



AfterShot fails to launch or crashes due to OpenCL or hardware acceleration problem.

- AfterShot Pro
- AfterShot

Symptoms:

AfterShot closes or hangs at the splash screen. An examination of AfterShotPro.log reveals that the issue occurs as OpenCL is being initialized.

Cause:

A video driver not responding as expected causes this issue. AfterShot uses the video card for hardware acceleration.

Resolution

Resolution 1)

The first, best fix for this is to reach out to your computer manufacturer or the company who made your video card and get the most recent driver.

Resolution 2)

If that doesn't fix it or isn't possible, we can prevent the error by turning off hardware acceleration in the video card driver. Here's how:

This fix involves editing the Windows registry. It is important to back up the registry prior to making any changes. Please follow this article from Microsoft to backup the registry:

[How to back up and restore the registry in Windows](#)

Now, follow these steps:

If AfterShot was working, then stopped working, and there have been no recent system updates, try resetting AfterShot's settings first:

[185368 How to reset AfterShot to factory defaults in Windows](#)

If the reset didn't help, or there was a recent system update, try these steps. They will disable OpenCL on the computer:

1. Close AfterShot / AfterShot Pro:
2. Press Win+R on the the keyboard to open the Windows RUN prompt
3. Type "REGEDIT" in the Run prompt and click OK.
 1. Registry Editor opens.
4. Using the left-hand column, browse to HKEY_LOCAL_MACHINE\Software\Khronos\OpenCL
5. If you don't see a "Vendors" folder (key) under OpenCL, double click on OpenCL.
6. Right click on Vendors and choose "Rename"
7. Type "Vendors-Old". If Vendors-Old exists, type "Vendors-Old-1" and so on.
8. Press the "Enter" key on your keyboard to save the change

- 9. Close Regedit
 - 10. Retry AfterShot.
-

© 1985-2024 Corel. All rights reserved.