

Message: Your hotkeys configuration could not be loaded.

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The information in this article applies to:



QUESTION

Whenever I launch the program, this error message displays:

"Your hotkeys configuration could not be loaded. The default configuration will be used instead."

How can I fix this?


ANSWER

Hotkeys are simply keyboard shortcuts that can be used to activate tools or invoke commands in the program as an alternative to using the mouse. Hotkeys are customizable and any changes that you make are saved in the Hotkeys folder located in your Chief Architect Data folder.

This message will appear if the program cannot find or cannot read the

UserHotkeys.xml file located in your Hotkeys folder. To resolve this issue, try renaming your Hotkeys folder. If this doesn't resolve the issue, and you're also experiencing additional error messages, the Chief Architect program may not have proper permission to access the Data folder.

To rename the Hotkeys folder


1. **Save**  your work and exit out of Chief Architect.
2. Navigate in to the Documents folder on your system and open the Chief Architect Data folder.
 - For example, the file path on a Windows machine for Chief Architect Premier X15, would read as: `C:\Users\ [Your Username] \Documents\Chief Architect Premier X15 Data`
 - The file path on a macOS machine would read as: `/Users/ [Your Username] /Documents/Chief Architect Premier X15 Data/`
3. Locate the Hotkeys folder and rename it so it reads: `HotkeysOLD`
4. Launch Chief Architect.

You may notice a delay as the program searches for the Hotkeys folder. When it does not find the folder, it will create a brand new one using installed settings and the error should no longer appear.

Bear in mind this solution essentially resets all customized hotkeys. If you previously created custom hotkeys for any tools or commands, you will need to select **Tools> Toolbars & Hotkeys> Customize Hotkeys**  from the menu and recreate your hotkeys.

If renaming the Hotkeys folder does not resolve the error, please follow the steps in the "Troubleshooting Error Messages Associated With the Program Data Folder" resource located in the [Related Articles](#) section.

Related Articles

 [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)



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