

# ArteCore OpenGL Tab + Log Files

If you need support, please remember to send the following items:

1) Information about your Hardware: send the contents of the OpenGL tab of ArteCore's about-box. Or use GLInfo2 to check the OpenGL version on your computer. GLInfo2 will display something like this:

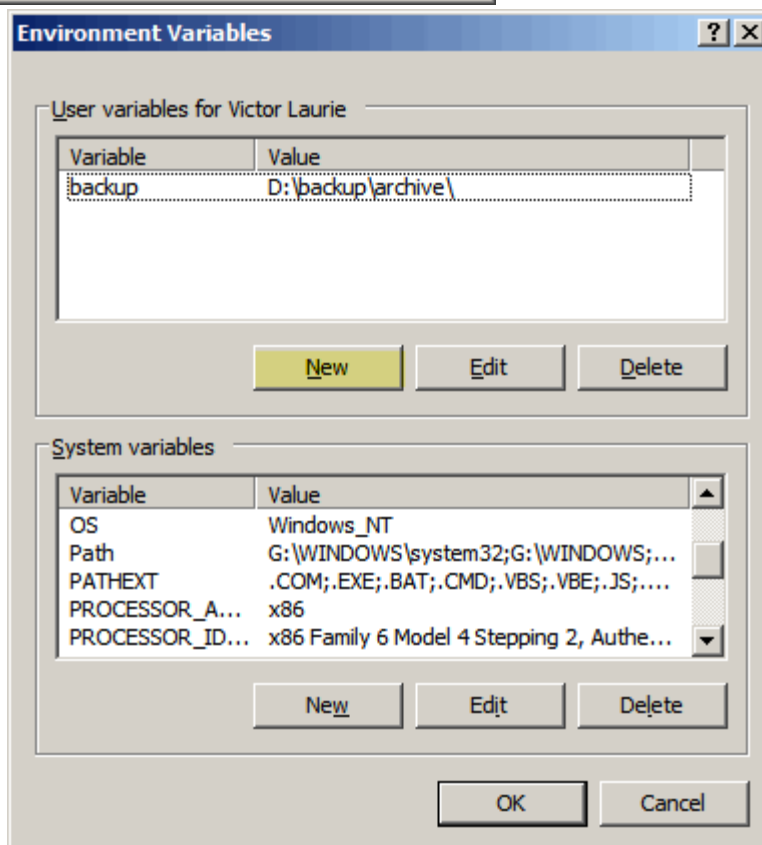
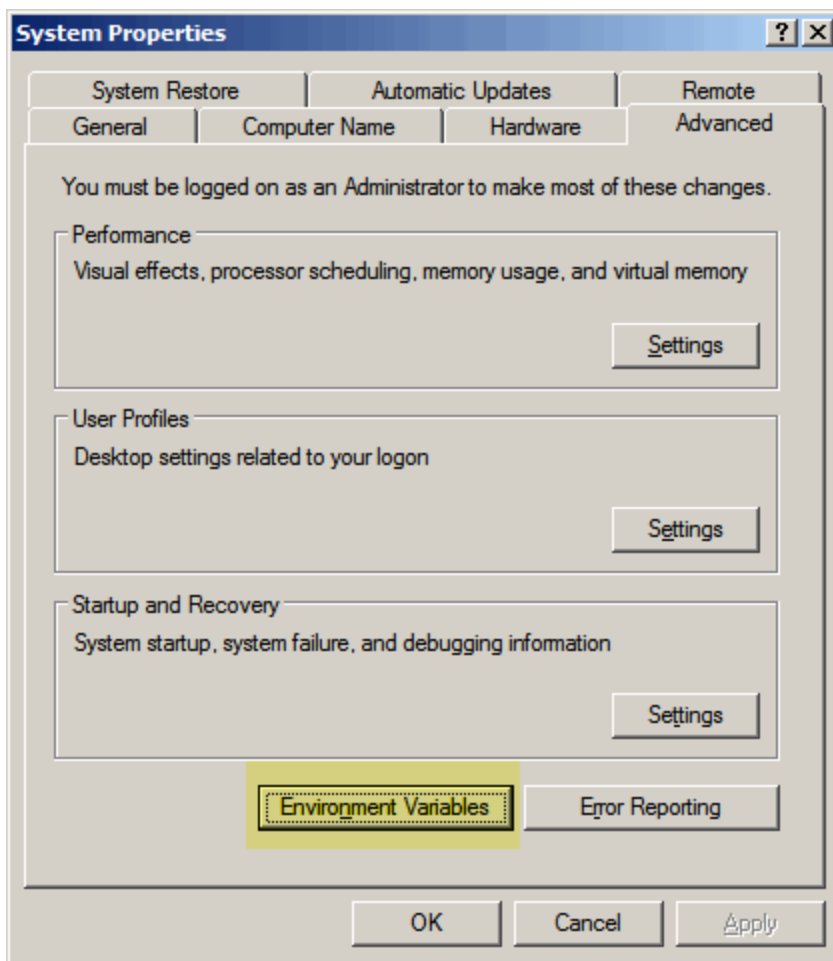
<b>Driver info</b>	<b>Driver version:</b> 6.14.10.8430
<b>Extension lists</b>	<b>Vendor:</b> NVIDIA Corporation
<b>Implementation specifics</b>	<b>Renderer:</b> Quadro FX Go1400/PCI/SSE2
<b>Extension specifics</b>	<b>OpenGL version:</b> 2.0.1
<b>Reports</b>	
<b>About</b>	

Important is the vendor (NVIDIA) and the OpenGL Version (at least 2.00)

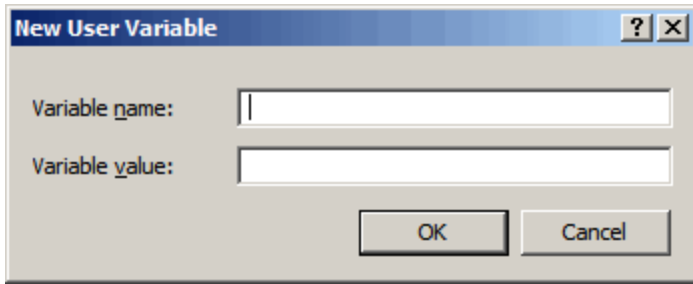
2) the logfiles: they can be found in your data directory: C:\Documents and Settings\\Application Data\visicore\

If you are instructed to send detailed log files, you must first add an environment variable:

- Right-Click on My Computer (on the Desktop) and pick "Properties"
- Click the "Advanced" Tab, then "Environment Variables"



- to create a new variable, click "New"
- now enter as variable name "AC\_LOG\_VERBOSITY", and as value "DEBUG" (without the quotes)



The image shows a standard Windows-style dialog box titled "New User Variable". It has a blue header bar with the title and a question mark icon. Below the header, there are two text input fields. The first is labeled "Variable name:" and the second is labeled "Variable value:". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Now restart ArteCore. ArteCore will now create much bigger log-files containing more information to help up diagnose the problem. This will also cause AreCore to run more slowly, so remove this environment variable once the issue has been solved.