

Message: An error occurred while loading the rendering shader.

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The information in this article applies to:



QUESTION

When I try to create a 3D view, I receive the following message:

"An error occurred while loading the rendering shader. Your video card may not support this functionality."

What does this mean?

ANSWER

In prior versions of Chief Architect software, this error may occur if your video card does not support render shading.

You may be able to resolve the issue by downloading and installing the latest drivers from the video card manufacturer. For more information on updating drivers, please see the appropriate link for your product below:

- [Chief Architect \(https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html#Drivers\)](https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html#Drivers)
- [Home Designer \(https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html#Drivers\)](https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html#Drivers)

If updating your video card's driver does not resolve the issue, you may need to look into purchasing a new video card. Please see our [system requirements \(https://www.chiefarchitect.com/products/sysreq.html\)](https://www.chiefarchitect.com/products/sysreq.html) for more information on what type of video card to purchase.

- 📄 [Chief Architect Minimum System Requirements \(https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html\)](https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html)
- 📄 [Home Designer Minimum System Requirements \(/support/article/KB-01095/home-designer-minimum-system-requirements.html\)](/support/article/KB-01095/home-designer-minimum-system-requirements.html)
- 📄 [Locating Your Computer's Specifications \(/support/article/KB-03129/locating-your-computer-s-specifications.html\)](/support/article/KB-03129/locating-your-computer-s-specifications.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 \(/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html\)](/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)