



# myVGL

System Requirements

If you have any questions regarding our products and services, do not hesitate to contact us:

**Europe, Latin America (without Mexico), and Africa:**

Volume Graphics GmbH, 69115 Heidelberg, Germany

**Sales:**

E-mail: [sales@volumegraphics.com](mailto:sales@volumegraphics.com)

Phone: +49 6221 73920 60

**Support:**

E-mail: [support@volumegraphics.com](mailto:support@volumegraphics.com)

Phone: +49 6221 73920 80

**Japan:**

Volume Graphics Co., Ltd., Nagoya 464-0858, Japan

**Sales:**

E-mail: [sales@volumegraphics.jp](mailto:sales@volumegraphics.jp)

Phone: +81 52 508 9682

**Support:**

E-mail: [support@volumegraphics.jp](mailto:support@volumegraphics.jp)

Phone: +81 50 5305 1829

**North America (Canada, USA, Mexico):**

Volume Graphics, Inc., Charlotte, NC 28217, USA

**Sales:**

E-mail: [sales-us@volumegraphics.com](mailto:sales-us@volumegraphics.com)

Phone: +1 704 248 7736

**Support:**

E-mail: [support-us@volumegraphics.com](mailto:support-us@volumegraphics.com)

Phone: +1 704 248 7736

**China, including Mainland China, Hong Kong, Macao, and Taiwan:**

Volume Graphics (Beijing) Technology Co., Ltd., Beijing 100600, China

**Sales:**

E-mail: [sales@volumegraphics.cn](mailto:sales@volumegraphics.cn)

Phone: +86 10 8532 6305

**Support:**

E-mail: [support@volumegraphics.cn](mailto:support@volumegraphics.cn)

Phone: +86 10 8532 6305

**Singapore, other parts of Asia (except China and Japan), and Australia:**

Volume Graphics Pte. Ltd., Singapore 068914

**Sales:**

E-mail: [sales@volumegraphics.sg](mailto:sales@volumegraphics.sg)

Phone: +65 6665 0310

**Support:**

E-mail: [support@volumegraphics.sg](mailto:support@volumegraphics.sg)

Phone: +65 6665 0311

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myVGL is a software package for the visualization and documentation of voxel data projects (\*.vgl files) created in VGSTUDIO MAX or VGSTUDIO. It is used in a variety of application areas, such as industrial CT, medical research, life sciences, animation, and many others.

**TABLE 1-1: PRODUCT DETAILS**

FEATURE	DESCRIPTION
Product name	myVGL
Release	3.4
Document ID	SystemRequirements-1039-v001-001-en

## OPERATING SYSTEM

The software has been tested and approved for the following operating systems:

TABLE 2-1: SUPPORTED OPERATING SYSTEMS

PLATFORM	OPERATING SYSTEM	
	MINIMUM	RECOMMENDED
Windows <sup>a</sup> :	Windows 7 Professional SP1 32 bit Windows 8.1 Professional 32 bit	Windows 10 Professional 64 bit
Linux:		Ubuntu 18.04 LTS 64 bit
Mac:		macOS Mojave 10.14

<sup>a</sup> The support for Windows 7 and Windows 8.1 will be discontinued.



A 32-bit operating system may not be sufficient for professional usage of the software. If the system is running out of memory, problems such as system crashes may occur.

## PROCESSOR

- Minimum:  
Intel® Core™2 Penryn, Intel® Core™ i, or AMD Bulldozer.
- Recommended:  
Latest Intel or AMD multi-core processors, e.g., Intel® Core™ i7 or Xeon® E5 processors with 2.4 GHz or higher.

## RAM

myVGL requires a minimum of 2 GB memory. However, the actual main memory needed to load a complete project depends on the size of the data set as well as the analyses performed and will usually be significantly higher. To allow viewing a large project on a system with minimal memory, myVGL offers options to load a subset of analyses and objects.

## GRAPHICS CARD

- Minimum:  
Dedicated NVIDIA or AMD graphics cards with at least 1 GB VRAM and OpenGL 3.3 support.



Importing FARO point clouds requires graphics cards that support at least OpenGL 4.1.

- Recommended:

- NVIDIA® Quadro® K2000 or higher
  - NVIDIA® GeForce® GTX 770 or higher
  - AMD FirePro™ 3D V5900
  - AMD FirePro™ 3D V7900
  - AMD Radeon™ HD 7950
  - AMD Radeon™ HD 7970
  - AMD Radeon™ PRO WX 7100
  - AMD Radeon™ PRO WX 9100
- Drivers tested by Volume Graphics:
- NVIDIA® Quadro® 2000: driver version 335.23 (for Windows 7)
  - NVIDIA® Quadro® K2100M: driver version 332.50 (for Windows 7)
  - NVIDIA® Quadro® K600: driver version 331.82 (for Windows 8.1)
  - NVIDIA® Quadro® K620: driver version 340.66 (for Windows 7)
  - NVIDIA® GeForce® GTX 680: driver version 340.52 (for Windows 7)
  - NVIDIA® GeForce® GTX 970: driver version 344.75 (for Windows 7)
  - NVIDIA® GeForce® GTX 980: driver version 347.52 (for Windows 8.1)
  - NVIDIA® GeForce® RTX 2080 Ti: driver version 419.35 (for Windows 7)
  - AMD FirePro™ D700: driver version 13.25 (for Windows 8.1)
  - AMD Radeon™ HD 7970: driver version 14.50 (for Windows 7)
  - AMD Radeon™ R9 290X: driver version 13.25 (for Windows 7)
  - AMD Radeon™ R9 M290X: driver version 14.20 (for Windows 7)

Onboard graphics chips are generally not recommended and should be thoroughly evaluated if no dedicated graphics card is available.

If your computer has more than one graphics card, make sure to switch off the SLI mode.

## DISPLAY

The minimum resolution is 1400 x 1050 at 100% scale; the recommended resolution is 1920 x 1080 at 100% scale.

The actual display resolution results from the display scale multiplied by the minimum resolution. This means that for a display scale of 200%, you should use a display resolution of at least 2800 x 2100.

myVGL supports 4K monitors.

## SWAP SPACE

The available swap space should have the same order of magnitude as the RAM. If available, we recommend that you place the swap partition on an SSD.

## DISK SPACE

Make sure to have sufficient free disk space in the directory for temporary files (see **Preferences > General > Expert** in the Edit (for Windows/Linux) or **myVGL** menu (for Mac)). If there is less than 1 GB available in this directory, a warning message will be issued. This message is also issued if this directory has been deleted.

## USER RIGHTS

Make sure every user either has user or administrator rights. The software might not work on guest accounts.

## RECOMMENDED SETUP

Optimal for industrial usage is a PC with

- two current Intel® Xeon® processors and 32 GB RAM,
- 64-bit hardware,
- 64-bit operating system, and
- 64-bit version of myVGL.



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Virtual machines are not supported. myVGL should be executed on your local machine.

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## THIRD PARTY SOFTWARE

The optional reporting functions using an Excel Add-In support the following Microsoft® Excel versions:

- Microsoft® Excel 15 (part of Microsoft® Office 2013), 32 bit
- Microsoft® Excel 16 (part of Microsoft® Office 2016), 32 bit
- Microsoft® Excel 365 (part of Microsoft® Office 365 Business), 32 bit



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64-bit versions of Microsoft® Excel are not supported.

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Using the Excel Add-In for reporting is currently only supported for Windows.

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## GENERAL

- When the application is started, system resources, such as main memory and number of processors, will be checked since these may be insufficient, especially if several applications are running at the same time. If your system resources are not sufficient, a warning message will be displayed. Under certain conditions, starting the application may be prevented.
- You need a 3-button mouse with a scroll wheel to use the software. 3D mouse functionality is supported for the 3D window for 3DConnexion mouse devices.
- Problems may arise when you run more than one instance of the application. Typical problems involve the user interface, such as incomplete or misplaced interface elements or errors in the display of images. User settings like presets or workspace layout may inadvertently be overwritten. Processor capacity and main memory will be shared between instances of the application and may prove insufficient. This may result in dramatically low system performance or even application crashes, especially if parts of the information need to be swapped to disk due to high memory consumption.

## GRAPHICS CARD

- Make sure to have the latest driver version for your graphics card installed.
- Graphics card drivers for laptops available from the laptop manufacturer may be out of date. Check the graphics card manufacturer's website for the latest graphics card drivers.
- Onboard graphics chips are not recommended.
- Volume Graphics uses platform-independent, industry-standard APIs like OpenGL or OpenCL for GPU programming. Vendor-specific APIs like CUDA or DirectX are currently not supported.

## RAM

- Do not deactivate the swap space. If more RAM is needed and there is no swap space, this may cause the system to crash.

## REMOTE ACCESS

Remote access to myVGL is not supported. You should run the software locally on your own computer. If you use remote access to run myVGL, you may encounter problems, such as a corrupt display of the user interface, low performance, application crashes, and more.



The table below lists some common problems and their solutions.

TABLE 4-1: TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTIONS
Rendering problems occur, e.g., the 3D window is not (correctly) displayed, saved images are faulty.	<ul style="list-style-type: none"> <li>An outdated graphics card driver is installed.</li> </ul>	Download and install the latest driver for your graphics card.
	<ul style="list-style-type: none"> <li>An onboard graphics card is installed.</li> </ul>	An onboard graphics card might be insufficient to run your VG product.
Only part of the 3D window is updated when an object is moved.	No Aero theme is selected in Windows.	In the <b>Personalization</b> window of the Windows <b>Control Panel</b> , switch to an Aero theme.
The performance is low.	There is not enough RAM available due to other applications running at the same time.	Close all other applications when running myVGL.
The performance is extremely low with large data sets.	The size of the data sets exceeds the installed RAM, data is swapped on hard disk.	<ul style="list-style-type: none"> <li>If possible, install more RAM.</li> <li>Reduce the size of the data set (for example, by using suitable import settings).</li> </ul>
The application crashes when working with large data sets.	The size of the data sets exceeds the installed RAM, the swap space is not activated or too small.	<ul style="list-style-type: none"> <li>Activate the swap space.</li> <li>Enlarge the size of the swap space to about the order of magnitude of the RAM.</li> <li>Install more RAM.</li> <li>Reduce the size of the data set (for example, by using suitable import settings).</li> </ul>
The application crashes when you save large image stacks (NVIDIA graphics card).	There is an incorrect implementation of OpenGL in the graphics card driver.	Download and install a more recent driver for your graphics card.
On a notebook with two graphics cards: The application crashes before or while showing the splash screen.	Automatic switching between the graphics cards does not work properly.	Deactivate the onboard graphics card in the BIOS in order to use the dedicated graphics card of the notebook.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTIONS
An installed codec is not visible in the codec selection when saving a .avi file.	<ul style="list-style-type: none"> <li>The codec is not compatible with the selected settings of the avi.</li> </ul>	<ul style="list-style-type: none"> <li>Change the settings for the .avi file, e.g., frame size, frame rate (fps). In many codecs, the width and height of the image must be a multiple of 2.</li> <li>Select a different codec.</li> </ul>
	<ul style="list-style-type: none"> <li>A 32-bit version instead of a 64-bit version of the codec is installed.</li> </ul>	<ul style="list-style-type: none"> <li>Install the 64-bit version of this codec.</li> <li>Select a different codec.</li> </ul>
The application crashes when you try to save an animation to a .avi file using a third-party codec package.	Most codecs are continuously being developed and are not always free of bugs.	<ul style="list-style-type: none"> <li>Select a different codec of this codec package to save the animation to a .avi file.</li> <li>Use a different codec package.</li> <li>Render the animation as an uncompressed .avi file or an image stack and convert it to a compressed .avi file using a third-party software (e.g., VirtualDub).</li> </ul>
A .vgl file is not opened by myVGL when a .vgl file is double-clicked in the Windows Explorer.	.vgl files are not linked to the executable of myVGL.	Re-install the software.
myVGL does not start for a user with administrator rights.	The message “Do you really want to run the program as administrator or elevated process?” was answered with No and the <b>Never show this dialog again</b> checkbox was checked.	Delete the <i>settings_myvgl3.4.ini</i> file in the <i>C:\Users\<user name="">\AppData\Roaming\Volume Graphics\</user></i> directory.