

What do I do if I See the Following Error? “Error: Cannot initialize renderer (0x800XXXXX)”



Solution

The version of Direct X that the SentryVMS Client attempts to use by default is not supported by all graphics hardware. In cases where your graphics card does not support the version being used you must change the version of Direct X or disable it.

You can change the version or disable Direct X in the SentryVMS Client in the General Tab of the SentryVMS Client options.

1. Go to Tools > Options in the SentryVMS Client.



2. Try all available Direct X versions before *disabling.
3. Restart the SentryVMS Client after applying the new setting.