

# SSD/Animator Display Error

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🗐 🌐 💱 System Visualization				

In version 2020, there are partial display issues. These appear as soon as you use the SSD with animator or animator stand alone.

The animator is no longer compatible with widely used Intel HD graphics cards from driver version 26.xx onwards. We are currently working on a new tool to display calculation models to replace the animator in the long term.

In the meantime, we can only offer you a workaround for that problem.



# **1** STEP BY STEP INSTRUCTION

First, select your hardware configuration and then follow the instructions for the corresponding chapter:

Control of hardware configuration through Device Manager:



Chapter:

- A) Update Intel Graphics to the latest driver version page 3
- B) (1) AMD Graphics Card, page 4
  - (2) NVIDIA Graphics Card, page 5
- C) Single Intel HD Graphics graphic card, page 6



A) First you should install the latest driver of the Intel HD Graphics graphic card. To do so, go to the Windows Device Manager to the entry for the Display adapters, right click on Intel graphics card to update the driver. Then follow the instructions in the dialog box and select " Search automatically for updated driver software".

Or get the latest version of the Intel HD Graphics graphic card from the Intel website: https://downloadcenter.intel.com/download/29988?v=t Restart the PC after successful update.



If this could not solve the display problem, please follow points B or C.



B) Workstation with Intel HD Graphic Card with dedicated graphics card, AMD or NVIDIA: The solution is to disable the Intel HD graphics card for the SSD and the animator and to use only the dedicated graphics card.

## (0) Windows 10:

- 1. Right click on free area on the desktop.
- 2. Select display settings

	View	>
	Sort by	>
	Refresh	
	Paste	
	Paste shortcut	
×	Open with Code	
-	NVIDIA Control Panel	
P	SVN Checkout	
e	TortoiseSVN	>
<u>@</u>	NVIDIA RTX Desktop Manager	
	New	>
	Display settings	
X	Personalize	

## 3. Graphics settings

Settings	- 🗆 X
û Home	Display
Find a setting $ ho$	Make this my main display
System	Connect to a wireless display
🖵 Display	3D display mode
印 Sound	Off     Advanced display settings
Notifications & actions	Graphics settings
J Focus assist	
O Power & sleep	Sleep better
🖾 Battery	Night light can help you get to sleep by displaying warmer colors at night. Select Night light settings to set things up.
Storage	
며 Tablet	Help from the web
-0	Adjusting font size
H Multitasking	Changing screen brightness
Projecting to this PC	Setting up multiple monitors
🔀 Shared experiences	

#### 4. Browse, select ssd.exe and animator.exe

5. Click on the appropriate app - select high performance (dedicated graphics card).

Graphics performance	preference	
ou might need to restart the ap	p for your changes to take effect.	
Choose an app to set preference	Graphics preference	
Desktop app	What do you prefer for graphics performance?	
Browse	O Let Windows decide	
Rhino 6 High performance	O Power saving GPU: Intel(R) HD Graphics P530	
SOFISTIK 2020 - Structur	High performance     GPU: NVIDIA Quadro M1000M	
	Save Cancel	
SOFiSTiK 2020 - System High performance	Visualization	



# (1) AMD graphics card:

- 1. Open the AMD software (Radeon Pro Settings)
- 2. Go to Software
- 3. Switchable graphics cards
- 4. In the upper right corner, click "Currently listed applications or installed applications with profile
- 5. Click Browse and select C:\Program Files\SOFiSTiK\2020\SOFiSTiK 2020\ssd.exe C:\Program Files\SOFiSTiK\2020\SOFiSTiK 2020\animator.exe and set to "High Performance".

AMDZ RADEON PRO	SETTINGS				Ο×
Overview		Software	Hardware Radeon Pro WX 3100 (Discrete/Hybrid)	Switchable Graphics	
View and configure the GPU settings	s for your applications		more	Installed Profiled Applications 🔶 Browse	🖵 Reset
Search					
acad.exe High Performance	✓ A animator.exe High Performance	✓ excel.exe Power Saving	Power Saving	V A HPRegistrationService.exe Power Saving	~
HPServiceHelper.exe     Power Saving	V e iexplore.exe Power Saving	V Inc.exe Power Saving	V A Microsoft.OneDrive.App Power Saving	.exe V msaccess.exe Power Saving	~
mspub.exe Power Saving	✓ outlook.exe Power Saving	V Depowerpht.exe Power Saving	v powershell_ise.exe Power Saving	✓ ■ Rebecca.exe Power Saving	~
recap.exe High Performance	V RecoveryMgr.exe Power Saving	<ul> <li>Revit.exe</li> <li>High Performance</li> </ul>	✓ Rhino.exe High Performance	✓ A ssd.exe High Performance	~
Update.exe High Performance	Vic.exe Power Saving	V A winword.exe Power Saving	Vimplayer.exe Power Saving	~	
<b>A</b>	Applications	6	Y System	••• Advanced	



# (2) NVIDIA graphics card:

The solution is to disable the Intel HD graphics card for the SSD and animator and use only the dedicated graphics card.

- 1) Open NVIDIA Control Panel
- 2) Go to 3D Settings Manage 3D Settings
- Right window Program Settings

   Click on Add and select
   Program Files/SOEiSTik/2020/SOEiSTik/2020

C:\Program Files\SOFiSTiK\2020\SOFiSTiK 2020\ssd.exe

- Set to high-performance processor
   Repeat for the animator
  - C:\Program Files\SOFiSTiK\2020\SOFiSTiK 2020\animator.exe
- 4) Confirm and exit the dialog with OK.

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ect a Task3D SettingsAdjust image settings with preview	You can change the global 3D settings ar	<b>gS</b> nd create overrides for specific programs. The ov	verrid
	I would like to use the following 3D setting	igs:	
	Global Settings Program Settings		
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## C) Workstation with only one Intel HD Graphics graphic card:

Here, the currently used driver of the graphics card has to be upgraded to the latest version **27.20.100.8935** (11.24th.2020)

Link to the driver and more information about compatibility can be found at: <u>https://downloadcenter.intel.com/download/28646/Intel-Graphics-Windows-10-DCH-Drivers</u>

1) First, check your driver version: (Right click on the video card - Settings)

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Datei Aktion Ansicht ?	
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> 🥪 Akkus	Eigenschaften von Intel(R) UHD Graphics 620 X
> 4 Audio, Video und Gamecontroller	
🔉 🐗 Audioeingänge und -ausgänge	Allgemein Ireiber Details Ereignisse Ressourcen
> 🚠 Bildverarbeitungsgeräte	Intel/P) LIHD Graphics 620
> 👼 Biometrische Geräte	
> 🚯 Bluetooth	
> 💻 Computer	Treiberanbieter: Intel Corporation
> 🖻 Drucker	Treiberdatum: 25.09.2019
> 🛅 Druckwarteschlangen	Treiberversion: 26.20.100.7262
> A Eingabegeräte (Human Interface Devices)	Signaturgeher: Microsoft Windows Hardware Compatibility
> Firmware	Publisher
Redeer Des WX 2100	Ireiberdetails Details zu installierten Treiberdateien anzeigen
Kadeon Pro WA STOO	Triandations Total Cale - Cale In
	Treiber aktualisieren Treiber für dieses Gerat aktualisieren
Mäuse und andere Zeigegeräte	Verherigen Treiber verwenden, falls das Gerät
Monitore	nach der Treiberaktualisierung nicht
Näherungsgeräte	ordnungsgemals funktioniert.
> P Netzwerkadapter	Gerat deaktivieren Gerät deaktivieren
> Prozessoren	
> 🔚 Sensoren	Gerät deinstallieren Gerät vom System deinstallieren (Erweitert)
> IP Sicherheitsgeräte	
> 📱 Softwaregeräte	OK Abbrechen V
21	



- 2) Download the driver using the link above, selecting the **exe file.**
- 3) Uninstall the current driver from Apps & Features (right-click the Windows character at the bottom left Apps & Features)

Settings		1.11	Х
ப் Home	Apps & features		
Find a setting	Choose where to get apps		
Apps	Installing apps only from Windows Store helps protect your device	2.	
E Apps & features	Anywhere $\lor$		
I⇒ Default apps	Apps & features		
印_ Offline maps	Optional features		
Apps for websites	App execution aliases		
ロ Video playback	Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.		
	intel ×		
	Sort by: Name $ \checkmark $ Filter by: All drives $ \sim $		
	Intel(R) Dynamic Platform and Thermal Frame 9/19/2019	)	
	Intel(R) Network Connections Drivers 916 KI 7/5/201	3	
	Intel(R) Wireless Bluetooth(R) 17.1 Ml	3	
	Intel® Graphics Command Center 16.0 KI	3	
	Intel® Graphics Driver 74.2 MI 3/24/202	3	
	Intel® Integrated Sensor Solution 1.43 MI 9/19/2011	3	
	Intel® Management Engine Components 322 MI 11/22/201	3	

- 4) Restart the computer.
- 5) Run the already downloaded exe file and use it to install the V27.xx video card driver.
- 6) Restart the computer.
- 7) Check the driver version in Device Manager.



If this did not work and version 26.xx is still displayed, you can also disable the video card directly in the device manager:



- after uninstalling, you can restart the computer and run the downloaded exe file
- Or you can download the ZIP file from the website, instead of the exe, and click Update Driver, select "Search for driver software on your computer" and select the appropriate path, where the zip file is located.

		Х
÷ 1	Update Drivers - Intel(R) UHD Graphics 620	
Но	ow do you want to search for drivers?	
-	→ Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
-	Browse my computer for driver software Locate and install driver software manually.	
	Cancel	

- follow the instructions and then restart the computer
- If you still have the display issue, please contact our support team again at: support@sofistik.de