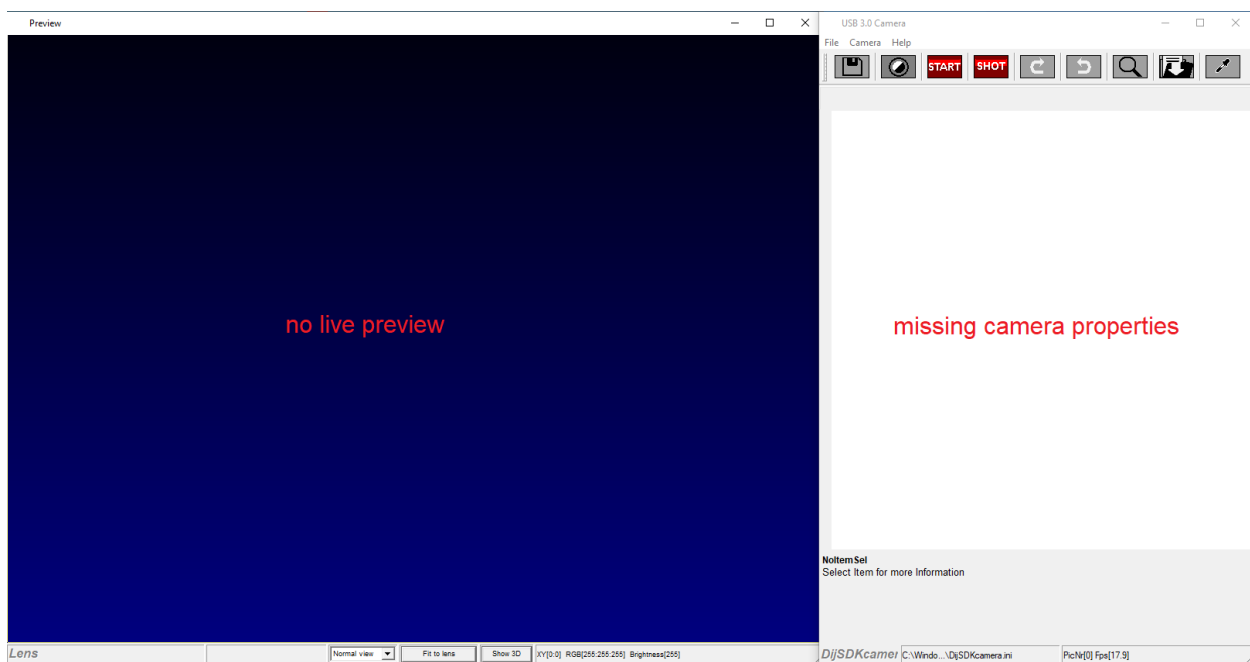




FAQ - JENOPTIK GRYPHAX® How to fix issue with no camera preview with 3rd party drivers?

In the unlikely case of no live preview from camera and missing camera properties – no sufficient driver settings files or missing driver settings file are found by 3rd party driver.

Screenshot error – no live preview & missing camera properties:



Please check whether the correct files and folder are correct installed during driver installation as follows.

- Driver settings target location: C:\Users\\AppData\Roaming\DijSDK
- Driver settings file: DijSDKcamera.ini

Note: When changing the Windows user, make sure that the driver settings files are available for each user at the target location under user's name.



Solution:

Manually copy of missing settings file to the driver settings target location.

The missing file are already on drive and located at the GRYPHAX installation target folder under: "C:\Program Files\Jenoptik\GRYPHAX-V2.x.x.yyy\HighLevelDrivers\twain_32\ini"

Copy & Paste the file "DijSDKcamera.ini" to folder:

"C:\Users\\AppData\Roaming\DijSDK"

Download latest **GRYPHAX application including 3rd party drivers** from our official GRYPHAX software download portal.

Free download after registration:

<https://www.jenoptik.com/products/cameras-and-imaging-modules/microscope-cameras/progres-gryphax-usb-30-microscope-workstation/registration-software-download>

Latest GRYPHAX **software manual** within all new feature and tools is download able from the link below:

<https://www.jenoptik.com/-/media/websitedocuments/optics/progres/software-gryphax/software-manual.pdf>

Learn more about JENOPTIK GRYPHAX[®] software and the easy workflows and tools.

Watch our video tutorials.

VIDEO TUTORIALS

HELPFUL? We appreciate your feedback.

FEEDBACK

We looking forward to hearing from you and remain sincerely,

Your JENOPTIK GRYPHAX[®] Team