



By [Faerin Games](#)
Frequently Asked Questions (F.A.Q)

Introduction:

This document will help you install MwM and fix the most common problems you might run into. If the solution to your problem is not listed in this document, please join us on [Discord](#) or email me at faeringames@gmail.com.

Q: Where can I download Mystwood Manor?

A: For more information about Mystwood Manor or to become a Patron and download your copy today, please visit: <https://www.patreon.com/faerin>

Q: I'm having trouble with my game. Can you help?

A: For game-play help or technical support with Mystwood Manor, please visit us on [Discord](#).

Q: What are the system requirements?

A: Minimum system requirements:

Operating system: Windows 7/8.1/10/11

CPU: Dual-Core Intel processor (3.20 GHz) or better.

RAM: 4GB or better.

HDD Space: at least 5GB.

Minimum screen resolution: 1280 x 720 (full screen mode)
720 x 400 (windowed mode)

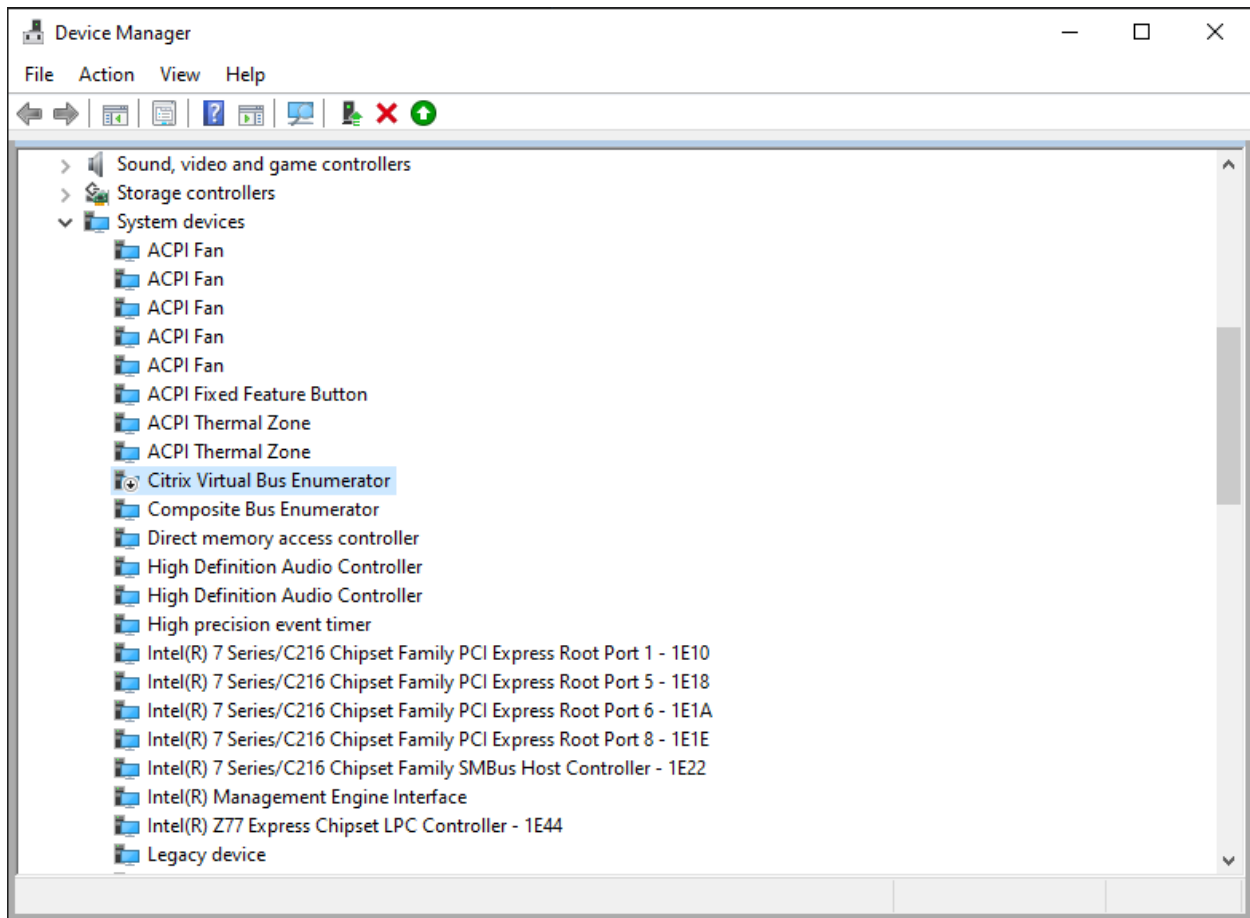
Recommended resolution: 1920 x 1080 (16:9 aspect ratio).

GPU: Graphics card with DX10 (shader model 4.0) capabilities (2GB VRAM minimum, 4GB VRAM recommended).

Q: "The game won't load"

A1: If you use [Nahimic](#) or [FMOD](#) for audio boosting, [Strix](#), [Aegis 3](#), [Sonic Studio 2](#), [RivaTuner Statistics Server](#), Portrait Displays\Pivot Software or any Apple products such as [QuickTime](#), these programs will need to be temporarily disabled during your gameplay.

A2: If you have to have Citrix installed, open up Control Panel, then run the Device Manager applet. Click the arrow next to "System Devices" and disable "Citrix Virtual Bus Enumerator". You may have to restart your machine and then try loading the game (see screenshot on the next page).



Q: Unable to see images/black screen throughout the game/animated scenes freezing

A: This could be due to a number of factors such as, but not limited to:

- Outdated video card driver.
- Having dual video cards enabled. To check this, open “Control Panel” in Windows. If you are using the “View by: Small icons” (recommended), click the “Device Manager” applet. Expand “Display adapters”. Right click on one of the listed video cards and select “Disable”, then try loading the game. If the images are still not displayed, follow the same steps above and disable the other video card and enable the first one you disabled. Then try playing the game.
- If your GPU is an NVIDIA GeForce RTX series and you are experiencing freezing in your animated scenes, try this: Disable vertical sync in your graphics card manager.
- Lastly, it’s likely there is an issue with the game’s path. We often find that burying the game deep within multiple sub-folders will cause a lot of issues (including the animation appearing to “freeze”). Moving the game to the root of your hard drive typically resolves the problem right away. So try moving it to C:, D:, or whatever drive letter you have the game on so that it looks similar to this: C:\Mystwood Manor v0.9.2

A2: You may be missing some Microsoft Visual C++ Redistributable runtime packages.

Download the [all-in-one pack](#), unzip the files to a temporary location and run the included batch (install_all.bat) file. Then start your game.

A3: Another option you might try is temporarily disabling your antivirus software and firewall or adding the Mystwood Manor folder to your antivirus/firewall exception list.

A4: If you're running Windows 10 N or Windows 10 KN, you will need an alternative to the Windows Media Feature Pack.

Try here: <https://www.microsoft.com/en-us/software-download/mediafeaturepack>

Or here: <https://support.microsoft.com/en-us/help/3010081/media-feature-pack-for-windows-10-n-and-windows-10-kn-editions>

After installation, try replaying the animated scene where you noticed the animation issue and see if that helps.

A5: If you're using an Nvidia GPU/video card, it's likely you may be missing G-Sync in your Nvidia Control Panel. Instead, disable V-Sync while playing MwM.

Q: I'm seeing foggy renders on Windows 11. Is this a bug?

MwM will not run on Windows 11 out-of-the-box (a fresh install of the OS). You will need to make sure you have the following installed on your machine:

- Download and install [DirectX 9](#).
- Otherwise, download and install the latest [Visual C++ Redistributable](#) runtimes.

Q: Does this game run on windows XP, Vista?

Sorry, but those Windows platforms are not supported. You would need to upgrade to Windows 10 in order to play MwM.

Q: How can I transfer my saves/Continue is locked!?

1. Open the folder of the game for the earlier version.
2. Copy the "Profile" folder.
3. Open the folder containing the updated version of the game.
4. Paste your profile folder from the earlier version.

Q: Is there a virus?!

No! Your anti-virus software is detecting a "false-positive" on the files within the game's folder. Add the "Mystwood Manor" folder to your anti-virus' "Exclusion" list if this occurs.

Once again, thank you for your support!