

# Troubleshooting 3D Camera View Display Problems in Home Designer

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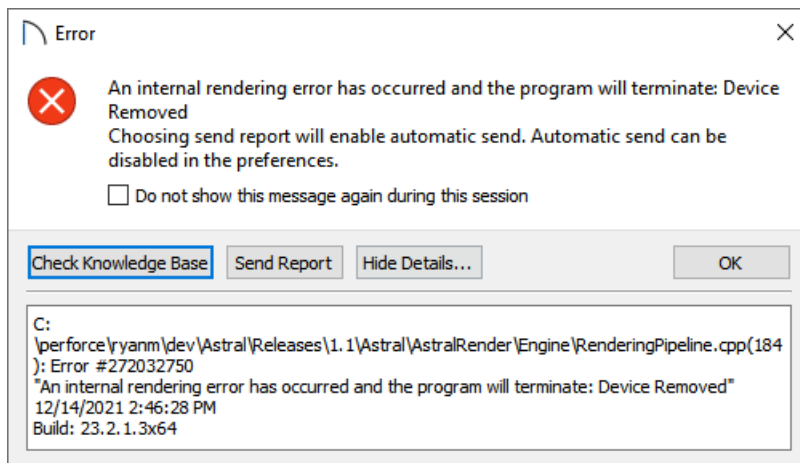
The information in this article applies to:



## DESCRIPTION

I am experiencing problems with generating 3D camera views 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 encounter 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>) in relation to the graphics card.

- You're 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.

- You're not using the latest available driver for your system's graphics card which is compatible with your operating system.
- You're experiencing a hardware or software incompatibility. To learn more, please visit our [Known Incompatibilities](https://www.chiefarchitect.com/products/known-incompatibilities.html) (<https://www.chiefarchitect.com/products/known-incompatibilities.html>) page.



Generally, if your graphics card does meet the minimum system requirements for running the software and none of the known incompatibilities apply, then these issues can be resolved by simply updating the driver for your computer's graphics card to the latest available version which is compatible with your operating system. This can often be done for free on most computer and graphics card manufacturer's websites.

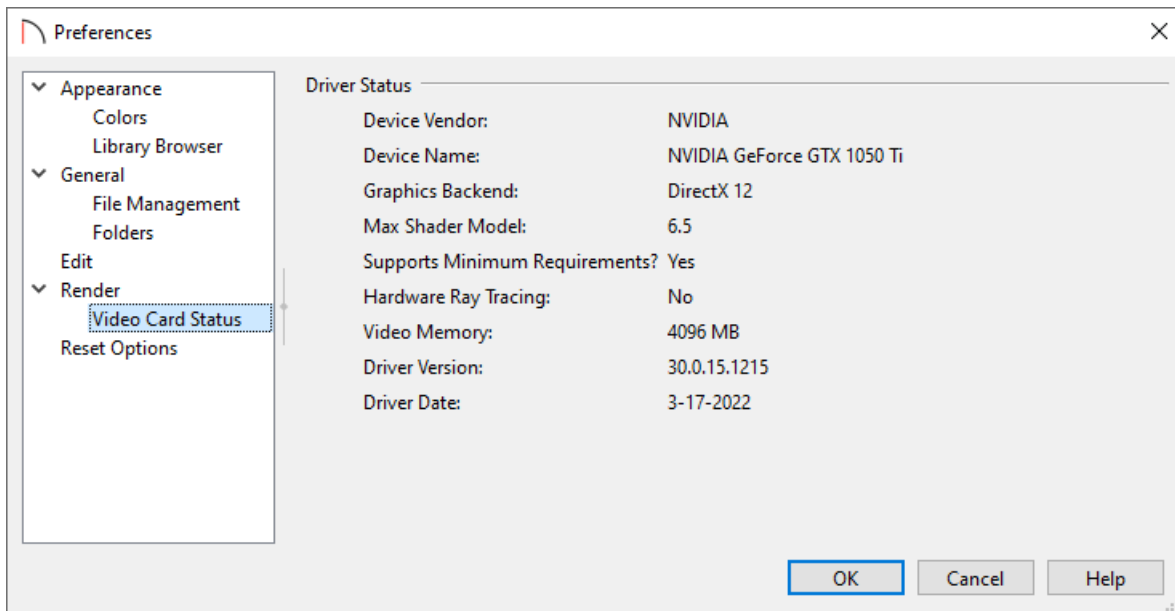
For Mac users, the drivers for the hardware are typically included as part of the macOS operating system, so it's important to make sure that your system is always up-to-date.

- [To determine the graphics 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 graphics card that your Home Designer software is using.

## To determine the graphics 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 of the **Preferences** dialog to see information regarding your graphics card.



- The current version of Home Designer has the following minimum system requirements for a graphics card:
  - 2 GB of dedicated memory or Intel integrated graphics on 6th generation or newer Intel processors (i3/i5/i7)
  - DirectX 12 supporting Shader Model 6 or newer for a Windows-based PC
  - Metal GPUFamily: Apple 7 (M1) or macOS 2 (Intel) for a Mac

To learn what graphics card is in your computer, please see [KB-03129: Locating Your Computer's Specifications \(https://www.homedesignersoftware.com/support/article/KB-03129/locating-your-computer-s-specifications.html\)](https://www.homedesignersoftware.com/support/article/KB-03129/locating-your-computer-s-specifications.html).

Prior Home Designer version requirements can be found by accessing the [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) article.

- Ideally, you want to see a Driver Date from within the past 6 months listed. If you're using a supported Intel graphics chip with Home Designer 2022 or 2023, the installed driver will need to have a date of October 2020 or newer.

Mac computers will not display a date here.

- If this dialog shows **Microsoft Corporation** for the Device Vendor or OpenGL Vendor and **GDI Generic** for the Device Name or OpenGL Renderer, it indicates that the software has not been able to use the driver from your actual graphics card. 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 graphics card information is listed.
- If your system has switchable graphics, and the wrong chipset or graphics card is listed in Preferences, make sure that the cable connecting your display to your computer is connected directly to the dedicated graphics card in the back of the system. If the cables are connected properly, check the options available in your graphics card's control center or control panel, or contact your computer's manufacturer directly for instruction on how to adjust the system settings to force the graphics card to be used for applications like Chief Architect. If you're operating a system with Windows 10, please see [KB-03140: Forcing Chief Architect Programs to Use a Specific Graphics Card in Windows 10/11 \(https://www.homedesignersoftware.com/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10-11.html\)](https://www.homedesignersoftware.com/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10-11.html).

- Make a note of the Device Name or OpenGL Renderer, save your work, and exit out of Chief Architect before continuing to the next section.

## 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 graphics 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 graphics 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/Alienware \(https://www.dell.com/support/home/us/en/04?app=drivers\)](https://www.dell.com/support/home/us/en/04?app=drivers), [HP \(http://support.hp.com/us-en/document/bph07165\)](http://support.hp.com/us-en/document/bph07165), [Dynabook/Toshiba \(http://support.toshiba.com/drivers\)](http://support.toshiba.com/drivers), [Acer \(http://www.acer.com/ac/en/US/content/drivers\)](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/), and [Samsung \(http://www.samsung.com/us/support/downloads\)](http://www.samsung.com/us/support/downloads).

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

The largest graphics card/chipset manufacturers currently include: [NVIDIA \(http://www.nvidia.com/download/index.aspx\)](http://www.nvidia.com/download/index.aspx), [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 graphics card manufacturers have the option to allow their site to auto-detect the graphics card on your system. If your graphics card manufacturer's website does not offer this feature, then either search for your particular graphics card on the manufacturer's website, or browse to select the link to download drivers and locate your particular graphics card.

Follow the instructions on the graphics 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 graphics 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 graphics card.

Only download and install the latest available driver for your particular graphics card that is

compatible with your operating system. Installing a driver designed for a different graphics 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 graphics card or integrated chipset may not have drivers compatible with the Windows 10 or Windows 11 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're 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 graphics 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 graphics 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're 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 graphics 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 graphics 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 3D camera views you may have open in Home Designer.
2. Select **Edit> Default Settings> Camera Tools** and open the Camera tool that you're experiencing trouble in.
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** and **Done**, then 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 camera view is able to generate successfully without issue, then you can exit out of the view, return to the Camera Defaults, and go through and restore one setting at a time until you determine if one or more may have been specifically responsible for the initial undesired results, and then leave just those options disabled.

If making these changes does not affect the view, leave the settings disabled.

**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.

5. Certain preference settings may affect camera views. Select **Edit> Preferences**  if you're on a Windows PC or **Home Designer> Preferences**  if you're on a Mac, then select the **RENDER** panel.

In Home Designer 2022 and newer program versions, make the following adjustments:

- Set Hardware Edge Smoothing to **None** and test if this produces better results. If there is no change, set this

back to its original value and proceed to the next option.

- On a Mac, toggle the check next to **Disable Render Target Aliasing** if you're experiencing pixelation in 3D camera views.

In Home Designer 2021 and prior program versions, make the following adjustments:

- Set Hardware Edge Smoothing to **None** and test if this produces better results. If there is no change, set this back to its original value and proceed to the next option.
- Add a check next to **Texture Compression**.
- Remove the check next to **Use Global Illumination**.
- Remove the check next to **Use Enhanced Lighting**.

With Use Enhanced Lighting toggled off, you may experience crashing, error messages, pixelation, or other unexpected behavior when creating 3D camera views. If this behavior occurs, please leave this setting enabled.


6. Click **OK**, and then attempt to generate a new 3D camera view.

If the view can generate successfully after making these changes, you can go back and one at a time restore these settings back to their original settings, until you locate which setting specifically causes the issue to occur, and then leave just that option or options disabled.

**Note:** You will need to recreate the camera view to see the changes after each modification to the Render settings in Preferences.

## ADVANCED TROUBLESHOOTING

If your graphics 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 does not resolve the problem, then please contact our Technical Support department directly, and include all of the following files listed below.

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're 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 a **Send Report** button is

present, select this option, then take note of the date and time.

If you're 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. Locate the **RENDERING LOG** if you're using Home Designer 2022.

See Knowledge Base article: [Locating the Rendering Log](https://www.homedesignersoftware.com/support/article/KB-03149/locating-the-rendering-log.html)  
(<https://www.homedesignersoftware.com/support/article/KB-03149/locating-the-rendering-log.html>)

5. Export your **SYSTEM INFORMATION**.

See Knowledge Base article: [Retrieving System Information to Send to Technical Support](https://www.homedesignersoftware.com/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html)  
(<https://www.homedesignersoftware.com/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html>)

6. Sign in to the [Technical Support Center](https://support.chiefarchitect.com/) (<https://support.chiefarchitect.com/>) and create a new support case to send to Technical Support.

See Knowledge Base article: [Using the Technical Support Center](https://www.homedesignersoftware.com/support/article/KB-00717/using-the-technical-support-center.html)  
(<https://www.homedesignersoftware.com/support/article/KB-00717/using-the-technical-support-center.html>).

7. 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. If you submitted a report, be sure to reference the date and time the report was sent. 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**, **RENDERING LOG** if applicable, 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 Technical Support Center.

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Related Articles

 [Creating a Screenshot \(/support/article/KB-00326/creating-a-screenshot.html\)](https://www.homedesignersoftware.com/support/article/KB-00326/creating-a-screenshot.html)

 [Home Designer Minimum System Requirements \(/support/article/KB-01095/home-designer-minimum-system-requirements.html\)](https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html)



[requirements.html](#))

📄 [Identifying the Shader Model of Your Graphics Card in Windows \(/support/article/KB-03146/identifying-the-shader-model-of-your-graphics-card-in-windows.html\)](#)

📄 [Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](#)

📄 [Locating the Rendering Log \(/support/article/KB-03149/locating-the-rendering-log.html\)](#)

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

📄 [Retrieving System Information to Send to Technical Support \(/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](#)

📄 [Supported Intel Graphics Chipsets \(/support/article/KB-03108/supported-intel-graphics-chipsets.html\)](#)