

[FAQ]

Why does the Directdraw Overlay error message pop up when I start the GV-System?

Release Date: 10/13/2010

Applied to

GV-System of all versions

Question

When I start the GV-System, the error message “*Directdraw create Overlay failed!*” will pop up.

Answer

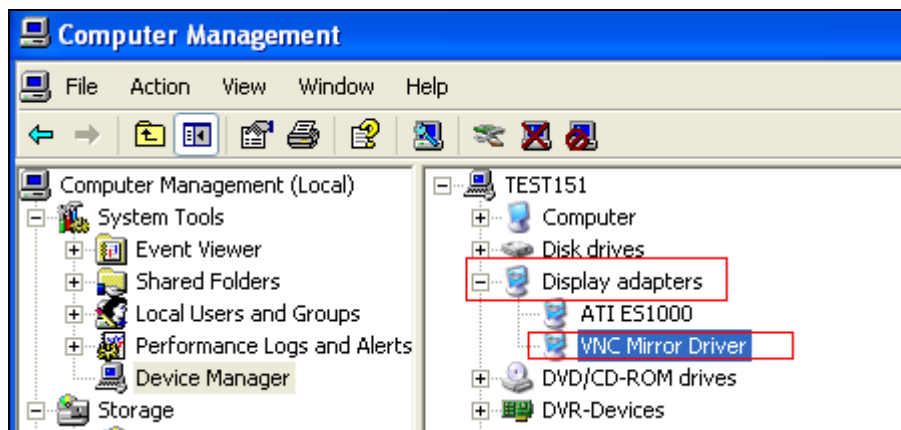
The problem occurs because of one of the following reasons:

1. The VGA card does not support Directdraw Overlay function, or the VGA card driver file is corrupted.
2. If the VNC (Virtual Network Computing) server software is installed on the same computer, the VNC's video hook driver (Mirror Driver) may take control of the Directdraw Overlay application.

How to do

To fix the problem, try one of the methods:

- A. Make sure that the VGA card supports Directdraw Overlay function. If not, upgrade the VGA driver to support it. You can visit Intel's website to download and upgrade the VGA card driver from the [Download Center](#). It is suggested to upgrade the driver to **DirectX 9.0 and later** for better Directdraw Overlay quality.
- B. If the VNC software is installed, disable the VNC's video hook driver (Mirror Driver):
 1. Go to the **Control Panel**, select **Administrative Tools**, select **Computer Management** and then select **Device Manager**.
 2. Under **Display Adapters**, right-click the VNC video hook driver (Mirror Driver) to disable it. The example illustrated below is from the version of WinVNC4.



3. Restart the computer to apply the settings.