

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

Reference Number: **KB-01025**

Last Modified: **September 12, 2024**

The information in this article applies to:



DESCRIPTION

When I try to create a 3D view, a message states:

- "#272016031 - 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 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.

- [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 driver. For more information on locating the video card in your system and how to update the driver, please access the appropriate link below:

- [Chief Architect \(https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html\)](https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html)

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

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- 📄 [Intel Graphics Compatible with Chief Architect X16 and Home Designer 2025 \(/support/article/KB-03108/intel-graphics-compatible-with-chief-architect-x16-and-home-designer-2025.html\)](https://www.chiefarchitect.com/support/article/KB-03108/intel-graphics-compatible-with-chief-architect-x16-and-home-designer-2025.html)
- 📄 [Troubleshooting 3D Camera View Display Problems in Chief Architect \(https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html\)](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 \(/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html\)](https://www.chiefarchitect.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)