

Locating Your Computer's Specifications

Reference Number: **KB-03129**

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This article also applies to the following legacy products:
Pro | Architectural | Suite

QUESTION

How can I check my computer's specifications to see if it meets the system requirements for my [Chief Architect](https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html) or [Home Designer](https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html) product?

ANSWER

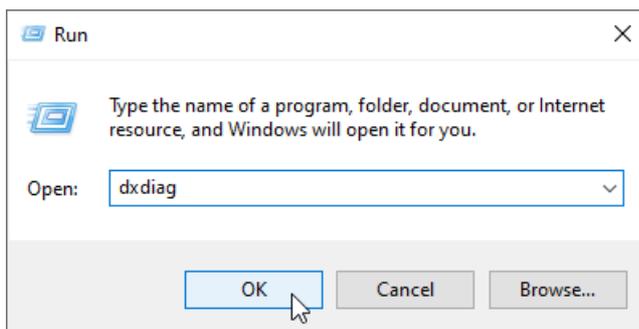
If you're using a Windows computer, you can use the DirectX Diagnostic Tool to find your computer's specifications, including the operating system version that is currently installed.

If you're using an Apple macOS system, access the "About This Mac" section to locate this information.

- [Microsoft Windows](#)
- [Apple macOS](#)

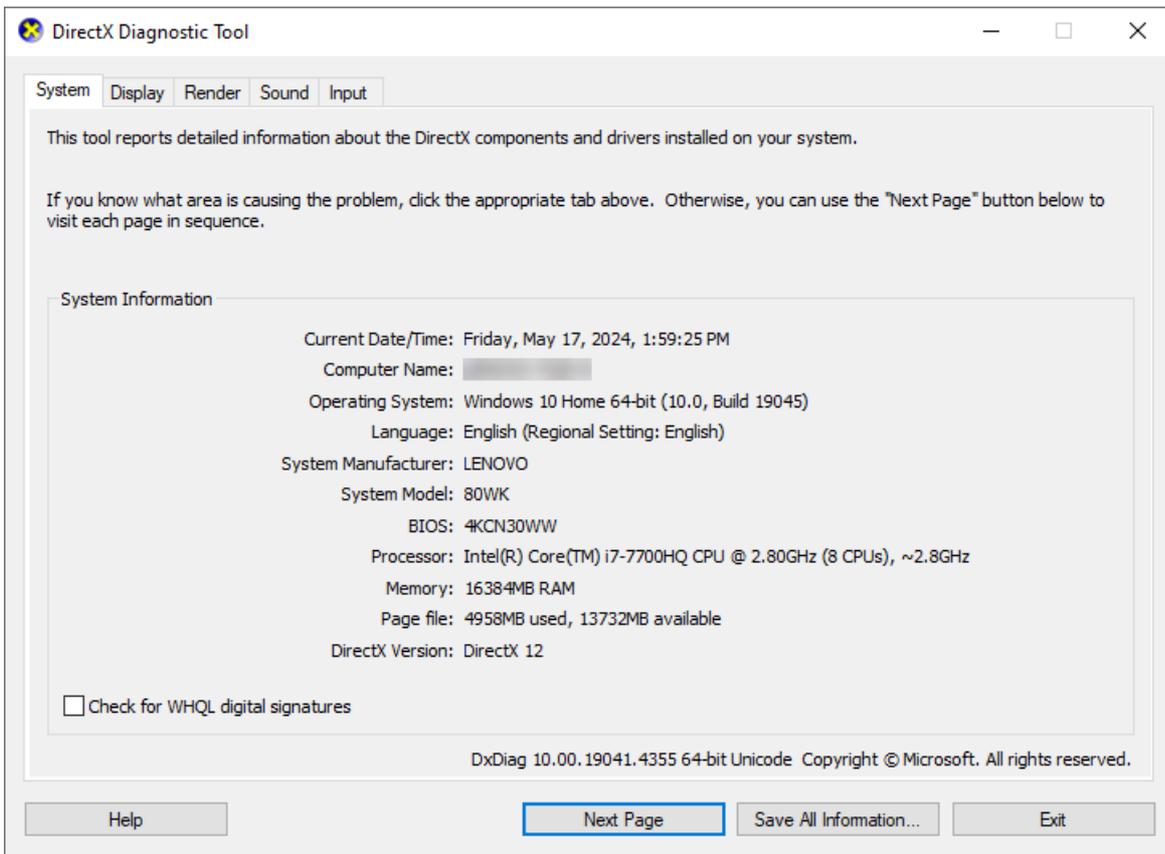
To find your computer's specifications on a Microsoft Windows system

1. Press the following keys on your keyboard at the same time: **Windows** + **R**.
2. In the **Run** dialog that appears, type: `dxdiag`, then click **OK**.



3. The **DirectX Diagnostic Tool** dialog will appear. On the **SYSTEM** tab, the Operating System, System

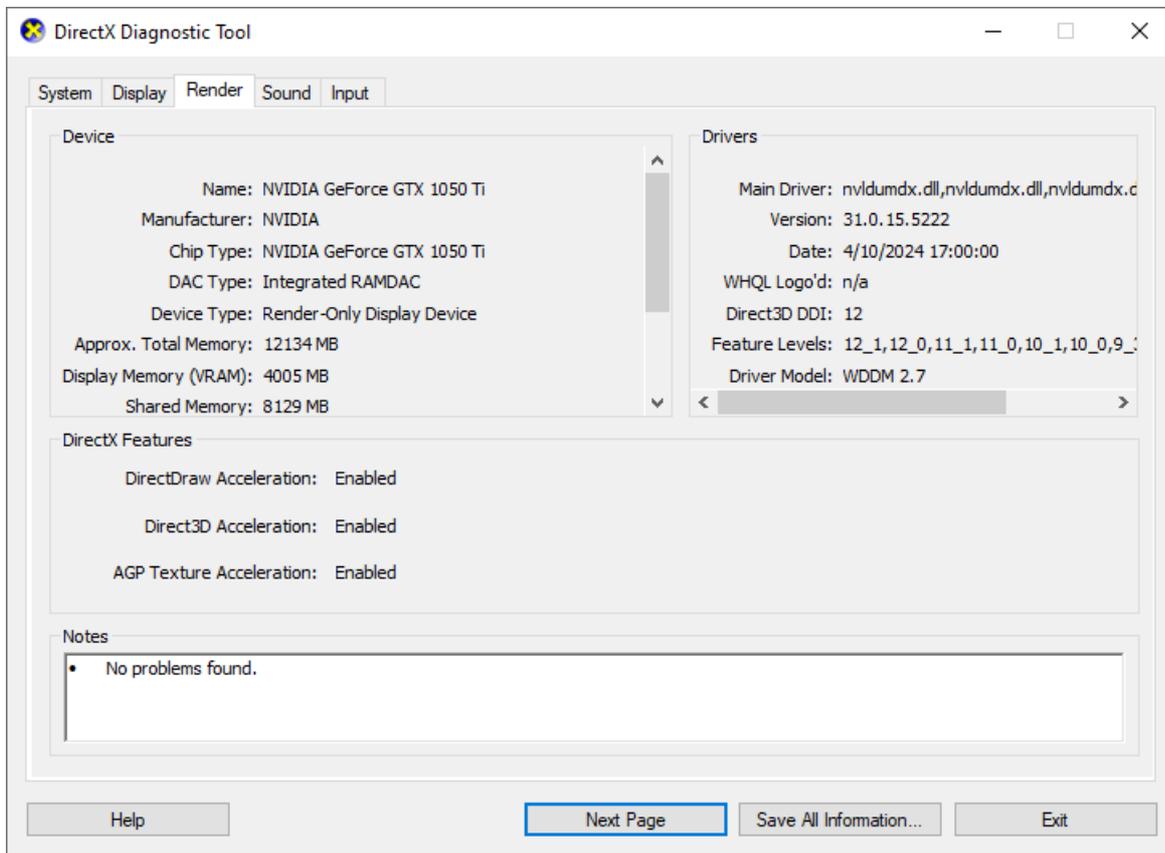
Manufacturer, System Model, Processor, and Memory will be listed.



4. On the DISPLAY tab(s), the graphics device will be listed in the Device section, while the driver information will be listed in the Drivers section on the right. If your computer has more than one graphics card, such as in the case where you have integrated and dedicated graphics, you may see an additional RENDER tab with graphics device information, like shown in the image below.

Note: To view a complete list of Intel graphics models that the current version of Chief Architect products are compatible with, please see the [Related Articles](#) section below.

The latest graphics driver is recommended for optimal performance.



If you're experiencing a graphics or video card related error message or are unable to generate optimal 3D camera views, it's possible that your graphics card is not supported, the display driver installed is in need of an update, or there is a compatibility issue with your particular graphics card model. Please ensure that your graphics card meets the system requirements and proceed to follow the steps in the appropriate troubleshooting article linked in the [Related Articles](#) section below.

5. Compare your computer's specifications to the system requirements for your [Chief Architect](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>) or [Home Designer](https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html) (<https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html>) product.

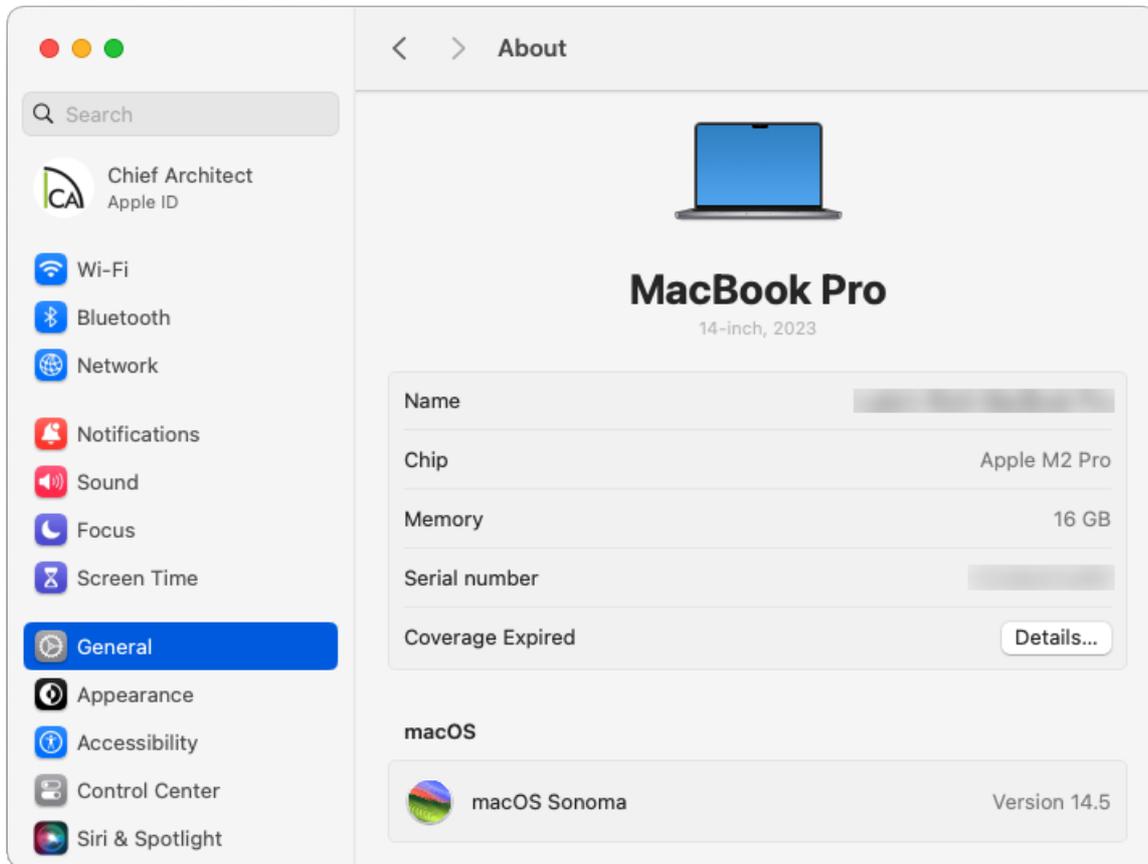
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To find your computer's specifications on a Apple macOS System

1. Click on the **Apple**  icon in the upper left-hand corner of the screen, then click **About This Mac**.
2. In the dialog window that appears, some basic details about your system will appear. Click the **More Info** button, then click on the **About** section.

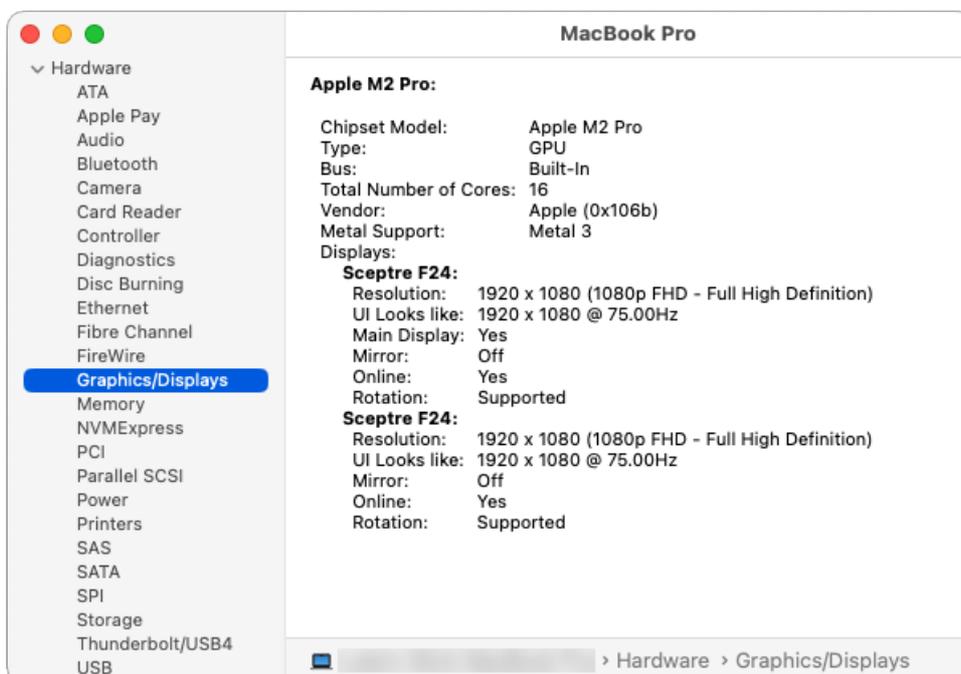
In prior macOS versions, this area may look a bit different. Instead, you may see tabs at the top, such as **OVERVIEW**, **DISPLAYS**, and **STORAGE** that can be accessed.

Note: To view a complete list of Mac models that the current version of Chief Architect products are compatible with, please see the [Related Articles](#) section below.



3. Click the **System Report** button at the very bottom of the window to see an in-depth analysis of your computer's specifications. On the left side, select the **Graphics/Displays** option. Take note of the **Chipset Model** and **Metal Support** line items.

In prior macOS versions, the System Report button is located on the OVERVIEW tab.



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4. Compare your computer's specifications to the system requirements for your [Chief Architect](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>) or [Home Designer](https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html) (<https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html>) product.

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Related Articles

- 📄 [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)
- 📄 [Identifying the Shader Model of Your Graphics Card in Windows \(/support/article/KB-03146/identifying-the-shader-model-of-your-graphics-card-in-windows.html\)](/support/article/KB-03146/identifying-the-shader-model-of-your-graphics-card-in-windows.html)
- 📄 [Intel Graphics Compatible with Chief Architect X17 and Home Designer 2026 \(/support/article/KB-03108/intel-graphics-compatible-with-chief-architect-x17-and-home-designer-2026.html\)](/support/article/KB-03108/intel-graphics-compatible-with-chief-architect-x17-and-home-designer-2026.html)
- 📄 [Mac Models Compatible with Chief Architect X17 and Home Designer 2026 \(/support/article/KB-03167/mac-models-compatible-with-chief-architect-x17-and-home-designer-2026.html\)](/support/article/KB-03167/mac-models-compatible-with-chief-architect-x17-and-home-designer-2026.html)
- 📄 [Retrieving System Information to Send to Technical Support \(/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html)
- 📄 [Troubleshooting 3D Camera View Display Problems in Chief Architect \(https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html\)](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)