PingPlotter GUI Loading Blank

Saved From: https://www.pingman.com/kb/article/pingplotter-gui-loading-blank-136.html

Question

I just started up PingPlotter, and the GUI is all white. I can’t even submit a support ticket from it, and it looks like this. What’s going on?



Solution

PingPlotter uses Windows Presentation Framework, and sometimes computers end up being configured to use hardware acceleration. This can be due to manual configuration or an automatic configuration for a number of different remote or virtualization software. Windows Presentation Framework can tend to not play nice with hardware acceleration. We’ve seen this come up with several programs aside from PingPlotter, especially after Windows Update 1803.
To fix this issue, you’ll need to disable hardware acceleration. The easiest way we’ve found to do this is through a registry key.

Open up regedit.exe, and navigate to the following key:

HKEY_CURRENT_USER\SOFTWARE\Microsoft\Avalon Graphics\DisableHWAcceleration

This knowledgebase article and content copyright by Pingman Tools, LLC

Set this key to 1. Restart the PingPlotter GUI, and you should be all set!

If this DWORD does not exist, then you'll have to create it first before you set the value:

1. Right-click somewhere in the right-pane -> New -> DWORD -> type "DisableHWAcceleration" (no quotes) -> Enter
2. Right-click your new entry -> Modify -> and set the value to 1
3. Restart PingPlotter and give it another try.

If you'd like some more background, you can visit our source for all this information (Microsoft) by clicking here.

Feel free to email support@pingman.com if you have any questions!

This knowledgebase article and content copyright by Pingman Tools, LLC