IMPORTANT - Default level information...

(intel)

Diese Diskussion wurde gesperrt   Bryce@Intel 414 Einträge seit 17.06.2015

IMPORTANT - Default level information for reporting Graphics issues 31.05.2018 08:59

Hi All,

IMPORTANT Update: To clean up the Gfx community, we will be moderating threads & posts that are duplicate or incorrectly posted. Please do your part in supporting the community by thoroughly searching for your question/concern before creating a new thread. *Duplicates may result in your post to go unanswered, closed, or deleted without further warning.*

If you have an observation to report, please be sure to fill out this information as complete as possible.

[copy and paste it to a new thread OR within an existing thread 'reply' and copy +paste this to fill in]

If something doesn't apply, simply indicate NA. This level of information is necessary for issues to be reproduced and investigated.

There are a lot of experienced people in the communities; this information may also help these other users to help answer your questions.

We appreciate your assistance in making Intel products better for all.

-- Finding the Attach a File option ---

To attach a file, you must click "Use Advanced Editor" in the top right corner of the response box, then the "attach" option will appear in the bottom right corner of the response box.

Description	Provide a detailed description of the issue	HDR cannot be enabled.
	Please place an X to the right of the option showing how often you see this issue using specific steps. (Ex: 'Every few times a game is started it flickers.' <- This would be "Often")	Always (100%): X Often (51-99%): Sporadic (20-50%): Very Sporadic (<20%):
Hardware (HW)	Brand and Model of the system.	Gigabyte GB-BKi7HA-7500
	Hybrid or switchable graphics system? ie Does it have AMD or NV graphics too?	No.
	Make and model of any Displays that are used to see the issue (see note2 below). LFP = Local Flat Panel (Laptop panel) EFP = External Flat Panel (Monitor you plug in)	LG OLED 55 B7D (latest Firmware)
	How much memory [RAM] in the system (see note2 below).	16 GB

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	Provide any other hardware needed to replicate the issue. ie: Cables&brand, cable type [vga, hdmi, DP, etc], dock, dongles/ adapters, etc	OMARS Premium certified HDMI Cable (2m)
	Hardware Stepping (see note1 below).	PCI\VEN_8086&DEV_5916&SUBSYS_10001458&REV_02 PCI\VEN_8086&DEV_5916&SUBSYS_10001458 PCI\VEN_8086&DEV_5916&CC_030000 PCI\VEN_8086&DEV_5916&CC_0300
Software (SW)	Operating System version (see note2 below).	Windows 10 x64 (Build 1803)
	VBIOS (video BIOS) version. This can be found in "information page" of CUI (right click on Desktop and select "Graphics Properties".	
	Graphics Driver version; for both integrated Intel and 3rd party vendors (see note2 below).	Intel HD 24.20.100.6136
	SW or Apps version used to replicate the issue.	PowerDVD 17 Ultra
Configurations	Single display, clone, or extended (see note2 below).	Single Display
	Display resolution & refresh rate setting of each display (see note2 below).	3840 x 2160
	AC or DC mode, i.e. is power cable plugged in or not?	DC Mode, Power Cable plugged
How to repro	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.	1. Install newest drv. 2. Activate HDR and WCG 3. Doesn't switch to HDR! 4. HDR playback with PowerDVD17 not possible but regular UHD playback without problems! 5. ...

Note1:
1. Go to "Device Manager". Double click on "Display adapters", right click on "Intel(R) HD Graphics…" and select "Properties", select "Details" tab, select "Hardware Ids" in Property drop-down box. Capture this info (save as screenshot) and include as an attachment in the Intel Community Forum posting.

NOTE2:

   Please follow these instructions below to collect info for the 3 areas. This greatly helps engineering with replicating the issue and investigating and is a requirement from them.

Intel SSU (System Support Utility): (Note - This is a new Intel tool that will eventually incorporate gathering all the data needed in one click. Targeting end of year to be fully featured. Until then, please provide the DxDiag and DispDiag as well)
Download Intel® System Support Utility
   1. Download the utility
   2. Run the exe and select 'Scan'
   3. Save and include as an attachment int he Intel Community Forum

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<u>DxDiag Instructions:</u>
1. Click on the "Start Menu" -> Type "DxDiag" -> Press "Enter" -> Wait for the DirectX Diagnostic Tool to finish loading
2. In the DirectX Diagnostic Tool, click "Save All Information" -> Save the file DxDiag.txt
3. Include DxDiag.txt as an attachment in the Intel Community Forum

<u>DispDiag Instructions</u>*:*
1. Click on the "Start Menu" -> Type "cmd" -> Then a command shell window will open
2. In the command shell, type "dispdiag -out %homepath%\Desktop\DispDiag-Intel-Issue.dat" -> The command shell will output something similar to "Dump File: C:\Users\[username]\DispDiag-########-######-#####-#####.dat"
3. Locate the .dat file on your desktop and include DispDiag-Intel-Issue.dat in the Intel Community Forum

-- This post ends here --

Additional resource for reference/reading:

Basic troubleshooting suggestions and how to get better assistance from the community.

Tags: reporting, diagnostic report, windows troubleshooting, drivers driver, driver issues