Chief Architect®

Architectural Home Design
Software

Message: You are using a video card that does not meet the software's minimum requirements.

Reference Number: **KB-03151**

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This article also applies to the following legacy products:
Pro | Architectural | Suite

PROBLEM

When I try to launch a Chief Architect program, I receive one of the following messages:

- "#272032210 - You are using a video card that does not meet the software's minimum requirements, or your video card driver needs to be updated. You will not be able to create 3D views."

- "#272032574 - The graphics card driver in use has a known limitation that prevents the software from rendering 3D graphics. Please update your graphics drivers."

How do I resolve this?

RESOLUTION

Chief Architect software checks the status of your computer's graphics card on launch and warns you if it detects problems that will affect its ability to run. If you encounter one of these messages, your computer's graphics card or chipset may not be able to generate 3D views – including 3D previews in dialogs, as well as side windows such as the Library and Project Browser.

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

- Chief Architect Premier (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)

If your graphics card does not meet the minimum system requirements or is listed on our Known Incompatibilities (https://www.chiefarchitect.com/products/known-incompatibilities.html) page, it is unlikely that updated drivers will solve the problem.

In order to generate 3D camera views, your graphics card must support Shader Model 6.0 and DirectX 12 if you're using a Windows-based computer. Please see the "Identifying the Shader Model of Your Graphics Card in Windows" resource in the Related Articles section to learn more.

In some instances, such as when a computer has more than one graphics card, Chief Architect may recognize, and use, the weaker graphics card. If your system has more than one graphics card and you suspect this to be the cause of this message, consider following the instructions in the applicable resource below:

- Microsoft Windows (https://www.chiefarchitect.com/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10.html)
- Apple macOS (https://support.apple.com/en-us/102265)

Related Articles

Chief Architect Minimum System Requirements (/support/article/KB-02761/chief-architect-minimum-system-requirements.html)

Forcing Chief Architect Programs to Use a Specific Graphics Card in Windows 10/11 (/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-

graphics-card-in-windows-10-11.html)

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