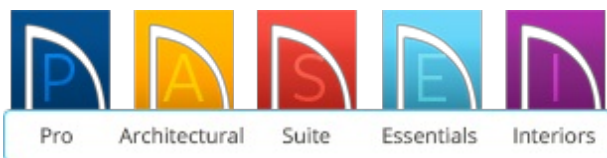


Locating Your Computer's Specifications

Reference Number: **KB-03129**

Last Modified: **July 30, 2020**

The information in this article applies to:



QUESTION

How can I check my computer's specifications to see if it meets Chief Architect's system requirements (<https://www.chiefarchitect.com/products/sysreq.html>)?


ANSWER

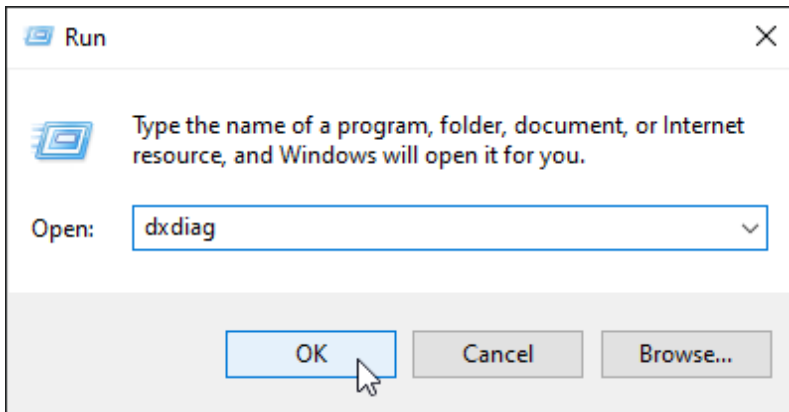
If you're using a Windows based computer, you can use the DirectX Diagnostic Tool to find your computer's specifications, including the operating system version that is currently installed.

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

- Microsoft Windows
- Apple macOS

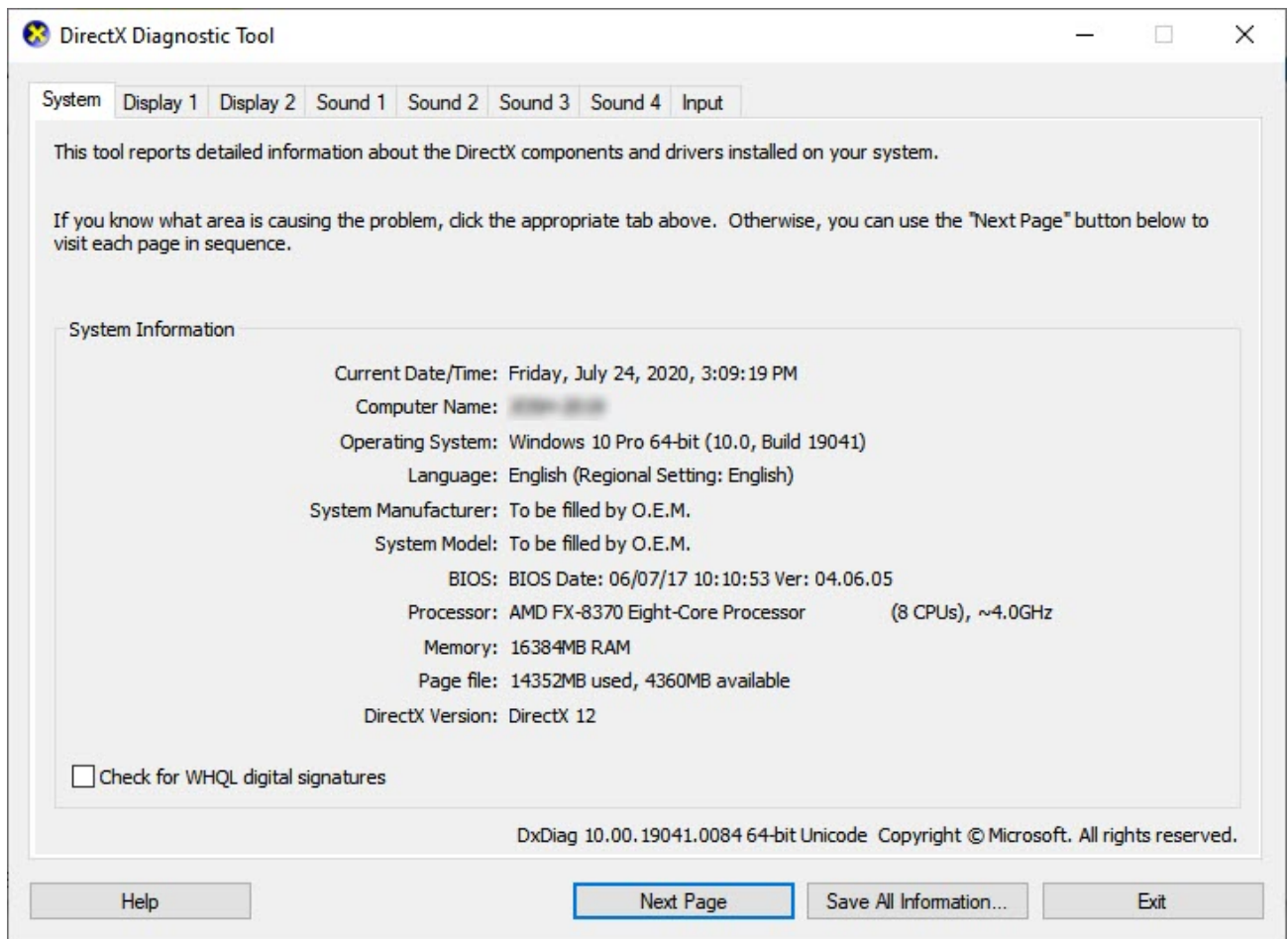
To find your computer's specifications on a Microsoft Windows system

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

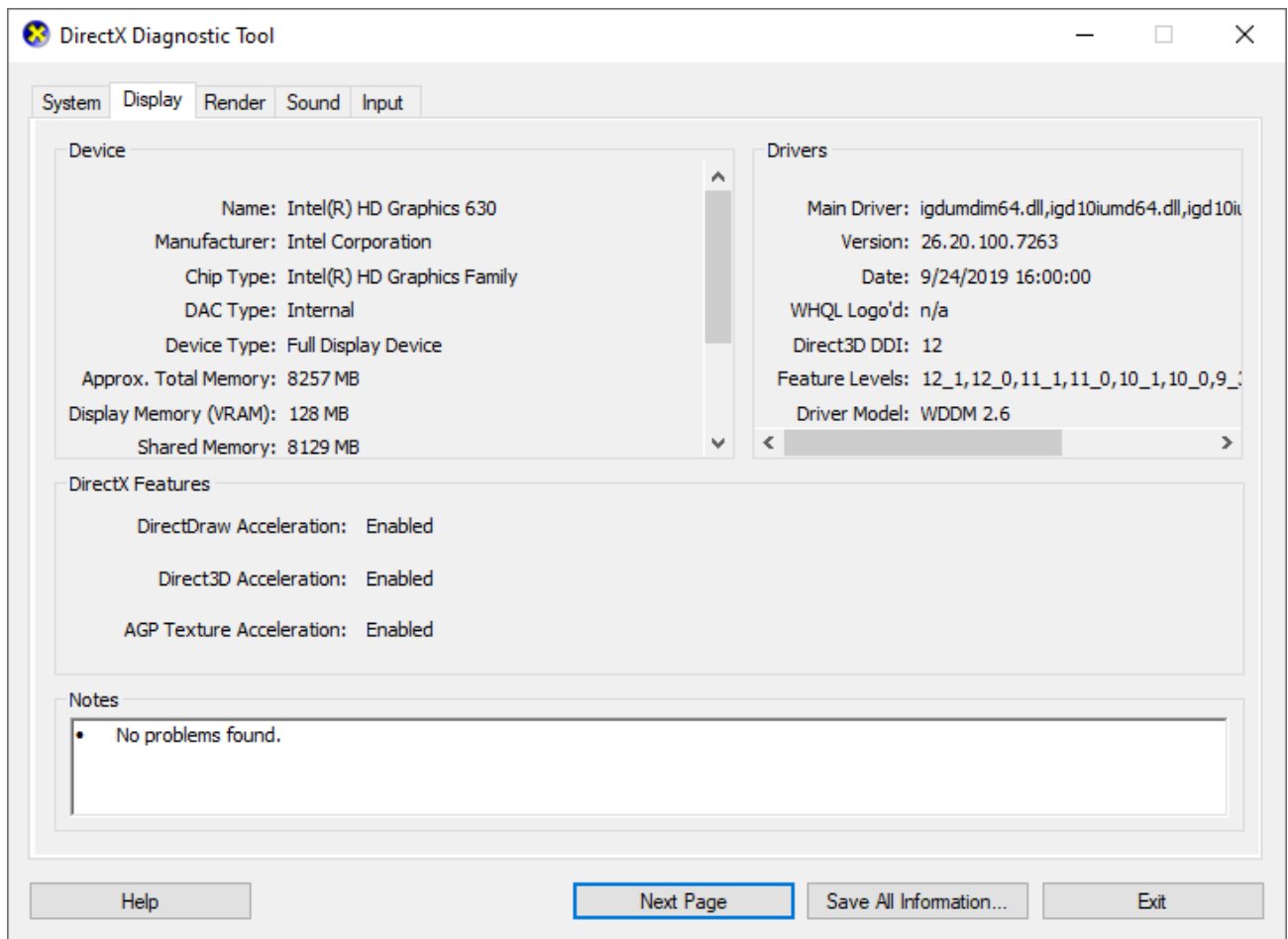


4. On the **D**ISPLAY tab, the graphics card that is in use will display under the Device section, while the driver information will appear under the Drivers section on the right. If your computer has more than one graphics card, the graphics card that is not in use may display on a separate **R**ENDER tab.

Note: The latest versions of Chief Architect products work with dedicated graphics cards such as NVIDIA or AMD that are currently supported by the manufacturer, and with Gen 8/Broadwell or newer Intel integrated graphics chipsets.

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 or the display driver installed is in need of an update. Please ensure that your graphics card meets our minimum 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 [minimum system requirements](#) for your product.

[Return To Top](#)

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.

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[Return To Top](#)

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)

[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)

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

(<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>)



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