Content Type	Support Article
Article #	000034358
Title	Problem to create/load an XGOEM in E3D 3.1 fix 5 or fix 6 - (191,900) Unable to initialise Point Cloud Manager
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Problem to Create/Load an XGEOM in ED3 3.1 using Fix 5 or Fix 6

Error when trying to load/create an XGEOM in E3D 3.1 using Fix 5 or Fix 6:

```
(191,900) Unable to initialise Point Cloud Manager. Please ensure your graphics-card drivers are up to date
```

Solution

Check if the machine is up to date or has the prerequisites as mentioned in the [AVEVA E3D Design 3.1.6 Release letter](#).

Prerequisite for this Release (Operating System)

A 64-bit operating system is required for the installation of AVEVA™ E3D Design 3.1.6.0 for the visualisation and use of laser data in the application.

Required Operating System*[1]
- Windows® 10 (64-bit) (version 19042 or higher).
- Windows® Server 2019 (version 1809).
- Windows® Server 2016 (version 1607).
- Microsoft .NET 5.0.*[2]

*[1] AVEVA does not support the installation of AVEVA E3D Design 3.1 software and\or Projects on to disk volumes with Short\8.3 file name format disabled. Please ensure that Short\8.3 file name format is enabled on all relevant volumes before installation. Please refer to Knowledge Base item TN000032958 for further details.

*[2] AVEVA E3D Design 3.1.5 (onwards) requires the latest version of .NET 5.0 and associated Microsoft Visual C++ 2015-2022 Redistributable (x86) & Microsoft Visual C++ 2015-2022 Redistributable (x64). This requirement is to support the upgrade of the product to utilize AVEVA Point Cloud Manager 5.7.0.4 and above.

Please note that recommended/supported hardware and software configurations are constantly subject to review; please consult the AVEVA support web pages for the latest recommendations.
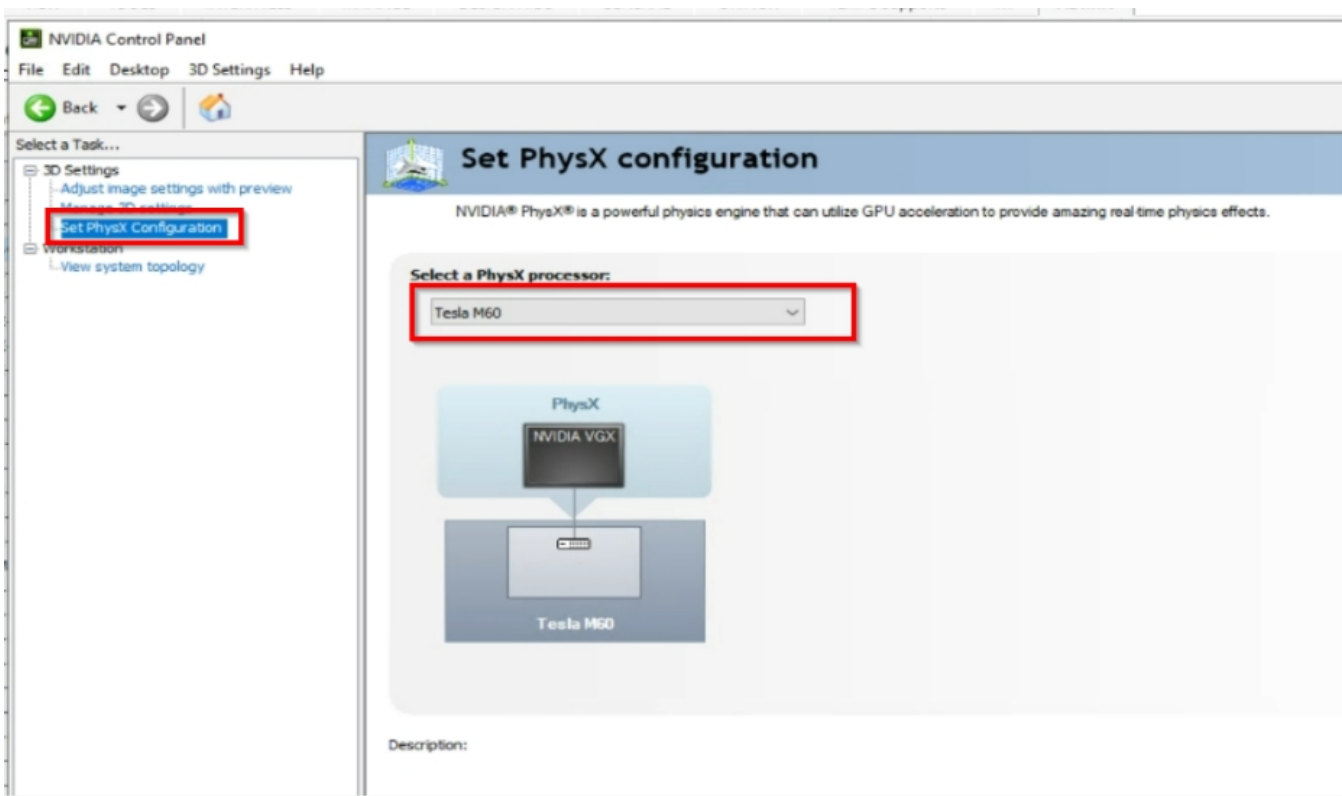
Figure 1: Release letter

If the prerequisites are sufficient, the drivers are up to date, and the problem persists, uninstall the Fix 5/6 and use Fix 4 of E3D 3.1.

In case none of above solves the issue, check if E3D APCM component really gets the correct graphic card.
You must search, open and check LFM_RunX.log files (where X is A,B,C, D etc).

Here below it gets the wrong card:

For Nvidia Graphic Cards you can force the correct card as follows:

And now E3D works correctly:

File Edit Format View Help

```
0: 2024-01-22 12:42:07: AVEVA Point Cloud Manager v5.11.0.1 has started.
1: 2024-01-22 12:42:07: Copyright 1996 to 2022 AVEVA Group plc and its subsidiaries. All rights reserved.
2: 2024-01-22 12:42:07: ZFC library version: 01.00.00.06
3: 2024-01-22 12:42:07: System Information: {
4: 2024-01-22 12:42:07:        Microsoft Windows 10
OS id 2 10.0 -

5: 2024-01-22 12:42:07:        Processors: 12
6: 2024-01-22 12:42:07:        Memory: {
7: 2024-01-22 12:42:07:                114687 MB RAM Total
8: 2024-01-22 12:42:07:                109822 MB RAM Free
9: 2024-01-22 12:42:07:        }
10: 2024-01-22 12:42:07:        QT: {
11: 2024-01-22 12:42:07:                Plugin path: Not defined
12: 2024-01-22 12:42:07:                Library Path Count: 1
13: 2024-01-22 12:42:07:                Values: C:/Program Files/LFM Software/AVEVA Point Cloud Manager/binx64

14: 2024-01-22 12:42:07:        }
15: 2024-01-22 12:42:07:        Display: {
16: 2024-01-22 12:42:07:                Virt Screen Resolution: 1716 x 910
17: 2024-01-22 12:42:07:                Primary Work Area: 1716 x 870
18: 2024-01-22 12:42:07:                Monitors: 1
19: 2024-01-22 12:42:07:        }
20: 2024-01-22 12:42:07:        Remote Desktop: Yes
21: 2024-01-22 12:42:07:        Graphics Card: {
22: 2024-01-22 12:42:07:                Graphics card: Tesla M60/PCIe/SSE2
23: 2024-01-22 12:42:07:                Driver version: 4.6.0 NVIDIA 537.13
24: 2024-01-22 12:42:07:                OpenGL major version: 4
25: 2024-01-22 12:42:07:                OpenGL minor version: 6
26: 2024-01-22 12:42:07:                8192 MB of GPU memory found (7932MB free).
27: 2024-01-22 12:42:07:        }
28: 2024-01-22 12:42:07: }
29: 2024-01-22 12:42:09: Using LAAS licensing
30: 2024-01-22 12:42:27: Licence acquired.
31: 2024-01-22 12:42:29: Starting modern interface...
32: 2024-01-22 12:42:32:
```