
SMILE GAME BUILDER

Support: FAQ

We've compiled support information. If you have any questions, start by checking this PDF!

About System Environment

■ What is required system environment?

Please look at this page for detailed information.

<https://smileboom.com/en/product/sgb-info#system-requirements>

■ Can I use it for Mac? Are you planning to release the Mac version?

It's currently for Windows only.

■ Can I use it in a virtual environment?

We don't guarantee it to operate in a virtual environment.

■ When I tried to launch SMILE GAME BUILDER, a message showed up.

"The application didn't launch properly. It requires the GPU which corresponds to OpenGL3.0 or above to execute this application."

Your computer may not meet the requirements needed to run SMILE GAME BUILDER. Please check about the required system environment on this page.

<https://smileboom.com/en/product/sgb-info#system-requirements>

Your computer needs to correspond to OpenGL 3.0 or above to run SMILE GAME BUILDER.

GPU is a function (graphic card and such) that could display 3D data on your PC. Sometimes CPU contains a function of GPC for some laptop PCs. It might improve the situation if you update the driver for GPU. However, the method of updating its driver is different from manufactures, so if you'd like to try it, please contact the manufacturer of your PC.

■ **SMILE GAME BUILDER might not work properly under certain Windows themes.**

There are some possibilities that SMILE GAME BUILDER will not be displayed correctly and Windows Aero will not be working properly when Windows themes were set as these on the list below.

If SMILE GAME BUILDER doesn't work right, please change your Windows theme to different ones rather than ones on the list.

[Windows7] Themes which cannot display 3D preview properly:

Windows7 Basic, Windows Classic, High-Contrast #1, High-Contrast #2, High-Contrast Black, High-Contrast White

[Windows8.1 and Windows10] Themes which cannot display 3D preview properly:

High-Contrast #1, High-Contrast #2, High-Contrast Black, High-Contrast White

About Functions

■ **Can I make an application for mobile devices?**

The SMILE GAME BUILDER base tool alone cannot create these apps. However, by installing the separately sold feature expansion DLC "SMILE GAME BUILDER Exporter for Unity" and integrating it with Unity, you can create apps not only for mobile devices but also for various other platforms. For details, click [here](#).

■ Can I customize the game engine by programming?

It doesn't support any scripting and/or programming languages to customize it.

About Each Type of Assets

■ Can I use my original 3D models, 2D graphics and sound files?

Yes, you can import your own assets into SMILE GAME BUILDER.

For more information, please read this data specification page for each asset.

<https://smileboom.com/en/product/sgb-info/#3dmodelspec>

■ I want to modify pre-packed 3D and 2D assets for my game.

You can modify pre-packed models or drawings and use them for SMILE GAME BUILDER. However, models, illustrations, music and all other assets included in the tool are under our company's property, so we strictly prohibit using them on the other things, such as blogs, own applications, and other game making tool and so forth. (You can upload your screenshots and movies.)

If you are planning to redistribute modified data to other SMILE GAME BUILDER users, please make sure to include our company's copy rights in "ReadMe" text file and games.

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■ Can I use these pre-packaged assets with other companies' game development tools?

You cannot use them with game development tools of other companies.

However, the various assets included in SMILE GAME BUILDER can be used within our tools, but we do not guarantee the compatibility of the various assets between products and tools.

Users who purchased SMILE GAME BUILDER Exporter for Unity ("Exporter for Unity") may use various assets on Unity, which is provided by Unity Technologies, in addition

to SMILE GAME BUILDER but are prohibited from using them on any other game development tools. In addition, use of various assets is restricted to within the games generated with Exporter for Unity.

Please note that other assets included in the DLCs are subject to the terms of use of each DLC.

■ Can I use my game for websites and movies?

We allow you to use your own games for advertising purposes only.

About Own Produced Games

■ Can I sell my games to the public?

You can distribute games made with this tool without restriction. Furthermore, no royalties or individual licenses are required.

However, our company will not take full responsibility for any problems distributing, selling and/or contents themselves that you might encounter from your game.

■ Can I make applications for mobile devices such as Android and/or iOS?

The SMILE GAME BUILDER base tool alone cannot create these apps. However, by installing the separately sold feature expansion DLC “SMILE GAME BUILDER Exporter for Unity” and integrating it with Unity, you can create apps not only for mobile devices but also for various other platforms. For details, click [here](#).

■ Can I make an app for the Nintendo Switch™?

SMILE GAME BUILDER itself cannot be used to create them, but the optional “SMILE GAME BUILDER Exporter for Unity” DLC will allow you to do so. However, there are additional requirements for production, so please contact us through the [“Contact Us”](#) page. Click [here](#) to visit the Steam page for SMILE GAME BUILDER Exporter for Unity.

About Usage of Movie Share and Broadcasting Service

■ Can I make SMILE GAME BUILDER game plays?

Yes, you can. However, our company will not take full responsibility for any problems caused by them.

■ Can I upload screenshots for my blog?

Yes, you can upload them.

About the Trial Version

■ Can I distribute my game created with the Trial Version?

No, you cannot distribute your game made by the Trial Version.

■ Is it possible to continue working on my trial version data to the full version?

Absolutely. The full version can read data from the trial version.

About DLC (Download Contents)

Can I sell games using DLC assets such as music and 3D models?

It's based on the terms and conditions of the license agreement for each DLC.

About the Terms of Use

■ What are the terms of use for SMILE GAME BUILDER?

Please refer to the terms of use for SMILE GAME BUILDER [[here](#)].

■ What are the terms of use for each DLC?

Each DLC store page includes a section labeled “Requires agreement to a 3rd-party EULA.” Please refer to that section. If no EULA is provided, the DLC is subject to the same terms of use as SMILE GAME BUILDER.

About Unity

- **Are there any user restrictions for preset assets such as 3D models, 2D graphics and music?**

If you use both SMILE GAME BUILDER and Exporter for Unity, there is no restriction.

- **I cannot run the Unity project which was exported from SMILE GAME BUILDER.**

When the exported data from SMILE GAME BUILDER is loaded immediately after Unity activation, the import function of Unity may not work, and various data may not be loaded correctly. On the Project Asset, right-click and select “reimport All” to reimport the data.

Troubleshooting after Updates

- **SMILE GAME BUILDER doesn't launch.**

You can try several things from Steam Client.

1. Clear Download Cache

https://support.steampowered.com/kb_article.php?ref=3134-TIAL-4638

2. Verify the application files

Launch Steam Client > right-click “SMILE GAME BUILDER” > Properties > Local Files > Verify Integrity of Application files

3. Uninstall/Reinstall SGB

Launch Steam Client > right-click “SMILE GAME BUILDER” > Properties > Local Files > Uninstall Application