15 Troubleshooting

Troubleshooting

- Startup
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Compatibility

Some applications which integrate themselves into your system can cause problem's with Bforartists.

Here are some known compatibility issues listed by platform.

- Compatibility (Linux)
- Compatibility (OSX)
- Compatibility (Windows)

Troubleshooting Startup

There are some common causes for problems when using Bforartists. If you can not find a solution for your problem here, try asking the community for help.

If Bforartists crashes on startup there are a few things to check for:

- See if you computer meets the minimum requirements
- Confirm that your graphics card is supported and that the drivers support at least OpenGL 1.4
- Make sure you are using the correct Bforartists version (32 or 64 bit) for your architecture.

Known causes listed below.

Python Crashes on Startup

If you get an error on startup

```
Fatal Python error: Py_Initialize: unable to load the file system codec
```

you may have set your systems `PYTHONPATH` environment variable.

In this case Bforartists's bundled Python will attempt to use the `PYTHONPATH`. If the Python version is different from the version used by Bforartists, this will crash Bforartists on startup.

To solve the problem, either clear the `PYTHONPATH` before starting Bforartists *(can be done in a launcher script)*, or set it to a compatible Python version.

Troubleshooting the 3D View

TODO

See: https://developer.Bforartists.org/T43810

Drawing

Depth Buffer Glitches

TODO, see: http://Bforartists.stackexchange.com/questions/1385

Objects Invisible in Camera View

If you have a large scene, viewing it through Camera View may not display all of the Objects in the scene. One possibility may be that the clipping distance of the camera is too low. The camera will only show objects that fall within the clipping range.

Performance

Slow Drawing

TODO.

Slow Selection

Bforartists uses OpenGL drawing for selection, some graphics card drivers are slow at performing this operation.

This becomes especially problematic on dense geometry.

Possible Solutions:

OpenGL Occlusion Queries (User Preference)

See User Preferences ‣ System ‣ Selection

This option defaults *Automatic*, try setting this to *OpenGL Occlusion Queries*, since there is a significant performance difference under some configurations.

Upgrade OpenGL Driver
In some cases slow selection is resolved by using updated drivers. *It's generally good to use recent drivers when using 3D software.*

Select Centers (Workaround)
In *Object Mode*, holding `Ctrl` while selecting uses the object center point. While this can be useful on its own, its has the side-effect of not relying on OpenGL selection.

Change Draw Modes (Workaround)
Using *Wireframe* or even *Bounding Box* draw modes can used to more quickly select different objects.

> **Note**
>
> Obviously the workarounds listed here aren't long term solutions, but its handy to know if you're stuck using a system with poor OpenGL support.
>
> Ultimately, if none of these options work out it may be worth upgrading your hardware.

Navigation

Lost in Space

When navigating your scene, you may accidentally navigate away from your scene and find yourself with a blank view-port

TODO.

Invisible Limit Zooming In

TODO, see: http://Bforartists.stackexchange.com/questions/644

Tools

Invalid Selection

There are times when selection fails under some configurations, often this is noticeable in mesh *Edit Mode*, selecting vertices/edges/faces where random elements are selected.

Internally Bforartists uses OpenGL for selection, so the graphics card driver is relied on giving correct results.

Possible Solutions:

Disable Anti-Aliasing (FSAA, Multi-Sampling)

This is by far the most common cause of selection issues.

There are known problems with some graphics cards when using FSAA/multi-sampling.

You can disable this option by:

- Turning FSAA/multi-sampling off in your graphics card driver options.
- Turning *Multi-Sampling* off in the system preferences.

Change Anti-Aliasing Sample Settings

Depending on your OpenGL configuration, some specific sample settings may work, while others fail.

Unfortunately finding working configuration involves trial & error testing.

Upgrade OpenGL Driver

As with any OpenGL related issues, using recent drivers can resolve problems.

However it should be noted that this is a fairly common problem and remains unresolved with many drivers.

Troubleshooting Graphics Hardware

Bforartists makes use of OpenGL, which is typically hardware accelerated.

This means issues with the graphics card hardware and drivers can impact on Bforartists's behavior. This page lists some known issues using Bforartists on different graphics hardware and how to trouble-shoot them.

Performance

When the entire interface very slow and unresponsive *(even with the default startup scene)*. This is likely a problem with the OpenGL configuration.

Unfortunately in this situation you may have to do some of your own tests to find the cause, here are some common causes and possible solutions.

Upgrade your OpenGL Driver
If you're experiencing any strange graphics problems with Bforartists, its always good to double check

you're using the latest drivers.

Disable Anti-Aliasing (FSAA, Multi-Sampling)

See Invalid Selection, Disable Anti-Aliasing.

Change the *Window Draw Method*

This is set in the system preferences. Its selected automatically, however when experiencing problems its worth checking if changing this resolves interface drawing problems.

Troubleshooting Crashes

The most common causes of Bforartists crashes.

- Running out of memory.
- Issues with graphics hardware/drivers.
- Bugs in Bforartists.

Firstly, you may be able to recover your work with File ‣ Recover Last Session.

To prevent the problem from happening again, you can check that the graphics drivers are up to date, upgrade your machine's hardware (the RAM or graphics card), and disable some options that are more memory intensive:

- Disable *Region Overlap* and *Triple buffering* at User Preferences ‣ System ‣ Window Draw Method.
- Using multisample, anti-aliasing also increase the memory usage and make display slower.
- On Linux, the Window Manager (KDE, Gnome, Unity) may be using hardware accelerated effects (eg. window shadows and transparency) that are using up the memory that Bforartists needs. Try disabling the desktop effects or switch to a light-weight Window Manager.

Recovering from mistakes or problems

Bforartists provides a number of ways for the user to recover from mistakes, and reduce the chance of losing their work in the event of operation errors, computer failures, or power outages. There are two ways for you to recover from mistakes or problems:

At the User Level (Relating to *Actions*)

- For your actions, there are options like *Undo*, *Redo* and an *Undo History,* used to roll back from mistakes under normal operation, or return back to a specific action.
- Bforartists also has new features like *Repeat* and *Repeat History,* and the new *Redo Last* which you can use in conjunction with the options listed.

At the System Level (Relating to *Files*)

- There are options to save your files like *Auto Save* that saves your file automatically over time, and *Save on Quit,* which saves your Bforartists file automatically when you exit Bforartists.
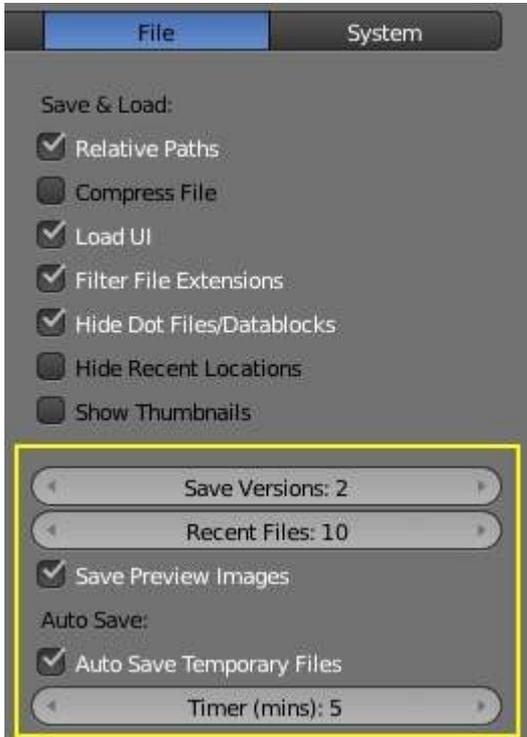
Note
In addition to these functions being enabled by default, the *Save on Quit* functionality cannot be

disabled.

Options for Files (System Level)

Save and Auto Save

Auto Save options

Computer crashes, power outages or simply forgetting to save can result in the loss or corruption of your work. To reduce the chance of losing files when those events occur, Bforartists can use an *Autosave* function. The *File* tab of the *User Preferences* window allows you to configure the two ways that Bforartists provides for you to regress to a previous version of your work.

Save on Quit
> The function *Save on Quit* is enabled by default in Bforartists. Bforartists will always save your files when you quit the application under normal operation.

Save Versions
> This option tells Bforartists to keep the indicated number of saved versions of your file in your current working directory when you manually save a file. These files will have the extension: `.blend1`, `.blend2`, etc., with the number increasing to the number of versions you specify. Older files will be named with a higher number. e.g. With the default setting of **2**, you will have three versions of your file: `*.blend` (your last save), `*.blend1` (your second last save) and `*.blend2` (your third last save).

Auto Save Temporary Files
> Checking this box tells Bforartists to *automatically* save a backup copy of your work-in-progress to the Temp directory (refer to the *File* panel in the *User Preferences* window for its location). This will also enable the *Timer (mins)* control which specifies the number of minutes between each Auto Save. The default value of the Bforartists installation is **5** (5 minutes). The minimum is **1**, and the Maximum is **60** (Save at every one hour).The Auto Saved files are named using a random number and have a `.blend` extension.

Tip
Compress Files
The option to Compress files will try to compact your files whenever Bforartists is saving them. Large Scenes, dense Meshes, big Textures or lots of elements in your Scene will result in a big `.blend` being created. This option could slow down Bforartists when you quit, or under normal operation when Bforartists is saving your backup files. In fact, using this option you will trade processor time for file space.

Recovering Auto Saves

Recover Last Session

File ‣ Recover Last Session will open the `quit.blend` that is saved into the *Temp* directory when you exit Bforartists. Note that files in your *Temp* directory are deleted when you reboot.
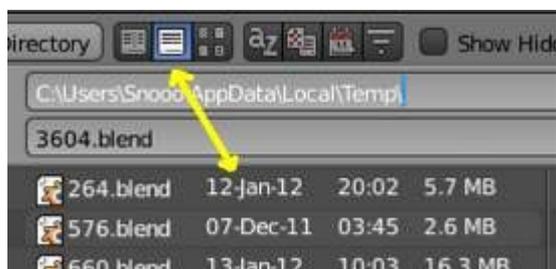
Bforartists File Browser

Tip
When recovering files, you will navigate to your temporary folder. It is important, when browsing, to enable the detailed list view. Otherwise, you will not be able to figure out the dates of the auto-saved .blends. (See Figure: Bforartists File Browser)

Recover Auto Save

File ‣ Recover Auto Save... allows you to open the Auto Saved file. After loading the Auto Saved version, you may save it over the current file in your working directory as a normal `.blend` file.

Important
When recovering an Auto Saved file, you will lose any changes made since the last *Auto Save* was performed.Only **one** Auto Saved file exists for each project (i.e. Bforartists does not keep older versions - hence you won't be able to go back more than a few minutes with this tool).

Other options

Recent Files

This setting controls how many recent files are listed in the File ‣ Open Recent sub-menu.

Save Preview Images

Previews of images and materials in the *File Browser* window are created on demand. To save these previews into your `.blend` file, enable this option (at the cost of increasing the size of your `.blend` file).

Compatibility (Linux)

Compatibility (OSX)

Mouse Motion Jitters (SmoothMouse)

Problem

When grabbing an object or orbiting the view, cursor motion is jittery.

See bug report

Solutions
- Uninstall **SmoothMouse**.
- Disable Continuous Grab

Compatibility (Windows)

Bforartists Hangs on Window Duplication (Nahimic for MSI)

Problem

Accessing Window ‣ Duplicate Window, hangs Bforartists, using 100% of one core.

See bug report https://developer.Bforartists.org/T47224

Solution

Uninstall **Nahimic·for·MSI**