

Message: You are using a video card that does not meet the software's minimum requirements

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The information in this article applies to:



PROBLEM

When I try to launch a Chief Architect program, I receive the following message:

"You are using a video card that does not meet the software's minimum requirements, or your video card driver needs to be updated. You will not be able to create 3D views."

RESOLUTION

Chief Architect software checks the status of your computer's graphics card on launch and warns you if it detects problems that will affect its ability to run. If you encounter this message, your computer's graphics card or chipset will not be able to generate 3D views – including 3D previews in dialogs and the library browser.

You may be able to resolve the issue by downloading and installing the latest drivers from the graphics card manufacturer. For more information on updating drivers, please see the appropriate link for your product below:

- [Chief Architect \(https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html#Drivers\)](https://www.chiefarchitect.com/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html#Drivers)
- [Home Designer \(https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html#Drivers\)](https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html#Drivers)

If your graphics card does not meet the [minimum system requirements \(https://www.chiefarchitect.com/products/sysreq.html\)](https://www.chiefarchitect.com/products/sysreq.html) to run the software, though, it is unlikely that updated drivers will solve the problem.

In order to generate 3D views in Chief Architect X13 specifically, your graphics card must support shader model 6.0 and DirectX 12.

In some instances, such as when a Windows-based computer has more than one graphics card, Chief Architect may recognize, and use, the weaker graphics card. If your system has more than one graphics card and you suspect this to be the cause of this message, consider following the instructions in [KB-03140: Forcing Chief Architect Programs to Use a Specific Graphics Card in Windows 10](https://www.chiefarchitect.com/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10.html) (<https://www.chiefarchitect.com/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10.html>).

Related Articles

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