

I do not get display from my video card/The display driver cannot detect my video card

The display driver will only detect and install if you are able to get display from the video card with your monitor plugged in to it.

Make sure that you do not have a monitor still attached to an onboard video. It must be plugged in to the card. It is best to not use any type of adapters and use cables with the same type of plug on each end. If you contact support then make sure to include any adaptations that you are using in your message so that we can ensure they are supported.

Cards with an x7xx number scheme and higher usually require auxiliary power. Those cards usually have one or two power connections that are either 6 pin or 8 pin. The power connections must all be plugged in with the proper type of plug. Large cards with 8 pin power connection must use 8 pin plugs. Plugging a 6 pin into an 8 pin connection will also cause you to not get display.

If your card is an x6xx or lower card and does not require auxiliary power or you have properly connected power to your card and you are not getting display then testing the card in an additional computer or an additional card in your computer is the fastest and most concrete way to test if there is a problem with your card. If you contact support then include the model motherboard or computer that you are using the card in so that we can check compatibility.