

SoftPlan Technical Bulletin

Last Updated: April 21, 2010

Problem:

When attempting to generate an image in SoftView using **Rendered Mode** the program will stall after having processed a portion of the image.

Users Affected:

Users of **SoftPlan version 14** with the **Windows® 7** operating system and certain **NVIDIA®** graphics cards.

To Fix:

1. Close SoftPlan
2. Right click the SoftPlan Version 14 shortcut on the desktop
3. Select Properties
4. Select the Compatibility tab
5. Under Settings, check the **Disable desktop composition** entry
6. Click OK

Start SoftPlan and generate an image using Rendered Mode to confirm that the issue has been resolved.

Comment:

Only a small number of NVIDIA graphics cards are affected by this issue, most are not. Operating systems other than Windows 7 are also not affected, nor are the other SoftView modes.

If the problem persists, please contact SoftPlan Technical Support at (519) 886-9750, fax:(519) 886-6955 or e-mail: support@softplantech.com.