

Preview window remains black or transparent - DirectDraw error

VCube 7 and above (OpenGL)

Problem

The preview window is black or transparent when VCube is starting.
TimeCode cannot be displayed in the preview.

Solution

VCube uses OpenGL for its preview, and it has some requirements to work properly

1. Install a driver for your graphic card, whether its PCIe, PCI or on-board.
Windows standard VGA adapter driver is not suitable.
2. Your graphic card must be able to use OpenGL. Consult your graphic card manufacturer documentation, and update your driver.

VCube 6 and previous versions (DirectDraw)

Problem

The preview window is black or transparent, and you get a DirectDraw error message when VCube is starting.
TimeCode cannot be displayed in the preview.

Solution

VCube uses DirectDraw for its preview, and it has some requirements to work properly

1. Install a driver for your graphic card, whether its PCIe, PCI or on-board.
Windows standard VGA adapter driver is not suitable.
2. Windows display mode should be set to Windows Basic mode.
Right click on your desktop and select Personalize.
Choose Windows 7 Basic theme.
3. Windows 8/10 do not support DirectDraw technology anymore, VCube versions prior to v7 are not compatible with Windows 10.