

# Pixxem doesn't start on your computer

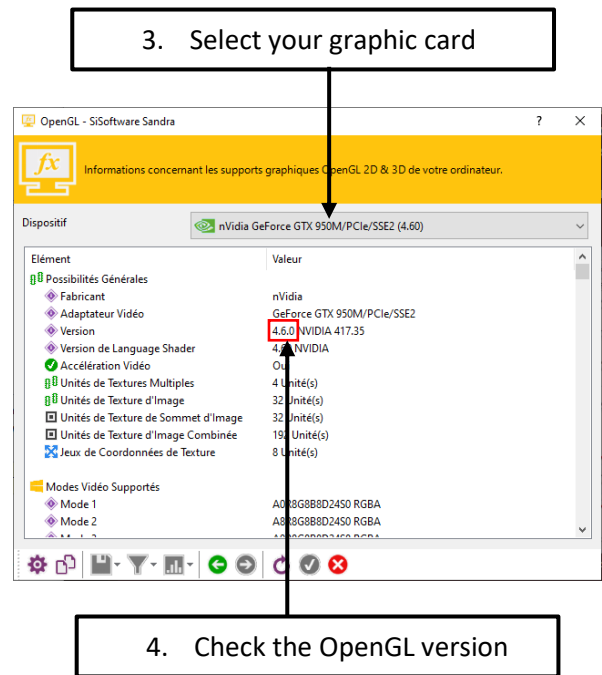
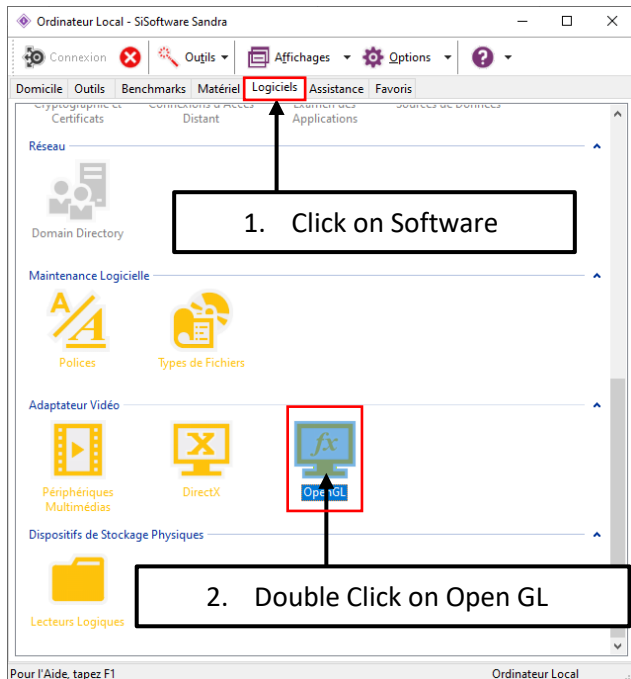
Pixxem need OpenGL version 4.0 and upper version to work and run the software.

When you start the Pixxem software, if the splash is not displayed or if the main page appears shortly then the software close automatically or does not start, then you have an OpenGL version problem on your computer and video card device.

You can't check the OpenGL version directly with Windows, you need to use some additional tools to detect your current configuration of the GPU (Nvidia, ATI) and Chipset (Intel, ATI or other basic video card integrated in the mother board).

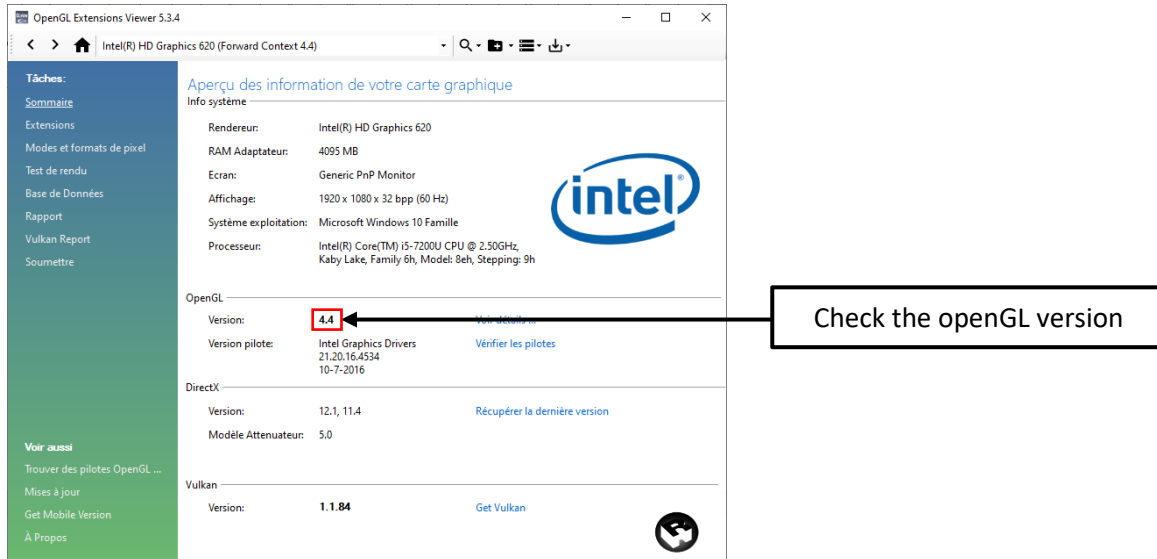
**SiSoft Sandra (free, for GPU):** allow to check your graphic card OpenGL version and configuration.

Install and start the software tool:



**OpenGL Extension Viewer (free, For intel Chipsets):** This tool allows to check your video chipset OpenGL version.

Install and start the software tool:



If OpenGL version are not 4.0 or higher then you will need to update the video driver from the manufacturer website directly (Nvidia, Intel...) and install the latest video driver release.

Once the version is good and updated, you don't need to reinstall Pixxem.

Just restart Pixxem it and enjoy all its possibilities.