

Message: An error occurred while loading the rendering shader.

Reference Number: **KB-01134**

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QUESTION

When I try to create a 3D camera view in a legacy Chief Architect product, I receive the following message:

- "#272016023 - An error occurred while loading the rendering shader. Your video card may not support this functionality."

What does this mean?

ANSWER

In legacy versions, this error may occur if your video card does not support render shading.

You may be able to resolve the issue by downloading and installing the latest drivers from the video card manufacturer. For more information on updating drivers, please see the appropriate link for your product below:

- [Chief Architect \(https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html#Drivers\)](https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html#Drivers)
- [Home Designer \(https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html#Drivers\)](https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html#Drivers)

If updating your video card's driver does not resolve the issue, you may need to look into purchasing a new video card or a compatible system. Please view the system requirements using the appropriate link below:

- [Chief Architect \(https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html\)](https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html)
- [Home Designer \(https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html\)](https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html)

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- 📄 [Troubleshooting 3D Camera View Display Problems in Chief Architect \(/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html\)](/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html)
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