Chief Architect®

Architectural Home Design Software

Message: LoadLibrary failed with error 87: The parameter is incorrect.

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The information in this article applies to:

PREMIER   INTERIORS | PRO   ARCH   SUITE

PROBLEM

When I attempt to open Chief Architect, I receive one of the following error messages:

"LoadLibrary failed with error 87: The parameter is incorrect."

OR

"LoadLibrary failed with error 126: The specified module cannot be found."

How do I resolve this?

CAUSE & SOLUTION

These error messages typically occur when your system is having trouble properly detecting your AMD graphics card.

In most instances, this can be resolved by updating or reinstalling the AMD driver associated with your graphics card. To update your AMD graphics card driver, please see the following AMD website: https://www.amd.com/en/support (https://www.amd.com/en/support)

> **Note:** For further assistance on updating your graphics card driver, please contact AMD (https://www.amd.com/en/support/contact).

Once the graphics card driver has been updated or reinstalled, reboot your system.

You should now be able to launch the Chief Architect program successfully.

Related Articles

Locating Your Computer's Specifications (/support/article/KB-03129/locating-your-computer-s-specifications.html)

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

Troubleshooting 3D Camera View Display Problems in Home Designer (https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)

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