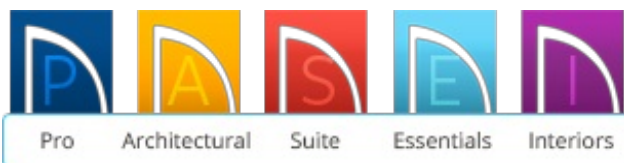


Message: The graphics card driver in use has a known limitation.

Reference Number: **KB-02985**

Last Modified: **December 1, 2016**

The information in this article applies to:



QUESTION

Whenever I take a camera view I get this message:

"The graphics card driver in use has a known limitation that prevents the software from rendering 3D graphics. Please update your graphics drivers."

What causes this error?

ANSWER

This message will come up when the software detects that your video card is using a driver that is unable to generate 3D views.

Typically, updating your video card's driver resolves the problem.

- Chief Architect - [Troubleshooting 3D Camera View Display Problems](https://www.chiefarchitect.com/support/article/KB-00106/) (<https://www.chiefarchitect.com/support/article/KB-00106/>)
- Home Designer - [Troubleshooting 3D Display Problems](https://www.homedesignersoftware.com/support/article/KB-00897/) (<https://www.homedesignersoftware.com/support/article/KB-00897/>)
- Links to additional [Related Articles](#) can be found at the bottom of the page.

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 video card or integrated chipset may not have drivers compatible with the Windows 10 operating system.

If this is the case, then you may find it necessary to roll back to the earlier Microsoft operating system which was compatible with the computer's hardware.


Please be aware that if you do not resolve this problem, you may encounter program crashes, assertion failures, or lockups when taking camera views, as well as viewing previews in dialogs and the Library Browser.


If updating your video card drivers does not resolve the problem, please send our Technical Support team both of the following files:

1. The software's **Message Log**.
2. The computer's **System Information**.

Information on locating these files and attaching them via the Online Support Center can be found by following the instructions relevant articles linked in the Related section below.

Related Articles

 [Finding Information About your System \(/support/article/KB-01867/finding-information-about-your-system.html\)](/support/article/KB-01867/finding-information-about-your-system.html)

 [Finding Information About your System on a Mac \(/support/article/KB-02846/finding-information-about-your-system-on-a-mac.html\)](/support/article/KB-02846/finding-information-about-your-system-on-a-mac.html)

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

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

(<https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems.html>)

[📄 Using the Online Support Center \(/support/article/KB-00717/using-the-online-support-center.html\)](/support/article/KB-00717/using-the-online-support-center.html)

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