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

Reference Number: **KB-02985**

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The information in this article applies to:

PREMIER INTERIORS | PRO ARCH SUITE

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, however, you may also need to troubleshoot this further. Please see the appropriate resource below for your product

- Chief Architect - 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)
- Home Designer - Troubleshooting 3D Camera View Display Problems in Home Designer (https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)

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 driver does not resolve the problem, please create an Technical Support Center (https://support.chiefarchitect.com/home) case and send our Technical Support team both of the following files:

- The software's MESSAGE LOG.

- The computer's SYSTEM INFORMATION.

Information on locating these files and attaching them via the Technical Support Center can be found within the appropriate articles in the Related Articles section below.

Related Articles

Creating a Screenshot (/support/article/KB-00326/creating-a-screenshot.html)
Locating the Message Log (/support/article/KB-02908/locating-the-message-log.html)
Retrieving System Information to Send to Technical Support (/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.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)
Troubleshooting 3D Camera View Display Problems in Home Designer (/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)
Using the Technical Support Center (/support/article/KB-00717/using-the-technical-support-center.html)