

# PROKON Support Portal

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## OpenGL and graphics driver compatibility

Stephen Pienaar - 2020-09-09 - 0 Comments - in General Issues

*Version 3.1.36 of Frame Analysis released on 9 September 2020 solves this issue.*

Rendering of 3D graphics in PROKON rely on OpenGL, a library that enables hardware acceleration. Compatibility issues may exist with some hardware and software. Below is a list of symptoms that our support team has come across.

*Last updated on 2020/04/07*

Please also see the following related article:

[Specifying a PROKON application to run using a Discrete GPU in Windows 10](#)

### "LoadLibray failed" error

This error seems to occur on laptop computers with multiple graphics adapters, running Windows 10. Two graphics adapters are present on some laptop computers to provide a balance between battery life and performance: one less capable adapter that uses less battery power works most of the time, and a second more capable adapter takes over for 3D graphics. It would appear as if (especially on computers older than a year or two) there are compatibility issues between the drivers for the two adaptors. It would also appear as if a common denominator is the Intel HD Graphics family of adapters -- Intel has not released Windows 10 drivers for older models.

Resolution:

- Identify your computer's graphics adaptors:
  - Right-click the Windows Start button, and select Device Manager. In the tree view, expand the Display Adapters section.
- Install the latest drivers for the two graphics adapters:
  - Intel graphics adapters: A Windows 10 driver may not be available for older computers. If so, it might be sufficient to install the latest Windows 8 driver. [Go to Intel drivers web page.](#)
  - NVIDIA graphics adapters: An updated Windows 10 driver will likely be available for your model. [Go to the NVIDIA drivers web page.](#)
  - AMD ATI graphics adapters: An updated Windows 10 driver will likely be available for your model. [Go to the AMD drivers web page.](#)
- Disable one of the two graphics adapters:

- If installing new graphics drivers does not solve the problem, then you may be able to work around the problem by disabling one of the two adapters. Note that this may influence your battery life (if disabling the weaker of the two adapters) or speed and quality of 3D graphics (if disabling the stronger of the two adapters).
- To disable a display adapter, double-click its entry in the Device Manager, go to the Driver tab and click Disable.

**Program crashes with an error that mentions ig9icd64.dll or igd10umd32.dll**

This error relates to the Intel HD Graphics family of graphics adapters. It seems to be similar in nature to the problem described above. Use the steps above to resolve the problem.

**Recommended hardware specifications**

Please see the [PROKON Setup Package page](#).