Frequently Asked Questions

This document lists frequently asked questions about the HVRC CREATE software.

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Answers

1.1 What is HVRC CREATE?

HVRC CREATE is a suite of tools for designing and testing room layouts with version management for tracking design iterations. HVRC CREATE uses interactive 3D technology to enable designers to rapidly prototype and test designs against ergonomic guidelines and recommendations, and further supports an iterative design process with multiple participants, including end-users. Although it is designed for control room engineering, it can also be used for other applications where the layout of an environment is important.

For an introduction to the system, see the Overview of CREATE Toolkit (https://create.ife.no/vr/create4/Documentation/Overview.pdf).

1.2 How much does CREATE cost?

The latest prices and licensing details are available on the CREATE product web pages at:

https://www.ife.no/create

1.3 What 3D geometry formats does CREATE support?

ISO COLLADA/DAE, Google Earth KMZ, and ISO VRML97 are supported for 3D geometry import. Experimental support is also included for importing 3D geometry in GLTF, LWO, OBJ, OGRE SCENE, and PLY formats.

Layout models can be exported from the Layout Tool in ISO COLLADA/DAE or ISO VRML97 formats for use in other software.

2.1 What are the minimum system requirements for using CREATE?

The minimum recommended requirements for the CREATE Tools is:

- Intel Core i5 (8th gen) x64 processor or similar
- 8GB RAM
- 64-bit Microsoft Windows 10 or Apple macOS Big Sur
- 3D Graphics accelerator card (or "discrete" graphics for a laptop) with at least OpenGL 3.3 support (>2GB display memory is recommended)
- Storage space requirements vary depending on the configuration but are typically 250 to 1GB for the "Tools" and 250MB for the server. The server should have sufficient additional space to store your data. We would typically recommend at least 10GB.

The CREATE server does not display 3D graphics and does not require a 3D-capable graphics card.

Important: The CREATE Tools can run on computers with dynamic IP addresses issued by a DHCP server, however the CREATE Server (if intended for use as a part of a multi-user system) should always be installed on a computer with a fixed IP address. CREATE should also be able to function via a firewall, if necessary.

2.2 Will CREATE run on my computer and operating system?

In general, we support and provide installers for macOS Big Sur or newer, and Microsoft Windows 10 or newer on 64-bit operating systems. Linux is possible but currently not supported.

MacOS Users: See "Does CREATE support macOS?" below for additional information.

Linux Users: See "Does CREATE support Linux?" below for additional information.

2.3 Does CREATE run on Windows XP, 7, or Vista?

We do not support versions of Windows that are not supported by Microsoft.

2.4 Does CREATE run on Linux?

Yes, but we do not provide installers for Linux as part of our standard release process and do not test on Linux, so unless there is a significant increase in demand for a Linux release that would make it financially viable for us then we no longer offer a Linux version, Sorry.

See also the question "Will CREATE run on my operating system?".

2.5 Does CREATE run on macOS?

We support macOS Big Sur and newer.

See also the question "Will CREATE run on my operating system?".

2.6 Where can I get more 3D models to add to the Model Bank?

Many manufacturers and vendors of furniture and equipment provide models for architects and designers from their company web pages as well as through online model warehouse services for architects and designers such as SketchFab. If models are not downloadable in a format supported by the Model Bank Tool then you can use a 3D modelling tools or a converter to convert any existing models to a supported 3D file format.

If you need to produce new 3D objects yourself then the Layout Tool provides some basic support for modelling geometry using paramtric objects. This is useful for drawing computer displays, walls with doors or windows, and for some common shapes such as cylinders and boxes. To produce more detailed models then a third-party 3D modelling tool is required. If you work for a control room vendor or manufacturer yourself then your CAD department can probably assist you. Models can be exported from most CAD tools for use in CREATE. Otherwise, we recommend using tools such as Blender and FreeCAD (which are both free), or commercial tools such as 3D Studio Max, Maya, or SketchUp to produce models. Alternaively, you can scan real objects using your mobile phone or a 3D scanner to create models that can be added to the Model Bank.

IFE can create or convert models for you as an additional service -- contact us for information on pricing, which may be the most cost-effective alternative if you need to convert a large number of models or only produce a few models.

2.7 How do I enable stereoscopic rendering of the 3D view?

This functionality is no longer supported due to the removal of support for quad-buffer rendering from the Nvidia Quadro drivers.

2.8 Can I access a remote CREATE Server via a proxy?

If your computer is behind a firewall that requires you to use a proxy to connect to remote servers then you will normally be able to access a remote CREATE Server by enabling HTTP proxy support in the CREATE client tools.

You can enable HTTP proxy support via the Preferences... window from any of the CREATE tools. You may need to restart the CREATE tool for network configuration changes to take effect.

2.9 I can't log onto a CREATE server!

Situation: No response from a remote server

If you are trying to access a freshly installed server that you have installed yourself then see the information below about the “Troubleshooting a freshly installed server”.

If you are using the Layout Tool to access our demo server, or are any other remote server, first check that you have network access to the server (e.g. create.ife.no). Try entering the server address in a web browser to verify that the server is online and accessible. If you are behind a proxy-based firewall, then see the previous question 2.8 for information. If you are still unable to access the server at all, please notify the server administrator. You may need the assistance of your network administrator (or a network administrator at the remote site) if you are unable to access a server due to security restrictions on your own or the remote network.

Note that in this situation you may get an immediate error message informing you that the server could not be reached, or the tool may appear to hang. The tool has not crashed, but is waiting for a response. After a while, it will either achieve a connection or it will give up and display an error.

Situation: A login dialog appears that you can fill in but access is denied.

If a login dialog appears but you are unable to log on then check the following:

1. The login name is case-sensitive – make sure that you enter it correctly. Your current user name for Windows/Mac is shown as a suggestion, but may not be identical to your login name on the CREATE server.
2. Do you have permission to access the server with the tool you are trying to log in using?
    a. If you are trying to use the User Tool, Guideline Tool, Model Bank Toll, or Project Management Tool, then a user with User Tool (e.g. "admin") access will first need to configure your user roles to give you access to the tool you wish to use.
    b. If you are trying to log onto the Layout Tool or Verification Tool, then make sure that a project has been created (with the Project Management Tool) and that you have been assigned to the project as a Designer or Reviewer.
3. Have you forgotten your password? If you have forgotten your password then a user with User Tool access can reset it for you using the User Tool.
4. If the server does not have a valid license key installed (e.g. license expired or licence key not installed) then you may not be able to access it with the tool you are using. The solution to this problem is to install a valid license key file on the server.

2.10 I'm having trouble getting a freshly installed Server to work!

In most cases, installing a server is straightforward, involving running the server installer, requesting a license key for the server information provided by the installer, and installing the key received. See the installation procedure described in the Quick Start document for details on installing and configuring a HVRC CREATE Server. The known potential pitfalls to watch out for are explained in the installation procedure.

Troubleshooting: Is there a web server running on the computer?

The following answer is aimed at Windows users. Users of macOS should contact CREATE Support for assistance as CREATE extends the existing web service on macOS rather than installing a new server.

You won't be able to access the CREATE Server if another web server is running on the computer on the same network port. The CREATE Server Installer will suggest to use an alternative network support during installation if it detects that the usual port is already in use. If you try to access your computer's server address (as reported by the CREATE Server installer) in a web browser and you see a welcome page other than the one for the CREATE Server then you are in this situation and will need to adjust the configuration of one the servers to avoid conflict.

Troubleshooting: Does your server have a permanent IP (network) address?

The CREATE Server has been designed to support collaborative teamwork. The server can be installed *either* as a standalone server (only accessible on the computer on which it is installed) *or* as a shared network server. If the network address of a shared server changes then the license key will be invalidated as it is locked to the server address provided when the license key was generated.

If the computer on which you intend to install a CREATE server does not have a fixed network address then you will need to arrange with your network administrator to permanently allocate an address to the server computer. If you have already installed the server and been allocated a license key then you should ask your network administrator to reassign the IP-address associated with the key to that computer on a permanent basis.

Troubleshooting Question: Are you are you running anti-virus software that is blocking or monitoring web-traffic?

Some anti-virus software blocks or filters web traffic, so the anti-virus program settings may beed to be adjusted to take into account that you are running a Web server on your computer. While most anti-virus software will warn you that blocking or filtering is taking place, this is not always the case and the result can

be unpredictable behaviour, if some communication between HVRC CREATE Tools (such as logging in) works while other communication (updating the databases on the server) fails. Adjusting the anti-virus to whitelist your CREATE Servers will normally resolve this issue.

3.1 Where should I send bug reports?

Please send bug reports to create-support@ife.no.

If possible, please include a copy of the technical details from the CREATE About box (use the Save button in the About window to save the details to a text file) when sending bug reports, and explain the actions taken that led to the discovery of the bug.

Other information useful to us to include in a bug report:

1. Product name and version
2. Severity of the bug
3. Is it reproducible?
4. Brief summary of the problem
5. Steps to reproduce it
6. Expected results
7. Actual results
8. Any other information or files that may help us reproduce and fix the problem

If you wish, we can keep you informed about the status of the bugs you report, and provide you with an "emergency release" if necessary.

Please check the answers to questions in this FAQ first as the majority of problems reported are graphics card driver issues or caused by anti-virus software.

3.2 CREATE runs too slowly on my computer. Is there anything I can do to improve performance?

If the 3D view is running slowly on your computer, and it is not because the model is particularly detailed, then you could try one or more of the following:

- Avoid running other graphics or processor-intensive processes at the same time as using CREATE
- Reduce the resolution of the display (or don't run CREATE full screen on it) if you are using a very high resolution display
- If you are running on a computer with both "integrated" and "discrete" graphics options then check that you are running with discrete graphics. if you are using a laptop that is not connected to a power source then it may switch to integrated graphics to save battery.

3.3 My computer (or CREATE) crashes every time I run CREATE!

First, if the software regularly crashes or hangs then check if there are newer drivers available for your graphics card from the card vendor as this type of problem often related to the combination of operating system version and graphics driver. Most serious crashes reported to us are caused by driver problems, especially after an operating system update. Contact HVRC CREATE Support for advice if neither updating the driver nor the tips outlined below resolve the issue.

3.4 CREATE crashes when I try to save a snapshot!

The cause of this is the same as for the question above. This was an issue in the past on early "integrated graphics" chipsets that did not provide fully compliant 3D support. It could still be an issue if you are running on a computer with limited 3D graphics support. Some computers (mostly laptops) provide a power-saving mode where so-called integrated graphics are used, so take care to use the best-performance option in order to use the best graphics capabilities of your system.

3.5 I'm having problems communicating with a HVRC CREATE Server!

If you are able to log onto a HVRC CREATE Server but some communication with the server is failing, then the most likely reason is that you are running anti-virus software that is filtering the communication. See the "troubleshooting" note "Question: Are you are you running anti-virus software that is blocking or monitoring web-traffic?" in questions 2.12 above.

3.6 My computer is creating corrupt or incorrect snapshots

On some Windows 11 systems with hybrid graphics (integrated and dedicated GPUs), offscreen rendering used for features such as screenshot rendering may not work correctly when the application runs on the integrated GPU. Configuring the application to always use the high-performance GPU can resolve these issues.

1. Open Settings > System > Display > Graphics.
2. Click Add desktop app, browse to the application's executable (.exe), and add it. If it is already listed, simply select it.
3. Click Options.
4. Choose High performance and click Save.

This setting instructs Windows to use the dedicated high-performance GPU for the selected application whenever possible.