

# Pyramix v12 (or above) does not start (no splash screen displayed - no error message)

## Problem

You have installed Pyramix v12 (or above), and when you click on the icon to start Pyramix, you only see the hour-glass appear beside the mouse cursor. The startup Splash screen is not displayed, nor any error message (except in Windows Event Viewer)

## Solution

Since Pyramix 12 (and Ovation 8), a 4th generation Intel Core Processors is required (i5 or i7 4XXX and higher) and the program will not launch on previous CPU generation.

The CPU must be able to handle AVX2 instructions.

You may consult our [validated computer hardware specifications](#).