

Updating your video drivers

Enterprise Dynamics has extensive visualization capabilities. However, in many occasions, these capabilities can only be achieved when the latest video drivers for a video card are installed. The installation CD of Enterprise Dynamics already contains some of the most used video drivers, and they are also available through the website from the hardware manufacturer.

This document describes how you can look for updates and install them.

1. HOW CAN I RECOGNIZE THAT I MAY HAVE PROBLEMS?

Actually this is quite simple. If anything does not work as expected, or you receive strange error messages, your video drivers may not be up to date.

2. OPERATING SYSTEMS

The information in this document is valid for each Microsoft® operating system. However small changes in the screenshots might appear. This information is written based on an English version of the operating system. Of course if you work with a different language version button names, and other appearances are in a different language.

3. CORPORATE MANAGED NETWORKS

In business environments it is not uncommon that the network PC's (and the user itself) are protected. In this case it might not be possible to execute the steps described in this document. Please consult your system administrator to do the update for you.

4. WINDOWS VISTA

Since the introduction of Windows Vista, we have worked hard to provide full compatibility with this operating system. It is however possible that Enterprise Dynamics gives error messages that are a result of the graphics driver for Windows Vista. We have tested the same hardware configuration with Windows XP and could not reproduce this problem. Because we don't expect you to abandon windows Vista, we will list our best practice solutions to present you with a workable solution.

Note: The problem occurs when you have installed Enterprise Dynamics on Windows Vista and receive the following error:

`Could not share rendering context. GetLastError() = -1073278755
(CreateModelLayout)`

We have found the following possible workarounds to this problem:

1. Install the latest driver:
 - a. NVidia: <http://www.nvidia.com/Download/index.aspx?lang=en-us>
 - b. ATI: <http://support.amd.com/us/gpudownload/Pages/index.aspx>
 - c. Intel: <http://www.intel.com/support/graphics/>
2. Install the latest XP driver on Windows Vista.
- This could result in loosing functionality for Windows Vista such as Aero.
3. Completely uninstall and remove the graphics driver.
- This results that Windows Vista will use it's default graphics driver that works correctly.
Side effect is that, in most cases, the maximum resolution is limited to 1024 x 768.

We kindly ask you to try these options and report the result back to us. Also the brand and type of your graphics adaptor is important information to us.

5. GETTING STARTED

Close all programs and go to an empty spot (with your mouse) on your desktop.

Press the right mouse button, and choose properties. You should see a window something like the following 2 screenshots:

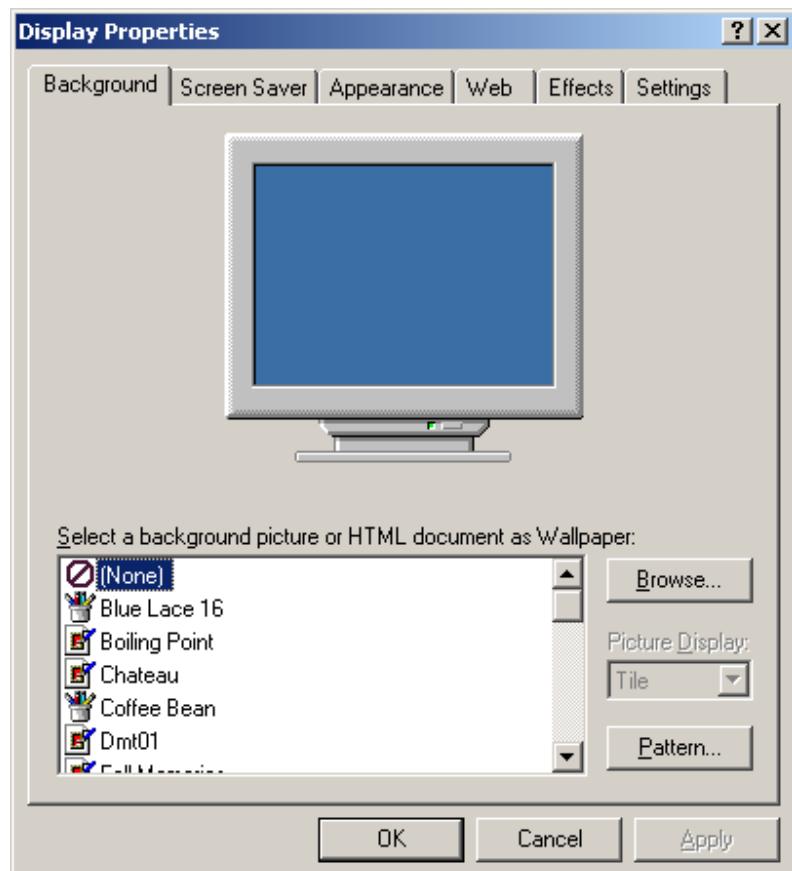


Figure 1: Windows 2000 screenshot

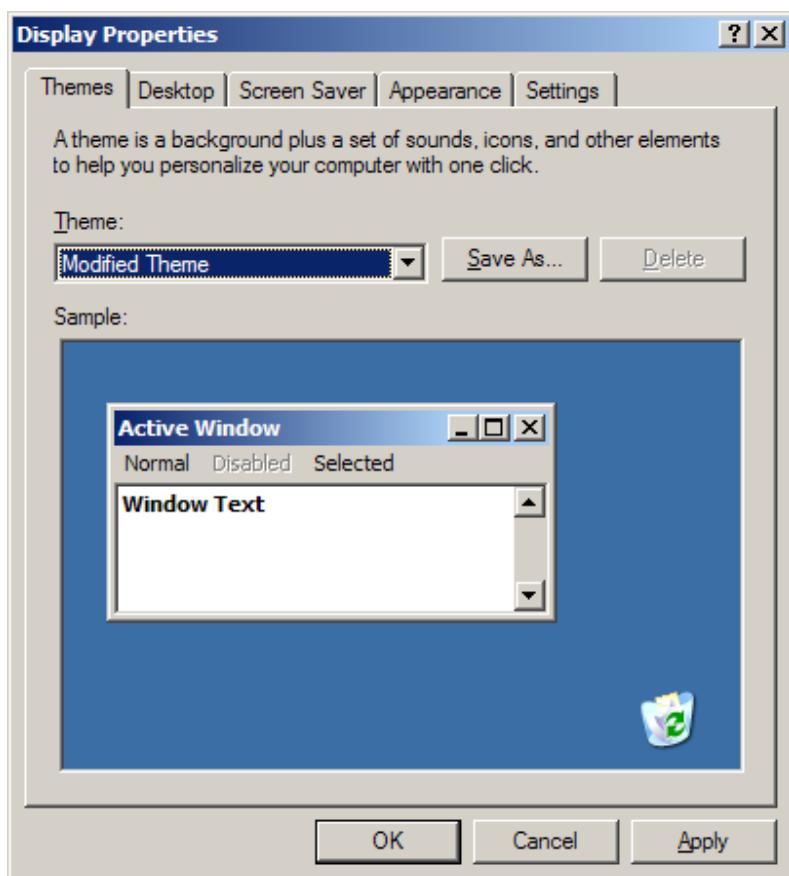


Figure 2: Windows XP screenshot

6. SELECT VIDEO CARD PROPERTIES

The next step is to select the Settings tab to display your current video card settings. The window should look something like:

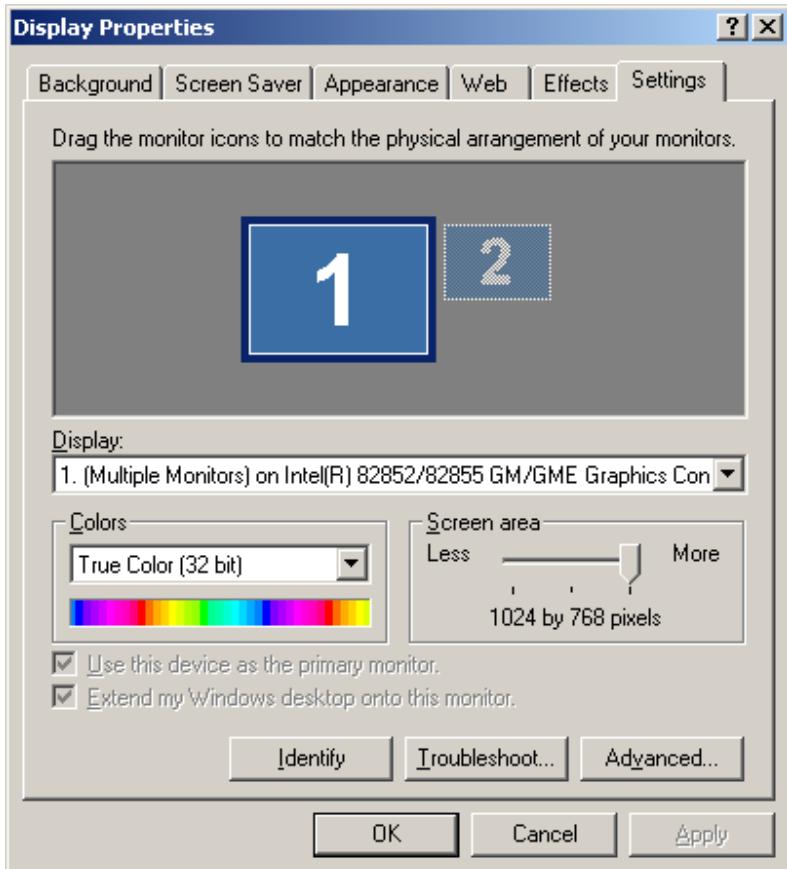


Figure 3: Windows 2000 screenshot

Press the **Advanced** button to open a window with your video card properties. The window that opens now depends on the video card you have installed, but could look something like:

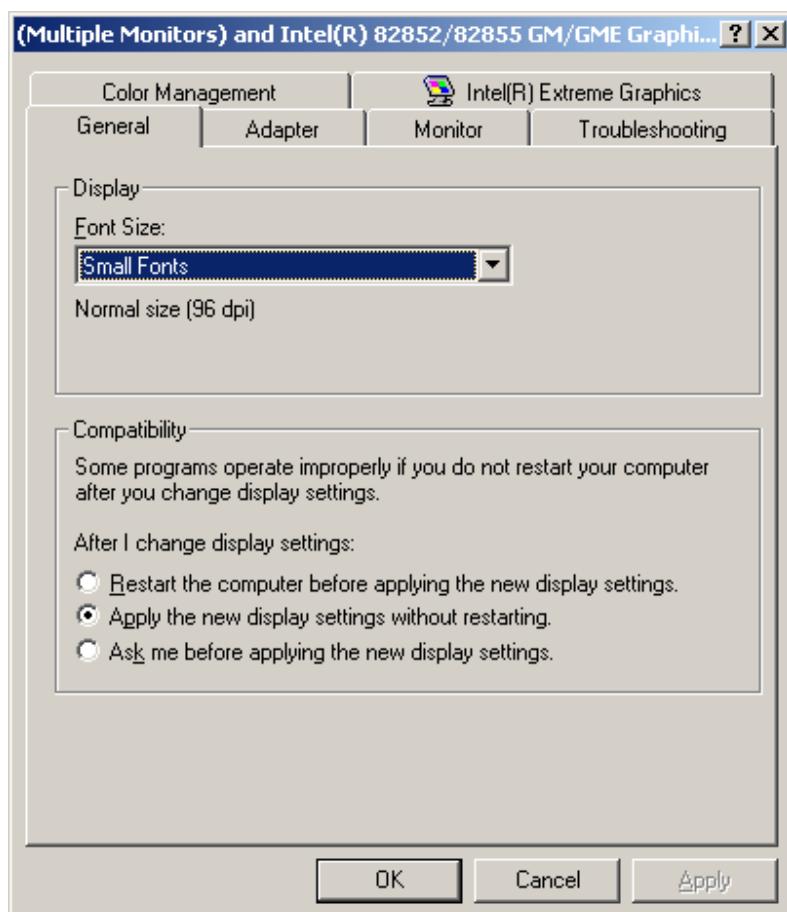


Figure 4: Windows 2000 screenshot with Intel® video card

In this case press the **Adapter** tab to open a listing of the adapter properties. This might me a different tab on your computer (depending on the video card you are using). The window could look like:

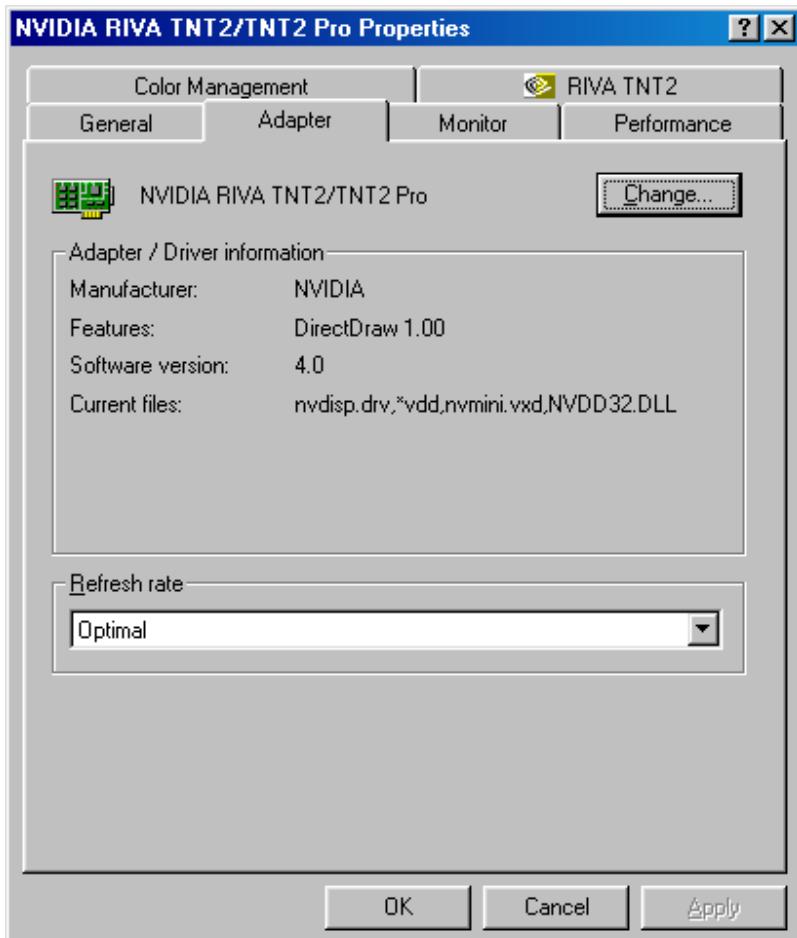


Figure 5: Windows 98 screenshot with NVIDIA video card

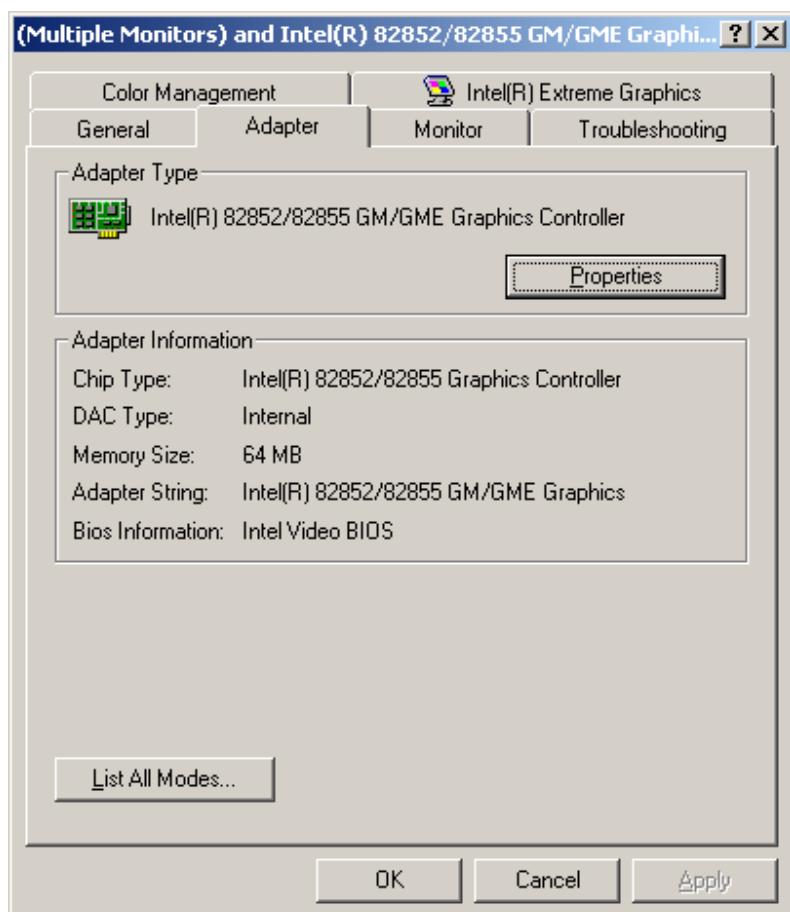


Figure 6: Windows 2000 screenshot with Intel video card

To change the properties press the **Properties** button.

7. UPDATING THE DRIVER

After you have pressed the **Properties** button and selected the **Driver** tab the update driver window looks something like:

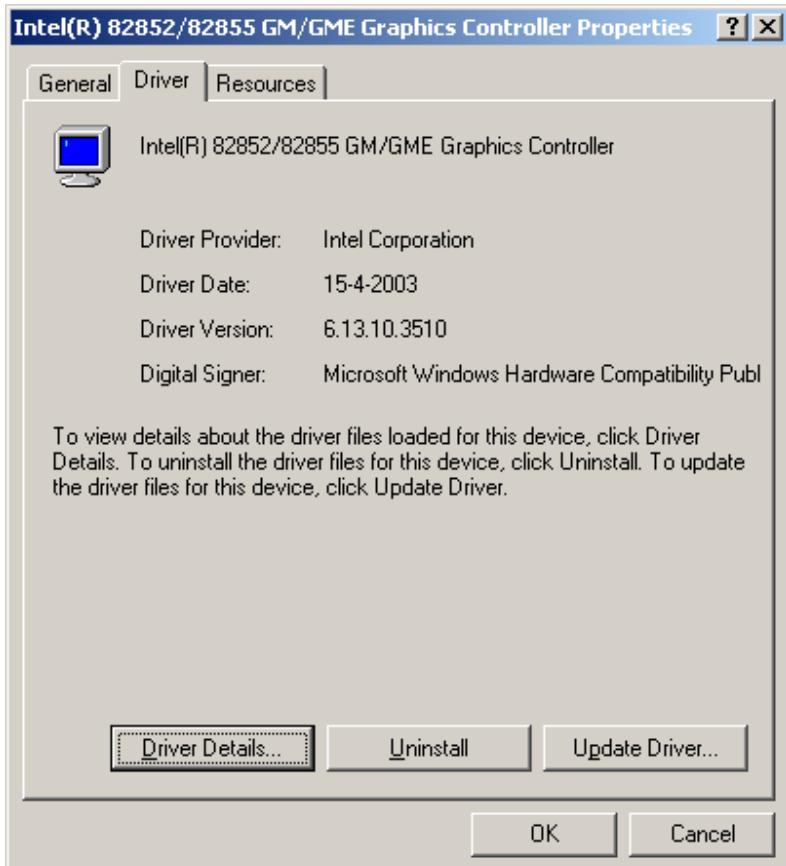


Figure 7: Windows 2000 screenshot

If you press the **Update Driver** button a Wizard is started in which Windows will search for an updated video card driver. Follow the instructions on the screen and make sure that you also select the option that Window can look on the Internet for an updated driver.

If you have downloaded an updated driver from a vendor website, please also select the **Specify a location** check box.

The window should look something like:

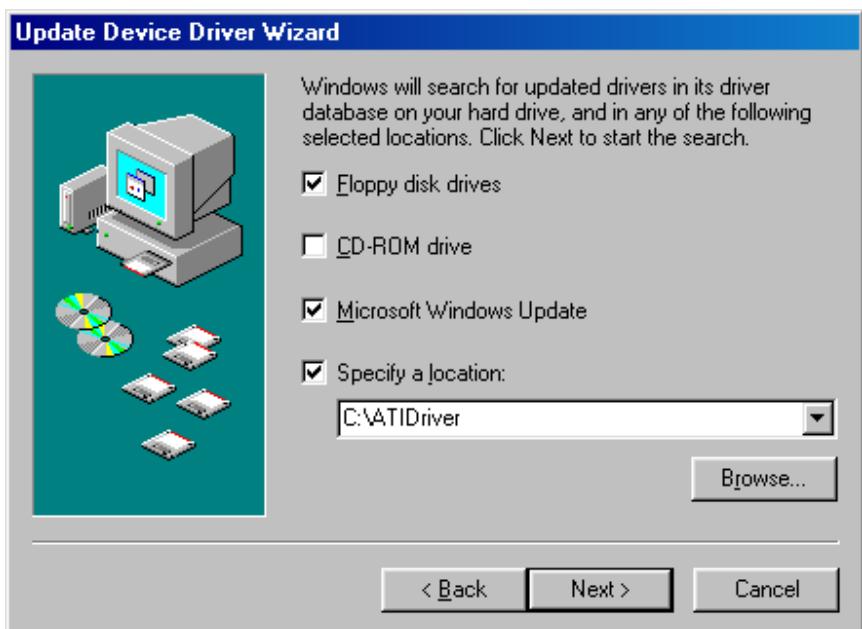


Figure 8: Windows 98 screenshot looking for ATI driver

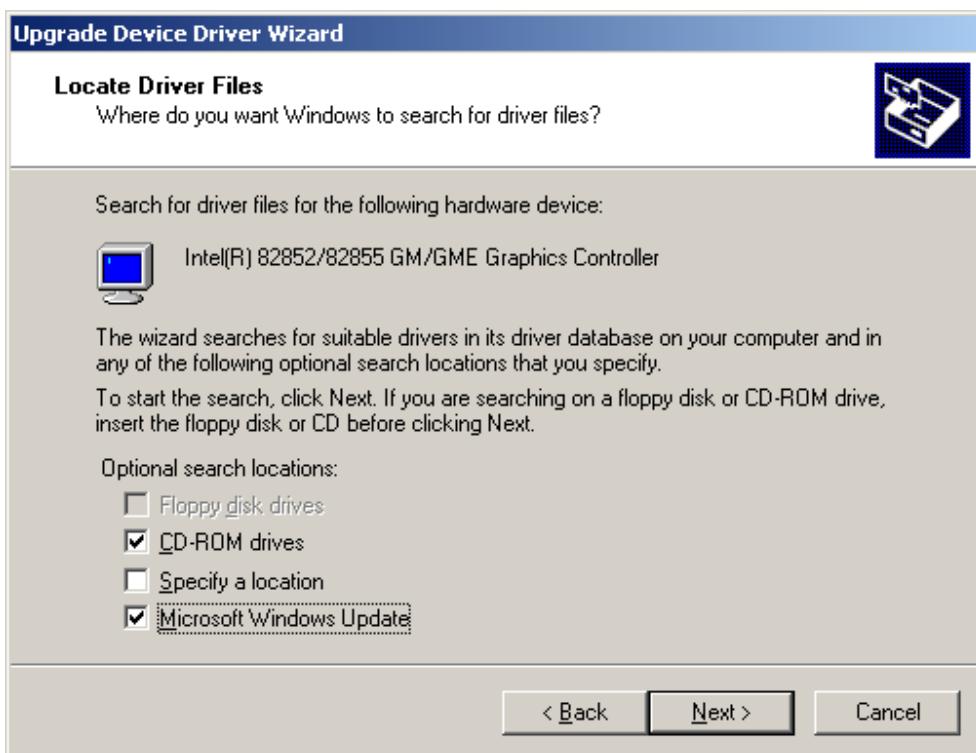


Figure 9: Windows 2000 screenshot

Windows will now start looking for an updated driver. If a new driver is found you are asked if you want to install this driver. Press **Yes**.

After the installation of the updated video driver please restart your computer.

Note: Sometimes the update driver wizard will not locate a new driver. In this case you have to search for a new driver at the website of the vendor of your video card. Mostly their website will contain a **Drivers** section. Search this Drivers section for your model video card and download this update package. The update package will contain own installation instructions.

Note: The installation CD of Enterprise Dynamics already contains some of the most used drivers. Check the directory contents of the CD to find out if the driver you need is already located at the CD.