

Message: Files Required for Advanced Rendering Techniques Cannot be Found.

Reference Number: **KB-01004**

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The information in this article applies to:



DESCRIPTION

When I try to create a 3D camera view, I get the following message:

- "#272016028 - Files required for advanced rendering techniques cannot be found. Reinstallation of the product may be required."

What does this mean?

CAUSE & RESOLUTION

This error message will display if the program cannot locate the Shaders folder in the Chief Architect installation directory when you try to create a 3D camera view using the Duotone or Technical Illustration rendering techniques.

This error can only occur if you moved, renamed or deleted the Shaders folder. There are very few reasons why you should ever move, rename, or delete the installation

directory of a program currently installed on your computer - or anything located inside it - so you should always avoid doing so.

To help avoid problems like this, it is also a good idea to avoid saving any of your work or custom files in the installation directory. If you have saved any of your files in the Chief Architect installation folder, be sure to back them up before proceeding.

For both Microsoft Windows and Apple macOS systems, a reinstall of the Chief Architect program is necessary to resolve this error. Please refer to [KB-00466: Uninstalling Chief Architect \(https://www.chiefarchitect.com/support/article/KB-00466/\)](https://www.chiefarchitect.com/support/article/KB-00466/) for more information on uninstalling the program from your machine. Once removed, reinstall the program.

If this does not resolve the issue, please [contact Technical Support \(https://www.chiefarchitect.com/support/#contact\)](https://www.chiefarchitect.com/support/#contact) for further assistance.

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