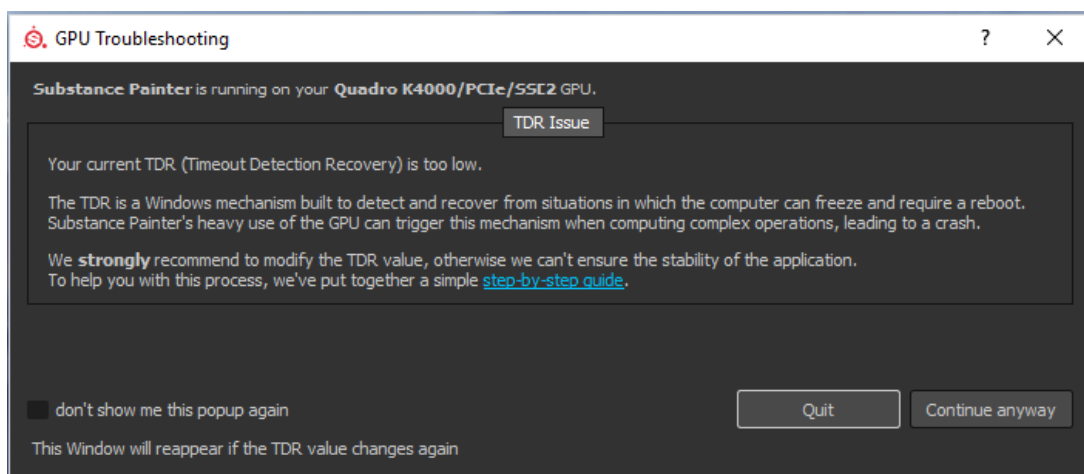


TDR (Timeout Detection Recovery) is too low (Substance Painter)

CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

Issues with Substance Printer

While opening large files, Substance Painter requires a higher timeout or else you won't be able to load large files.



SOLUTION

Open the Registry Editor as an Administrator (regedit)

1. Navigate in the tree on the left of the Registry Editor window and go to:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\GraphicsDrivers
2. If **TdrDelay** doesn't exist, do a right-click > new > DWORD (REG_DWORD) in the right pane of the window. Name it **TdrDelay** and open it up, set the value to 60 (in decimal mode).
3. If **TdrDdiDelay** doesn't exist, do a right-click > new > DWORD (REG_DWORD) in the right pane of the window. Name it **TdrDdiDelay** and open it up, set the value to 60 (in decimal mode).