

# RaceRoom Racing Experience HelpDesk

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## Game is crashing on Windows 10?

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Windows 10 will sometimes assign Windows Vista compatibility setting to either the game or to Steam.

This causes a crash of the game related to in-game overlays.

To resolve this issue:

You need to make sure that no compatibility settings are applied to either Steam or RaceRoom executables.

This can be done by running the compatibility tool on the Steam and RaceRoom executable:.

- Go to the game's installation folder. By default it should be the following: C:\Program Files (x86)\Steam\steamapps\common\racerroom racing experience\Game
- Find the RRRE.exe file
- Right-Click on it
- In the menu that appears, click on "Troubleshoot compatibility"
- A new window with a progress bar appears. When it is finished, click "Try recommended settings"
- Click the "Test program" button
- If the game works, click the "Next" button
- On the final page, click "Save these settings for the program" and close the window once the changes are saved.
- Go to the Steam's installation folder. By default it should be the following: C:\Program Files (x86)\Steam\ and repeat these steps.

If this does not work, try setting compatibility settings to Windows XP Service Pack 3.

If none of the above solves the issue, you may need to remove some values in the registry.

NOTE: Editing the registry can cause severe issues if not done properly, and you should not do so unless you feel confident that you can handle it.

- Hit start->run->regedit
- Go to key: HKEY\_CURRENT\_USER\Software\Microsoft\Windows NT\CurrentVersion\AppCompatFlags\Layers
- Look for an entry with your path to steam.exe
- Delete that entry
- If you dont find it there try HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\AppCompatFlags\Layers
- Repeat this process looking for an entry with your path to RRRE.exe