



# Graphics Card Troubleshooting Guide

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3DXpert 13.0 **Release Note**



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## Introduction

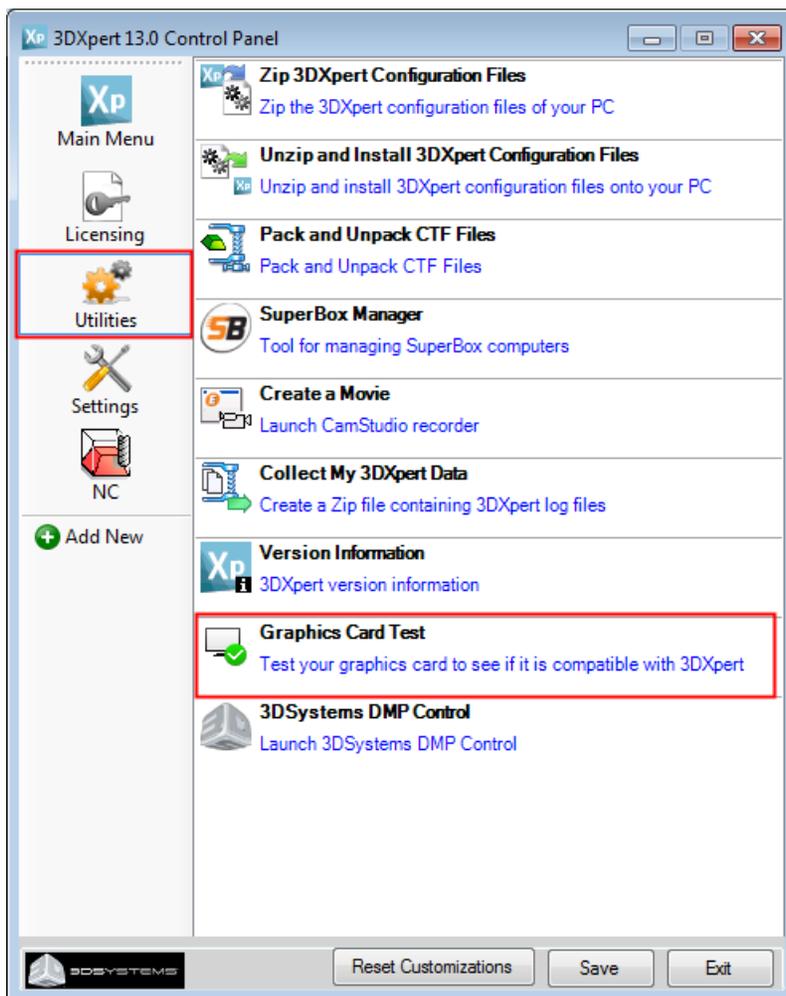
To benefit from the latest and most updated and improved quality and performance, the software graphics infrastructure has been enhanced to take advantage of newer OpenGL technology. As a result of this change, from 3DXpert 13.0 onwards, a graphics card supporting OpenGL version 3.0 or higher is required.

## How do I know if my graphics card is compatible with 3DXpert?

The system examines your graphics card automatically before installation.

However, you can also manually invoke this function from one of the following locations:

- From the 3DXpert installation autorun window, select **Additional Products & Tools > Graphics Card**.
- From the **3DXpert Control Panel**: Select **Utilities > Graphics Card Test**.



## My graphics card is not compatible with 3DXpert. What do I do?

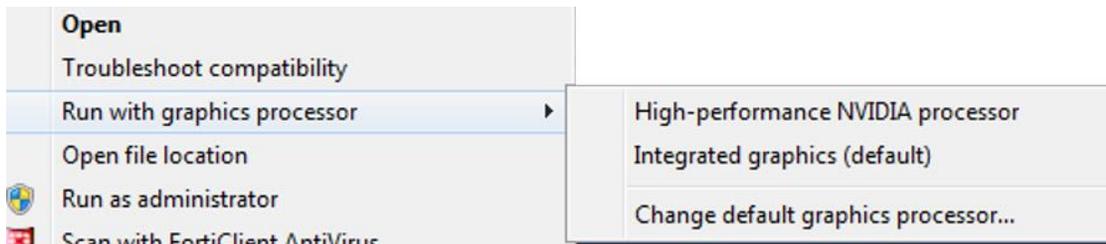
First of all, we recommend checking if a more updated driver for your card exists. If such a driver is available, we recommend updating the graphics card driver and then running the installation or the graphics card test again. If you are not sure how to do that, contact your system administrator or your local 3DXpert Provider.

If the above doesn't help:

1. If you have more than one graphics card, see the next section.
2. If you have a single graphics card, click the **Save log file** button on the message telling you the card is not compatible with 3DXpert, and send the created log file to your local 3DXpert Provider for further assistance.

## I have more than one graphics cards installed on computer

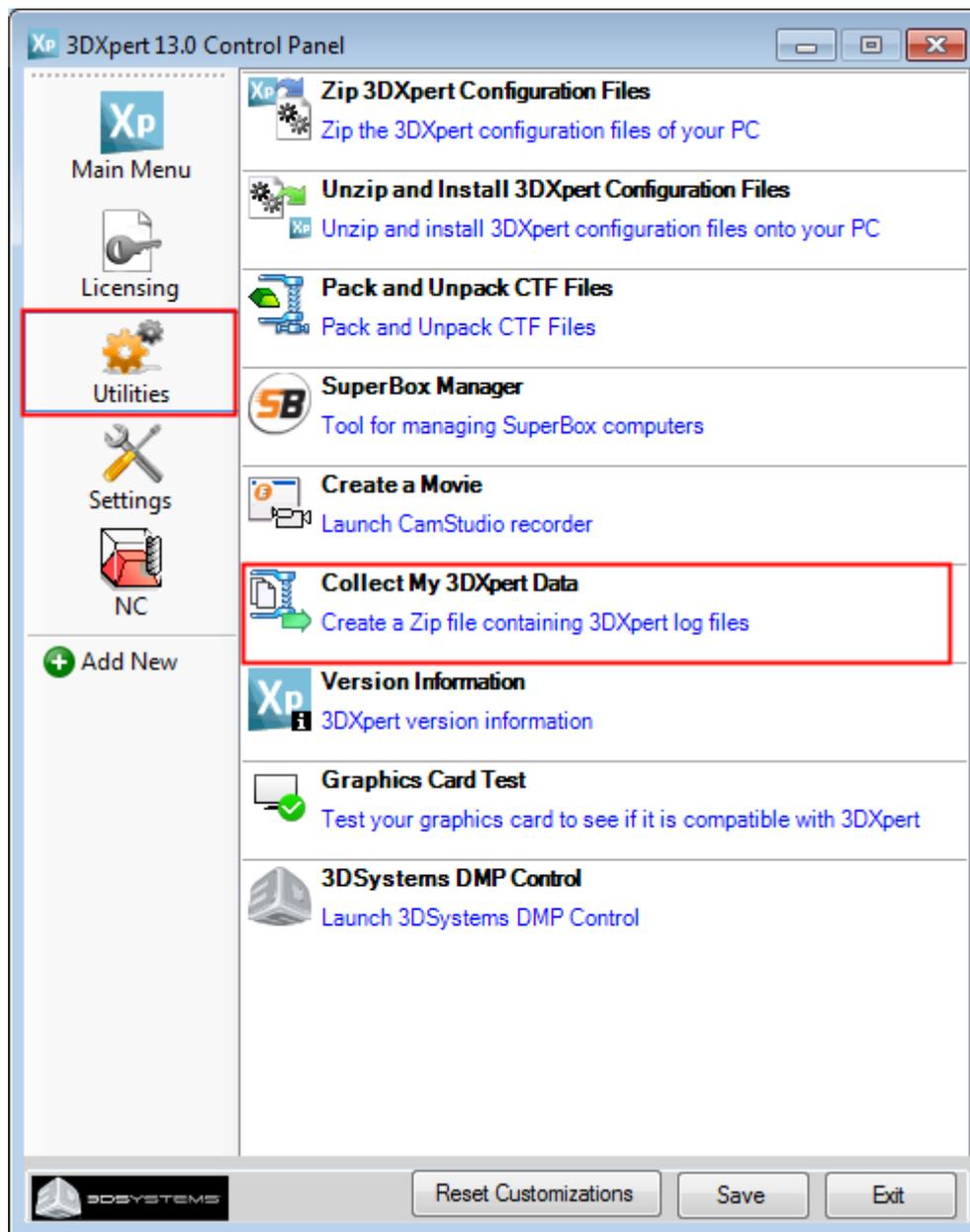
On your installation DVD there is a file called **Graphics Card Test.exe**. Right-click this file to display the following options, allowing you to select which graphics card to use for the test. Select the stronger card of the two.



If the test fails on all cards, click the **Save log file** button on the message telling you the card is not compatible with 3DXpert, and send the created log file to your local 3DXpert Provider for further assistance.

## My card passed the graphics card test, but 3DXpert 13 does not run.

Run the **3DXpert Control Panel** and use the **Collect My 3DXpert Data** tool from the **Utilities** tab. Send the resulting ZIP file to your local 3DXpert Provider for further assistance.



## Which graphics cards are best suited for 3DXpert?

See the list of recommended graphics cards at this site:

<https://cimgraphics.cimatron.com/GraphicCardsPage/>