

Locating Your Computer's Specifications

Reference Number: **KB-03129**

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The information in this article applies to:



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) (<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?


ANSWER

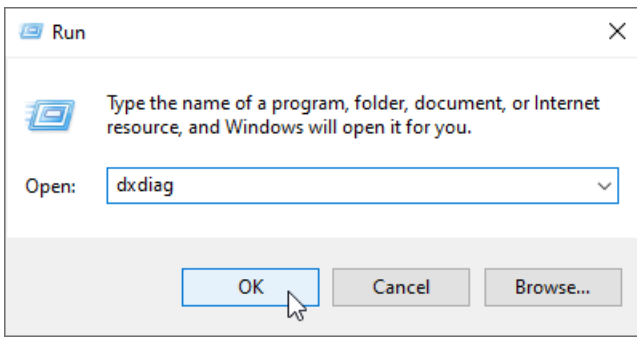
If you're using a Windows based computer, you can use the DirectX Diagnostic Tool to find your computer's specifications, including the operating system version that is currently installed.

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

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

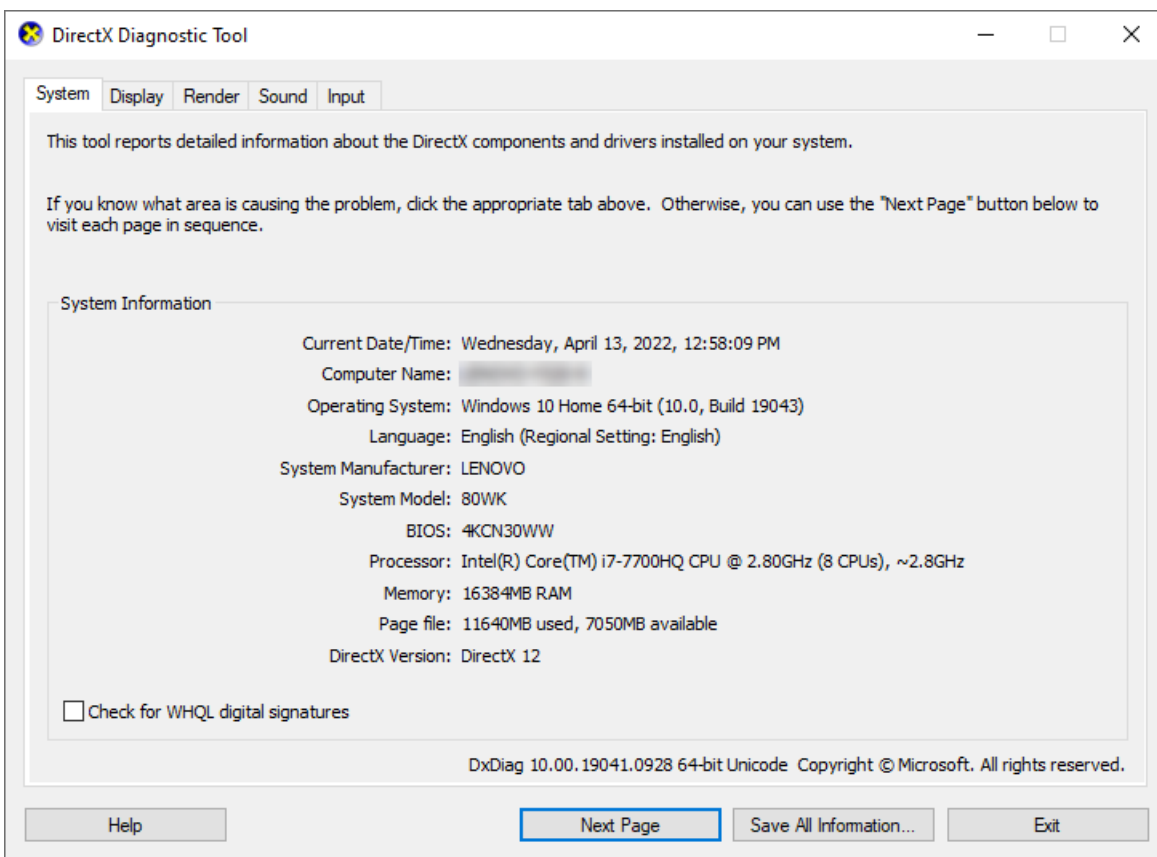
To find your computer's specifications on a Microsoft Windows system

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



Additionally, you can type `dxdiag` in Windows Search. For more information on accessing this utility in this manner, please see the following Microsoft resource: [Open and run Diagram.exe \(https://support.microsoft.com/en-us/help/4028644/windows-open-and-run-dxdiagexe\)](https://support.microsoft.com/en-us/help/4028644/windows-open-and-run-dxdiagexe)

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.

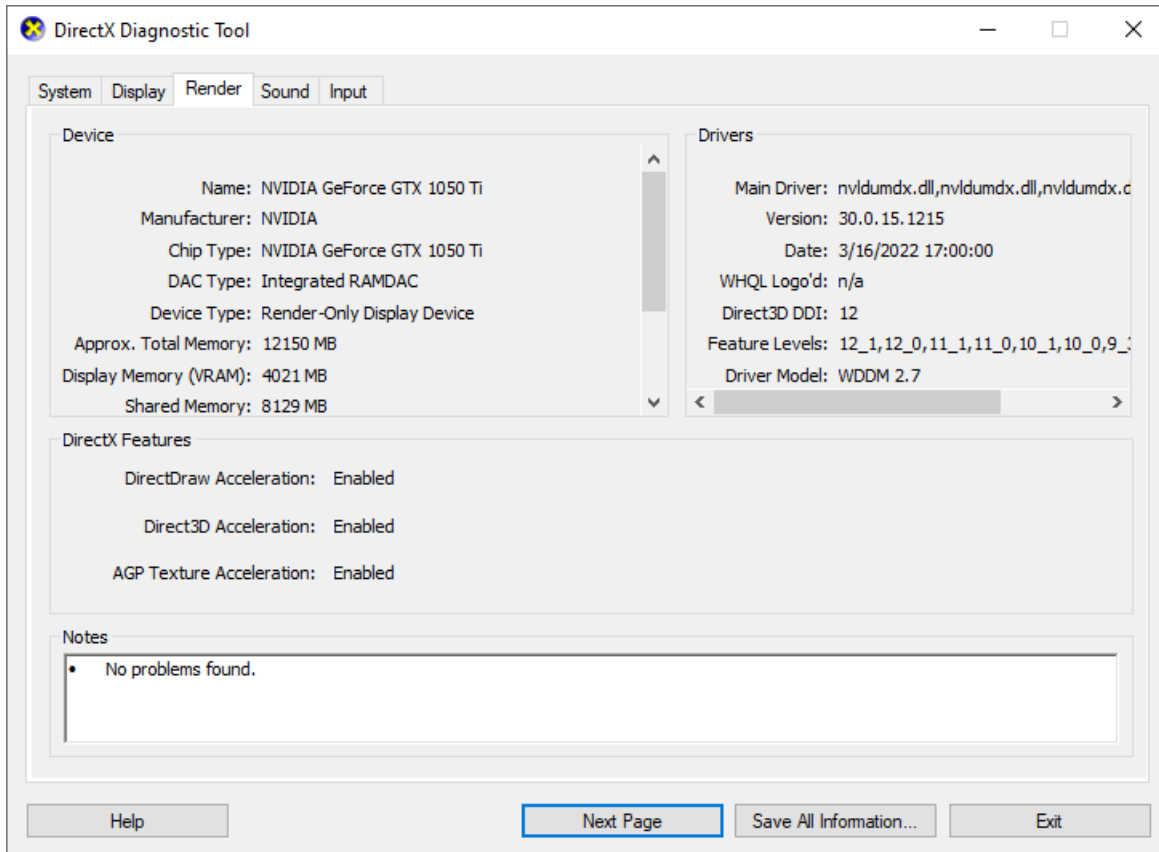


4. On the **DISPLAY** tab(s), the graphics card that is in use will display under the Device section, and the driver information will appear under the Drivers section on the right. If your computer has more than one graphics card, the graphics card that is not in use may display on a separate **RENDER** tab, like shown in the image below.

Take note of the Display Memory (VRAM) listed as current Chief Architect products running on a Windows operating system require a DirectX 12 compatible graphics card (supporting Shader Model 6) with at least 2048 MB (2 GB) of dedicated memory or an Intel integrated graphics chip on 6th generation or newer Intel processors (i3/i5/i7).

Note: To view a complete list of Intel integrated graphics chipsets that Chief Architect is compatible with, please see article "Supported Intel Graphics Chipsets" in 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 to expand the menu.

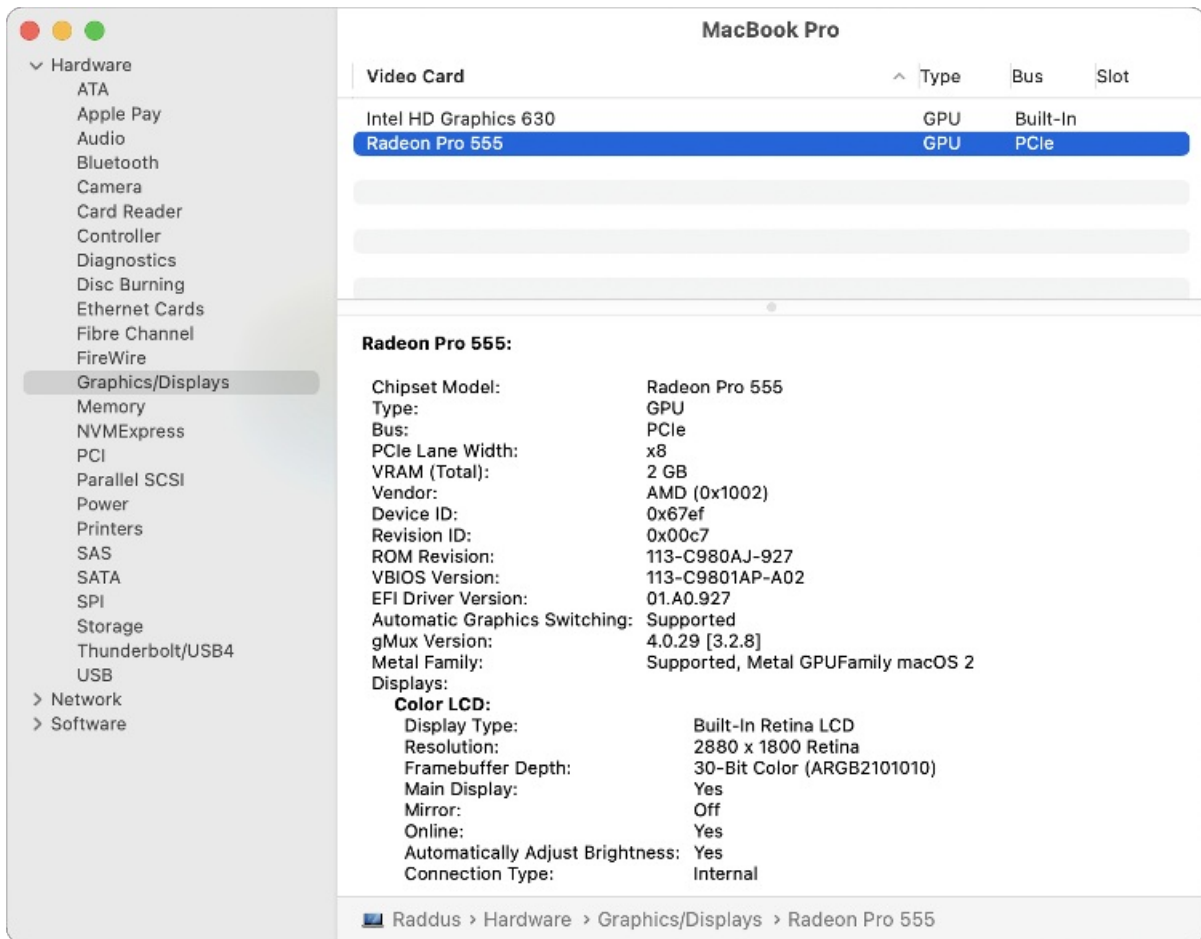
2. Click on **About This Mac**.
3. In the dialog window that appears, the macOS Name and Version number, the model of Mac you're using, the Processor, Memory, and the Graphics card(s) will be listed. Select the **DISPLAYS** tab at the top to see additional information relating to the displays/monitors that are in use. You can also select the **STORAGE** tab to view hard drive/disk information, including how much available storage space is free.

Current Chief Architect products running on a macOS operating system require a macOS GPU family 2 v1 or newer graphics card with at least 2048 MB (2 GB) of dedicated memory or an Intel integrated graphics chip on 6th generation or newer Intel processors (i3/i5/i7). Proceed to the next step to learn how to detect which family your graphics card is part of.

Note: To view a complete list of Intel integrated graphics chipsets that Chief Architect is compatible with, please see article "Supported Intel Graphics Chipsets" in the [Related Articles](#) section below.



4. Click the **System Report** button on the **OVERVIEW** panel to see an in-depth analysis of your computer's specifications. On the left side, select the **Graphics/Displays** option. The macOS GPU family associated with each graphics card will be listed beside **Metal Family**.



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) or [Home Designer](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-](/support/article/KB-03146/identifying-the-)

[shader-model-of-your-graphics-card-in-windows.html](#))

📌 [Retrieving System Information to Send to Technical Support \(/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](#)

📌 [Supported Intel Graphics Chipsets \(/support/article/KB-03108/supported-intel-graphics-chipsets.html\)](#)

📌 [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 \(/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html\)](#)