

# Message: Your video card is unable to provide optimum 3D performance.

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Reference Number: **KB-01025**

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The information in this article applies to:



## DESCRIPTION

When I try to create a 3D view, a warning message tells me,

"Your video card is unable to provide optimum 3D performance. Image quality will be reduced and some Rendering Techniques may not be available."

What does this mean, and what should I do about it?

## CAUSE

This warning message will display when you try to create a 3D view and your computer's video card does not meet the program's minimum system requirements with regards to the OpenGL version.

- [Chief Architect System Requirements \(https://www.chiefarchitect.com/support/article/KB-02761/\)](https://www.chiefarchitect.com/support/article/KB-02761/)
- [Home Designer System Requirements \(https://www.homedesignersoftware.com/support/article/KB-01095/\)](https://www.homedesignersoftware.com/support/article/KB-01095/)

When this is the case, the quality of 3D views - and particularly, the quality of lighting in 3D - will not be optimal and some Rendering Techniques may not work.

## RESOLUTION

You may be able to resolve the issue by updating your video card drivers. To get the latest drivers available, visit your computer or video card manufacturer's web site and search for drivers for your particular video card and operating system.

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Please note that some computer manufacturers will void your warranty if you install drivers that they did not provide. Particularly if you are using a newer laptop, check with your computer's manufacturer for updated drivers.

If installing the latest drivers does not resolve the issue, then it is likely that your computer's video card is simply too old to support the needed OpenGL version.


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#### Related Articles

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

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 [Troubleshooting 3D Camera View Display Problems in Home Designer \(/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html\)](/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)