| **Questions** | **Answers (N/A if not applicable)** |
| --- | --- |
| Does your system meet the game’s minimum system requirements? | Yes |
| Did you already installed the Intel Graphics Driver latest release found at [Intel® Graphics – Windows\* DCH Drivers](https://www.intel.com/content/www/us/en/download/19344/intel-graphics-windows-dch-drivers.html)? | Yes, 31.0.101.4032 |
| Please provide your system information by attaching the following file:1. Download the [System Support Utility](https://www.intel.com/content/www/us/en/download/18377/25293/intel-system-support-utility-for-windows.html) tool to the system where the issue occurred.
2. Run SSU.exe. Select "Everything". Then click Scan.
3. Save the data to the text file and attach it to this report.
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| Please describe your issue as accurately as possible. | framerate is so low (10-30) that the game is totally unplayable like watching slides using DXVK can see framerate goes up to 90 but it crashes soon after starting to render for about just 3 seconds |
| What distribution service did you get the game from?(example: Steam / Origin / Epic / XboxGamePass / UbisoftConnect) | Epic/UbisoftConnect |
| Please provide the game's graphic/video settings when the issue occurs. | Graphic Quality: High Resolution: 2560x1440 Vsync (On/Off): Off Display (Fullscreen / Windowed/ Borderless Windowed): either of above |
| Please let us know which game API was been used when the issue occurred(examples: Vulkan, DX11, DX12, OpenGL, etc...) | DX11 |
| Is the power cable plugged in or not?(running on AC power or Battery?) | Desktop, not laptop |
| Please provide steps to replicate the issue. These **steps** are **very crucial** to finding the root cause and fix.A screenshot to illustrate the issue is a huge plus. A video of the failure is even better! Attach to the post or provide the YouTube link. | simple, just launch and run the game |