

# Message: An error occurred while loading the rendering shader.

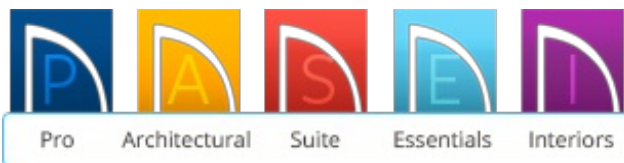
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Reference Number: **KB-01134**

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The information in this article applies to:



## QUESTION

When I try to create a 3D view, this warning message displays:

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

What does it mean?

## ANSWER

This error is caused by a video card that does not accurately use render shading, typically seen in older video cards.

## Update Video Card Drivers

You can visit your computer manufacturer's website to see if they have more recent drivers for your video card.

For more information, see the article on 'Troubleshooting 3D Camera View Display Problems' linked in the Related Articles section.

## Replace Video Card

If updating your video card's driver does not resolve your issue, you may need to look into purchasing a new video card.

Please see our [Tips on Buying a New Computer](https://www.chiefarchitect.com/products/sysreq.html#tips) (<https://www.chiefarchitect.com/products/sysreq.html#tips>) for more information on what type of video card to purchase.

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### Related Articles

#### [Troubleshooting 3D Camera View Display Problems](https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems.html)

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#### [Troubleshooting Why Materials Appear to Flicker When a Camera View is Rotated](https://www.chiefarchitect.com/support/article/KB-00107/troubleshooting-why-materials-appear-to-flicker-when-a-camera-view-is-rotated.html)

(<https://www.chiefarchitect.com/support/article/KB-00107/troubleshooting-why-materials-appear-to-flicker-when-a-camera-view-is-rotated.html>)