Dear ORIGIN Customer:

We would like to take this opportunity to thank you for purchasing Ultima™ IX: Ascension. Enclosed please find a new Ultima IX: Ascension Install CD, which includes all patches and updates made to the product since its release in November. To thank you for being such a valued customer, we have also enclosed a free Ultima Online CD which includes a 1 month free registration code.

We at Origin would also like to thank you for your patience and we apologize for the delay in getting this new CD to you. We hope you enjoy Ultima IX: Ascension.

If we can be of further assistance please contact us at:
**http://www.ea.com/tech_support**

If you are unable to find the information you need on our web site, please feel free to contact Technical Support via e-mail, phone, fax, or letter.

EA Tech Support Fax: (650) 628-5999
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# Technical Tips for Running Ultima IX: Ascension

Direct X 7.0A Update:

Direct X version — Make sure you have the most current version of DirectX, previous versions will not run the game. If you have installed the DirectX 7.0a update, you need to download and install the FULL version of DirectX 7.0a, instead of the update for DirectX 7.0a. If you do not install the FULL version, you may have issues running DirectX applications, including Ultima IX: Ascension. You can obtain a FULL install of DirectX 7.0a from Microsoft at the following Web site:
**http://www.microsoft.com/directx/homeuser/downloads/default.asp**

If you have video issues, you will need to try different drivers for your video card, or contact your video card manufacturer. There have been changes in many of the new video card drivers such as the Matrox G400. Matrox has Beta drivers for this video card which seem to work well with the game. Look for new drivers on their Web site at:
**http://www.matrox.com/mga/drivers/latest_drivers/home.htm**

If you do not wish to use these Beta drivers, you can try going into your options.ini and finding the line that says "GameRasterizer=2" and changing it to "GameRasterizer=4". This should fix any issues, but the game will run a little slower than it would using the Direct X 7 rasterizer. You can also do this if you have issues with any other video card drivers until the manufacturer produces new ones for you to try, or you could try previous drivers.

For additional technical help, see our Technical Solutions Forum at:
**http://boards.owo.com/w3t-bin/postlist.pl?Cat=&Board=solution**