

Message: 3D Viewer did not exit properly the last time it was open.

Reference Number: **KB-03083**

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The information in this article applies to:



QUESTION

When I launched the 3D Viewer app on my mobile device, a box appeared with this message:

- "3D Viewer did not exit properly the last time it was open. Would you like to submit an error report?"

What does this mean?

ANSWER

The Send Error Report Alert will open when you launch the 3D Viewer if the app did not close normally the last time it was used. To learn about the problem that occurred, we would appreciate it if you would click the Send Report button.

One common cause of an improper shutdown is memory. To avoid memory issues when using the 3D Viewer, there are several things that you can do:

- Turn off Anti-Aliasing in the app. To do this, tap the Settings button and select View.
- Turn off High Definition Mode. Tap the View button to access the Render Quality setting.
- Quit other apps running on your device.
- Export a new version of the model that has fewer surfaces and fewer and smaller textures. See the Related Articles, below.


If the model was shared to you by another party, you may want to ask them to share a new version with fewer surfaces and fewer and smaller textures.

Related Articles

 [Optimizing a Chief Architect Plan for Export to the 3D Viewer \(/support/article/KB-03044/optimizing-a-chief-architect-plan-for-export-to-the-3d-viewer.html\)](https://support/article/KB-03044/optimizing-a-chief-architect-plan-for-export-to-the-3d-viewer.html)



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