Chief Architect®

Architectural Home Design Software

Locating Your Computer's Specifications

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The information in this article applies to:

PREMIER   INTERIORS | PRO   ARCH   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 based computer, you can use the DirectX Diagnostic Tool to find your computer's specifications, including the operating system version that is currently installed.
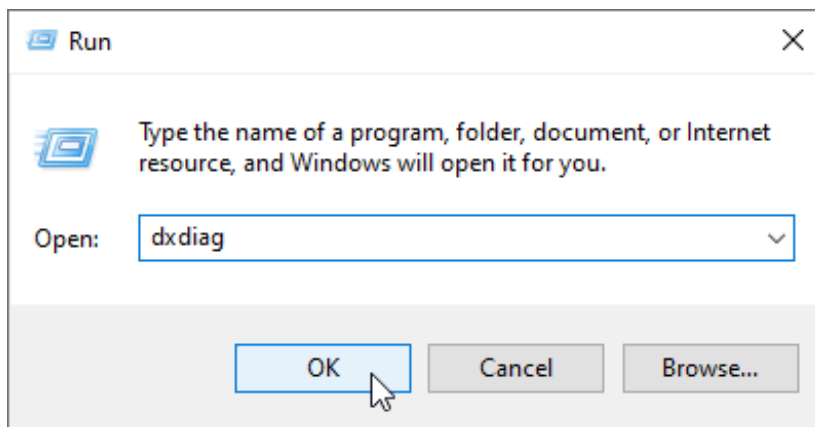
If you're using an Apple macOS system, access the 'About This Mac' section to locate this information.
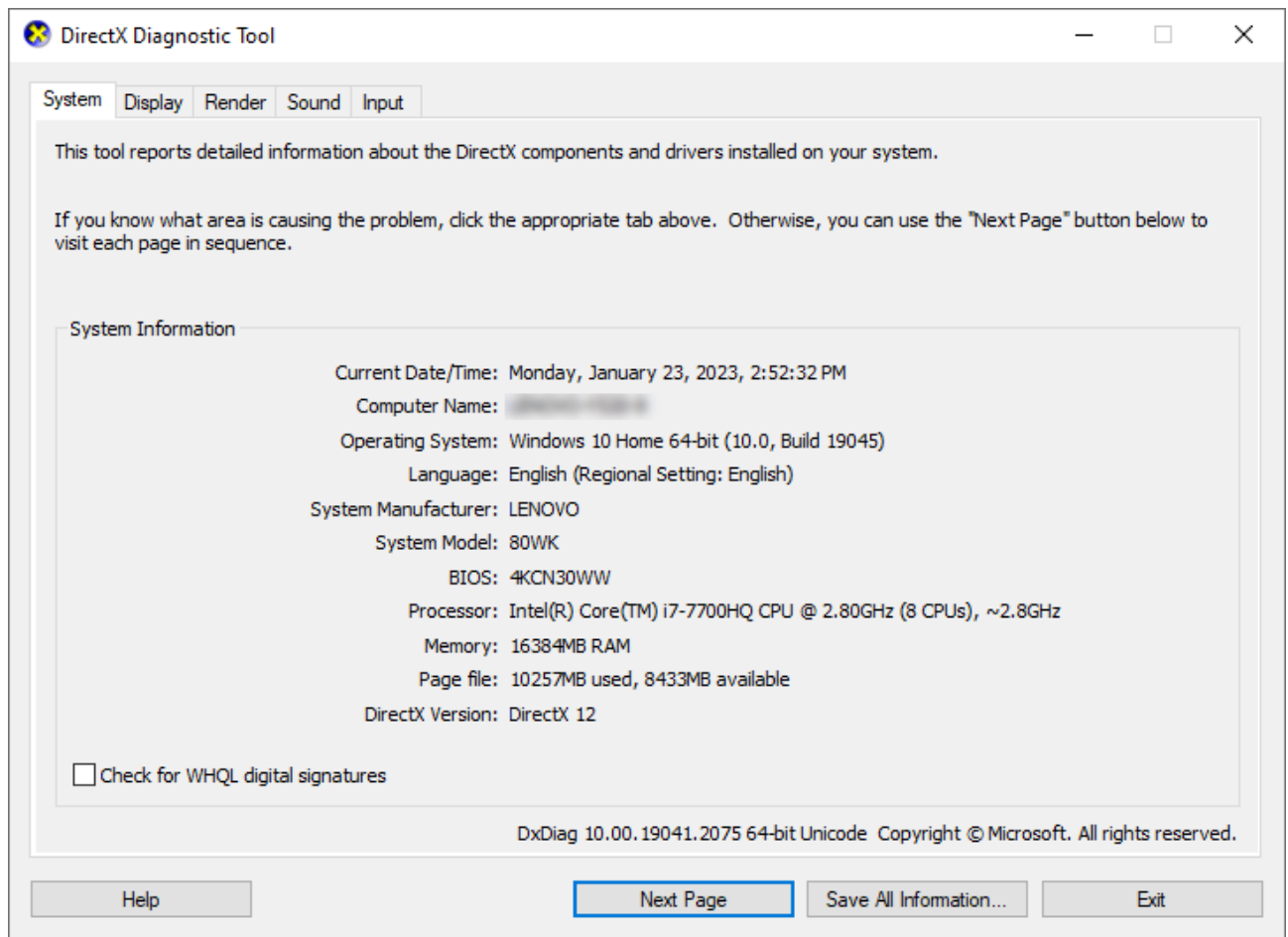
- Microsoft Windows

- [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 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.

DirectX Diagnostic Tool

System | Display | Render | Sound | Input

This tool reports detailed information about the DirectX components and drivers installed on your system.

If you know what area is causing the problem, click the appropriate tab above. Otherwise, you can use the "Next Page" button below to visit each page in sequence.

System Information

Current Date/Time: Monday, January 23, 2023, 2:52:32 PM
Computer Name:
Operating System: Windows 10 Home 64-bit (10.0, Build 19045)
Language: English (Regional Setting: English)
System Manufacturer: LENOVO
System Model: 80WK
BIOS: 4KCN30WW
Processor: Intel(R) Core(TM) i7-7700HQ CPU @ 2.80GHz (8 CPUs), ~2.8GHz
Memory: 16384MB RAM
Page file: 10257MB used, 8433MB available
DirectX Version: DirectX 12

☐ Check for WHQL digital signatures

DxDiag 10.00.19041.2075 64-bit Unicode Copyright © Microsoft. All rights reserved.
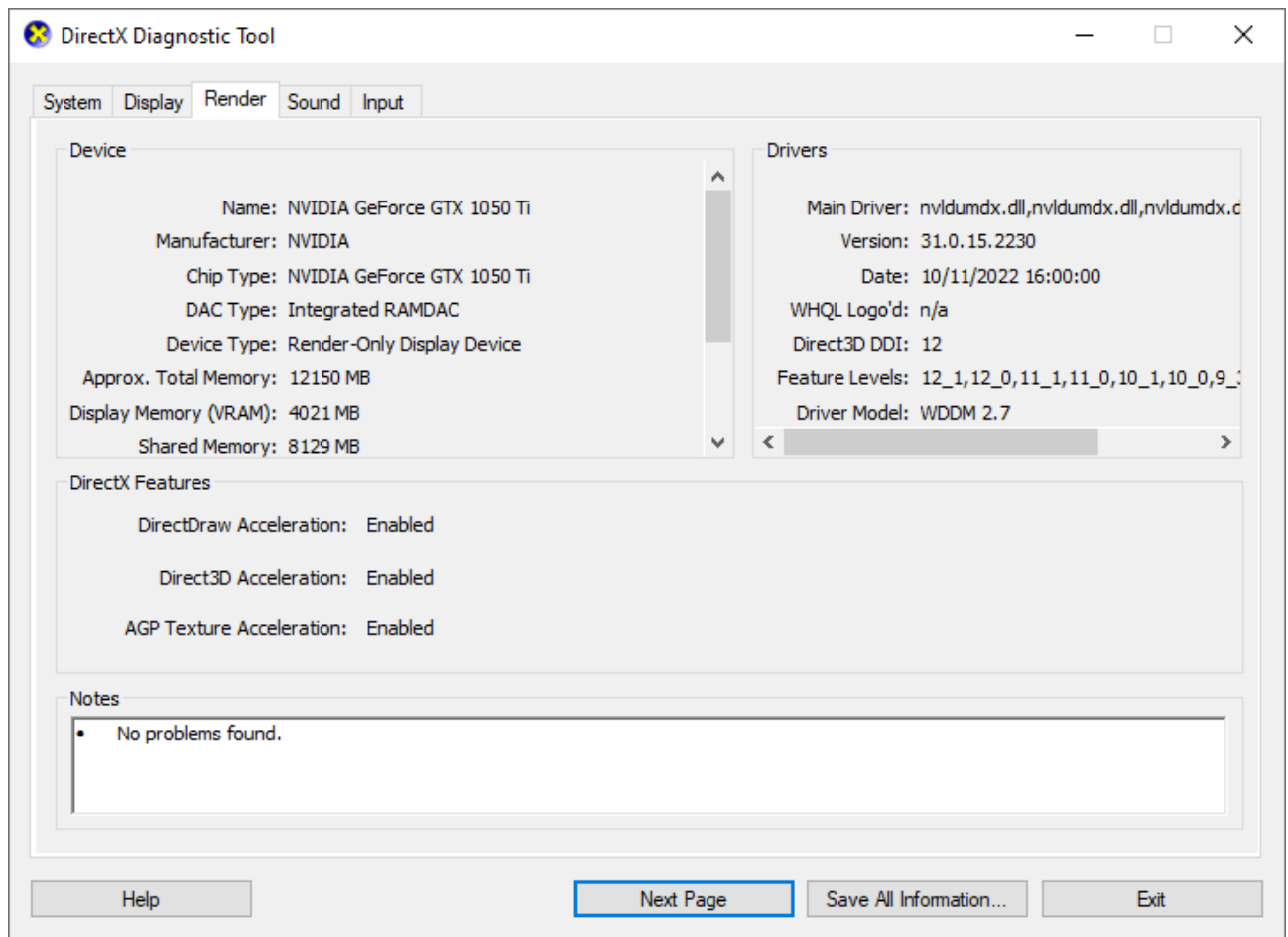
Help | Next Page | Save All Information... | Exit

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 Microsoft Windows require a DirectX 12 compatible graphics card (supporting Shader Model 6) with at least 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 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 <u>Related Articles</u> section below.

5. Compare you computer's specifications to the system requirements for your <u>Chief Architect (https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html)</u> or <u>Home Designer (https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html)</u> product.

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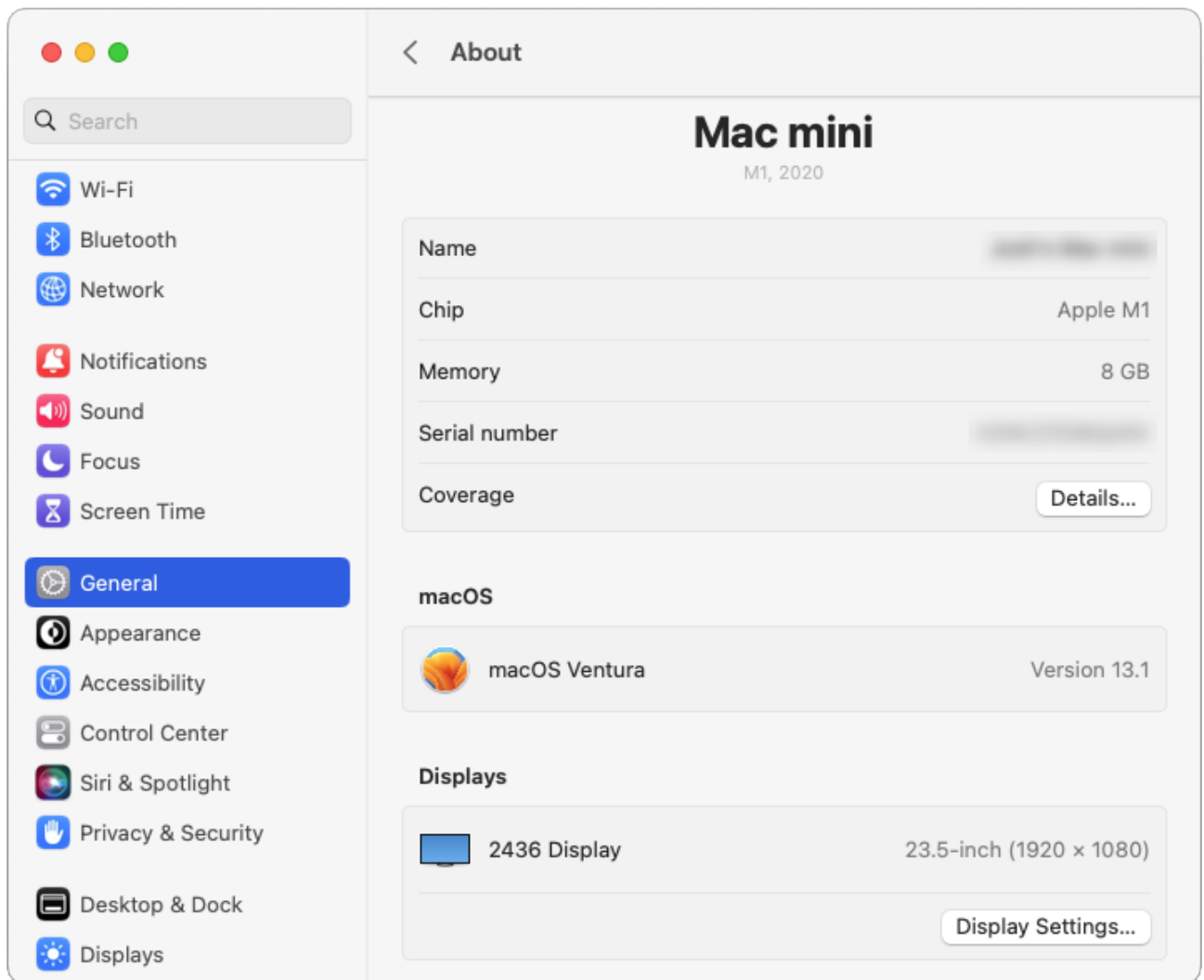## To find your computer's specifications on a Apple macOS System

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 to expand this window and gain access to additional information about your Mac.

   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.

   Take note of the Chip/Processor, Memory, macOS Version, and the Display/Graphics properties if you're using a Mac without an Apple M1 or M2 chip.

   Graphics requirements for current Chief Architect products running on macOS require an Apple M1 or newer chip or an Intel/AMD GPU with support for Metal GPUFamily macOS 2 or newer. Please proceed to the next step to learn how to detect which Metal family your graphics card is part of.

   > **Note:** To view a complete list of Intel integrated graphics chipsets 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. The Metal GPUFamily associated with each graphics card will be listed beside **Metal Support/Family**.

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

	Mac mini
✓ Hardware	**Apple M1:**

Apple M1:

Chipset Model: Apple M1
Type: GPU
Bus: Built-In
Total Number of Cores: 8
Vendor: Apple (0x106b)
Metal Support: Metal 3
Displays:
  2436:
    Resolution: 1920 x 1080 (1080p FHD - Full High Definition)
    UI Looks like: 1920 x 1080 @ 60.00Hz
    Main Display: Yes
    Mirror: Off
    Online: Yes
    Rotation: Supported

Hardware › Graphics/Displays

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Related Articles

- ⬛ Chief Architect Minimum System Requirements (/support/article/KB-02761/chief-architect-minimum-system-requirements.html)
- ⬛ Home Designer Minimum System Requirements (https://www.homedesignersoftware.com/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)
- ⬛ Intel Integrated Graphics Chipsets Compatible with Chief Architect X14 and Home Designer 2023 (/support/article/KB-03108/intel-integrated-graphics-chipsets-compatible-with-chief-architect-x14-and-home-designer-2023.html)
- ⬛ Mac Models Compatible with Chief Architect X14 and Home Designer 2023 (/support/article/KB-03167/mac-models-compatible-with-chief-architect-x14-and-home-designer-2023.html)
- ⬛ Retrieving System Information to Send to Technical Support (/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html)
- ⬛ Troubleshooting 3D Camera View Display Problems in Chief Architect (/support/article/KB-00106/troubleshooting-3d-camera-view-display-problems-in-chief-architect.html)
- ⬛ Troubleshooting 3D Camera View Display Problems in Home Designer (https://www.homedesignersoftware.com/support/article/KB-00897/troubleshooting-3d-camera-view-display-problems-in-home-designer.html)

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