

Creo 2.0 Graphics Card Issues – Overview

Creo 2.0 is a graphics intensive software and requires your computer to use a supported OpenGL graphics card. Below you will find links to computer and graphics combinations that are certified to work with Creo 2.0:

- [General hardware notes](#)
- [Dell](#)
- [Fujitsu](#)
- [Hewlett Packard](#)
- [Lenovo](#)

Ideally you will use certified hardware or at least a supported OpenGL graphics card to run Creo, however, we understand this is not always possible in the academic world.

Below you will find additional information to help you fix graphics problems you may be having. Please try these fixes [in the order listed](#) until your problem is solved.

Update graphics drivers

Even brand new computers, just out of the box; do not always have the latest graphics driver installed.

1. Go to the computer and/or graphics card manufacturer's website to see if an update is available.

Edit the graphics specific configuration options

1. Determine your Creo 2.0 Parametric “**Start in**” folder.

The “Start in” folder for Creo 2.0 on Windows 7 & 8 computers is “**Users\Public\Documents**”. On Windows XP, it is typically in your “**My Documents**” folder.

To verify your start in folder, right-click your **Creo 2.0 Parametric** shortcut icon and from the pop-up menu, select **Properties**. Your start in folder will be displayed in the **Shortcut** tab. In this example, we will assume it is “Users\Public\Documents”.

2. Using Windows Explorer, browse to your start in folder:

- If you already have a **config.pro** file in your start in folder (Users\Public\Documents), move to step 2 below.
- If you do not have a config.pro file in your start in folder, download the **graphics_config.zip** file from [here](#).
 - Unzip **graphics_config.zip** file and extract the **config.pro** to the start in folder.

3. Using Windows Explorer, browse to your start in folder:

- Open **config.pro** in a text editor.

4. If you see the following options in the text editor, move to step 4 below. If not, type these options and save the file:

```
graphics opengl
use_software_opengl yes
!graphics win32_gdi
```

5. Start Creo and see if your graphics problem was eliminated.

6. If you are still having problems, comment out the “**use_software_opengl yes**” option by placing an exclamation mark “**!**” in front of it and then save the file:

```
graphics opengl  
!use_software_opengl yes  
!graphics win32_gdi
```

7. Start Creo and see if your graphics problem was eliminated.

8. If you are still having problems, comment out the “**graphics opengl**” and uncomment the “**graphics win32_gdi**” option by placing an exclamation mark “**!**” in front of it and then save the file:

```
!graphics opengl  
!use_software_opengl yes  
graphics win32_gdi
```

9. Start Creo and see if your graphics problem was eliminated.

You must save each change to the config.pro file and restart Creo in order to see any changes.

You are now ready to use Creo 2.0

- We recommend that you now use Creo Standards to select your default unit system and drawing standard apps.ptc.com/schools/creo_standards_2.pdf.
- For additional resources, please visit www.ptc.com/go/academicprogram. If you need technical support please visit one of the following:
 - **Support Forum:** communities.ptc.com/community/academic-program/support
 - **Support Request:** www.ptc.com/go/academic-request