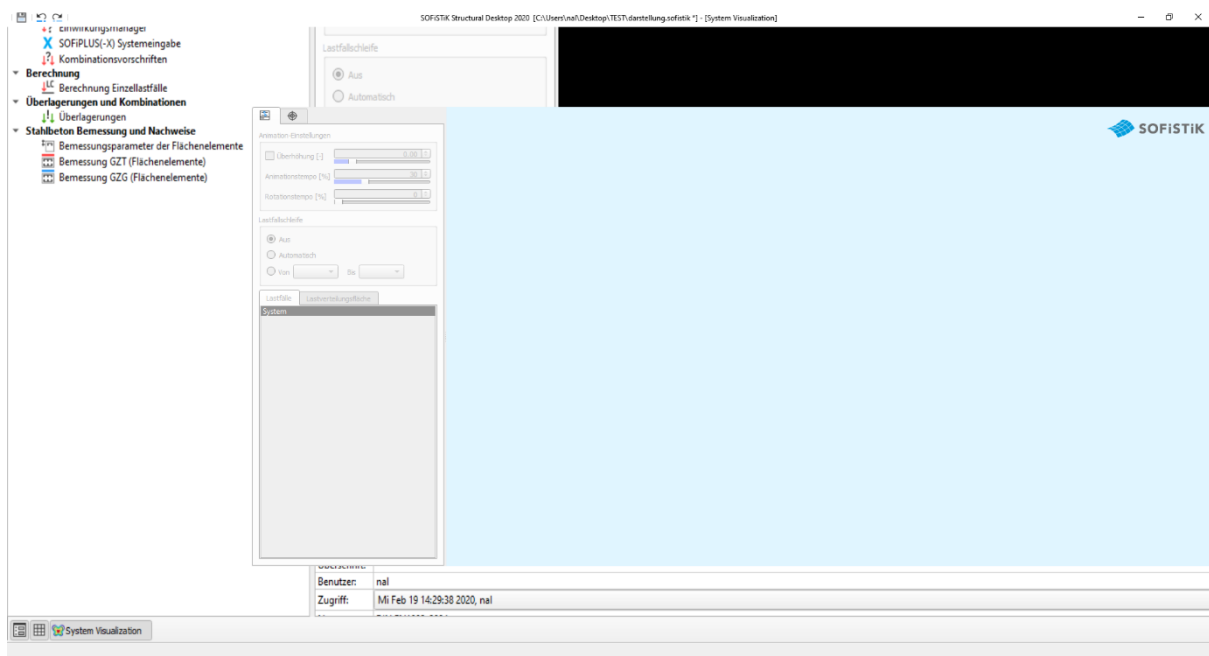


SSD/Animator Display Error



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

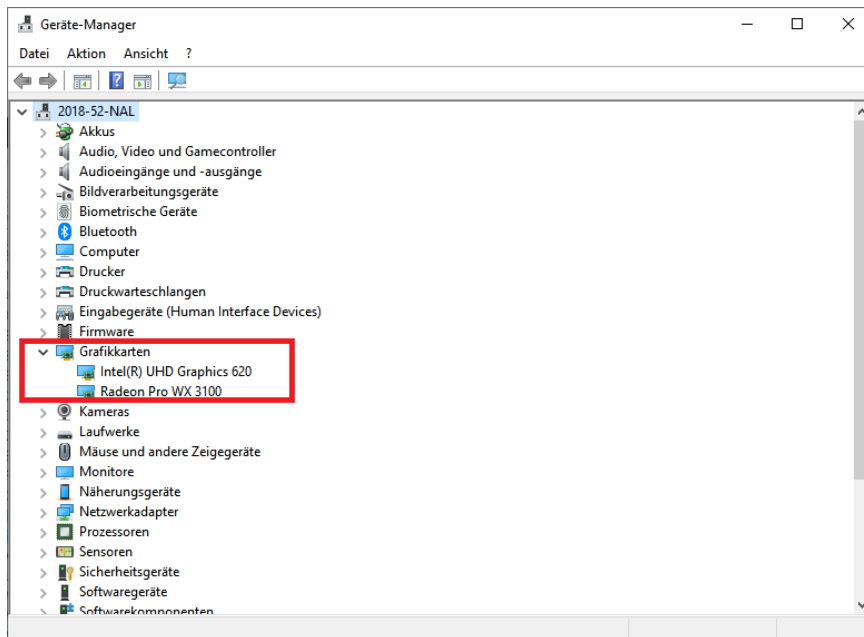
The animator is no longer compatible with widely used Intel HD graphics cards from driver version 26.xx onwards. We are currently working on a new tool to display calculation models to replace the animator in the long term.

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:

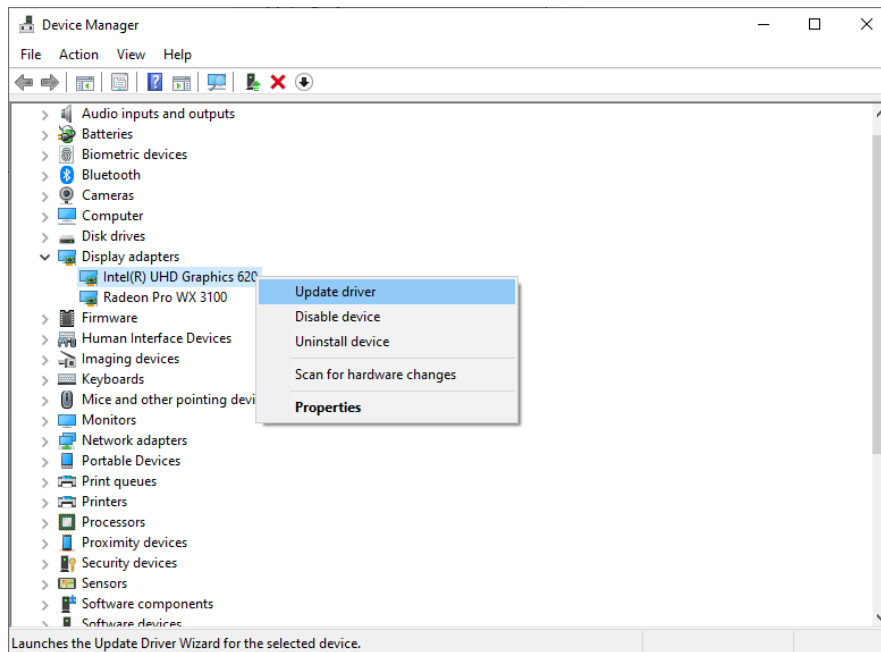
- A) Update Intel Graphics to the latest driver version page 3
- B) (1) AMD Graphics Card, page 4
(2) NVIDIA Graphics Card, page 5
- C) Single Intel HD Graphics graphic card, page 6

- 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.

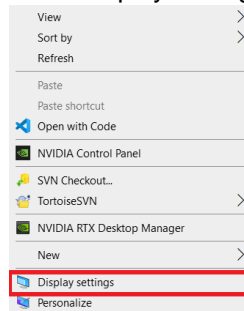


If this could not solve the display problem, please follow points B or C.

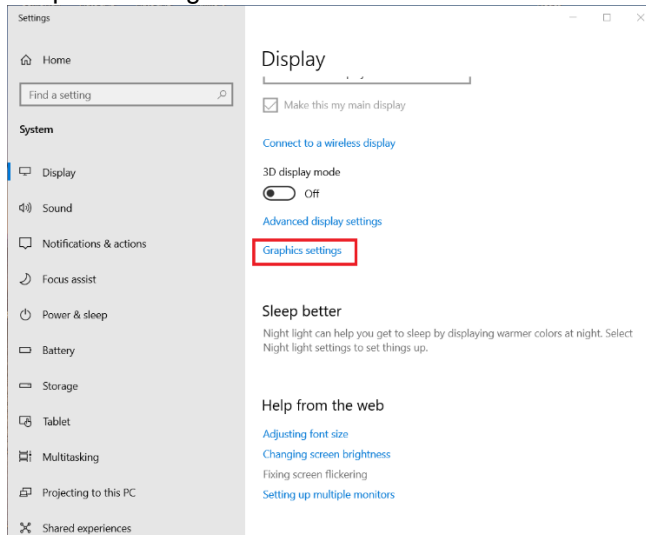
- B) Workstation with Intel HD Graphic Card with dedicated graphics card, AMD or NVIDIA:
The solution is to disable the Intel HD graphics card for the SSD and the animator and to use only the dedicated graphics card.

(0) Windows 10:

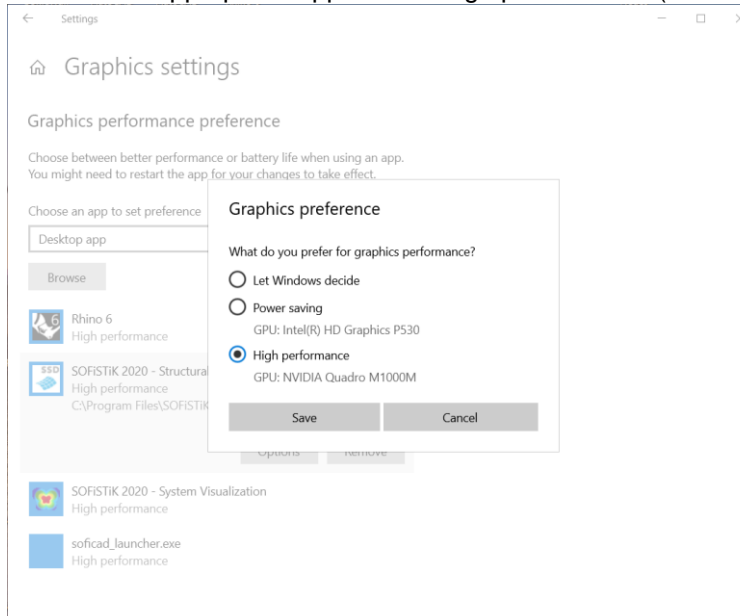
1. Right click on free area on the desktop.
2. Select display settings



3. Graphics settings

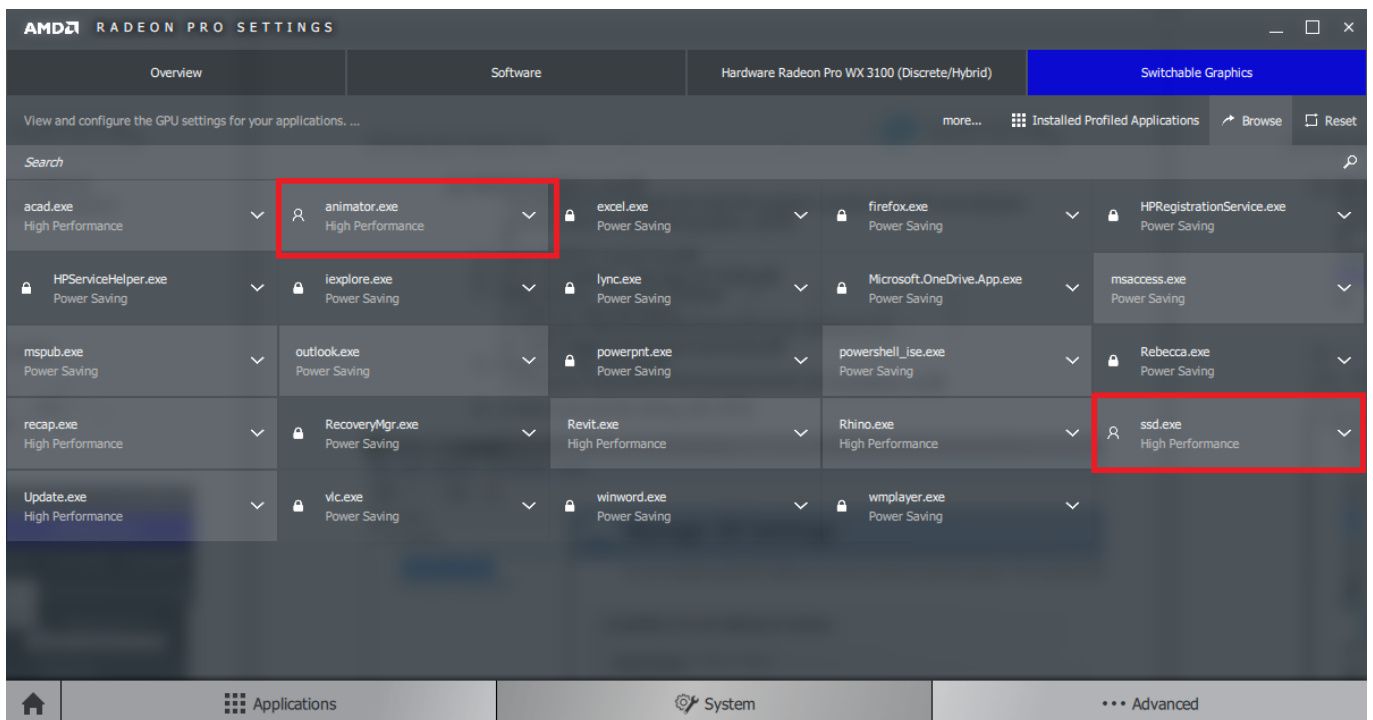


4. Browse, select `ssd.exe` and `animator.exe`
5. Click on the appropriate app - select high performance (dedicated graphics card).



(1) AMD graphics card:

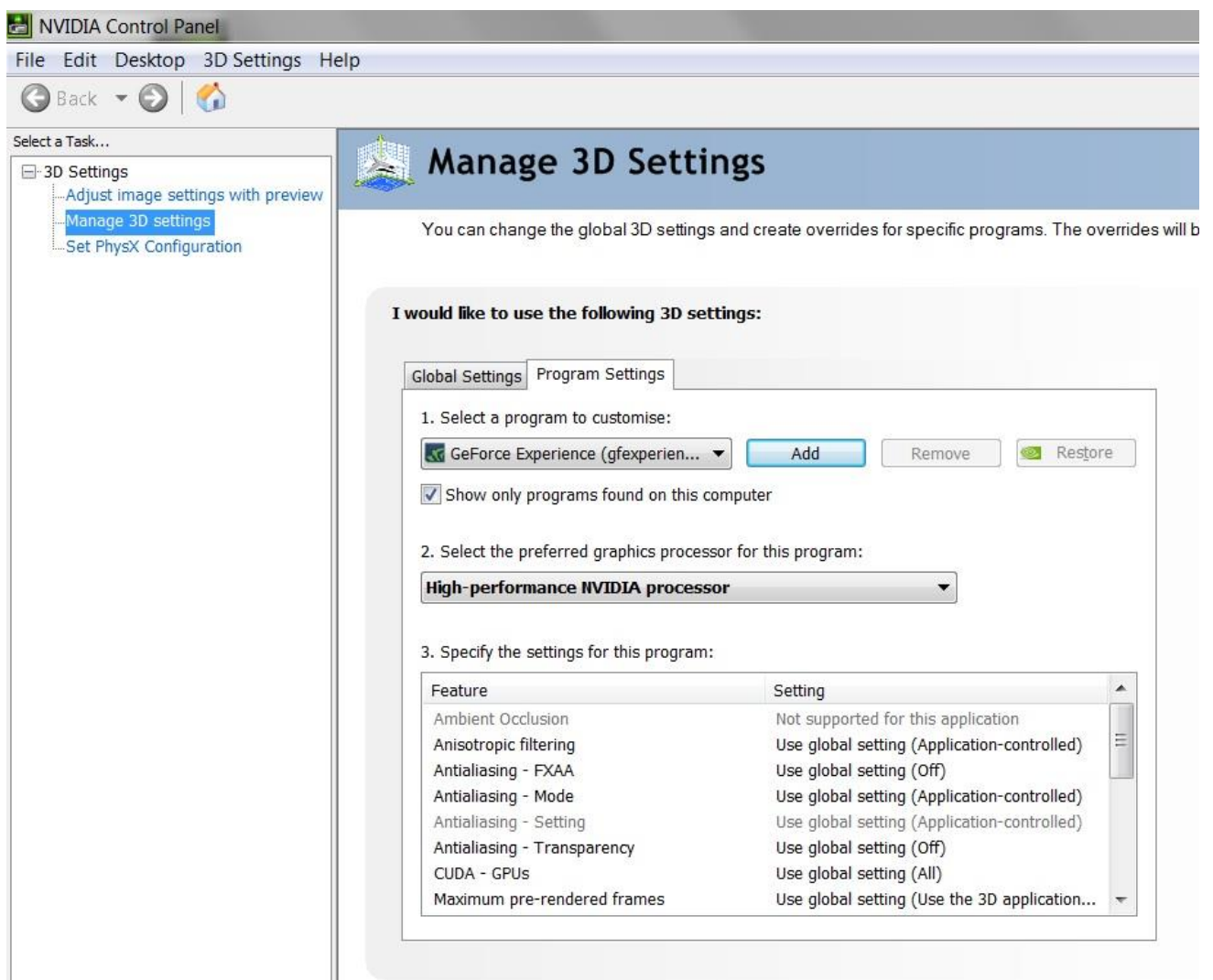
1. Open the AMD software (Radeon Pro Settings)
2. Go to Software
3. Switchable graphics cards
4. In the upper right corner, click "Currently listed applications or installed applications with profile"
5. Click Browse and select C:\Program Files\SOFiSTiK\2020\SOFiSTiK 2020\ssd.exe and C:\Program Files\SOFiSTiK\2020\SOFiSTiK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



(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
 1. Click on Add and select
C:\Program Files\SOFiSTiK\2020\SOFiSTiK 2020\ssd.exe
 2. Set to **high-performance processor**
- 3) Repeat for the animator
C:\Program Files\SOFiSTiK\2020\SOFiSTiK 2020\animator.exe
- 4) Confirm and exit the dialog with OK.

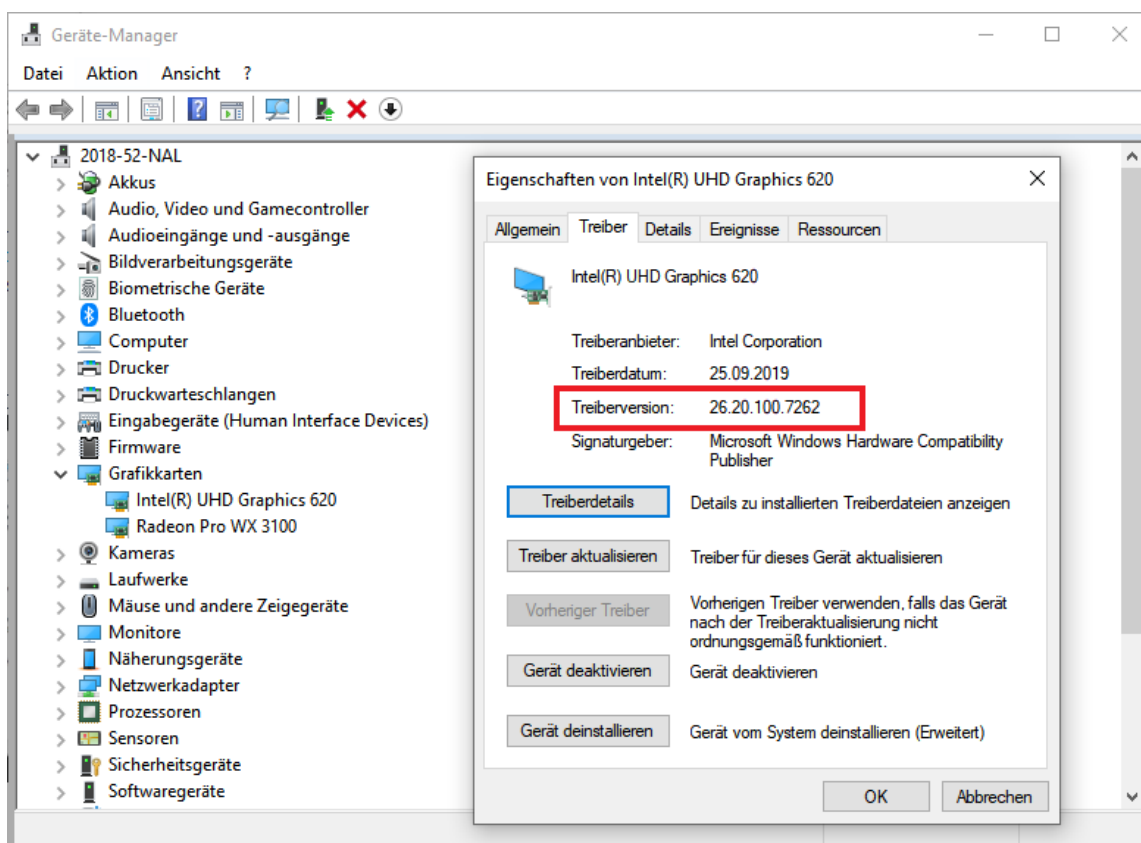


C) Workstation with only one Intel HD Graphics graphic card:

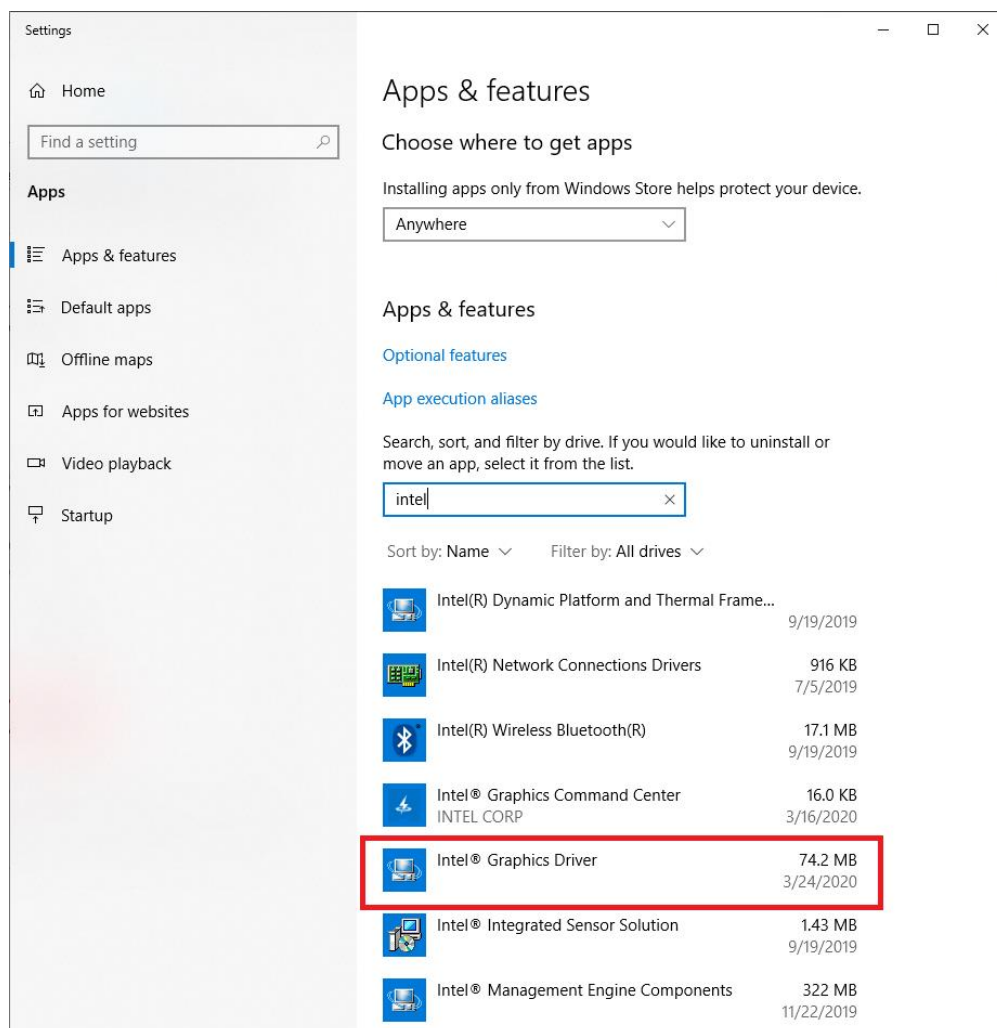
Here, the currently used driver of the graphics card has to be upgraded to the latest version **27.20.100.8935** (11.24th.2020)

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

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

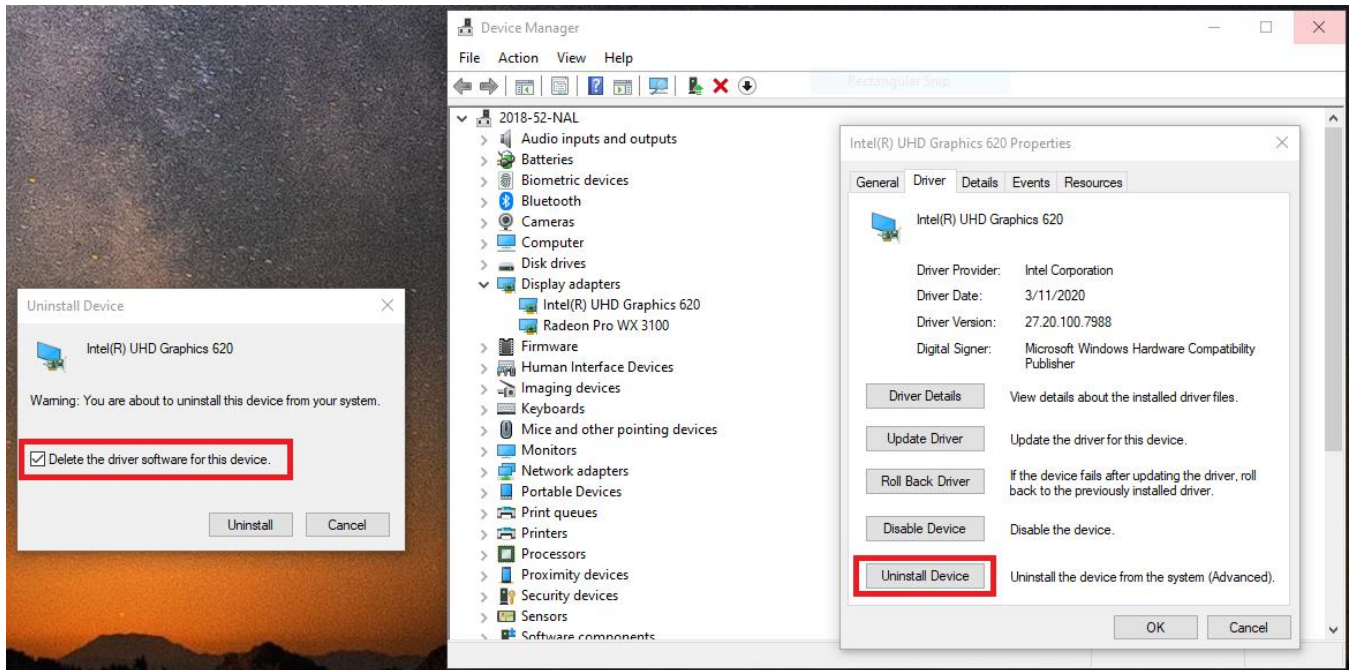


- 2) Download the driver using the link above, selecting the **exe file**.
- 3) Uninstall the current driver from Apps & Features (right-click the Windows character at the bottom left - Apps & Features)

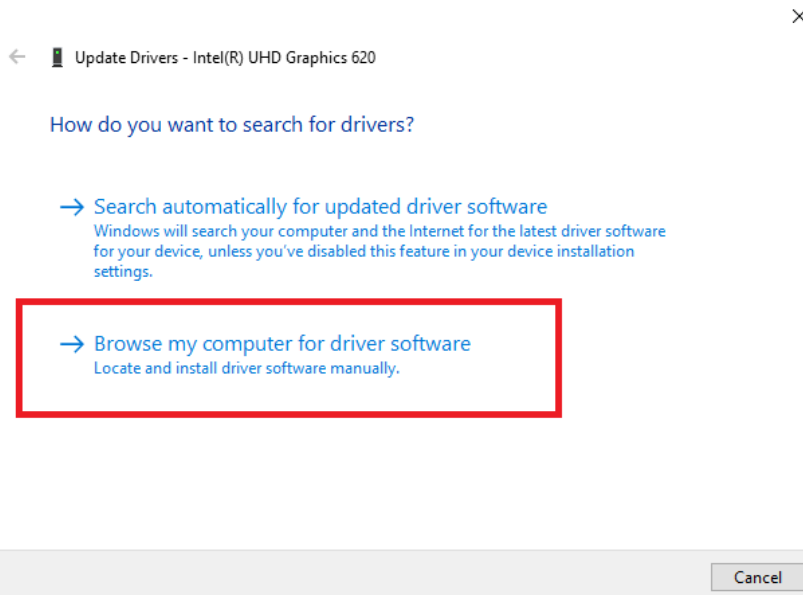


- 4) Restart the computer.
- 5) Run the already downloaded exe file and use it to install the V27.xx video card driver.
- 6) Restart the computer.
- 7) Check the driver version in Device Manager.

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.



- 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**