



Identifying the Operating System, Processor and Graphics Card

The Analysis by Structural Toolkit software uses 3rd party component to provide the rich graphical environment.

This component requires OpenGL and Direct3D 11 support (minimum feature level 9_3, recommended feature level 10_0 required for proper operation.)

If the graphics card drivers do not provide these requirements there is a possibility of software problems (crashes or error reports).

Furthermore, please note that Windows XP support may be discontinued in upcoming releases as the Net Framework requirements will soon shift to 4.5 which is not supported on the XP platform. (Microsoft discontinued support for XP on April 8, 2014)

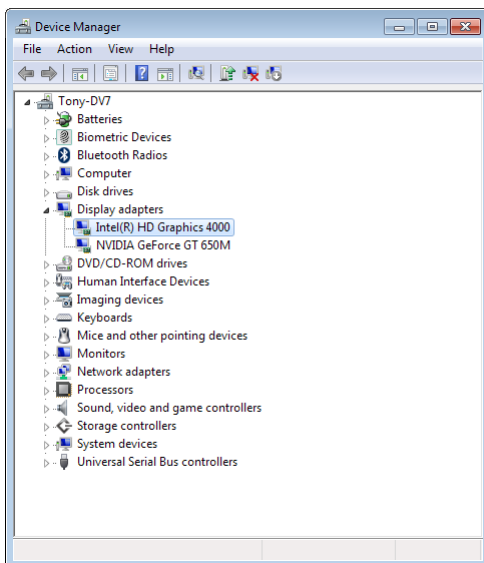
To assist us with diagnosis of your problems with the Analysis software, please provide the relevant details of the Operating System, processor and graphics card.

Before you do this, updating your graphics card drivers, or ensuring that you are plugged into the dedicated graphics cards is the first step.

To identify the Graphics Card:

Go into the control panel Device Manager (Control Panel > System > Device manager) and find out what graphics card the onboard display adapter is ie. Intel(R) HD Graphics 4000.

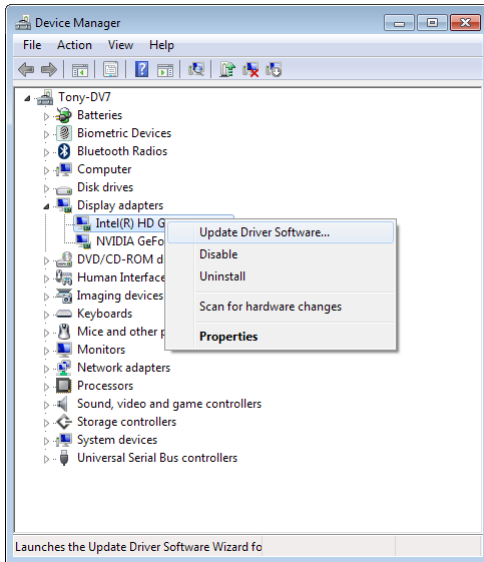
Some computers may have multiple display adapters (usually because there is some onboard mother board graphics support) in which case there is likely to be multiple video out ports. Make sure you are plugged into the dedicated cards output.





Updating the Graphics Card Drivers

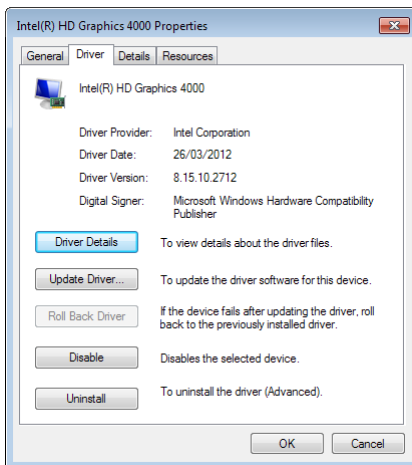
To determine if a newer device driver may be available, right-click on the display device and select "Update Driver Software..."



Alternatively, you may have a Control Panel for your Graphics Card that provides access to updates. Manufacturer websites may also provide newer drivers.

Determine the Graphics Card Driver Version

To determine the graphics card driver version, select the Properties from the dropdown (shown in the screenshot above).



Determine the DirectX capabilities

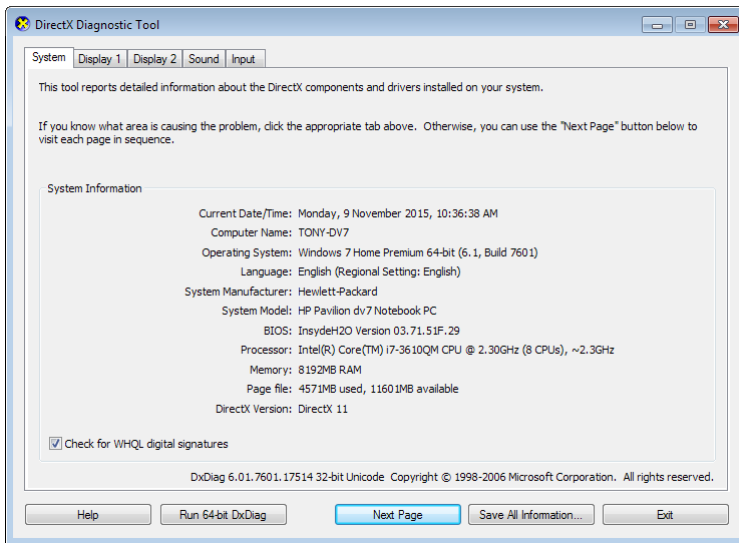
To determine the graphics card driver capabilities, click on the Start button and type "dxdiag" into the search bar.

This starts the DirectX diagnostic Tool.



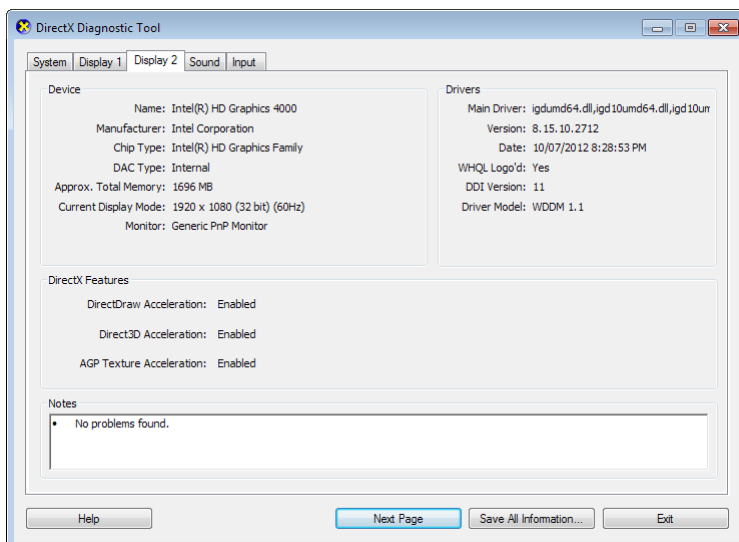
If prompted to verify whether the drivers are digitally signed, select Yes.

The Direct X version is listed on the System tab.



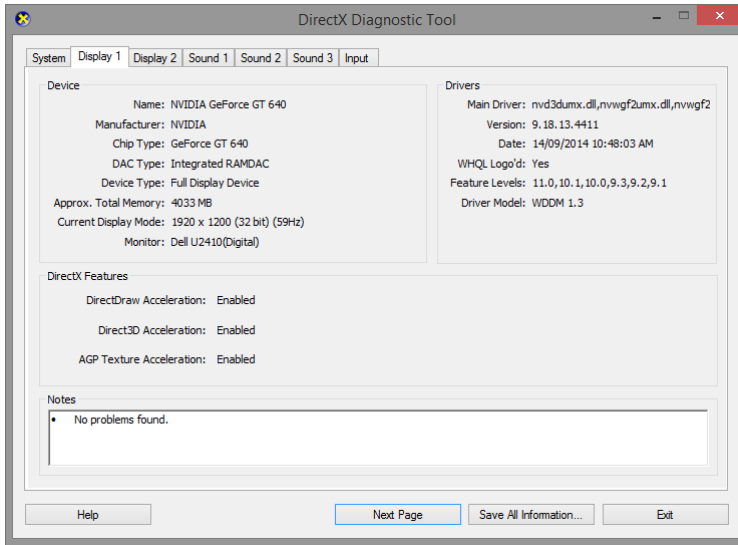
The Drivers for each display card are listed on the Display 1 and Display 2 tabs.

For Windows XP and 7 the DDI version is shown.





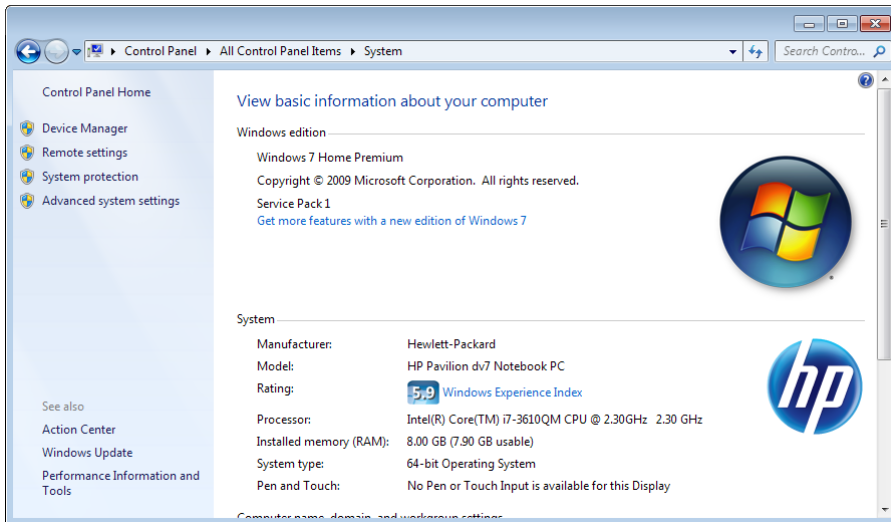
For Windows 8 Feature levels are listed.





To identify your Processor and Operating System

Go into the Control Panel and locate System. The Windows edition including service packs are stated along with the Model, processor and manufacturer.





Computer Specifications (Please fill in and return)

Operating System

My operating system is: (Circle)

XP SP2 XP SP3 Vista-32 Vista-64 Windows 7-32 Windows 7-64
 Windows 8 Windows 8.1 Windows 10

Computer Description (Control Panel > System)

This computer is:

Age in years (Approx.) years

Type: (Circle) Laptop Desktop

Processor Type Eg: Intel AMD, Pentium i5, i7

Ram GB

Graphics Card Description (Control Panel > System > Device manager > Display adapter)

Graphics Card: (Circle) Onboard Dedicated Both

Graphics Card Type (Onboard) Eg: Intel(R) HD Graphics 4000

Graphics Card Type (Dedicated) Eg: NVIDIA GeForce GT 650M

Graphics Card Drivers

Up-to-date Yes No (Please Update) Not sure (Get IT assistance)

Graphics Driver Version (Onboard) Eg: 8.15.10.2712

DirectX version

DDI version

Feature Levels

Graphics Driver Version (Dedicated) Eg: 10.18.13.5382

DirectX version

DDI version

Feature Levels

