p.d Support

Common issues and resolutions for when using p.d.

Remote Desktop Issues

Using p.d over Remote Desktop can lead to a few issues if the host computer is not configured properly. Below are the most common issues and how to resolve them when using p.d in this scenario:

LoadLibrary failed

- **Error:** “LoadLibrary failed with error <#>: The parameter is incorrect”
- **Explanation:** The work station video drivers are not loading properly due to a RDP (Remote Desktop Protocol) connection. p.d requires OpenGL, but many older graphics drivers to not support OpenGL over RDP.
- **Solution:**
    1. Option 1: Have the user login at the actual work station an not use RDP.
    2. Option 2: Update the video drivers. Recent (~2020) video driver updates may have included support for RDP OpenGL acceleration. In the past only workstation level graphics cards (e.g.: NVIDIA Quadro) supported OpenGL over RDP, but now other graphics cards (e.g.: NVIDIA GeForce) have been updated to also support this.

Unstable p.d crashes AND/OR Missing CT Images and Structures

- **Error:** p.d may crash while performing specific tasks (e.g.: designing a bolus) and/or the CTs and structures are not displayed
- **Explanation:** The work station may contain outdated libraries or drivers that conflict with the p.d library requirements.
- **Solution:**
    1. Option 1: Put p.d into Windows 7 compatibility mode. Open p.d and from the main menu open the “About p.d…” dialog and select the option to “Set Windows 7 Compatibility Mode”.
    2. Option 2: Right click the p.d executable, open the Properties option, select the Compatibility tab, and set the executable to run in Windows 7 compatibility mode.