HEXAGON

myVGL

System requirements

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Introduction

myVGL is a software for the visualization and documentation of voxel data projects (*.vgl*, *.vgarchive*, or *.mvgl* files) created in VGSTUDIO MAX, VGSTUDIO, or VGMETROLOGY. It is used in a variety of areas, such as industrial CT, medical research, life sciences, animation, and many others.

Table 1-1: Product details

Feature	Description
Product name	myVGL
Release	2025.1
Document ID	SystemRequirements-1039-v024-001-en

System requirements

Operating system

The software supports the following operating systems:

Table 2-1: Supported operating systems

Platform	Operating System
Windows:	Windows 10 Enterprise 64 bit
	Windows 10 Professional 64 bit
	Windows 11 Enterprise 64 bit
	Windows 11 Professional 64 bit
Linux[a]:	Ubuntu 22.04 LTS 64 bit

[a] The following functions are not available under Linux: viewing an OCR analysis, reporting via Excel, and saving AVI/ASF movies.

Processor

- Minimum:

    x86-64 CPU with instruction set SSE 4.1.

☞ ARM processors are not supported.

- Recommended:

    Performant Intel or AMD multi-core processors, e.g., Intel$^®$ Core™ i7 or i9 or Xeon$^®$ Gold processors with 3 GHz or higher.

RAM

myVGL requires a minimum of 4 GB free memory. However, the actual free main memory needed to load a complete project depends on the size of the data set as well as the analyses performed and will usually be significantly higher. To allow viewing a large project on a system with minimal memory, myVGL offers options to load a subset of analyses and objects. Typical for industrial use is a PC with at least 64 GB RAM. Higher RAM clock speeds are recommended.

Graphics card

- Minimum:

A dedicated built-in NVIDIA or AMD graphics card with at least 2 GB VRAM, OpenGL 3.3 support, and—for Windows operating systems—the latest WHQL driver.

- Recommended:

  A dedicated built-in NVIDIA or AMD graphics card with at least 8 GB VRAM, OpenGL 4.1 support, and—for Windows operating systems—the latest WHQL driver.

☞ Onboard graphics chips (integrated graphics processors) are not supported.

☞ Make sure to have the latest driver version for your graphics card installed.

Display

The minimum resolution is 1400 x 1050 at 100% scale; the recommended resolution is 1920 x 1080 at 100% scale.

The actual display resolution results from the display scale multiplied by the minimum resolution. This means that for a display scale of 200%, you should use a display resolution of at least 2800 x 2100.

myVGL supports 4K monitors.

Mouse

To be able to use the software in full, you need a 3-button mouse with a scroll wheel.

Swap space

The available swap space should have the same order of magnitude as the RAM. If available, we recommend that you place the swap partition on an SSD.

Deactivating the swap space may cause the system to crash.

Disk space

Make sure to have sufficient free disk space in the directory for temporary files (for the path, see **File > Preferences > General > Expert**). If there is less than 1 GB available in this directory, a warning message will be issued. This message is also issued if this directory has been deleted.

User rights

Make sure every user either has user or administrator rights. The software might not work on guest accounts.

Running several instances of the software

Problems may arise when you run more than one instance of the application.

Typical problems involve the user interface, such as incomplete or misplaced interface elements or errors in the display of images. User settings like presets or workspace layout may inadvertently be overwritten. Processor capacity, graphics card memory, and main memory will be shared between instances of the application and may prove insufficient. This may result in dramatically low system performance or even application crashes, especially if parts of the information need to be swapped to disk due to high memory consumption.

Virtual machines

Use on virtual machines is possible. Virtual machines must meet the same hardware and operating system requirements as physical machines and provide access to a dedicated GPU.

Third-party software

The optional reporting functions using an Excel add-in support the following Microsoft® Excel versions:

- Microsoft® Excel 15 (part of Microsoft® Office 2013), 32 bit
- Microsoft® Excel 16 (part of Microsoft® Office 2016, Microsoft® Office 2019, Microsoft® Office 365, and Microsoft® Office 2021), 32 bit

64-bit versions of Microsoft® Excel are not supported.

Using the Excel add-in for reporting is currently only supported for Windows.

Troubleshooting

The table below lists some common problems and their solutions.

Table 3-1: Troubleshooting

Problem	Possible cause	Possible solutions
Rendering problems occur, e.g., the 3D window is not (correctly) displayed, saved images are faulty.	• An outdated graphics card driver is installed.	Download and install the latest driver for your graphics card.
	• An onboard graphics card is installed.	Onboard graphics cards are not supported. Deactivate the onboard graphics card in the BIOS in order to use the dedicated graphics card (if available).
	• The installed graphics card is not recognized correctly.	In **File > Preferences > General > Expert > Hardware renderer**, check the **Memory override** option and manually set the correct memory of your graphics card.
The performance is low.	There is not enough RAM available due to other applications running at the same time.	Close all other applications when running myVGL.
The performance is extremely low with large data sets.	The size of the data sets exceeds the installed RAM, data is swapped on hard disk.	• If possible, install more RAM. • Reduce the size of the data set (for example, by using suitable import settings).
The application crashes when working with large data sets.	The size of the data sets exceeds the installed RAM, the swap space is not activated or too small.	• Activate the swap space. • Enlarge the size of the swap space to about the order of magnitude of the RAM. • Install more RAM. • Reduce the size of the data set (for example, by using suitable import settings).

Problem	Possible cause	Possible solutions
The application crashes when you save large image stacks (NVIDIA graphics card).	There is an incorrect implementation of OpenGL in the graphics card driver.	Download and install a more recent driver for your graphics card.
On a notebook with two graphics cards: The application crashes before or while showing the splash screen.	Automatic switching between the graphics cards does not work properly.	Deactivate the onboard graphics card in the BIOS in order to use the dedicated graphics card of the notebook.
An installed codec is not visible in the codec selection when saving a *.avi* file.	• The codec is not compatible with the selected settings of the avi.	• Change the settings for the *.avi* file, e.g., frame size, frame rate (fps). In many codecs, the width and height of the image must be a multiple of 2. • Select a different codec.
	• A 32-bit version instead of a 64-bit version of the codec is installed.	• Install the 64-bit version of this codec. • Select a different codec.
The application crashes when you try to save an animation to a *.avi* file using a third-party codec package.	Most codecs are continuously being developed and are not always free of bugs.	• Select a different codec of this codec package to save the animation to a *.avi* file. • Use a different codec package. • Render the animation as an uncompressed *.avi* file or an image stack and convert it to a compressed *.avi* file using a third-party software (e.g., VirtualDub).
When double-clicking a *.vgl* file in the Windows Explorer, it is not opened by myVGL.	*.vgl* files are not linked to the executable of myVGL.	Re-install the software.
myVGL does not start for a user with administrator rights.	The message "Do you really want to run the program as administrator or elevated process?" was answered with **No** and the **Never show this dialog again** checkbox was checked.	Delete the *settings_myvgl2025.1.ini* file in the *C:\Users\<user name>\ AppData\Roaming\ Volume Graphics* directory.
myVGL is working locally but cannot be accessed remotely.		Contact your IT department to check your remote setup.