

# Troubleshooting

1.

## First things first

- **Disable any overclocking!**
- **Add Kryptex to the Antivirus exclusion list**
- **Update your GPU drivers: NVIDIA GeForce | AMD Radeon**
- **Make sure you have enough virtual memory:**  
Set page file size to be equal to the amount of total GPU memory of all cards combined
- **Re-run Kryptex benchmark**

2.

## Check the Network

- Use a cable to directly connect your PC to a network
- Add Kryptex to the Firewall exceptions
- Try using a VPN

## BIOS setup

- Turn on "Above 4G Decoding" in BIOS
- Try setting PCIe speed to 2.0 or 1.1
- Turn the integrated GPU off

3.

## Other issues

### Got multiple GPUs?

Turn SLI or Crossfire off

### Got AMD+NVIDIA combined?

Leave GPUs of one manufacturer only

### Got Windows 10?

Install the Anniversary Update

### Got AMD cards older than RX5\*\*/RX4\*\*?

Use Catalyst 15.12 driver

### Got Nvidia 750(Ti) or 9xx?

Turn on "Optimize for compute" and set "DSR-Factors" to 2.0x using Nvidia Control Panel

**Message us! We are here to help you:**

**[support@kryptex.org](mailto:support@kryptex.org)**