

Message: The file cannot be imported because its file type is not supported for drag/drop.

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

QUESTION


I keep getting this message when I try to import a file:

- "#272001014 - The file cannot be imported because its file type is not supported for drag/drop."

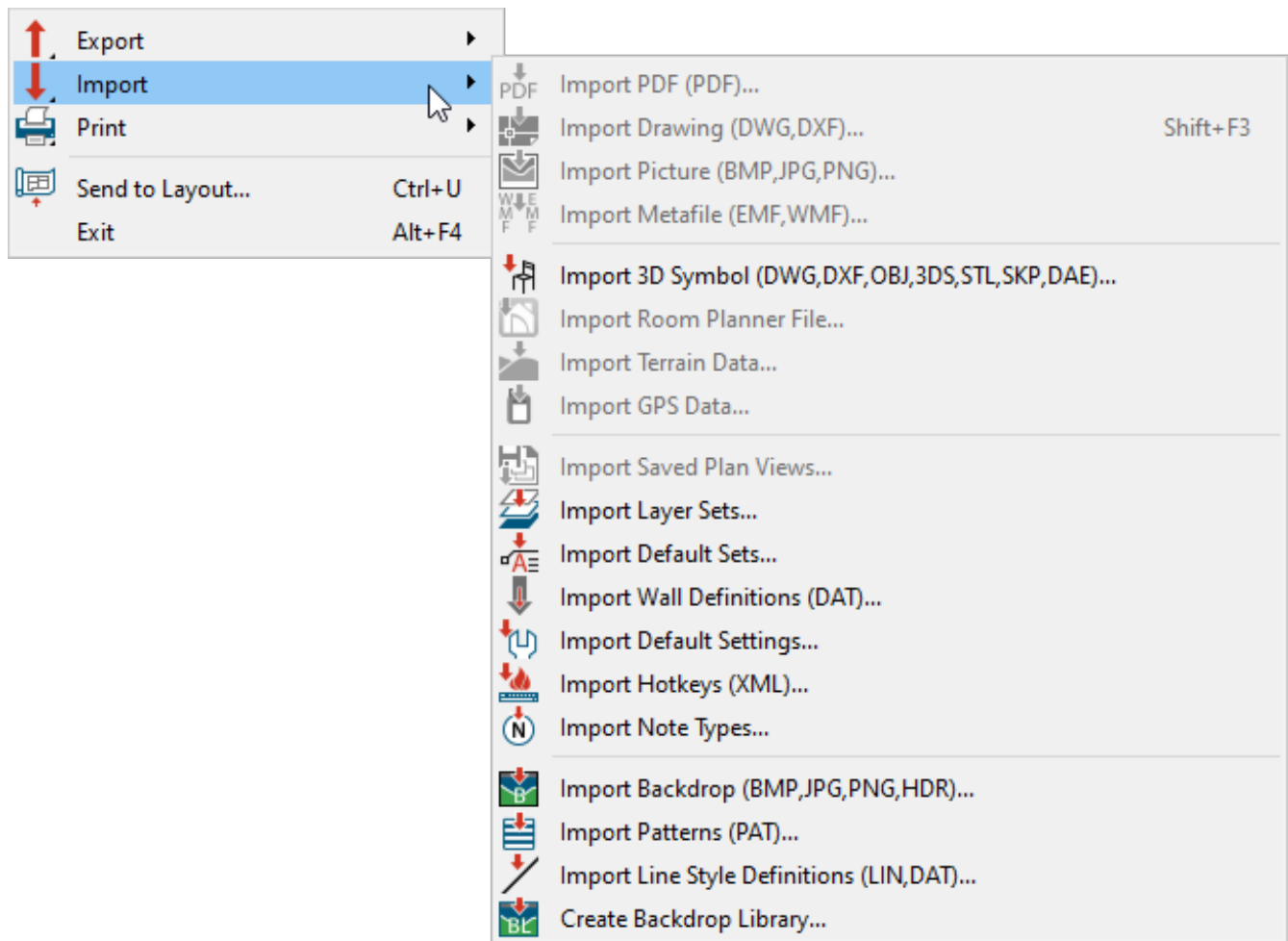
Why is this happening?

ANSWER

This message will display if you try to import a file into Chief Architect by selecting it in Windows Explorer or Finder and dragging it into the Chief Architect program window, and the file is not a type that can be imported either into the active view or into the program in general.

To avoid this problem, select **File> Import**  from the menu to find out what types of files can be imported in the current view. If a menu item is active, files of that type can be imported into the current view. If a menu item is grayed-out and cannot be selected, files of that type cannot be imported into the current view.

For example, if you select **File> Import** ↓, while a camera view is active, roughly half of the menu items will be grayed-out, as shown in the image below.



All import options are available in floor plan view, so you should never encounter this message when you drag a supported file into Chief Architect when a floor plan view is active.

Bear in mind, though, that some file types cannot be imported into Chief Architect in any view. Files such as .TXT or .DOC files are examples of file types that cannot be imported into the program. However, the content inside of these files can typically be copied into Chief Architect.


In addition, it is also possible for this message to appear when importing a supported file type if the file in question has become corrupted.

Related Articles

[Transferring Text and Spreadsheet Information into Chief Architect](/support/article/KB-00173/transferring-text-and-spreadsheet-information-into-chief-)
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