Due to Microsoft Windows 10 Spring Creators Update (v1803) and issues with DirectX9 some users have been experiencing problems with Surfcam closing. Currently this is only affecting computers with dual graphics capabilities such as Nvidia Quadro with Intel Integrated or AMD Fire with Intel Integrated. The example below is showing Nvidia.

How to determine if you are affected by this issue.

1. Right Mouse Button on the Surfcam icon on the Desktop and see if you have "**Run with graphics** processor"

YES - continue to next step for testing.

NO – You are not affected.

			SURFCAM Traditional
	Open		2018 R2
\checkmark	Exclude this icon from Fences' quick-hide		
<	Run with graphics processor	>	High-performance NVIDIA processor
	Open file location		Integrated graphics (default)
•	Run as administrator		Change default graphics processor
	Troubleshoot compatibility		

2. Select "High-performance NVIDIA processor"



 When Surfcam opens, select Tools, Options, Display, Shading – Did Surfcam close? YES - You are affected. Continue to the next step. NO - You are not affected.



4. Repeat the same steps using Integrated graphics

	SURFCAM Traditional 2018 R2					
>	High-performance NVIDIA processor					
	Integrated graphics (default)					
	Change default graphics processor					

When Surfcam opens, select Tools, Options, Display, Shading – Did Surfcam close?
 YES – Contact support you have a different issue.



NO - Continue to the next section for the Work-Around

Work-Around – Changing NVIDIA to use Integrated Graphics

Right Mouse Button

1. You can continue to use the Right Mouse Button method each time as shown in Step 4 above.

Customize NVIDIA Control Panel Based Upon SURFCAM.EXE

1. Right Mouse Button on Desktop and select NVIDIA Control Panel



2. Select Manage 3D setting in the Left Menu



3. Select the Program Setting Tab and then select Add button

Slobal Settings Program Settings:						
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1. Select a program to customize:						
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I Autodesk Inventor (Autodesk I 🗸 🛛 🛛 Add 👘 Remove 🥺	Restore					
Show only programs found on this computer						
Select the preferred graphics processor for this program:						
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High-performance NVIDIA processor \checkmark). Specify the settings for this program: Feature Setting						
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4. If Surfcam does not appear in the list of Programs you can use the Browse button at the bottom and select the Surfcam.exe



5. After you have select Surfcam.exe set the Preferred Graphics Processor to Integrated Graphics and click the **Apply Button** at the bottom.

1. Select a program to customize:									
🕙 c:\program files\vero software\ \vee	Add Remove 💿 Restore								
Show only programs found on this computer									
2. Select the preferred graphics processor for this program:									
High-performance NVIDIA processor \checkmark									
Use global setting (Auto-select: Integrated) High-performance NVIDIA processor									
Integrated graphics									
Feature	Setting								
Ambient Occlusion	Not supported for this application								
Anisotropic filtering	Use global setting (Application-controlled)								
Antialiasing - FXAA	Use global setting (Off)								
Antialiasing - Gamma correction	Use global setting (On)								
Antialiasing - Mode	Use global setting (Application-controlled)								
Antialiasing - Setting	Use global setting (Application-controlled)	-							

Customize NVIDIA Control Panel for All Applications.

1. Select Manage 3D setting in the Left Menu



2. On the Global Settings Tab you can set the Preferred graphics processor to **Integrated Graphics** select the **Apply Button** at the bottom.

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You can cha time the spec	nge the global 3D settings and create overrides for specific programs. The overrid affied programs are launched.	des will be used au
I would like to u	se the following 3D settings:	
Global presets:	Program Settings	
Preferred grap	hics processor:	
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