

Message: Unable to read the file. This file contains no data.

Reference Number: **KB-00961**

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The information in this article applies to:



QUESTION

I received a plan from another Chief Architect user, but when I try to open it, this message appears:

- "#272015535 - Unable to read the file. This file contains no data".

What does this mean?

ANSWER

This message appears when you try to open a Chief Architect file, but the file does not have any information saved in it that the program can read.

The most common reason why a plan or layout file might have no data saved in it is

that it was attached to an e-mail, compressed in a zip file, or uploaded to a file sharing or cloud service while your Chief Architect program was still running. To resolve the issue, a new copy of the file must be obtained.

- If the file was sent via e-mail, a new copy must be sent.
- If the file was zipped/compressed, a new zipped/compressed file must be created and sent.
- If the file was downloaded or obtained from a file sharing or cloud service, a new copy must be made available.

In any case, the Chief Architect software must be completely closed down (not simply minimized) before the file is attached, compressed, or uploaded. To ensure that the file, along with all of its contents are sent to the recipient, it's recommended to use the Backup Entire Plan/Layout tool. Please see the [Related Articles](#) section to learn more.

Related Articles

📄 [Accessing Your Archive Files \(/support/article/KB-00099/accessing-your-archive-files.html\)](/support/article/KB-00099/accessing-your-archive-files.html)

📄 [Message: File being read is terminated early \(/support/article/KB-00971/message-file-being-read-is-terminated-early.html\)](/support/article/KB-00971/message-file-being-read-is-terminated-early.html)

📄 [Using the Backup Entire Plan/Layout Tool to Send Files to Another User \(/support/article/KB-00987/using-the-backup-entire-plan-layout-tool-to-send-files-to-another-user.html\)](/support/article/KB-00987/using-the-backup-entire-plan-layout-tool-to-send-files-to-another-user.html)



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