



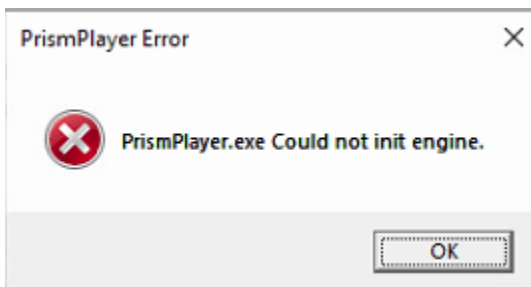
Prism Known Issues (December 2024)

1. Prism/Prism Zero v1.3 adding/removing layers with Synergy

In Prism and Prism Zero v1.3, layers can be added or removed only **before connecting to Synergy**. While Prism and Titan are connected via Synergy, it is no longer possible to modify layers

2. Graphic card not supported (All apps)

App will show error at start:

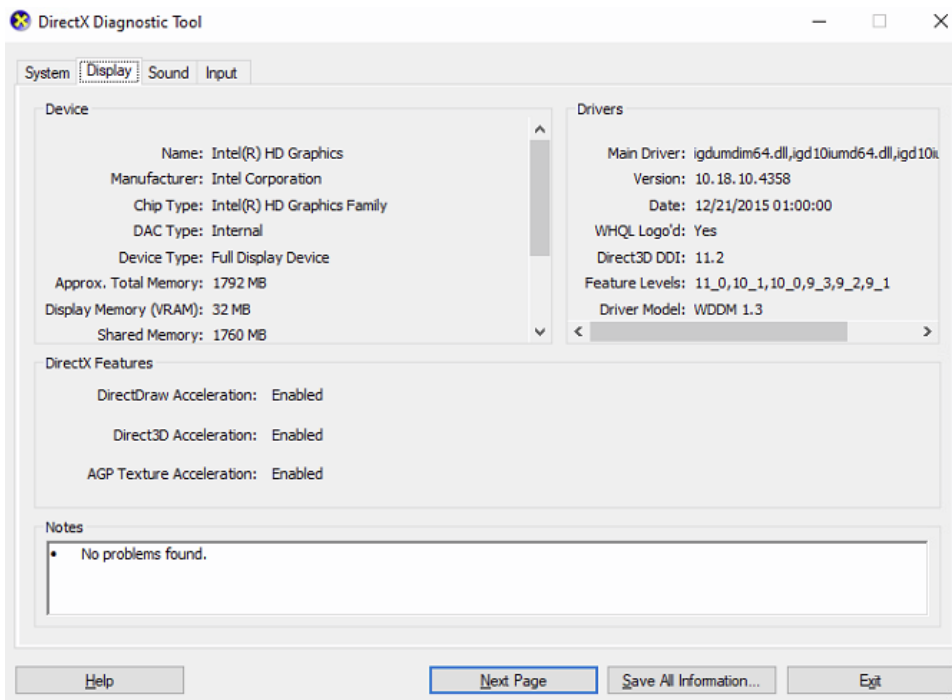


Log:

[2022-07-06 14:15:28.978] [Debug Prism Player] [info] Gathering graphics

[2022-07-06 14:15:29.093] [Debug Prism Player] [error] ***get_supported_adaptors failed***

Check the feature level on DXDIAG, it must be 11_1 or above:

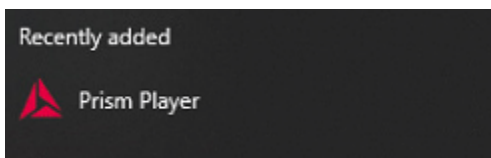


This GPU is not supported: Prism engine cannot run.

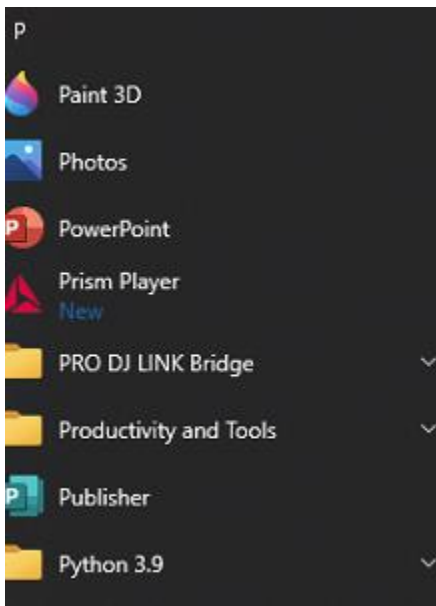
3. Prism Player 1.0 leaving a broken shortcut on uninstall

This occurs on both uninstalling Prism Player 1.0 or on upgrading to Prism Player 1.1.

Start-up menu will keep showing:



Or



On launching it could show:



It is safe to remove the broken link.

4. Intel GPU 4th Gen does not support DirectX12

Prism (any) will not play media and fill logs with Present error

```
[2022-07-11 17:58:49.482] [Prism Zero] [info] HR Failed - Function: phantom::graphics::dx12::render_context::present
Line: 299
File: D:\Source Code\Prism\Engine\PhantomGraphics\PhantomDX12RenderContext.cpp
Time: 10:35:51

[2022-07-11 17:58:49.482] [Prism Zero] [warning] std::exception caught
[2022-07-11 17:58:49.482] [Prism Zero] [info] HR Failed - Function: phantom::graphics::dx12::render_context::present
Line: 299
File: D:\Source Code\Prism\Engine\PhantomGraphics\PhantomDX12RenderContext.cpp
Time: 10:35:51

[2022-07-11 17:58:49.482] [Prism Zero] [warning] std::exception caught
[2022-07-11 17:58:49.483] [Prism Zero] [info] HR Failed - Function: phantom::graphics::dx12::render_context::present
Line: 299
File: D:\Source Code\Prism\Engine\PhantomGraphics\PhantomDX12RenderContext.cpp
Time: 10:35:51
```

On some old intel cards this is due to latest driver not supporting DirecX12:

Starting with driver 15.40.44.**5107** applications that run exclusively on DirectX* 12 API no longer work with the following Intel Graphics Controllers:

- 4th Generation Intel® Core™ Processors with Intel® Iris™ Pro Graphics 5200
- 4th Generation Intel® Core™ Processors with Intel® Iris™ Graphics 5100
- 4th Generation Intel® Core™ Processors with Intel® HD Graphics 5000/4600/4400/4200
- Intel® Pentium® and Celeron® Processors with Intel® HD Graphics based on 4th Generation Intel® Core™

A potential security vulnerability in Intel® Graphics may allow escalation of privilege on 4th Generation Intel(R) Core(TM) processors. Intel released a software update to mitigate this potential vulnerability. In order to mitigate the vulnerability, DirectX 12 capabilities were deprecated.

If you need DirectX 12 applications running on these processor's graphics you can downgrade the driver to version [15.40.42.5063](https://www.intel.com/content/www/us/en/download/18369/28662/intel-graphics-driver-for-windows-15-40.html) or older.

<https://community.intel.com/t5/Graphics/D3D12-busted-on-Intel-4th-GEN-15-40-46-5144-drivers/m-p/1222536#M90959%3Fwapkw=15.40.44.5107>

<https://www.tomshardware.com/news/intel-disables-directx-12-on-haswell>

Also <https://github.com/gfx-rs/wgpu/issues/849>

Latest supported drive: <https://www.intel.com/content/www/us/en/download/18369/28662/intel-graphics-driver-for-windows-15-40.html>

5. Missing .net 4.8 on launching Prism Zero

HealthCheck requires .net 4.8, Prism Zero (1.0.17.5) will install the offline one, if .net is still not installed at launch here links for manual install:

.net 4.8 offline installer:

<https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-offline-installer>

All .net 4.8 installers:

<https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48>