

Problem:

The graphics are appearing erratically or the program is shutting down. Unusual graphic problems may include screen artifacts, disappearing elements, background objects appearing in front of foreground objects or program crashes.

Possible Causes:

1. Cadsoft Envisioneer is a graphics intensive program and therefore requires specific memory allocations for the video card. If the video card doesn't have enough memory to run the graphics for the software it will use the system memory and if the system memory is also low this can cause the program to crash.
2. The video card driver does not properly support OpenGL.
3. An outdated video driver or and incompatible video driver is being used with the video card.

Solutions

1. Ensure that you have at least 16 MB of video Ram and 128MB of RAM for the computer. It is highly recommend you have 32MB of Video Ram and 256 MB of Ram for the computer.
2. Update to the latest video driver for your video card, ensuring that it supports OpenGL. Most manufacturers will have updated drivers on their websites for download.
3. If your video card is low on memory try lowering your display settings.

Some of the settings to adjust may include:

- 1) Reduce your screen resolution and/or color quality:
 - a) Start at the Windows desktop.
 - b) Right-click and select Properties.
- OR-
- c) Access the Windows Control Panel.
 - d) Launch the Display Control.
 - e) Adjust your Screen Resolution to 1024 x 768
 - f) Adjust your Color Quality to Medium (16 bit)

- II) Turn off hardware acceleration in the program:
- a) In Cadsoft Envisioneer, select **Tools** → Options
 - OR-
 - b) In Cadsoft Envisioneer, click on the Options icon in the Tools toolbar.
 - c) Click on the General tab.
 - d) In the Graphics box on the upper right, uncheck the box next to Hardware Acceleration.
4. Turn off the hardware acceleration for the video card if all else fails.

Turn off hardware acceleration on your Windows 98 or Me computer:

- a) Start at the Windows desktop.
- b) Right-click on My Computer and select Properties.
- c) Click on the Performance tab.
- d) In the Advanced Settings box at the bottom of the dialog, click on the Graphics button.
- e) Move the Hardware Acceleration slider toward the None side of the scale. You may try single steps and test the program again, or simply move the slider all the way to the left to turn off Hardware Acceleration.

Turn off hardware acceleration on your Windows 2000 or XP computer:

- a) Start at the Windows desktop.
- b) Right-click and select Properties.
- c) Click on the Settings tab, then click the Advanced button on the lower right.
- d) Click on the Troubleshoot tab.
- e) Move the Hardware Acceleration slider toward the None side of the scale. You may try single steps and test the program again, or simply move the slider all the way to the left to turn off Hardware Acceleration.