Troubleshooting

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There are three known cases in which SceneComposer may not work:

- There is no Microsoft .NET Framework 3.5 installed on the machine. The application will not work if the Microsoft .NET Framework 4.0 is installed. Download and install Microsoft .NET Framework 3.5 to fix this problem.
- All the details related to the system requrirements in order to run the application can be found on the CGI Studio Documentation page: System Requirements and Preparation.
- The video card does not support rendering of OpenGL 2.0. To fix the problem, use a video card that supports OpenGL 2.0.
- If the Scene Composer process (process name: FTC.Launcher) remains running even after termination, in environments using an NVIDIA GPU, updating the graphics driver may resolve the issue when the process remains active.
  Please download the latest driver from the website below and perform a clean installation.
  https://www.nvidia.com/en-us/drivers/

Long Path Names - Limitations

When long path names are getting enabled in Windows, it allows the using of longer character limits. However, the feature still has limitations.

1. **Not all applications support long path names:** some older applications or those developed without considering long path names may still encounter issues, when handling paths exceeding the traditional 256-character Windows limit.
2. **Windows Explorer**: has still on some operations with limited functions (e.g. navigation works; however copy, rename or moving has some issues). Handling files via command line should work without issues or switching to an alternative file explorer, which supports long path names.
3. **Scene Composer:** Opening and saving solutions, as well as importing assets are working with long path names. However, native Windows dialogs, used by Scene Composer, still have issues with long path names (e.g. selecting new Solution location or renaming operations of the solution).

Recommandation is to either enable long path names, but create solutions within the 256-character Windows limit. This it would allow handling within Scene Composer and also allows that imported resources may exceed the traditional limit within the solution format. The alternative is to consider the traditional Windows limitation and stay within the traditional 256-character limit. Please consider that the import of resources may reach the traditional limit.

To enable or disable open the Windows Registry and navigate to the following location:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\FileSystem
```

To enable, create a new 32-bit DWORD value name *LongPathsEnabled* and set it to 1. To disable the support either remove the key or set to 0. Please note that other tools might have already enabled the long path name support (e.g. scripting languages).

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