SoftPlan Technical Bulletin
Last Updated: June 22, 2004.

Problem:	SoftView Elevation, Section and 3-Dimension initially opens with an incorrect display until the GO button is pressed.

Users Effected:	Users with certain Intel® Graphics Controllers or similarly configured video cards.

To Fix:	Windows NT/2000/XP 1. Select **Start – Settings – Control Panel** 2. Select the **System** icon to open the **System Properties** 3. From the **Advanced** tab select the **Environment Variables** button 4. Under **System Variables**, choose the **New** button 5. In the **New System Variable** dialog enter the following: Variable name: *SP_NO_SWAPBUFFERS* Variable value: *1* 6. Select **OK** until the **System Properties** dialog is closed. The next time SoftView is opened, the initial screen should appear correct. Windows 95/98/ME 1. Select **Start – Programs – Accessories – Notepad** 2. Select **File – Open**, change the *Files of type* to *All Files (*.*)*, and then open the file: c:\autoexec.bat 3. Insert a new line in this file and enter the following: *Set SP_NO_SWAPBUFFERS=1* 4. Choose **File** and **Exit**, saving the changes 5. Restart the computer. The next time SoftView is opened, the initial screen should appear correct.

Comment:	The above solution allows for the Video Hardware Acceleration (VHA) to be left on (checked) under File – System Options – Setup Options. Previous releases of version 12 required the VHA to be turned off (unchecked) to correct this problem. It would be recommended to apply the above solution and to turn on the VHA, which will increase the performance in 3D generation.

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

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