

# Troubleshooting Gray or Blank Camera Views on Computers with Multiple Graphics Cards

Reference Number: **KB-03199**

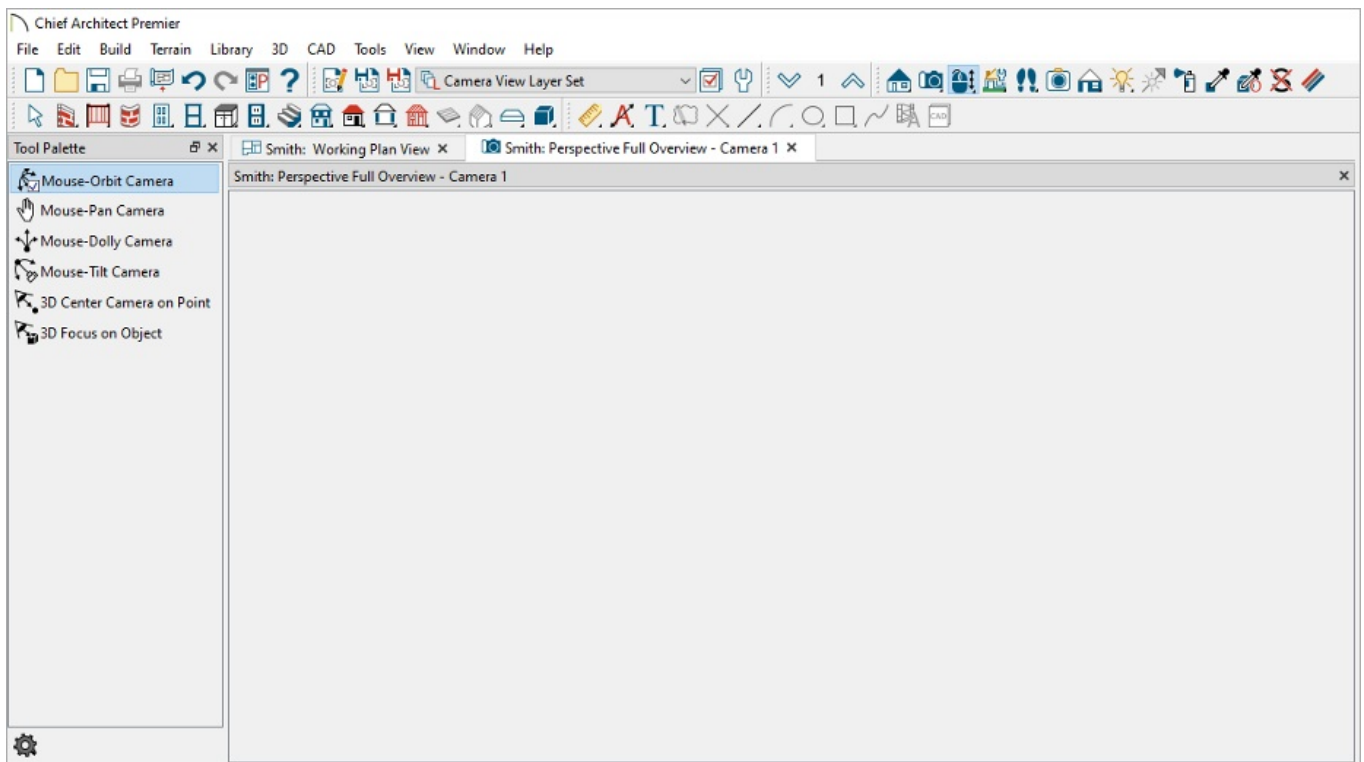
Last Modified: **January 20, 2025**

The information in this article applies to:



## QUESTION

When I create a 3D camera view in my Chief Architect software, I see a gray screen as a result. Additionally, when I access dialog previews, library previews, and other views that display 3D views, they also appear gray. Why might this be happening?



## ANSWER

Computers that contain both an NVIDIA dedicated/discrete graphics card (GPU) and an Intel integrated graphics

chip may produce gray or blank screens when working with 3D camera views if your monitor is plugged into your system's motherboard instead of the dedicated/discrete graphics card, or if the Intel integrated graphics chip is overriding the more powerful NVIDIA graphics card.

First, ensure that your monitor is plugged into your dedicated graphics card. If it's not, adjust the connection accordingly, restart the Chief Architect software, and test the 3D functionality.


If the issue persists, and you have found that specifying or changing the graphics card to be used within the NVIDIA Control Panel and/or [Windows Graphics settings \(https://www.chiefarchitect.com/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10-11.html\)](https://www.chiefarchitect.com/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10-11.html) does not change your results, you may have to access your computer manufacturer's dedicated application to rectify this behavior. For example, on HP computers, this application is called [HP OMEN Gaming Hub \(https://www.omen.com/us/en/omen-gaming-hub.html\)](https://www.omen.com/us/en/omen-gaming-hub.html); and on Lenovo computers, this application is called [Lenovo Vantage \(https://www.lenovo.com/us/en/software/vantage/\)](https://www.lenovo.com/us/en/software/vantage/).

Please refer to the appropriate link below to learn how to change what graphics card is used. If your computer manufacturer is not listed, please send all of the requested information to our Technical Support team using the [instructions listed below](#).

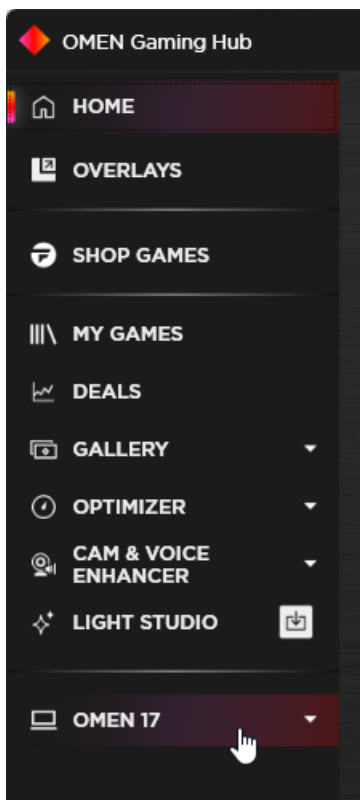
- [Using HP OMEN Gaming Hub to specify the graphics card](#)
- [Using Lenovo Vantage to specify the graphics card](#)

**Note:** Ensure that your computer meets the software's minimum system requirements by accessing the resources located in the [Related Articles](#) section below. Additionally, please visit our [Known Incompatibilities \(https://www.chiefarchitect.com/products/known-incompatibilities.html\)](https://www.chiefarchitect.com/products/known-incompatibilities.html) page to learn about the software and hardware incompatibilities associated with Chief Architect programs.

## Using HP OMEN Gaming Hub to specify the graphics card

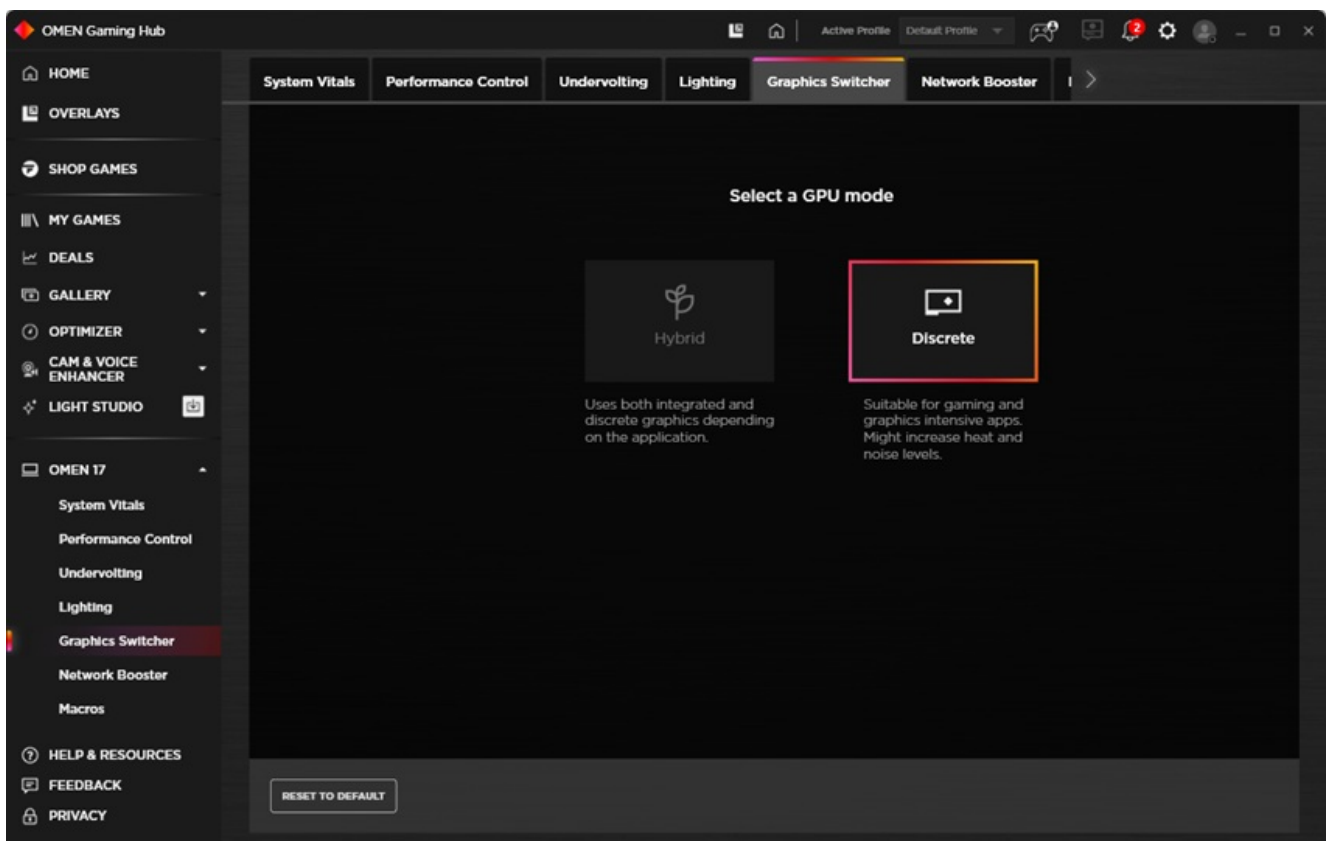
1. Close Chief Architect, as well as any other applications that are currently open.
2. Select the **Windows**  key on your keyboard, then search: .
3. Select and open the OMEN Gaming Hub application.
4. Select your computer model using the sidebar.

In this example, we have selected OMEN 17.



5. Select the **Graphics Switcher** tab at the top, then choose the **Discrete** GPU mode.

**Note:** If you do not see the settings mentioned above, make sure you have the latest version of HP OMEN Gaming Hub installed from the Microsoft Store.




6. A message will appear stating your system must be restarted for changes to take effect. Click **Reboot Now** to proceed.

If you receive a black screen after restarting your system, the graphics driver may need to be restarted. Press the Windows key + Ctrl + Shift + B with the black screen active to perform this process.

7. Once the computer has restarted, open Chief Architect, then test to see if you are able to successfully create 3D camera views.

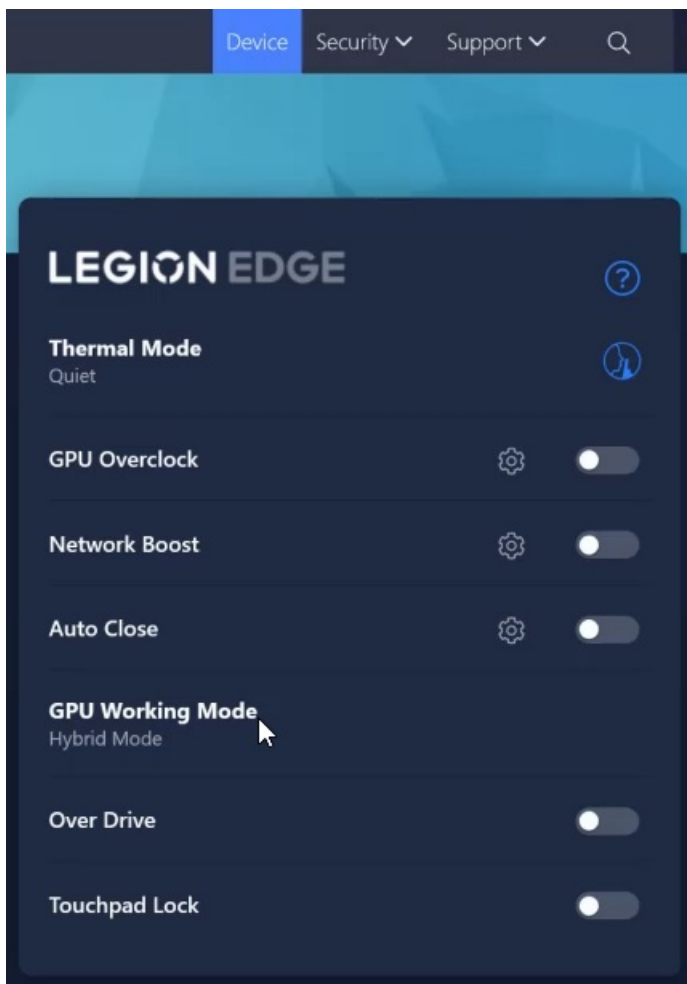
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## Using Lenovo Vantage to specify the graphics card

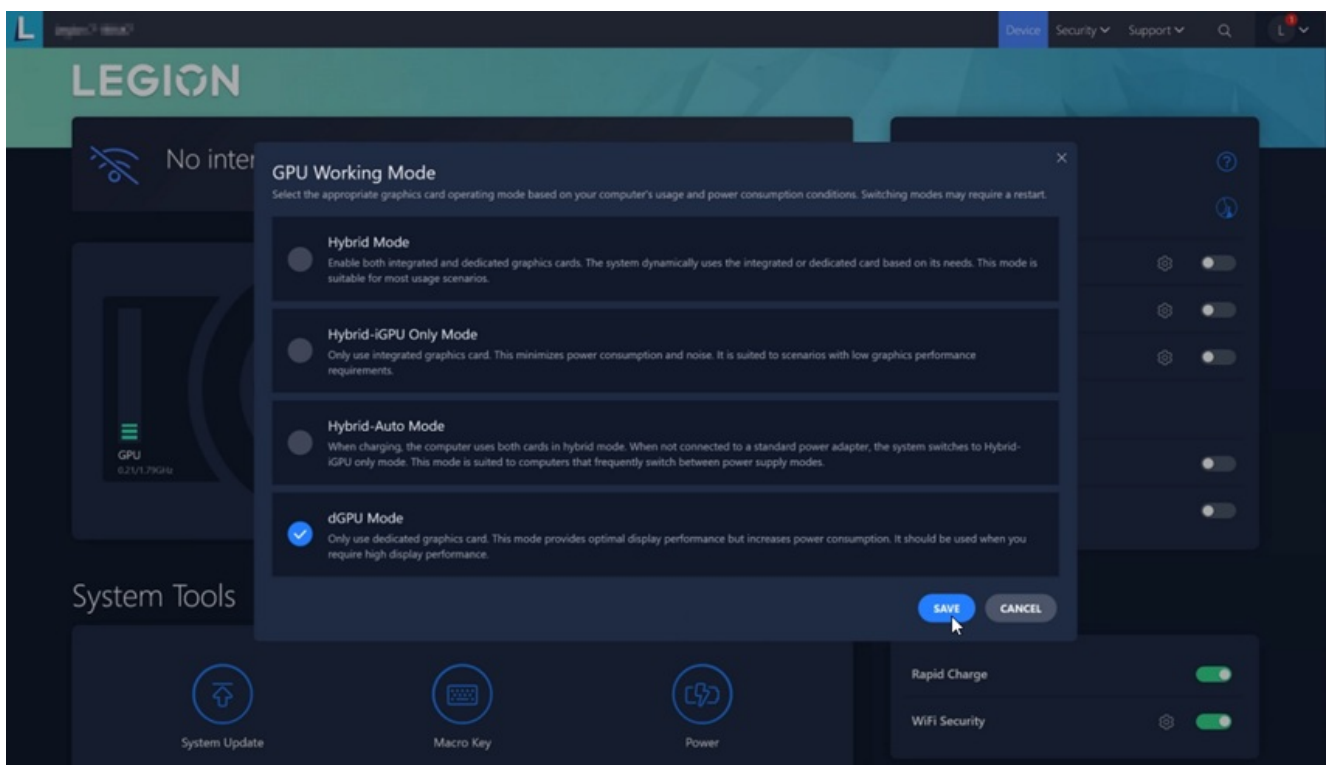
1. Close Chief Architect, as well as any other applications that are currently open.
2. Select the **Windows**  key on your keyboard, then search: .
3. Select and open the Lenovo Vantage application.
4. Select the **Device** tab at the top, then click on the **GPU Working Mode** option.

If you don't see GPU Working Mode, but see an option called **Hybrid Mode**, disable this setting instead, then proceed to Step 6.

**Note:** If you do not see the settings mentioned above, make sure you have the latest version of Lenovo Vantage installed from the Microsoft Store.



5. Select **dGPU Mode**, then click **Save**.



6. Restart your computer, open Chief Architect, then test to see if you are able to successfully create 3D camera views.

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## ADVANCED TROUBLESHOOTING

If you continue to experience gray screens on your computer, please contact our Technical Support team directly, and include all of the following files listed below.

1. Please create a screenshot image of the gray screen.

See Knowledge Base article: [Creating a Screenshot \(https://www.chiefarchitect.com/support/article/KB-00326/\)](https://www.chiefarchitect.com/support/article/KB-00326/)

2. Locate the **MESSAGE LOG**.

See Knowledge Base article: [Locating the Message Log \(https://www.chiefarchitect.com/support/article/KB-02908/\)](https://www.chiefarchitect.com/support/article/KB-02908/)

3. Locate the **RENDERING LOG**.

See Knowledge Base article: [Locating the Rendering Log \(https://www.chiefarchitect.com/support/article/KB-03149/locating-the-rendering-log.html\)](https://www.chiefarchitect.com/support/article/KB-03149/locating-the-rendering-log.html)

4. Export your **SYSTEM INFORMATION**.

See Knowledge Base article: [Retrieving System Information to Send to Technical Support \(https://www.chiefarchitect.com/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](https://www.chiefarchitect.com/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html)

5. Sign in to the [Technical Support Center \(https://support.chiefarchitect.com/\)](https://support.chiefarchitect.com/) and create a new support case to send to Technical Support.

See Knowledge Base article: [Using the Technical Support Center \(https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html\)](https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html)

6. Give the case a short but descriptive title.

In the text of the case, type a detailed description of the problem. The more detailed you are, the more likely we will be to reproduce the issue and identify the problem.

Click the **Browse** button and attach the **SCREENSHOT**, **MESSAGE LOG**, **RENDERING LOG**, and **SYSTEM INFORMATION** files to your case, then **Submit** it.

It is possible that Technical Support may need additional information regarding the issue, which they will request via a reply in the Technical Support Center.

#### 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)
- 📄 [Creating a Screenshot \(/support/article/KB-00326/creating-a-screenshot.html\)](/support/article/KB-00326/creating-a-screenshot.html)
- 📄 [Forcing Chief Architect Programs to Use a Specific Graphics Card in Windows 10/11\(/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10-11.html\)](/support/article/KB-03140/forcing-chief-architect-programs-to-use-a-specific-graphics-card-in-windows-10-11.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 X16 and Home Designer 2025 \(/support/article/KB-03108/intel-graphics-compatible-with-chief-architect-x16-and-home-designer-2025.html\)](/support/article/KB-03108/intel-graphics-compatible-with-chief-architect-x16-and-home-designer-2025.html)
- 📄 [Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](/support/article/KB-02908/locating-the-message-log.html)
- 📄 [Locating the Rendering Log \(/support/article/KB-03149/locating-the-rendering-log.html\)](/support/article/KB-03149/locating-the-rendering-log.html)
- 📄 [Locating Your Computer's Specifications \(/support/article/KB-03129/locating-your-computer-s-specifications.html\)](/support/article/KB-03129/locating-your-computer-s-specifications.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 Small or Blank Camera Overviews \(https://www.chiefarchitect.com/support/article/KB-00021/troubleshooting-small-or-blank-camera-overviews.html\)](https://www.chiefarchitect.com/support/article/KB-00021/troubleshooting-small-or-blank-camera-overviews.html)
- 📄 [Using the Technical Support Center \(/support/article/KB-00717/using-the-technical-support-center.html\)](/support/article/KB-00717/using-the-technical-support-center.html)