

Q.

Why can't I open cMT Viewer or the screen is blank after opening cMT Viewer?

When using an older computer to open cMT Viewer, sometimes the system may show error message or the screen may be blank. This document shows how to solve this issue.



A.

The cMT Viewer application requires a 3D graphic API, OpenGL (Open Graphics Library) newer than version 2.1. If you use an older PC or laptop that runs the OS like Windows XP or Windows Vista, the driver of the graphic chips may be outdated, and doesn't support newer version's OpenGL. Please download the latest driver of the graphic chip from the supplier.