

# Troubleshooting 3D Camera View Display Problems in Home Designer

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The information in this article applies to:



## DESCRIPTION

I am experiencing problems with generating 3D camera views, opening dialogs with previews, or viewing catalog items in the Library Browser in Home Designer.

Either an error message displays, the program crashes, hangs, displays a blank white or black screen, or the view generates, but it doesn't look correct in some way.

How can I resolve these types of problems?

## CAUSE

In a 3D intensive software program, such as a Home Designer product, you may experience a variety of problems in your 3D camera views particularly if:

- Your computer does not meet the software's [System Requirements](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>) in relation to the video card.

- If you are attempting to run in an unsupported fashion, such as using an emulator or virtual machine environment

Common examples include Parallels, VirtualBox, VMWare Fusion, or when accessing a machine remotely such as by using Remote Desktop, LogMeIn, TeamViewer, and other similar applications.

- If you are not using the latest available driver for your system's video card which is compatible with your operating system.

Generally, if your video card does meet the minimum system requirements for running the software, then these issues can be resolved by simply updating the driver for your computer's video card to the latest available version which is compatible with your operating system. This can often be done for free on most computer and video card manufacturer's websites.



For Mac users, the drivers for the hardware are typically included as part of the macOS operating system, so it's important to make sure that your system is always up-to-date.

If you're running in a supported configuration and are still encountering issues with regards to your 3D camera views, then this article describes the basic steps for troubleshooting these issues to try and determine what the cause may be.

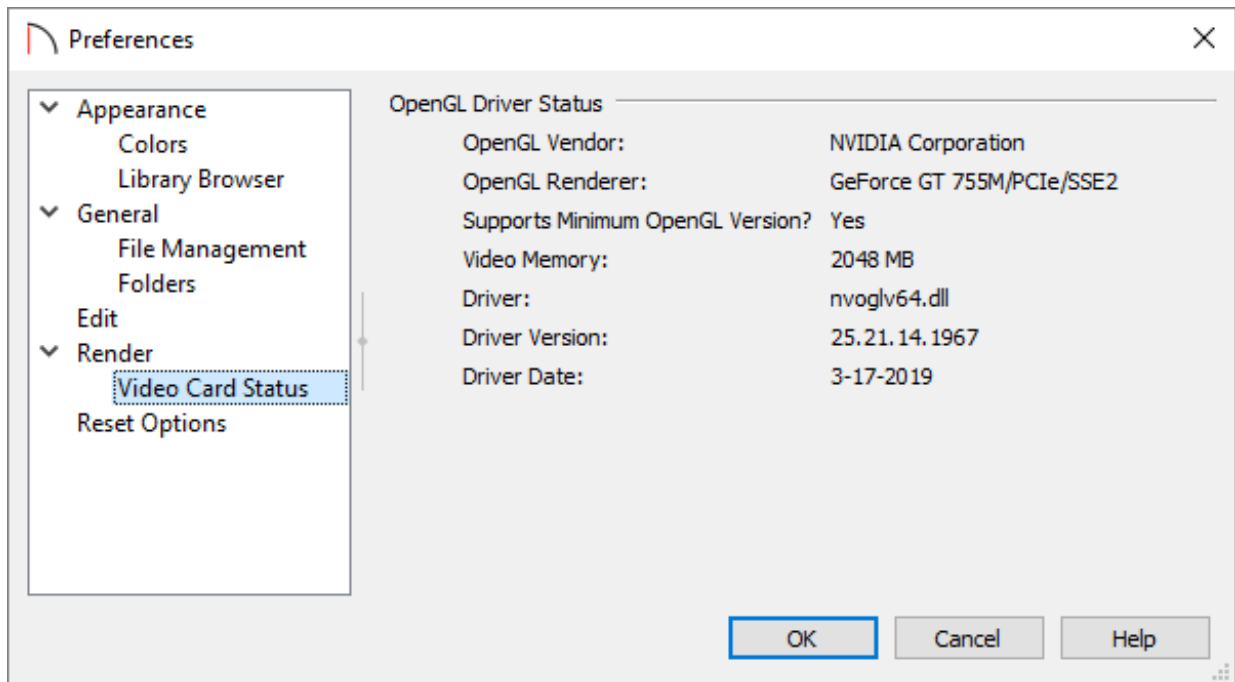
- [To determine the video card Home Designer is using](#)
- [Finding the latest drivers for your system](#)
- [Adjusting Camera and Render Settings in Home Designer](#)
- [Advanced Troubleshooting](#)

Whether you're on a Mac or a PC, the information below will help you determine the video card that your Home Designer software is using.

To determine the video card Home Designer is using

1. Within the software, select **Edit> Preferences**  if you're on a Windows PC or **Home Designer> Preferences**  if you're on a Mac.

2. Select the VIDEO CARD STATUS panel and make a note of the **OpenGL Vendor**, **OpenGL Renderer**, and **Driver Date**.



## IMPORTANT FEATURES TO CHECK

- Home Designer 2020 has the following minimum system requirements for a video card:
  - \* NVIDIA GeForce/AMD gaming card or Intel integrated graphics Gen7.5/Haswell or newer.
  - \* 1 GB of dedicated video memory
  - \* OpenGL 3.3 or higher (for Windows)
  - \* OpenGL 4.1 or higher (for Mac)

Home Designer 2019 and earlier version video card requirements can be located on this [System Requirements](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>) page.

- Ideally, you want to see a Driver Date from within the past 6 months listed.

Windows 10 was released in July of 2015, so compatible drivers for that operating system are generally newer than this date.

Mac computers will not show a "Driver Date" listed at this location.

- If this dialog shows "Microsoft Corporation" for the OpenGL Vendor and "GDI

Generic" under the OpenGL Renderer, it indicates that the software has not been able to use the driver from your actual video card or chipset. You must save your work, exit out of the software, and update the driver to the most recent version following the instructions in the next section. Once you have done so, return to this location and verify that the actual video card information is been listed.

- If your system has switchable graphics, and the wrong chipset or video card is listed in Preferences, please contact your computer's manufacturer directly for instruction on how to adjust the system settings.

3. Once you have a copy of this information, save your work and exit out of Home Designer completely.

## Finding the latest drivers for your system

### Windows PC:

It is recommended that you check your computer manufacturer's website for the latest drivers first. If they do not provide the drivers directly, then they should have links to the appropriate manufacturer to download the drivers that are compatible with your system hardware, or you can search separately for the most recent video card driver compatible with your version of Windows.

For more information, please visit the support page of your computer manufacturer's website before going directly to the video card manufacturer.

**Note:** Chief Architect, Inc. provides this information for information purposes only. The third party information present in this document was verified at writing, however, it is subject to change.

Some common PC manufacturers include: [Dell](http://www.dell.com/support/home/us/en/19/Products/?app=drivers) (<http://www.dell.com/support/home/us/en/19/Products/?app=drivers>), [HP](http://support.hp.com/us-en/document/bph07165) (<http://support.hp.com/us-en/document/bph07165>), [Toshiba](http://support.toshiba.com/drivers) (<http://support.toshiba.com/drivers>), [Acer](#)

<http://www.acer.com/ac/en/US/content/drivers>), [Lenovo](http://support.lenovo.com/us/en/) (<http://support.lenovo.com/us/en/>), [Asus](https://www.asus.com/us/support/) (<https://www.asus.com/us/support/>), [Sony](http://esupport.sony.com/DRIVERS/) (<http://esupport.sony.com/DRIVERS/>), [Samsung](http://www.samsung.com/us/support/downloads) (<http://www.samsung.com/us/support/downloads>), and [Gateway](http://us.gateway.com/gw/en/US/content/drivers-downloads) (<http://us.gateway.com/gw/en/US/content/drivers-downloads>).

If your computer manufacturer does not have specific drivers for your system, then you may need to go to the video card manufacturer's website directly.

The largest video card/chipset manufacturers currently include: [NVIDIA](http://www.nvidia.com/download/index.aspx) (<http://www.nvidia.com/download/index.aspx>), [ATI/AMD](http://support.amd.com/en-us/download) (<http://support.amd.com/en-us/download>), and [Intel](https://downloadcenter.intel.com/) (<https://downloadcenter.intel.com/>).

Some video card manufacturers have the option to allow their site to auto-detect the video card on your system. If your video card manufacturer's website does not offer this feature, then either search for your particular video card on the manufacturer's website, or browse to select the link to download drivers and locate your particular video card.

Follow the instructions on the video card manufacturer's website to download the driver. Choose to save the file to an easy to remember location, such as the Desktop. Now that you have downloaded the appropriate driver for your video card, you are ready to double click on the downloaded file in order to install the new driver. After updating the driver, shut down the computer, and restart it even if the end of the installation does not prompt you to do so.

For more information on how to install or configure drivers, please consult the manufacturer of your computer or video graphics card.

Only download and install the latest available driver for your particular video card that is compatible with your operating system. Installing a driver designed for a different video card, or operating system, may cause unpredictable and undesirable results.

If you have recently upgraded your Windows operating system from an older version, such as Windows 7 or Windows 8, keep in mind that your video card or integrated chipset may not have drivers compatible with the Windows 10 operating system. This may result in 3D camera view issues in Home Designer. If this occurs, please roll back your Windows installation to the version that your hardware was designed to run on.

If you are still encountering issues with camera views, previews in dialogs, or the Library Browser after updating the system, continue to the next section on adjusting settings.

## macOS:

Apple's operating system comes pre-installed on your Mac and generally contains the drivers needed for your hardware, including the video card.

To make sure that your hardware drivers are up-to-date, you must make sure that your operating system is current by navigating to **Apple > About This Mac** and clicking on the **Software Update** button as shown in the image below.



- To learn more about updating your Mac, see <https://support.apple.com/en-us/HT201541> (<https://support.apple.com/en-us/HT201541>).
- If your Mac has two video cards, and switches between them for better battery life, you may want to switch off Automatic graphics switching so that the best graphics will always be used. Instructions on how to accomplish this can be located on Apple's website at: <https://support.apple.com/en-us/HT202043>

<https://support.apple.com/en-us/HT202043>

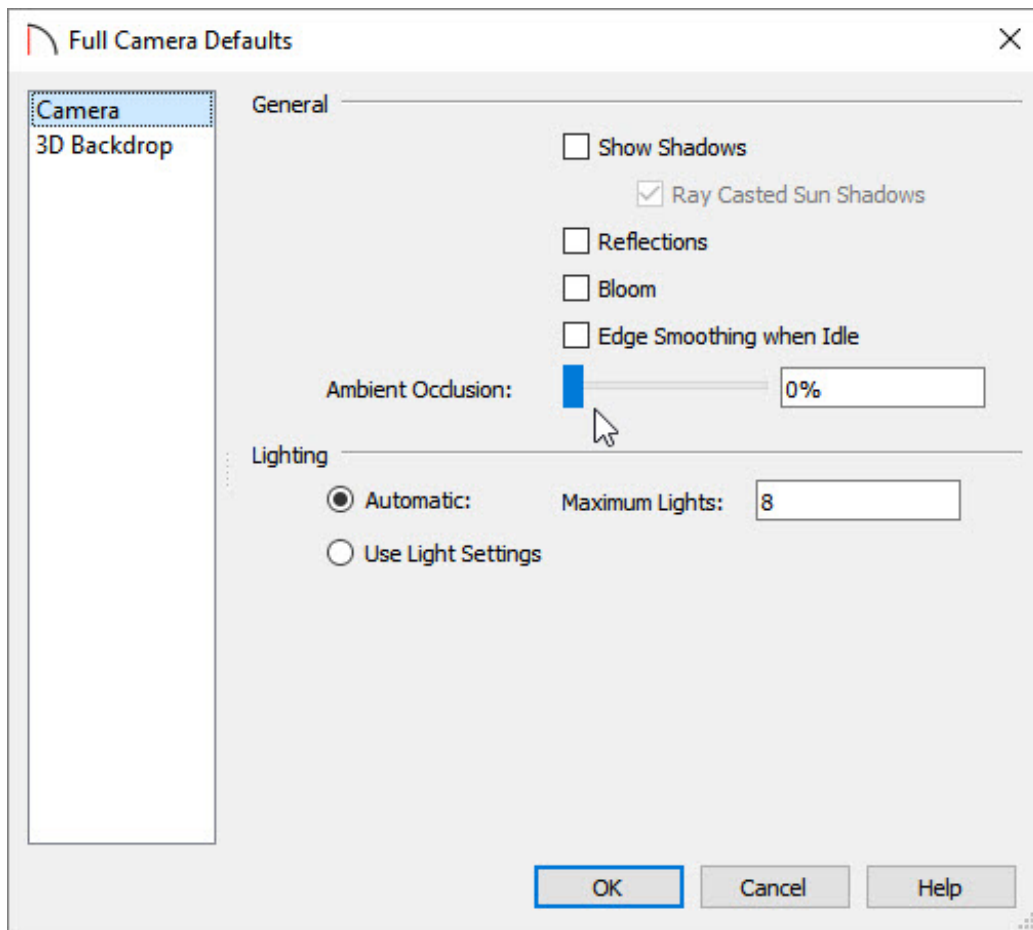
- If you are still encountering issues with camera views, previews in dialogs, or the Library Browser after updating the system, continue on to the next section.

If you use multiple monitors, and continue to experience crashing after updating the driver, then temporarily disconnect the extra monitors. Once you have done so, restart the system and test whether the crashing still occurs after restarting, launching and using Home Designer with only the primary monitor connected. If the crashes no longer occur, then it is likely that your video card is not capable of supporting the extra monitors, and you will want to leave them disconnected while working in the software.

If you are not using extra monitors, your computer meets the System Requirements, and you have updated to the most recent video card driver compatible with your operating system, but you are still encountering trouble with generating 3D camera views, then this section discusses the additional settings you may need to change in Home Designer.

## To adjust Camera and Render Preference Settings

1. First, exit out of any camera views you currently have open and return to floor plan view.
2. Select **Edit> Default Settings> Camera Tools** and open the Camera Tool(s) that you're experiencing issues with.
3. On the CAMERA panel of the **Camera Defaults** dialog that opens, make the following changes:



- Remove the check next to **Show Shadows**.
- Remove the check next to **Reflections**.
- Remove the check next to **Bloom**.
- Remove the check next to **Edge Smoothing when Idle**.
- Set Ambient Occlusion to **0%**.



4. Click **OK** to apply these changes, and **Done** to close the dialog, and attempt to create a new 3D camera view. Do not open an existing saved camera in the plan, as it would be using settings different from the defaults that were just changed.

If the 3D view generates after making all of these changes in the Camera Defaults, then you can go back and individually check each setting one at a time to test if one particular setting is the cause.

**Note:** If changing this default allows views to generate, then you will want to remember that, like other defaults, these settings are specific to the plan. If you start a new plan, you will want to make these same adjustments to the Camera Defaults if you experience trouble with the views generating.




If the 3D view still does not generate after making all of these changes, please proceed to the next step.

5. Select **Edit> Preferences**  if you're on a Windows PC or **Home Designer> Preferences**  if you're on a Mac.
  
6. Select the **RENDER** panel and make the following adjustments:
  - Set Hardware Edge Smoothing to **None**.
  - Remove the check next to **Use Global Illumination**.
  - Remove the check next to **Use Enhanced Lighting**.
  
7. Click **OK**, and then attempt to generate a new 3D camera view.

If the 3D view generates after making these changes in the Render Preferences, then you can go back and individually restore each setting, and test to see which setting appears to be the cause.

## ADVANCED TROUBLESHOOTING

If your video card meets the minimum system requirements for the software, has the latest driver installed which is compatible with your version of Windows or macOS, and following the above instructions on adjusting the Render Preferences does not resolve the problem, then please contact Chief Architect Technical Support using the [Online Support Center \(https://www.homedesignersoftware.com/support/article/KB-00717/using-the-online-support-center.html\)](https://www.homedesignersoftware.com/support/article/KB-00717/using-the-online-support-center.html) and include:

1. If the issue only seems to occur in one particular file, use the **Backup Entire Plan/Project**  tool to create a folder with a copy of the problem file, along with all referenced files.

See Knowledge Base article [Using the Backup Entire Plan/Project Tool \(https://www.homedesignersoftware.com/support/article/KB-00987/using-the-backup-entire-plan-project-tool-to-send-files-to-another-user.html\)](https://www.homedesignersoftware.com/support/article/KB-00987/using-the-backup-entire-plan-project-tool-to-send-files-to-another-user.html).

2. If you are receiving an error or warning dialog box, make sure to first search this Knowledge Base for the exact wording of the error, or click on the **Check Knowledge Base** button in the message if one is present, as there may be specific information relevant to that error recorded in another article. If you are unable to locate any additional information on the error, make sure to attach a screen capture image of the message.

See Knowledge Base article [Creating a Screenshot](https://www.homedesignersoftware.com/support/article/KB-00326/creating-a-screenshot.html) (<https://www.homedesignersoftware.com/support/article/KB-00326/creating-a-screenshot.html>).

3. Locate the MESSAGE LOG.

See Knowledge Base article [Locating the Message Log](https://www.homedesignersoftware.com/support/article/KB-02908/locating-the-message-log.html) (<https://www.homedesignersoftware.com/support/article/KB-02908/locating-the-message-log.html>).

4. Export your SYSTEM INFORMATION.

See Knowledge Base article [Finding Information About your System](https://www.homedesignersoftware.com/support/article/KB-01867/finding-information-about-your-system.html) (<https://www.homedesignersoftware.com/support/article/KB-01867/finding-information-about-your-system.html>).

5. Sign in to the Online Support Center and create a new support case to send to Technical Support.

Online Support Center - <https://support.chiefarchitect.com/>  
(<https://support.chiefarchitect.com/>)

6. Give the case a short but descriptive title.

In the text of the case, type a detailed description of the problem, including the exact steps that cause the behavior. The more detailed you are, the more likely we will be to reproduce the issue and identify the problem.

Click the **Browse** button and attach the **BACKUP**, **SCREENSHOT**, **MESSAGE LOG**, and **SYSTEM INFORMATION** files to your case, then **Submit** it.

It is possible that Technical Support may need additional information regarding the issue, which they will request via a reply in the Online Support Center.

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#### Related Articles

- [📄 Creating a Screenshot \(/support/article/KB-00326/creating-a-screenshot.html\)](/support/article/KB-00326/creating-a-screenshot.html)
- [📄 Finding Information About your System \(/support/article/KB-01867/finding-information-about-your-system.html\)](/support/article/KB-01867/finding-information-about-your-system.html)
- [📄 Home Designer Minimum System Requirements \(/support/article/KB-01095/home-designer-minimum-system-requirements.html\)](/support/article/KB-01095/home-designer-minimum-system-requirements.html)
- [📄 Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](/support/article/KB-02908/locating-the-message-log.html)
- [📄 Supported Intel Graphics Chipsets \(/support/article/KB-03108/supported-intel-graphics-chipsets.html\)](/support/article/KB-03108/supported-intel-graphics-chipsets.html)