

Autodesk Recap crashing upon opening Projects or importing point cloud data

Autodesk Recap 2014

Crashing on opening files

Recap display issues

Symptoms

Autodesk Recap fails to launch project

or

Recap crashes on importing data

Typical hardware includes the Nvidia K2000/4000M GPUs, but similar problems have also occurred with comparable ATI hardware.

Firstly

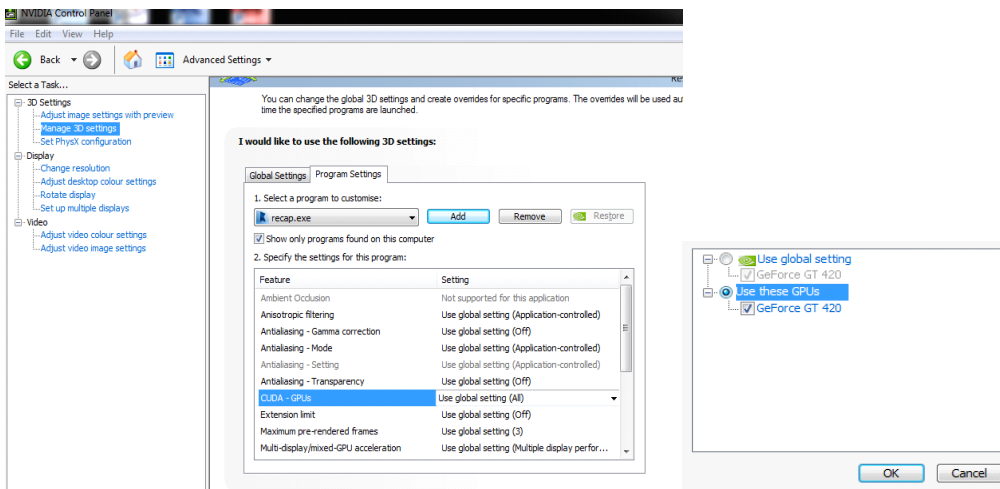
Ensure that the Recap software is up to date. V1.0.100.12 at the time of writing (24/10/13) and also has the service pack installed. This can be verified by hovering over the Recap.exe file (/program files/autodesk/autodesk recap/recap.exe)

If this checks out then the problem is then likely to be either driver version (check that your driver is up to date) or the driver needs configuring. With regards to versions don't believe the driver update tool, it often reports that the driver is up to date when newer certified drivers are available on the respective pages. Having an up to date graphics driver makes a big difference for Recap performance and reliability.

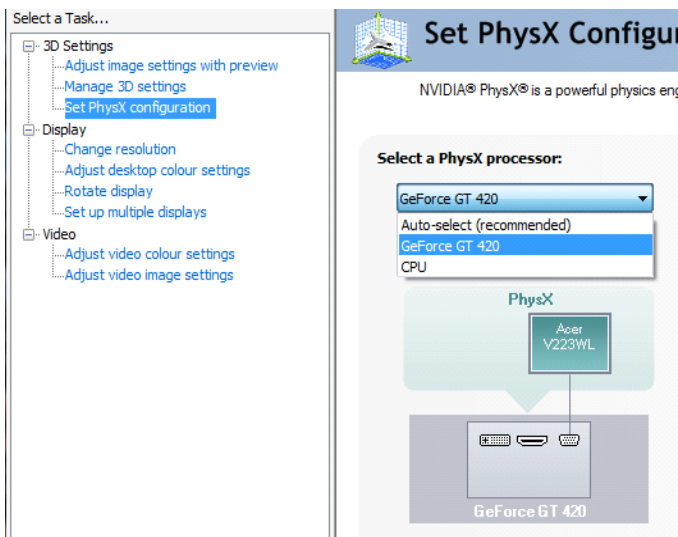
For ATI or AMD driver cleanup i would recommend the AMD Utility v1.2.1.0 to uninstall all existing AMD drivers completely from the system. Before installing the newer drivers, failure to do so, may mean that older drivers will still be detected and interfere with your system.

The utility can be found here: http://www2.ati.com/drivers/amd_cleanup_util_1.2.1.0.exe

If the drivers are up to date then for Nvidia cards it is then a question of configuring a specific application and force the usage of the Nvidia GPU over the standard 'autodetect' setting.



Depending upon your specific graphics hardware the screen appearances may vary slightly but the principle is the same.



Now try and open the sample project, Recap should now function as you would expect!