

Memory-Map **TECH SUPPORT** **Bulletin #9**

Memory-Map 3D View setting options

Overview: This bulletin explains the setting options available for assisting older graphics hardware generate the 3D image.

Memory-Map's 3D View feature utilizes the latest in 3D technology, which requires that your PC has the necessary up-to-date graphics hardware. PCs that come pre-loaded with Windows XP are generally up to the task and should have no difficulty generating the 3D image. Memory-Map v4.0.1 upwards has a number of changeable 3D settings that may help older graphics hardware generate the 3D image. These can be accessed by selecting the menu option **Mode > 3D Settings** and can be set as follows: (First make sure that DirectX 9 has been installed correctly, see below).

Map tile size (pixels) - If you are unable to view the map in 3D try lowering this number from the default value of 256. Increasing to larger values gives you more detail, but may exceed the capability of your graphics card.

Rasterization - If you are still unable to view the 3D map after lowering the Map tile size, set this value to *Software*. The *Software* setting may take from several seconds to a minute of processing time to display the 3D map, but should be viewable on any PC with DirectX installed. (Default value: Hardware)

Vertex Processing - Only high-end graphics cards support hardware vertex processing, and the performance improvement is slight. However the option has been provided for you to experiment with. (Default value: Software)

Common Error Messages

- **Nothing happens when 3D View button is pressed** - The required software, DirectX 9 has not been installed. This can be found on any 2004 Memory-Map CD in the `directx` folder. Find and open the setup file, `dxsetup.exe`, and upgrade.
- **MMNav.exe caused a protection fault in mm_3d.exe** - Make sure DirectX 9 has been installed correctly.
- **Error 314 or Error 397** - Make sure you are using the latest available drivers for your graphics card. These will be available to download from your graphics card manufacturer's website. You can find out your make of graphics card by (ensure DirectX 9 is installed first) clicking Start > Run and type 'dxdiag' into the dialog box. When the DirectX Diagnostics Tool appears, click the Display tab and check under Name and Manufacturer for information on your graphics card. The most popular graphics card manufacturers can be found below:

Nvidia – www.nvidia.com ATI – www.ati.com Matrox – www.matrox.com Intel – www.intel.com
- **Error 363 or Error 450** - Memory-Map is unable to write necessary files to the root of your PC's hard drive. Make sure your C: drive is not full or write-protected, and that you are using an Administrators account if you are using Windows 2000 or Windows XP.

If you are still having difficulties there is probably no alternative other than to update your graphics hardware. Your PC manufacturer/supplier should be able to help you do this.