

Troubleshooting

This chapter contains some recommendations that help you to overcome known problems that appear during using UM software.

This chapter widens from time to time with the help of your questions and bug reports. The latest version of this manual you can download at:

http://www.umlab.ru/download/50/manual/eng/um_Trouble_Shooting.pdf.

Please send your questions, bug reports and remarks to support@umlab.ru.

TROUBLESHOOTING..... 1

1. CANNOT START OPENGL DRIVER 3

1. Cannot start OpenGL driver

Error message:

- *wglMakeCurrent failed*
- *Cannot start OpenGL driver.*

There are several possible ways to eliminate this error:

- if you use *ATI Radeon* graphic card in your PC it is recommended that you to install the *ATI CATALYST Control Center* utility and turn on **Disable CATALYST A.I.** check box.
- renew driver for your graphical card;
- decrease degree of hardware acceleration.

ATI Radeon

Check if the *ATI CATALYST Control Center* utility is installed on your computer. If not you can download it using the following links:

www.ati.com;

www.sapphiretech.com.

The latter versions of driver sets for ATI Radeon as a rule already include the *ATI Catalyst Control Center*.



Run the *ATI Catalyst Control Center*. In the tree in the left side of the window select **3D/CATALYST A.I.** and turn on **Disable CATALYST A.I.** check box, as it is shown above.

Renewal driver for graphical card

Go to the web site of the producer of your graphical card (mother board) and download and install the latest version of the driver.

This way lets eliminate the error without reduction of productivity of the graphical subsystem of your PC.

Decreasing degree of hardware acceleration

1. Show display settings window. Click right mouse button on the free Windows desktop and choose **Properties** menu item in the popup menu. Otherwise you can use the **Start/Settings/Control Panel/Display** menu item, see fig. 1
2. Choose the **Settings** tab and click the **Advanced** button.
Window of the advanced monitor properties appears, see fig. 2
3. Choose the **Troubleshoot** tab.
4. Step by step decrease the level of the hardware acceleration of the graphics and each time run UM to check out if the error eliminates. Do not forget to click the button **Apply** after each modification.

Our experience shows that this method helps in almost 100% cases.

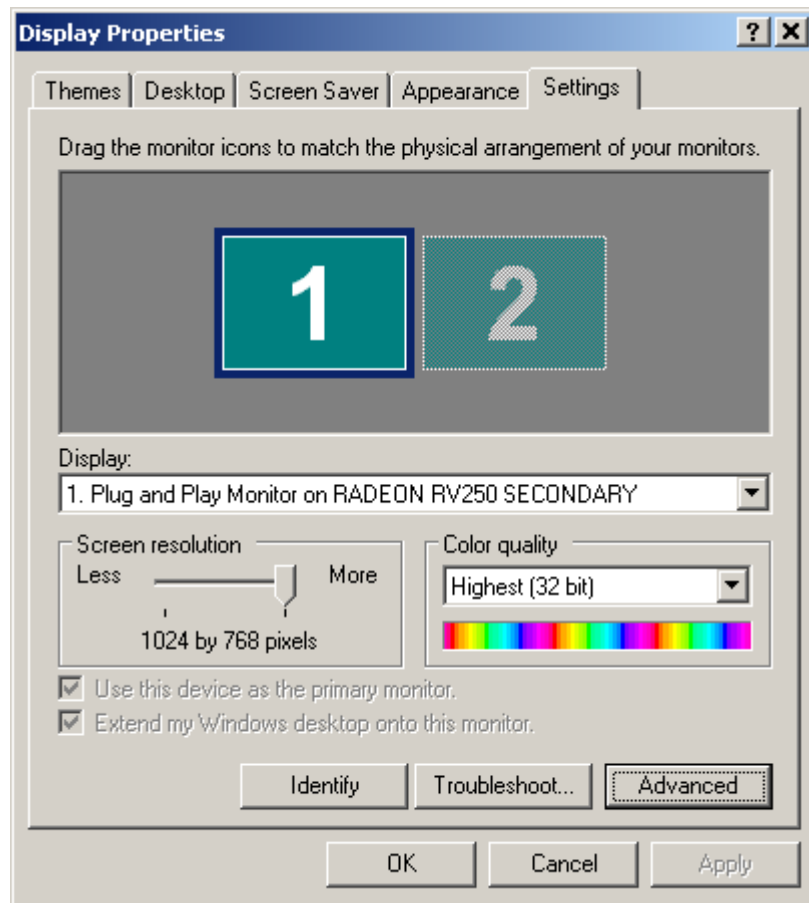


Figure 1

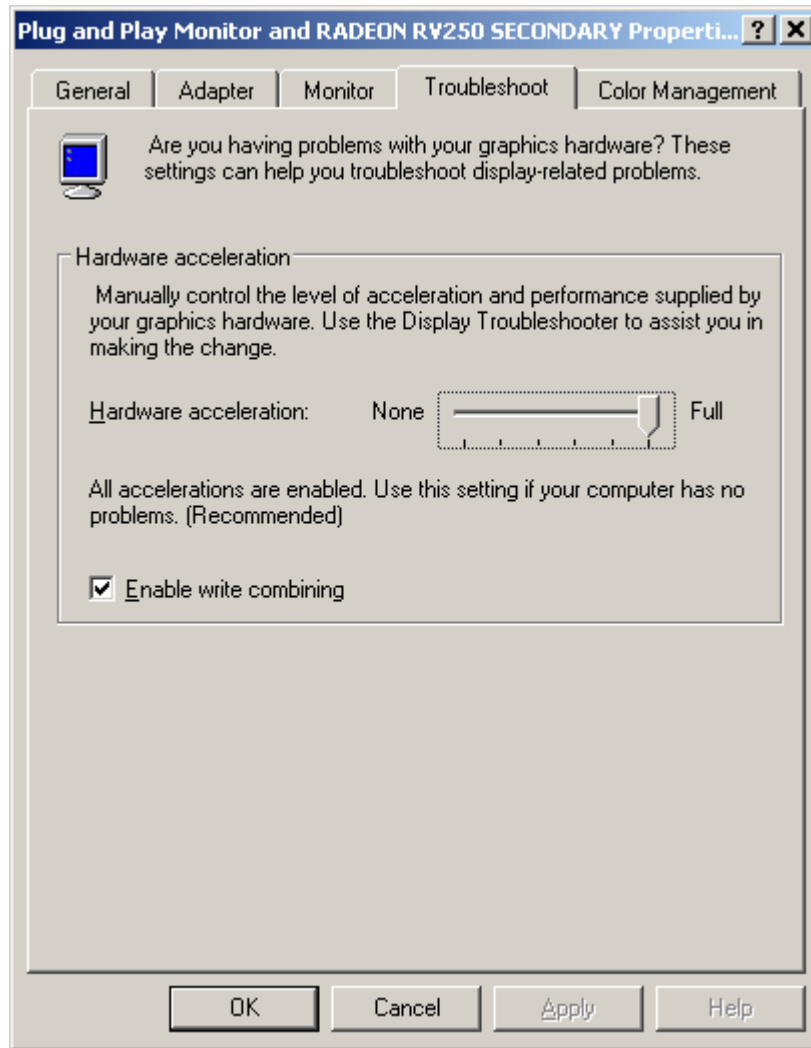


Figure 2