Message: You do not appear to be using a driver customized for your video card.

Reference Number: **KB-00818**

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The information in this article applies to:

QUESTION

I continue to receive a message stating:

- "#272032207 - You do not appear to be using a driver customized for your video card. For the best performance, we recommend you download and install a video card driver from your video card vendor."

What does this mean?

ANSWER

This message displays when:

- You do not have a video card driver provided by the manufacturer, or one that is up-to-date;
- The video driver that you are using is a standard Microsoft driver that will not take advantage of your video card's capabilities;
- If you are attempting to run the software while remotely accessing another computer where the program is installed and running, which is not supported, or;
- When using an operating system emulation or virtual machine software such as Parallels running on a Macintosh computer, which is also not supported.

If you're using a computer with a supported video card in a supported configuration, then there's a likely chance that you need to update your video card driver. Once you install an updated video card driver, this message will no longer display and you should see enhanced performance in 3D views.

You can find more information about what video card is in your system, the driver being used, along with how to update your driver using the appropriate link below:

- Chief Architect (https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-

display-problems-in-chief-architect.html)
- Home Designer (https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)

Related Articles

- Chief Architect Minimum System Requirements (https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html)
- Home Designer Minimum System Requirements (/support/article/KB-01095/home-designer-minimum-system-requirements.html)
- Troubleshooting 3D Camera View Display Problems in Chief Architect (https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html)
- Troubleshooting 3D Camera View Display Problems in Home Designer (/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)