

# PTC Creo - Graphics card issues

## The problem:

Some generic graphics cards do not fully support OpenGL and this can cause the screen display in Creo to pixelate images, not display highlights, cannot close the built-in browser, refuse to close windows, etc.

## Try this first:

The following may fix problems with graphics cards not displaying models correctly.

1. Update your graphics card drivers. You should be able to do this by visiting the computer manufacturer's web site.
2. Reduce the number of colours in the Windows screen settings from 32K to 16K.

If these steps do not solve the problems, PTC provides two software OpenGL options. A text editor is used to add the command to the end of the config.pro file. This will get Creo running on most reasonable spec PCs.

## Where is my config.pro?

1. Start Creo
2. Open the File menu > Help > System information.
3. In the dialog, scroll down to the section titled **Configuration information**.
4. Make a note of the path to the config.pro file. By default this is:  
**C:\Program Files\PTC\Creo 2.0\Common Files\M030\text\config.pro**  
If more than one config.pro file is listed you should delete others leaving only one at the default path shown above.
5. Follow the instructions below to reconfigure OpenGL to work in main memory

## Configuring Creo to use main memory for OpenGL

1. Close Creo
2. Open the config.pro file using Notepad or Wordpad.
3. Add the following line to the bottom of the file.  
**use\_software\_opengl yes**
4. **Save** the file and start Creo.

If there are still graphics problems replace the above command with the following:

- graphics win32\_gdi**
5. **Save** the file and start Creo.

## Note:

This configuration is not intended as a long term fix for graphics problems. With software OpenGL, Creo will run slowly particularly for complex models.

If graphics problems are solved with software OpenGL configured in this way the graphics card is causing the problem and there are significant benefits from reconfigured or replaced your graphics card with one that properly supports OpenGL version 4.1 or higher

## Which graphics option is currently set in Creo?

You can check which type of graphics is being used.

1. In Creo, open the **File** menu, click **Help** and select **System Information**.
2. Under the sub-heading **Machine Information** there are one or two entries showing how graphics are being generated. The three options will look like the following.
  - **default**  
Creo Parametric Graphics Type: OpenGL  
Using hardware accelerated OpenGL
  - **use\_software\_opengl yes**  
Creo Parametric Graphics Type: OpenGL  
Using software OpenGL
  - **graphics win32\_gdi**  
Creo Parametric Graphics Type: WIN32\_GDI

## Choosing a graphics card

The key thing to look for when choosing graphics cards to run Creo is support for OpenGL 4.1 or higher.

Note: How a PC performs is a combination of all the individual parts so try to match the graphics card to the PC.

## What are schools using?

### Oakham School

#### PC Spec

Dell optiplex 3010, i5 (ivy bridge) processor, with 4Gb memory.

#### Graphics card

ASUS Nvidia GT620-1GD3-L 1    **£35.57 from Lanway**

This card has multiple outputs for, SVGA, DVI and HDMI.

[http://www.lanway.co.uk/products/product\\_details.asp?ProdID=58065578&sp=search](http://www.lanway.co.uk/products/product_details.asp?ProdID=58065578&sp=search)

## Make/model specific issues

**Dell laptops** with two graphics cards

**Problem** – Creo does not repaint the screen.

**Solution** - Dell recommended disabling the Optimus option in the BIOS and this fixes the problem. To do this hit **F12** during boot, enter **BIOS settings**, look under **Video**, uncheck "**Optimus**".