

Information About Error Messages

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This article also applies to the following legacy products:
Pro | Architectural | Suite

There is currently no online help available for this topic

Message boxes in Chief Architect have a Check Knowledge Base button that, when clicked, launches your web browser to a Knowledge Base article with information about the message. If there is not an article relating to the message in question, you will be directed to this page.

If you are continuously receiving an error while working on a plan or layout, please gather as much information as possible and report the issue to Chief Architect Technical Support.

To report an issue to Chief Architect Technical Support



Use the [Technical Support Center \(https://support.chiefarchitect.com/home\)](https://support.chiefarchitect.com/home) to create a new Support Case, and include all of the files and information mentioned below.

To learn more about the Technical Support Center and how it functions, please see 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).

1. The exact wording and details of the error. Click the Details button, if available, and make a note of the error number in addition to any additional wording shown. If possible, copy the full text of the error message exactly as it's shown, or take a

screenshot of the error details.

See Knowledge Base article: [Creating a Screenshot](https://www.chiefarchitect.com/support/article/KB-00326/creating-a-screenshot.html)
(<https://www.chiefarchitect.com/support/article/KB-00326/creating-a-screenshot.html>).

2. The conditions under which the error occurred. For example, were you creating a camera view, placing objects in a floor plan view, or performing some other action?
3. If the issue only seems to occur in one particular file, use the **Export Plan/Layout as Project**  tool, **Backup Entire Plan/Layout**  tool, or one of the other supported Export functions to create a backup of your project with all referenced files.

See Knowledge Base article: [Exporting Projects and Disconnected Files](https://www.chiefarchitect.com/support/article/KB-03212/)
(<https://www.chiefarchitect.com/support/article/KB-03212/>).

See Knowledge Base article: [Using the Backup Entire Plan/Layout Tool](https://www.chiefarchitect.com/support/article/KB-00987/using-the-backup-entire-plan-layout-tool-to-send-files-to-another-user.html)
(<https://www.chiefarchitect.com/support/article/KB-00987/using-the-backup-entire-plan-layout-tool-to-send-files-to-another-user.html>).

4. In X17 and newer, export all of the necessary log files using the **Export Logs** function:

See Knowledge Base article: [Exporting Log Files to Send to Technical Support](https://www.chiefarchitect.com/support/article/KB-03209/)
(<https://www.chiefarchitect.com/support/article/KB-03209/>).

In X16 and prior, export the **MESSAGE LOG** and **RENDERING 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/>).

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>).








5. Export or save 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).

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


Note: Some of the requested information may identify you, as well as specific information about your computer, but it will also help us determine the source of the problem. Please be assured that any files submitted to Chief Architect Technical Support will be used for troubleshooting purposes only.

Related Articles

-  [Creating a Screenshot \(/support/article/KB-00326/creating-a-screenshot.html\)](/support/article/KB-00326/creating-a-screenshot.html)
-  [Exporting Log Files to Send to Technical Support \(/support/article/KB-03209/exporting-log-files-to-send-to-technical-support.html\)](/support/article/KB-03209/exporting-log-files-to-send-to-technical-support.html)
-  [Exporting Projects and Disconnected Files \(/support/article/KB-03212/exporting-projects-and-disconnected-files.html\)](/support/article/KB-03212/exporting-projects-and-disconnected-files.html)
-  [Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](/support/article/KB-02908/locating-the-message-log.html)
-  [Message: Chief Architect has encountered a problem and needs to close. \(/support/article/KB-02958/message-chief-architect-has-encountered-a-problem-and-needs-to-close.html\)](/support/article/KB-02958/message-chief-architect-has-encountered-a-problem-and-needs-to-close.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 Exception and Assertion Error Messages \(/support/article/KB-00802/troubleshooting-exception-and-assertion-error-messages.html\)](/support/article/KB-00802/troubleshooting-exception-and-assertion-error-messages.html)
-  [Using the Backup Entire Plan/Layout Tool \(/support/article/KB-00987/using-the-backup-entire-plan-layout-tool.html\)](/support/article/KB-00987/using-the-backup-entire-plan-layout-tool.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)



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