The lock pick is a default tool used by the professional on every job; it is easily concealed and is not detectable by hand-held or walk-through detection devices. The professional can also purchase more enhanced lock picks for slicker, speedier access.

Approach a locked door and press the E key to begin picking the lock.

KEY CARDS & READ/WRITE DEVICES

In areas of high security, the professional requires access key cards to gain access to the mark. You can steal key cards from rooms or security when on a contract.
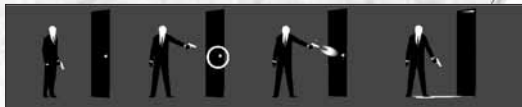
Approach the locked door and press the E key to equip the key card and open the door.

BREAKING LOCKS

Things occasionally go wrong on a job and the professional needs to gain quick entry to an area without time to use a lock pick. When faced with no other option, you can gain access by shooting the door lock. (This only works on conventional door locks and not on key card areas.) This is the riskiest solution as the noise of shooting the lock may alert security or result in discovery of a damaged door.

Select a firearm from inventory, walk up to the door, and use the mouse to aim the crosshair at the lock. Press the left mouse button to fire and break open the lock.

HIDING IN THE CLOSET

Stand in front of the closet and press the E key to enter it. Press the E key from inside the closet to exit.

DISTRACTION

Using a range of distraction techniques, the professional gains extra time on a contract and access to high security areas.

COINS & THROWN ITEMS

The professional will often throw an item such as a coin into a guarded area to force security to investigate the created distraction. The professional often uses these techniques to lessen civilian and security casualties, or to enable an undetected passage into high security areas.

Select a coin from inventory (or equip another small item to throw) then press and hold the G key to prepare to throw. Use the mouse to aim the crosshair, then release the G key to throw the item.

MANIPULATING LIGHT

The professional can use a firearm to shoot out lights and shut down power junction boxes to plunge an area into darkness, forcing security to investigate. The professional will manipulate light wherever possible to remain anonymous.

Stand in front of the switch or junction box and press the E key to plunge the room or area into darkness. You can also destroy lights. Equip a firearm from inventory, use the mouse to aim the crosshair at the light source and press the left mouse button to fire a shot and destroy it.

TOOLS of the TRADE

Tools are the only things in the professional's life that can be truly relied upon. The professional studies and masters each of his tools so that he can use the correct application on every contract — guaranteeing anonymity and minimum exposure in the field.

FIREARMS, SITUATIONAL & EQUIPMENT

PISTOLS & HANDGUNS

The professional opts for the pistol and handgun for their power and size. Pistols and handguns are easily concealed, and once silenced become a highly effective means of eliminating the mark. The professional uses these weapons only in close proximity to the mark, since they offer limited clip capacity and accuracy over long distances.

ASSAULT RIFLES

The professional opts for assault rifles as an option only when cornered or in clutch situations. The size and noise of the assault rifle makes it very difficult to conceal. In its favor, the assault rifle offers a range of 300m but must be used with single shot and burst fire to afford any kind of accuracy.

SUB-MACHINE GUNS

The sub-machine gun offers the professional a high rate of fire and lightweight maneuverability when in close proximity to the mark. The sub-machine gun is the least subtle choice when on a job and doesn't offer the accuracy or anonymity of a silenced weapon.

SHOTGUNS

The shotgun is devastating in close quarters but makes a lot of noise! The professional will only resort to using this type of weapon when backed into a corner or as a last resort.

SNIPER RIFLES

The professional's choice, the sniper rifle is the most powerful and accurate means of eliminating the mark. This weapon can be silenced and used long distance from a safe vantage point, then broken down into a concealed briefcase.

The sniper rifle is the favorite weapon of the professional and, when mastered, is the deadliest ally.

REMOTE BOMBS

The remote bomb is another useful tool which the professional can plant in a mark's room and then detonate from a safe distance.

The professional uses explosives intelligently and strategically to eliminate the mark.

RIGGING BOMBS

An explosive device placed on the fixing point of a chandelier not only eliminates the mark successfully, but is also initially perceived as an accident, ensuring your smooth exit from the scene. There are other ways a professional can choreograph a hit to be perceived as "accidental." See ENVIRONMENTALIST below for an example.
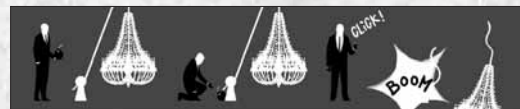
THE FALL

The professional looks for opportunistic suspended items that could demolish a mark. These can be brought crashing down with clever use of explosives, or by shooting glass or fixture points using a high-powered weapon such as a sniper rifle.

ENVIRONMENTALIST

The professional has an eye for ingenious ways of dressing a hit as an accident. For example, when in a kitchen, the professional notices the gas burner and its explosive potential. He weighs every opportunity and makes the hit look like a freak accident whenever possible.

BINOCULARS

The professional's best tool for surveillance work. Binoculars provide an excellent tool for surveying and spying on the mark's behavioral patterns from safe distances.

MISSION BRIEFING

The professional carries the mission briefing throughout the contract so that he can refer to objectives and mark information at will and leave nothing to chance.

MAPS

Detailed maps and intelligence are paramount to the success of a contract. The professional uses maps as his main navigational means. The map's attention to detail ensures that he never gets lost and that detailed intelligence on guards, security and the mark's location are always at his fingertips.

The professional can buy additional info and intel on more complicated jobs to ensure that everything goes smoothly. This additional data is always included on the map.

COMPENSATION

PAYMENT

The professional takes payment in unmarked bills, which he can easily transfer to an offshore bank account, avoiding detection. The professional is paid according to risk and the social or political prominence of the mark. The higher the profile and complexity, the higher the price. The professional often receives bonuses for executing a contract quickly, smoothly and without trace. The professional can earn additional cash by retrieving suitcases and money from safes on the scene.

Note: Replaying a mission can earn you more money; however, you will only receive the difference between the initial and new earnings.

SPENDING

The professional leads a frugal existence, preferring not to draw attention to himself with extravagant spending. The professional can choose to spend money on new tools, information and — when required — cleaning services on contracts that went badly with high civilian casualties.

INTELLIGENCE

Before beginning a contract, the professional can choose to purchase information aiding completion of mission objectives and concerning the mission as a whole. He can also purchase target location information (room location, behavior, next expected location) and access information (disguise requirements, location of off-limit areas, key-carded doors, frisk and search points, possible smuggle opportunities).
The professional often tries to purchase structural information for the location in question.

PURCHASING AGENCY PICKUPS

The professional can purchase additional items to aid completion of the contract. These are placed and marked on the map as Agency pickups. The Agency may sometimes employ a contact to deliver valuable information.

WEAPONS & TOOLS

The professional often elects to purchase upgrades in the form of specialized weapons. These weapons are always untraceable, so they have to be ordered through a trusted fence before purchase. The professional chooses the highest-quality tools and weapons on the market:

- **ADVANCED LOCK PICKS** — Allows the professional to pick locks faster; allows access to key-carded doors without the relevant key card; requires additional time.

- **ADVANCED BINOCULARS** — Incremental zoom, with better overall vision capabilities and digital distance counter.

- **ADRENALINE** — Restores partial health.

- **KEVLAR VEST** — Allows the professional to absorb some projectile hits.

- **PAINKILLERS** — Provide a small health boost.

CLEANING

The professional performs all his own cleaning where possible, but occasionally is forced to hire external help if he has had to make an emergency exit when a contract has gone badly. He can take care of non-disposed-of bodies and use bribes to reduce notoriety.

Note: Replaying a mission and finishing with a lower notoriety value than originally awarded in turn lowers your current notoriety level.

RECOVERING SURVEILLANCE TAPES

The professional meticulously plans the contract ahead using information provided in the Agency's mission briefing. From the briefing, the professional knows where TV cameras are located, but sometimes under pressure he is forced to perform an unplanned action that may be caught on camera. The professional always (circumstances allowing) carries out his own cleaning on an untidy contract. The professional locates the TV control room and removes all evidence.

Stand in front of the recording unit and press the E key to remove the tape.

POST MISSION

Once the professional has successfully completed a mission, he will often need to address several expenses. These cover a number of different circumstances, for example the retrieval and replacement of items left at the scene, such as suits and custom weaponry.

It may also happen that potential witnesses have been left at the scene. These can both jeopardize your anonymity and make future contracts that much harder to complete efficiently.

Additionally, the unlawful killing of innocents and law enforcement officials will raise the profile of completed missions. This is also an expense to the professional; the Agency charges him for the killing of innocent civilians and officers in duty. Unnecessary publicity is bad for business and this contributes to the final Damage Control penalty, displayed post mission.

The professional can handle all expenses (both mandatory and optional) upon successful completion of the mission.

GAME CREDITS

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Performed by the Budapest Symphony Orchestra (Score)

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"Tomorrow Never Dies" (Karaoke version) Music: Rosendahl/Christensen. Lyrics: Rosendahl/ Rosendahl. Performed by Swan Lee. Karaoke version sung by Barbara Bernád.

"Tomorrow Never Dies" (Original version) Music: Rosendahl/Christensen. Lyrics: Rosendahl/ Rosendahl. Performed by Swan Lee. Original version sung by Pernille Rosendahl.

Franz Schubert (1797): "AveMaria." The work is in the Public Domain.

Artists: Daniel Perrett, Soprano. Praxedis Rütti, Soprano. From the album Tudor4 7029 Ave maria. Zürcher Sängerknaben. Conductor: Alphons von Aarburg. © 1995 Tudor Recording AG, Zürich/Switzerland

"Slasher" Music and lyrics: Bo Heidelberg & Kim G. Hansen Performed by Institute for the Criminally Insane

NOTES

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Hitman: Blood Money supports EAX® ADVANCED HD™ 3.0, With one of the Sound Blaster® X-Fi™ series, you can experience enhanced 3D effects including the renowned EAX® Environmental Reverberation. For more information on Sound Blaster® X-Fi™, go to http://soundblaster.com.

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The fastest way to answer most questions is by visiting our online support. You can find the latest support information at http://support.eidosinteractive.com/GI/CustomerSupport/FaqSearch.jsp. Our support FAQ's are available 24/7 for your convenience. These pages are updated frequently and have the same information that our support techs will use to answer your question if you call or email us. The answers to about 90% of the questions we are asked can be found there, so it really is worth the time to take a look!

The second fastest way to get an answer to your question is to email us. (You will find our email submission forms at our web site.) We typically respond to email queries within 24-48 hours during the business week. Response times can be considerably longer over the weekend, holidays and immediately after a product release. It all depends on how many people we have working and how much email is coming in at any one time, but we do try really hard to get you the right answer as quickly as possible. Weekdays, excluding holidays, during the hours when the phones are open,

we still give email questions our highest priority.

Through this site you will also have access to our FTP (File Transfer Protocol) area where you can download patches and new enhancements as soon as they become available.

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We are available to take your calls Monday through Friday, 9:00 a.m. – 12 noon and 1 p.m – 5:00 p.m., Pacific Time at (415) 615-6220 (voice) or (415) 547-1201 (fax). Our tech support department is closed on all major holidays.

Note: You are responsible for all toll charges when calling.

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- A complete listing of your computer's hardware. (Contact your computer manufacturer if you are unsure.)
- What version of Windows® you are using.
- A copy of your DirectX Diagnostics report.
  1. Click *Start.*
  2. Click *Run.*
  3. Type *dxdiag.*
  4. Click *OK.*
  5. Click the *Save Information* button and save the file to your computer.
  6. When you call our Technical Support line, either have this file open or have a printed copy. If you send an email query you may attach the file to the email.
- What error message(s), if any, you have had.
- How the game is currently configured.

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