

HALO WARS 2 PC Installer FAQ

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INSTALLING HALO WARS 2 ON WINDOWS 10

INSTALLATION INSTRUCTIONS

It's recommended that you **quit** all other non-essential applications before beginning the Installation of HALO WARS 2. This includes anti-virus and anti-spam software that may interfere with the Installation process.

To Install HALO WARS 2, follow these steps:

1. Insert the DVD-ROM labeled "**DISC 1**" into your DVD-ROM Drive.
2. If the **Autorun** feature on your PC is **enabled**, the Installation will start automatically after you have inserted the DVD-ROM. From there, please follow the on-screen Installer instructions.
 - a. **IMPORTANT NOTE:** Please pay careful attention to the MICROSOFT ACCOUNT that you are using to redeem your code in the Windows Marketplace – this should be the same MICROSOFT ACCOUNT that you are using to sign in to the Windows 10 device where you are attempting to Install the game. This MICROSOFT ACCOUNT will be granted exclusive license to play HALO WARS 2.
3. If the **Autorun** feature on your PC is **disabled**, please follow these steps.
 - a. From your Windows 10 desktop, click the Cortana Search Box next to the Start button, and type "Run". Confirm your entry by using the Enter key.
 - b. Type the letter of your DVD-ROM drive followed by "**Setup.exe**" (example: "**D:\Setup.exe**"), then confirm your entry by using the Enter key.

OR

- c. From your Windows 10 desktop, right-click on the Windows 10 Start Button and select File Explorer.
- d. Double-click on the **DVD-ROM drive** where DISC 1 has been inserted, then double-click on the **Setup.exe** (application) file to launch the Installer.

UNINSTALL INSTRUCTIONS

To Uninstall HALO WARS 2, follow these steps:

1. From your Windows 10 desktop, right-click the Windows 10 Start Button and select **Programs and Features**. From there, locate HALO WARS 2 in your list of Installed Programs, select it, and click Uninstall/Change. Follow the on-screen instructions.

MICROSOFT ACCOUNT REQUIREMENT

MICROSOFT ACCOUNT SIGN IN REQUIRED TO PLAY HALO WARS 2

During installation, you will be asked to redeem a code for HALO WARS 2 using your Microsoft Account. This should be the same Microsoft Account that you are using to sign in to the Windows 10 device where you are attempting to Install the game.

This Microsoft Account will be granted exclusive license to play HALO WARS 2, and you will need to be signed in to your Windows 10 device using this account in order to play HALO WARS 2.

UPGRADING WINDOWS

UPGRADING YOUR WINDOWS DEVICE

In order to play HALO WARS 2, your device must be running Windows 10 version 1607, with OS Build 14393.447 or later.

In addition, your device must be running a 64-bit version of Windows 10. If you have a 32-bit version, you will not be able to play HALO WARS 2.

To see whether you're running an appropriate version of Windows on your device:

1. Go to **Start**, enter **About your PC**, and then select **About your PC**.
2. Look under **PC** for **Edition** to find out which version and edition of Windows your PC is running. Make sure this is at least 1607.
3. Look under **PC** for **OS Build** and make sure this is at least **14393.447**.
4. Look under **PC** for **System type** to see if you're running a 32-bit or a 64-bit version of Windows.

If you don't see a version listed, you need to update before you can download the game. There are a couple of ways you can do this:

1. Go to **Start > Settings > Update & security > Windows Update**. Check to see if any relevant updates are available.

Note If it's been less than 31 days since you upgraded to Windows 10, you won't get the November update right away. This is to allow you to go back to your previous version of Windows if you choose. After the 31 days have passed, your PC will automatically download the November update.

See the [Windows Update: FAQ](#) page to upgrade your device to Windows 10 with the latest update.

ADDITIONAL SOFTWARE

ADDITIONAL SOFTWARE REQUIRED TO RUN HALO WARS 2

You will need to have DirectX 12 with feature level 12 or later installed to play HALO WARS 2. If you're not sure if you have DirectX 12 installed, here's how you can check:

1. Press the **Windows logo key + R** to open the **Run** dialog box.
2. Type "**dxdiag**" and then press **Enter** to launch the DirectX Diagnostic Tool.
3. On the **System** tab in the **System Information** window, look for the DirectX version listed. The version must be 12 or higher to run Halo Wars 2.
4. On the **Display** tab for your graphics card, look under **Drivers** for the **Feature Levels** supported and make sure that **11_0** or **11_1** appear in the list.

SYSTEM REQUIREMENTS

SYSTEM REQUIREMENTS FOR HALO WARS 2

The hardware requirements for HALO WARS 2 are as follows.

Minimum System Requirements

MSA	Microsoft Account required
OS	Windows 10 version 14393.0 or higher required
Architecture	X64 required
Keyboard	Integrated Keyboard
Mouse	Integrated Mouse
DirectX	DirectX 12 API, Hardware Feature Level 11, w/ Tier 1 Tiled Resources
Memory	6GB
Video Memory	2GB
Processor	Intel i5-2500, AMD FX-4350
Graphics	nVidia GeForce GTX 650 Ti, AMD Radeon HD 7750, Intel HD 520

Recommended System Requirements

MSA	Microsoft Account required
OS	Windows 10 version 14393.0 or higher required
Architecture	X64 required
Keyboard	Integrated Keyboard
Mouse	Integrated Mouse
DirectX	DirectX 12 API, Hardware Feature Level 12
Memory	8GB
Video Memory	4GB
Processor	Intel Core i5-4690K, AMD FX-8350
Graphics	nVidia GTX 1060, AMD RX 480

Ultra System Requirements

MSA	Microsoft Account required
OS	Windows 10 version 14393.0 or higher required
Architecture	X64 required
Keyboard	Integrated Keyboard
Mouse	Integrated Mouse
DirectX	DirectX 12 API, Hardware Feature Level 12
Memory	16GB
Video Memory	8GB
Processor	Intel Core i7-6700K, AMD FX-9590
Graphics	nVidia GTX 1080, AMD R9 Fury X

ACCESSORY DEVICES

THE XBOX ONE CONTROLLER

You can play HALO WARS 2 on your Windows 10 device using an Xbox One controller. If you use an Xbox One controller, you'll need either a USB cable to connect it to your device or an Xbox Wireless Adapter for Windows.

You can learn more about Xbox Wireless Adapters for Windows here:

<http://www.xbox.com/en-US/xbox-one/accessories/controllers/windows-wireless-adapter/>

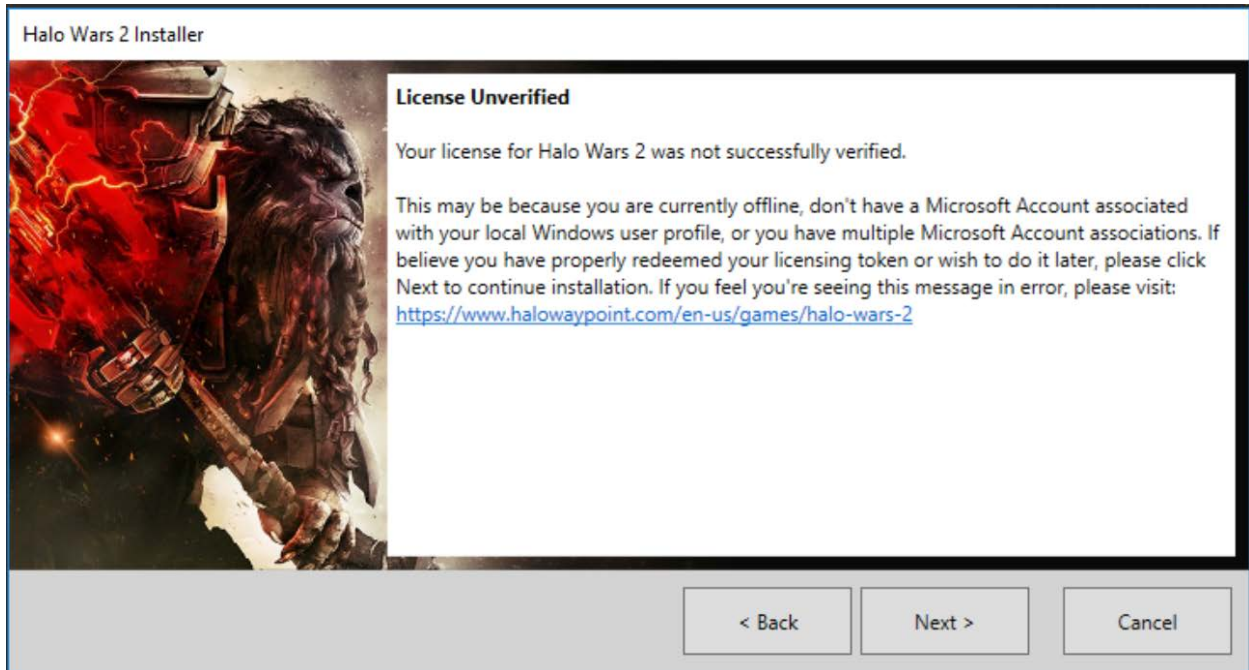
You can also connect an Xbox One S or Xbox Design Lab controller to your device using Bluetooth. For more details, visit:

<https://support.xbox.com/en-US/xbox-one/accessories/using-xbox-one-wireless-controllers-on-pc-info>

Other USB game controllers supported by Windows may also work.

KNOWN INSTALL & LICENSING ERRORS

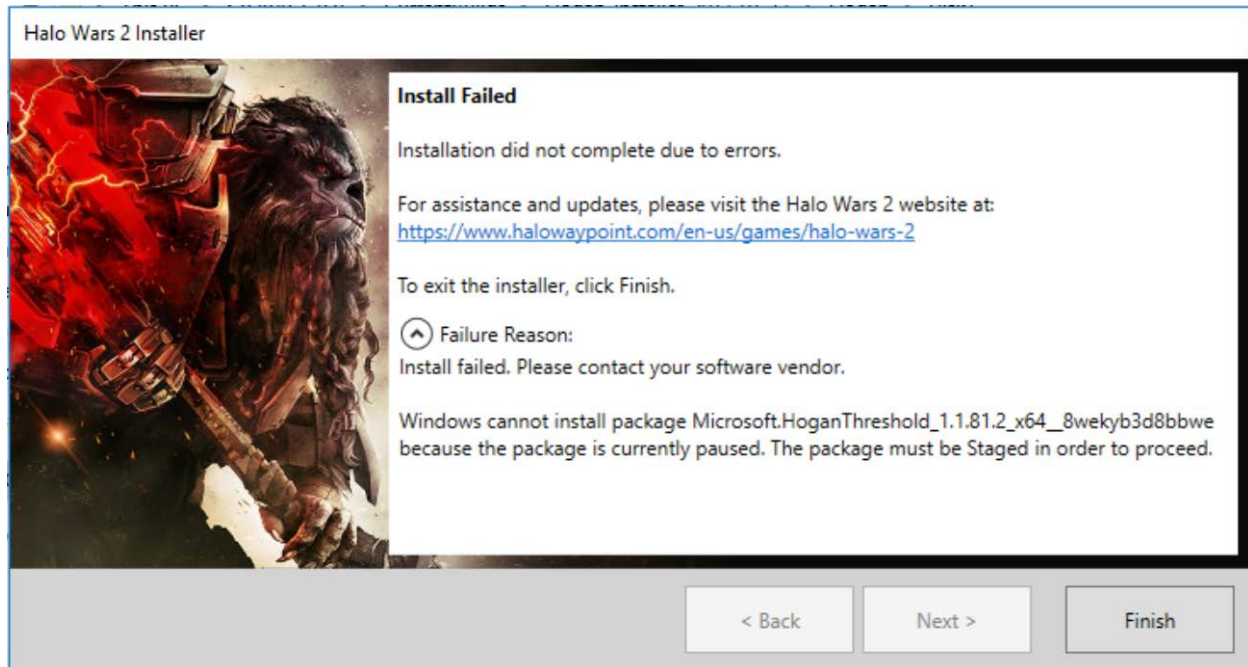
LICENSE UNVERIFIED ERROR



If you're receiving this error, it's possible that you may have created a new MICROSOFT ACCOUNT in order to redeem the code that you were given. If this is the case, we recommend that you follow these steps:

1. Complete your installation of HALO WARS 2.
2. Restart your Windows 10 device.
3. Open the Windows Store, and sign in using the MICROSOFT ACCOUNT that you used to redeem your code.
4. Navigate to My Library.
5. Confirm that HALO WARS 2 has been added to your list of Games.
6. If you see HALO WARS 2 in your Library, you will be able to launch and play the game despite the previous error.
7. If you do not see HALO WARS 2 in your list of Games, please ensure that you are signed into the Windows Store using the correct MICROSOFT ACCOUNT.
8. If you are certain that you're using the same MICROSOFT ACCOUNT and are still not seeing HALO WARS 2 in your Library, please contact THQ Nordic for further support.

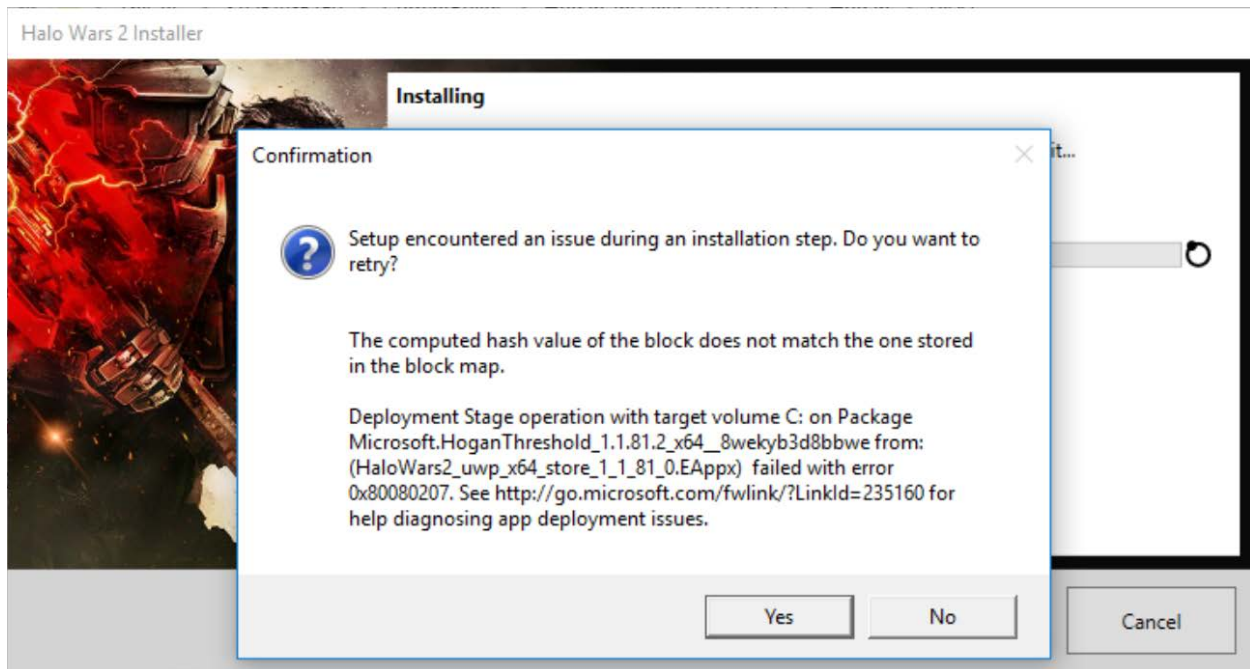
INSTALL FAILED ERROR



This error will sometimes occur if you're attempting to install HALO WARS 2 while other or non-essential applications are running in the background. If you encounter this error, we recommend that you follow these steps:

1. Restart your Windows 10 device.
2. Close all non-essential applications.
3. Restart the installation process.
4. If you see this error again and are unable to install HALO WARS 2, please contact THQ Nordic for further support.

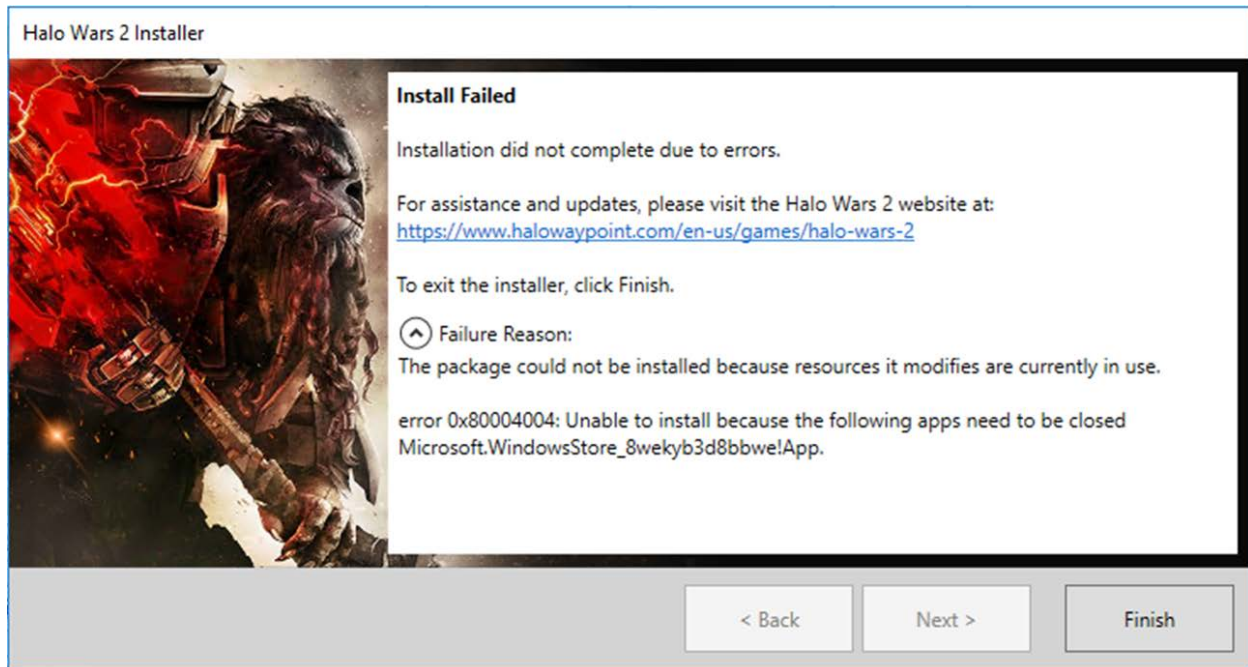
TARGET DRIVE ERROR



This error will sometimes occur when there is a problem with your install disc, or when there is a problem with the target drive that you are attempting to install the game to. If you encounter this error, we recommend that you follow these steps:

1. Check your installation disc/s to ensure that there are no scratches or defects that may be interfering with your media drive's ability to read data.
2. Check the target drive that you are attempting to install the game to, to be certain that there is no issue with the drive itself or existing problems writing data to that drive.
3. If you have followed both of these steps and cannot find any problems with your installation disc/s or your target drive, please restart your Windows 10 device and attempt the install process again.
4. If you see this error again and are unable to install HALO WARS 2, please contact THQ Nordic for further support.

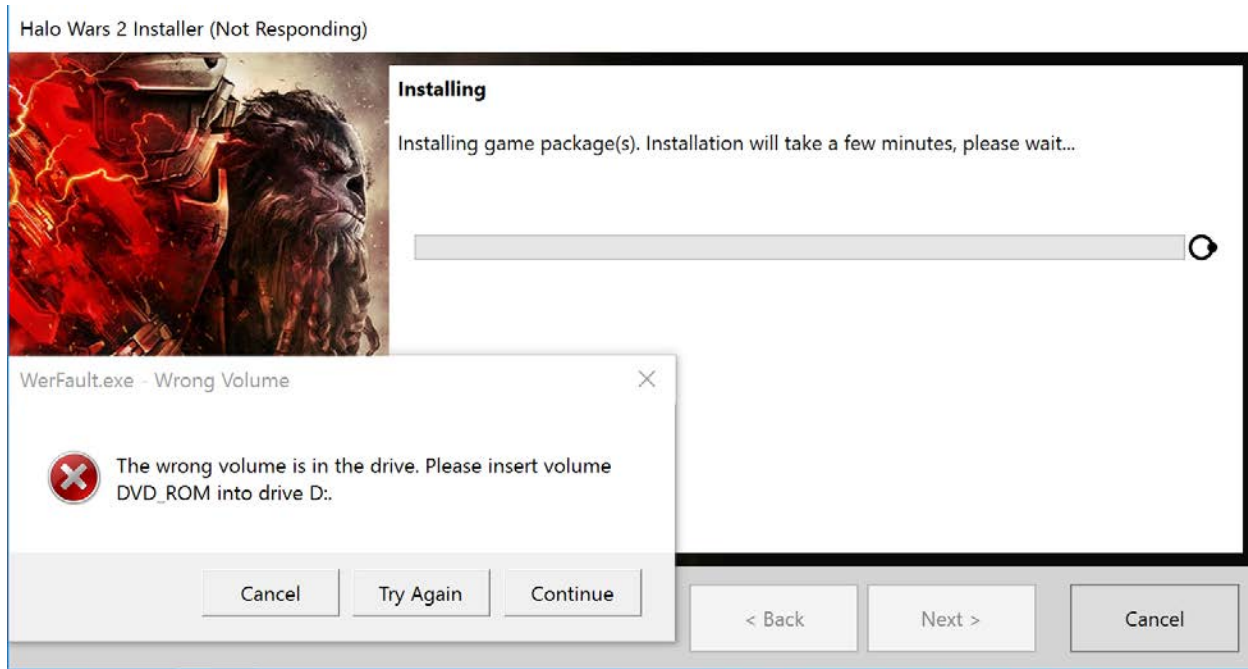
INSTALL FAILED ERROR



This error will sometimes occur if you're attempting to install HALO WARS 2 while other or non-essential applications are running in the background. If you encounter this error, we recommend that you follow these steps:

1. Close the application mentioned in the error message, and retry installation.
2. If you encounter this error again, restart your Windows 10 device.
3. Close all non-essential applications, including the application mentioned in the error message.
4. Restart the installation process.
5. If you continue to see this error and are unable to install HALO WARS 2, please contact THQ Nordic for further support.

WRONG VOLUME ERROR DURING INSTALLATION



This error may occur during installation while other non-essential applications are running in the background and system memory is not sufficiently available to the Installer. If you encounter this error, we recommend that you follow these steps:

1. Do not click Cancel or Continue.
2. Insert Disc 1 into your DVD ROM drive and click Try Again.
3. The installation process should resume as normal.
4. If you continue to see this error and are unable to install HALO WARS 2, please contact THQ Nordic for further support.

WINDOWS STORE ERROR 0x803f8001 – CODE ALREADY REDEEMED

We've observed some customers encountering this error because of incorrect sign in. You only need to redeem your code once, and will not have to redeem it again even if you uninstall/reinstall HALO WARS 2. If you've received an error saying that your code has already been redeemed, please ensure that you are signed in to both your Windows 10 device and the Windows Store **using the same Microsoft Account** that you used to redeem your code during installation.

If you have encountered this error during your very first attempt to redeem your code during installation, please contact THQ Nordic for further support.

UNABLE TO UPDATE HW2 OR INSTALL HW:DE FROM THE WINDOWS STORE

We've observed some customers encounter trouble updating HALO WARS 2 and/or installing HALO WARS: DEFINITIVE EDITION from the Windows Store – the Store will download the update or run the full install but not recognize the update/install. If you encounter this problem, we recommend that you follow these steps:

1. Uninstall HALO WARS 2 and/or HALO WARS: DEFINITIVE EDITION.
2. Run **Windows Update** to ensure that you are working from the latest OS update.
3. Once you've run Windows Update, have received an update to your OS, and are finished restarting your Windows 10 device, please reinstall HALO WARS 2 and download the update to verify that you're now able to launch and play the game as expected.
4. You should now also be able to install and play HALO WARS: DEFINITIVE EDITION as expected.
5. If you continue to encounter this problem and are unable to update and play HALO WARS 2 and/or HALO WARS: DEFINITIVE EDITION, please contact THQ Nordic for further support.

INSTALLING HALO WARS: DEFINITIVE EDITION

FOR ULTIMATE EDITION CUSTOMERS

If you purchased HALO WARS 2: ULTIMATE EDITION, your purchase includes HALO WARS: DEFINITIVE EDITION which you can download digitally from the Windows Store by following these steps.

1. Sign in to your Windows 10 device using the correct MICROSOFT ACCOUNT.
2. Go to the Windows Store.
3. Ensure that you are signed in using the same MICROSOFT ACCOUNT that you used to redeem your code.
4. Navigate to My Library.
5. Find the Games list and click Show All.
6. Under *Works on this device*, find and click on HALO WARS: DEFINITIVE EDITION.
7. This will take you to the Product Details Page for HALO WARS: DEFINITIVE EDITION, where you will see a button prompt to install the game.

XBOX PLAY ANYWHERE

HALO WARS 2 & XPA

This disc-based version of HALO WARS 2 includes the Xbox Play Anywhere feature, which means that this is your game to play on any Windows 10 or Xbox One device that you sign into using the MICROSOFT ACCOUNT that you've redeemed your code with.

For help with Xbox Play Anywhere, please visit the following resource.

<https://support.xbox.com/en-US/games/game-titles/xbox-play-anywhere-help>