

Troubleshooting Missing Toolbars

Reference Number: **KB-00467**

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

DESCRIPTION

The toolbars in my program have disappeared. How do I make the toolbars visible again?

CAUSE

There are a number of reasons why your toolbars might not be displaying:

- The display of toolbars is toggled off.
- The toolbars have been undocked and then closed.
- The program cannot find the file saving your currently active toolbar configuration.

If the program cannot find the current toolbar configuration file, you may also encounter one or more messages when you launch the program, exit out of it, or when attempting to reset your toolbars, including:

- "#272001053 - Cannot open custom toolbar configuration file to store the toolbar information."
- "#272001058 - Cannot open backup toolbar configuration file."
- "#272032496 - Error loading toolbar configuration: [NAME OF CONFIGURATION]"
- "#272032936 - Failed to load toolbar configuration file: [NAME OF CONFIGURATION]"
- "#272032139 - The toolbar file could not be saved. It may be read only."
- "#272029807 - No backup file exists. Toolbar will not be reset."


If you encounter any of these warnings, first follow the instructions in the "Troubleshooting Error Messages Associated With the Program's Data Folder" resource in the [Related Articles](#) section below. If you still encounter any of these warnings after following the instructions in the mentioned resource, you may need to [reset your toolbars to the factory defaults](#).

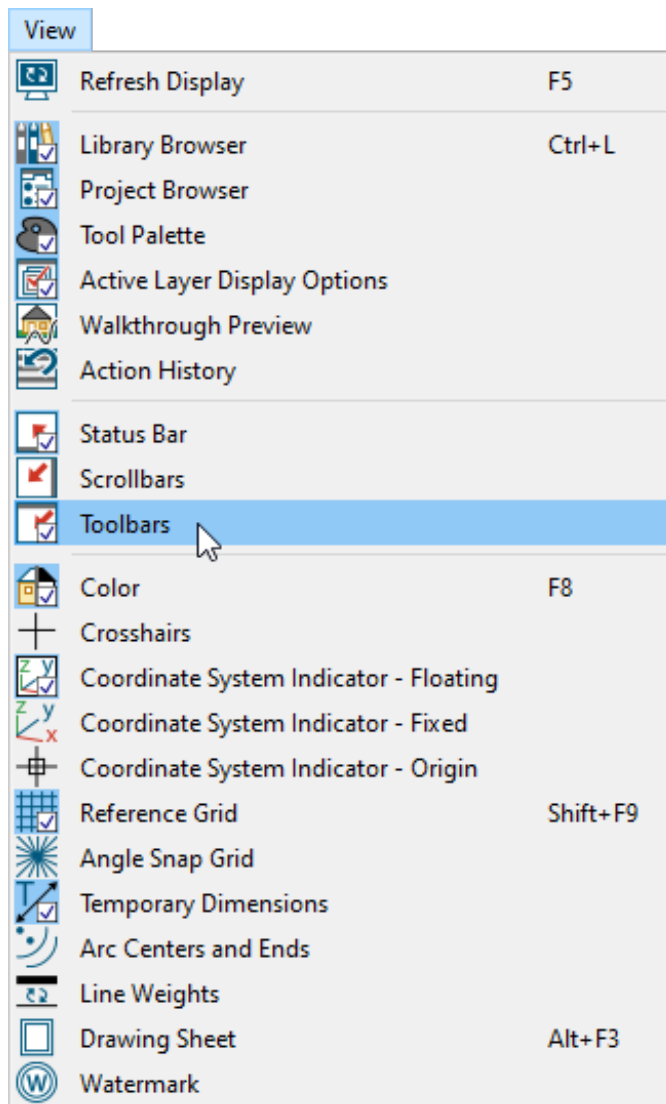
RESOLUTION

Since there are a number of possible causes, there are several different troubleshooting steps to try, including:

- [Turning on the display of all toolbars](#)
- [Turning on the display of individual toolbars](#)
- [Resetting the toolbars to their original configuration](#)
- [Importing missing toolbar configurations](#)
- [Resetting the toolbars to the factory defaults](#)

To turn on the display of all toolbars

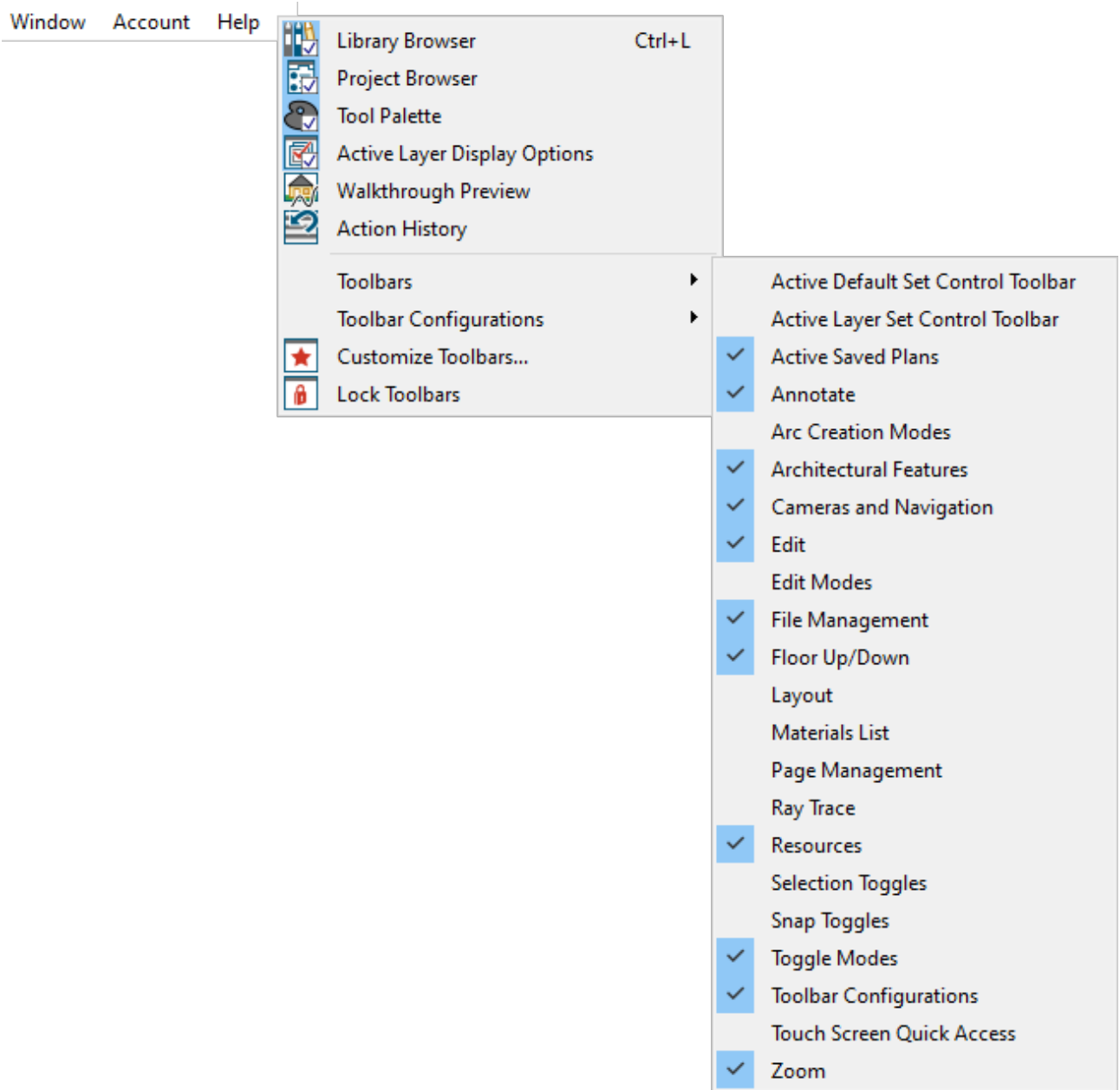
1. From the menu, select **View** and verify that the **Toolbars**  option has a check, either in the icon, or directly next to it, depending on the platform you're using.



2. If there is not a check, this option is not selected and should be turned on. To turn it on, simply click on it.
3. If the **Toolbars** are set to be displayed, but they still do not appear, proceed to the troubleshooting section on [resetting the toolbars to their original configuration](#).

To turn on the display of individual toolbars

1. Right-click on a blank area to the right of the Help menu option to display a contextual menu.



2. Under **Toolbars**, click to select the toolbar that has been toggled off to turn it back on.
3. A check displays next to toolbars that are enabled.

The toolbars that display in a given view depend on the view type. For example, the toolbars that are available in floor plan and 3D views are not available in Materials Lists.

4. If individual toolbars do not appear after toggling them on, proceed to the next

troubleshooting section that applies to your product.

To reset the toolbars to the original configuration*

**Applies to Chief Architect Premier, Home Designer Professional, and Home Designer Architectural.*

1. Select **Tools> Toolbars and Hotkeys> Customize Toolbars**  from the menu.

In Home Designer, navigate to **Tools> Toolbars> Customize Toolbars**  instead.

2. Access the **TOOLBAR** panel, then click the **Reset Toolbars** button located at the bottom.


You may receive a warning dialog that states: "Warning #272029930 - If you restore the default toolbars, any custom toolbars that you created will be lost. If you would like to keep the current toolbars, choose Cancel." Click **OK** to proceed.

3. Without closing the **Toolbar Customization** dialog, you should be able to see whether or not your toolbars have been restored.

If you now see the missing toolbars, click the **Close** button to close the dialog. If you don't see your toolbars, proceed to the next troubleshooting section that applies to your product.

To import missing toolbar configurations*

**Applies to Chief Architect Premier, Home Designer Professional 2025 and prior, and Home Designer Architectural 2025 and prior.*

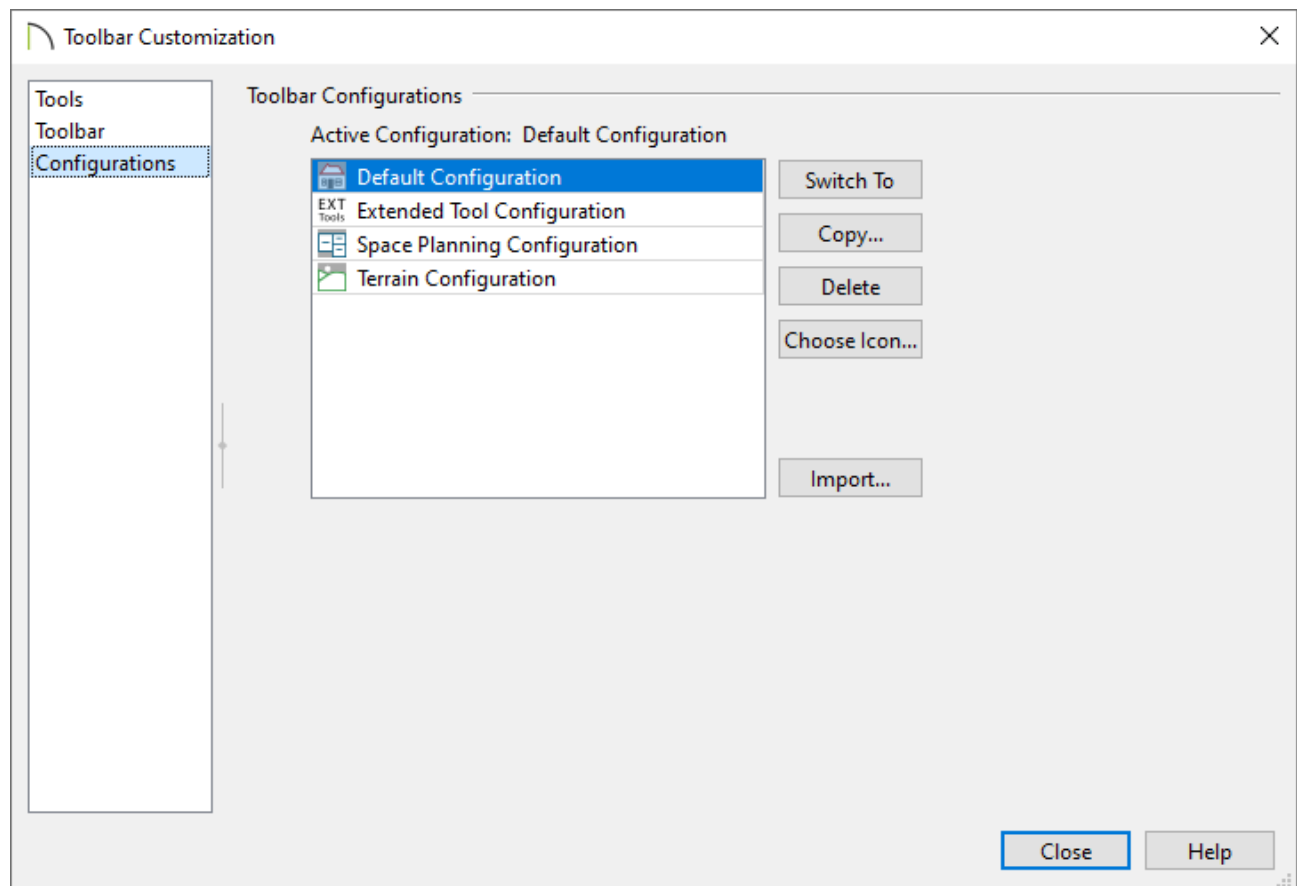
1. Select **Tools> Toolbars and Hotkeys> Customize Toolbars**  from the menu.

In Home Designer, navigate to **Tools> Toolbars> Customize Toolbars**  instead.

2. On the **CONFIGURATIONS** panel of the **Toolbar Customization** dialog that opens, you should see the following available configurations: **Default**, **Space Planning***, **Terrain***, and **Extended Tool****.

** The Space Planning and Terrain configurations are only available in Chief Architect Premier and Home Designer Pro 2025 and prior versions.*

*** The Extended Tool configuration is only available in Chief Architect Premier.*



3. If you are missing one of the toolbar configurations mentioned in Step 2, click the **Import** button.
4. The Toolbars folder associated with your program will appear. Select one of the missing **Configuration.toolbar** files mentioned in Step 2 and click **Open**.



Do not select a toolbar.bak file during this step. If you're unable to tell the difference between them, right-click in a blank space and select View> Details from the contextual menu on Windows, or change the view type to List/Columns on macOS.

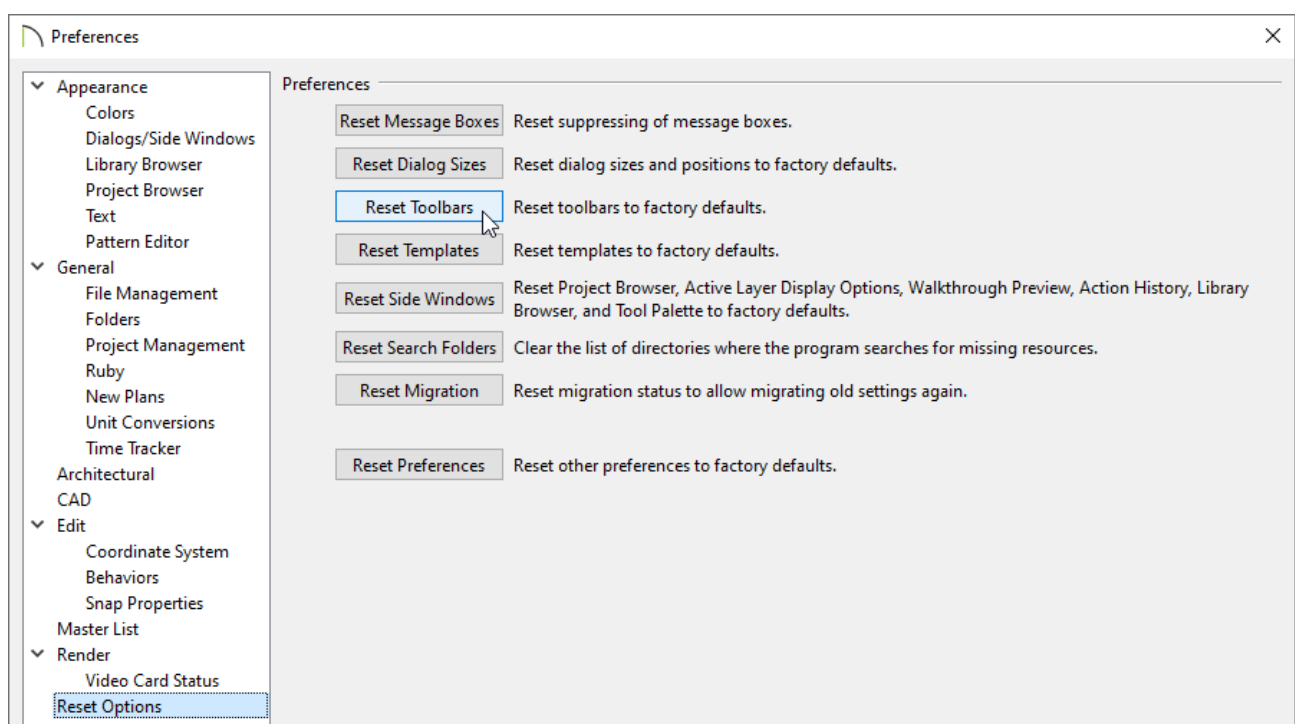
5. Repeat Steps 2-4 for any additional toolbar configurations that are missing.

In the event that the above options do not restore your toolbars, or the content mentioned above is missing, you may need to completely reset your toolbars to the factory defaults.

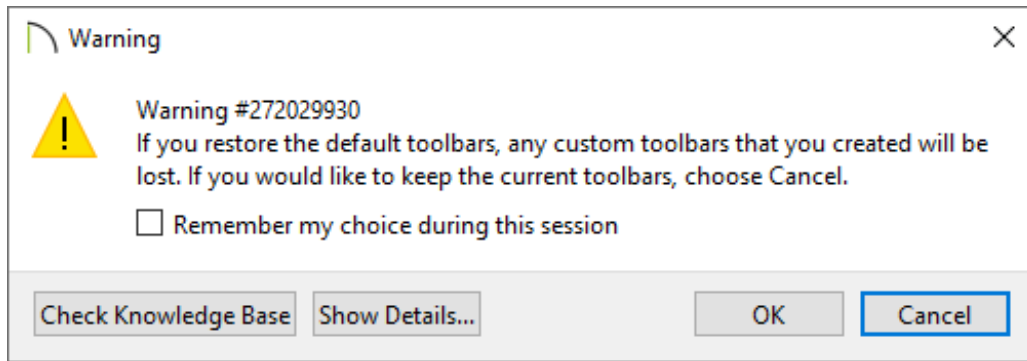
By completely resetting the toolbars to the factory defaults, you will lose any customizations that have been made to the toolbars. This should only be done as a last resort.

To reset the toolbars to the factory defaults

1. Select **Edit> Preferences**  if you're on Windows PC or **Chief Architect/Home Designer> Preferences**  if you're on a Mac to open the **Preferences** dialog.
2. Select the **RESET OPTIONS** panel on the left, then click on the **Reset Toolbars** button.



3. You will receive the following **Warning** dialog:



4. Click **OK** to close the message box and your toolbars will be restored to the default configuration.

MORE INFORMATION


If your toolbars appear to be restored, but you are still missing a particular tool, it may be either that the tool is only offered in a more advanced version of the software, or it may instead be an edit tool.


When you select an object, the Edit toolbar appears. By default, it's located at the bottom of the program window, just above the Status Bar. The buttons on the Edit toolbar can be used to edit the selected object(s). Which buttons display depends on the type of object selected, the current view, and how you selected the object.

The Edit toolbar buttons are the same as the options in the contextual menu when you perform a right-click action on an object.

Related Articles


- [Customizing the Status Bar \(/support/article/KB-03219/customizing-the-status-bar.html\)](/support/article/KB-03219/customizing-the-status-bar.html)
- [Customizing Toolbars \(/support/article/KB-00811/customizing-toolbars.html\)](/support/article/KB-00811/customizing-toolbars.html)

 [Troubleshooting Error Messages Associated With the Program's Data Folder \(/support/article/KB-03125/troubleshooting-error-messages-associated-with-the-program-s-data-folder.html\)](/support/article/KB-03125/troubleshooting-error-messages-associated-with-the-program-s-data-folder.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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