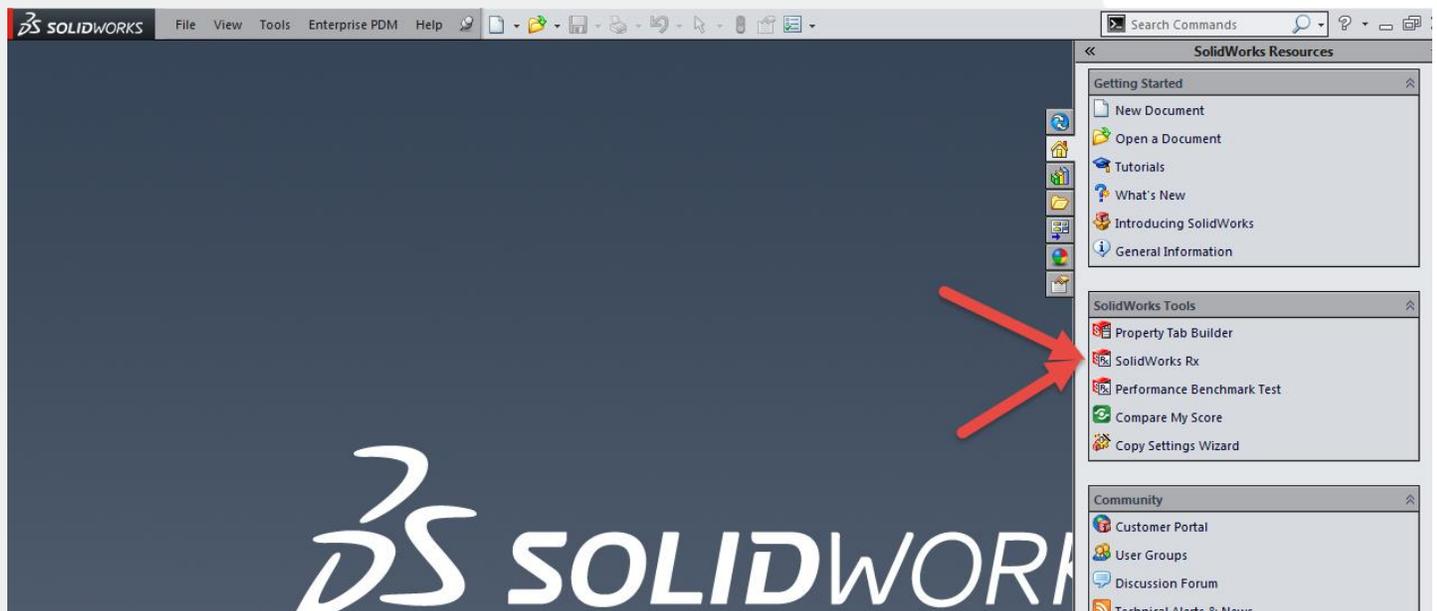# Checking your graphics card with SOLIDWORKS RX

What is the SOLIDWORKS RX Tool?

Have you seen unexplained errors in your SOLIDWORKS models or user interface? These errors may be caused by your graphics card or graphics card driver. SOLIDWORKS has created an easy-to-use tool, SOLIDWORKS RX, to analyze your system, capture data, and diagnose problems with your graphics card.
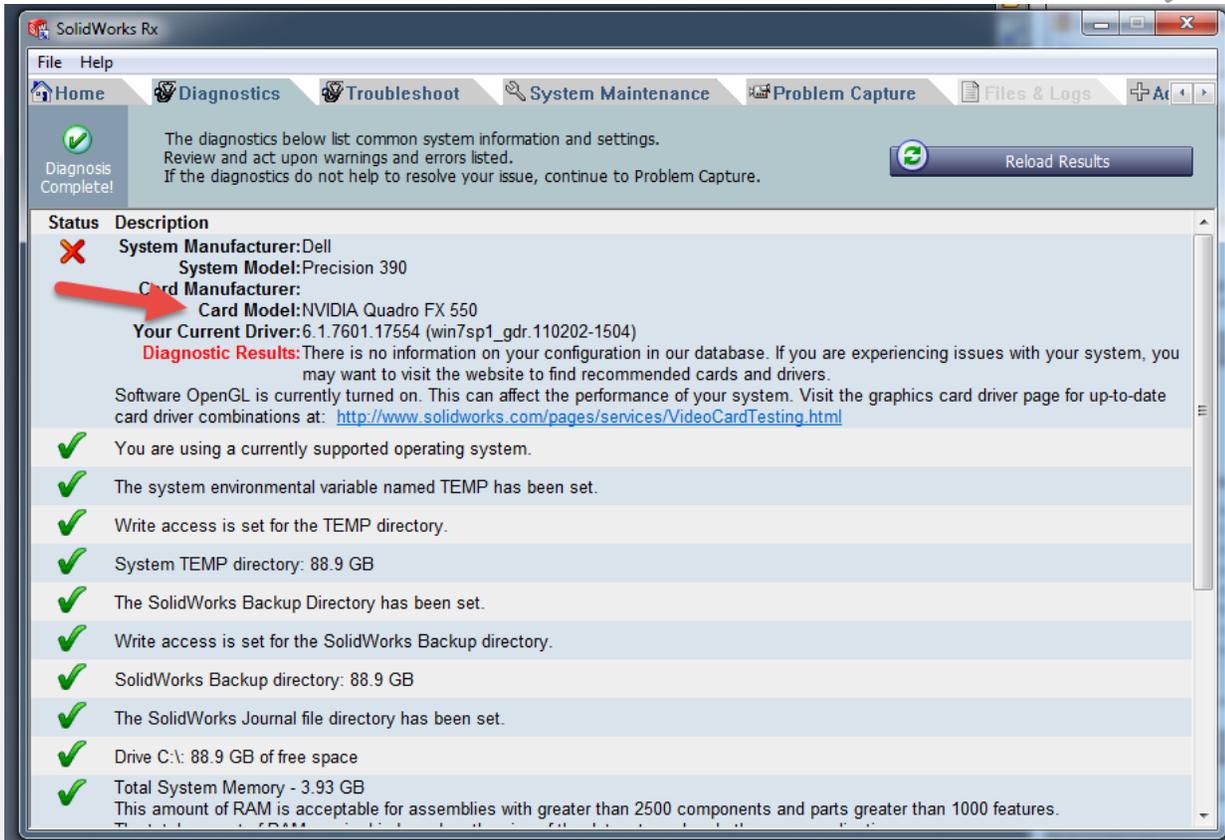
You can get the SOLIDWORKS RX Tool from the SOLIDWORKS Resource Tab in the Task Pane, or by going to the Start Menu > All Programs > SolidWorks (*version*) > SolidWorks Tools > SolidWorks RX.

Checking your Graphics Card

Under the Diagnostics tab in the SOLIDWORKS RX Tool, you can see information on the card model and currently installed driver. If the Graphics Card is supported by SOLIDWORKS, the SOLIDWORKS RX Tool will tell you if the driver is out of date. A button will appear allowing you to easily download the new driver.

You may also see that the Diagnostic Results cannot find information on your graphics card. This does not mean that the Graphics Card will not work with SOLIDWORKS, but may cause unknown graphics issues.

SolidWorks Rx

File   Help

Home | Diagnostics | Troubleshoot | System Maintenance | Problem Capture | Files & Logs | Ad

✓ Diagnosis Complete!

The diagnostics below list common system information and settings.
Review and act upon warnings and errors listed.
If the diagnostics do not help to resolve your issue, continue to Problem Capture.

Reload Results

Status   Description

❌   System Manufacturer: Dell
        System Model: Precision 390
    Card Manufacturer:
        Card Model: NVIDIA Quadro FX 550
    Your Current Driver: 6.1.7601.17554 (win7sp1_gdr.110202-1504)
    Diagnostic Results: There is no information on your configuration in our database. If you are experiencing issues with your system, you may want to visit the website to find recommended cards and drivers.
    Software OpenGL is currently turned on. This can affect the performance of your system. Visit the graphics card driver page for up-to-date card driver combinations at: http://www.solidworks.com/pages/services/VideoCardTesting.html

✓   You are using a currently supported operating system.

✓   The system environmental variable named TEMP has been set.

✓   Write access is set for the TEMP directory.

✓   System TEMP directory: 88.9 GB

✓   The SolidWorks Backup Directory has been set.

✓   Write access is set for the SolidWorks Backup directory.

✓   SolidWorks Backup directory: 88.9 GB

✓   The SolidWorks Journal file directory has been set.

✓   Drive C:\: 88.9 GB of free space

✓   Total System Memory - 3.93 GB
    This amount of RAM is acceptable for assemblies with greater than 2500 components and parts greater than 1000 features.

Machine		Status
System	Certified	❌
Graphics Card	Certified only for previous version of SolidWorks	
System	Not certified	❌
Graphics Card	Certified only for previous version of SolidWorks	
System	Certified	ℹ️
Graphics Card	Out-of-date	
System	Certified	✓
Graphics Card	Current	

✏️ If you have no internet connection, the status shows the error icon ❌.

SOLIDWORKS   Stratasys   Altium   CAMWorks   ORACLE agile

If you are unsure if your problem is caused by the graphics card, you can bypass the graphics card by opening SOLIDWORKS in OpenGL mode. You can find a link to OpenGL mode in the Home tab on the SolidWorks RX Tool or by going to Tools > Options > Performance.

If the problem is no longer present in OpenGL mode, your graphics card is causing the error.

SolidWorks Safe Modes:

Start SolidWorks in Software OpenGL mode. This can pinpoint an issue with the graphics card or its driver.

Click here to launch SolidWorks in Software OpenGL mode

Bypass the Tools/Options settings. This is only for the next session of SolidWorks.

Click here to launch SolidWorks while bypassing the Tools/Options settings

How can I resolve my graphics issue?

After verifying if your graphics card is causing the issue, often the problem will be resolved by updating the graphics driver. If SOLIDWORKS cannot find information on your graphics card, you can go to the manufacturers website to download and install the latest driver.

If your problem is not resolved by updating to the latest driver, try opening SolidWorks while bypassing the tools and options settings to see if a system option or document setting is causing the problem.

SolidWorks Safe Modes:

Start SolidWorks in Software OpenGL mode. This can pinpoint an issue with the graphics card or its driver.

Click here to launch SolidWorks in Software OpenGL mode

Bypass the Tools/Options settings. This is only for the next session of SolidWorks.

Click here to launch SolidWorks while bypassing the Tools/Options settings

If your issue still isn't resoved, you *may* need to purchase a supported graphics card. You can find information on system requirements and graphics cards at the following links:
http://www.solidworks.com/sw/support/SystemRequirements.html
http://www.solidworks.com/sw/support/videocardtesting.html

As always, if you have any further questions about SOLIDWORKS graphics or related issues, call or email GoEngineer Tech Support at 888-559-6167 or support@goengineer.com.