

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:

- "#272032238 - 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. This can occur if the Controlled Folder Access setting is enabled for Chief Architect programs on a system with Windows installed, or if the Full Disk Access setting is disabled for Chief Architect programs on a system with macOS. Please first follow the steps in the "Troubleshooting Error Messages Associated With the Program's Data Folder" resource in the [Related Articles](#) section before continuing.

If the steps in the mentioned resource don't resolve the issue, try renaming your Hotkeys folder using the steps below.

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 X16, would read as: `C:\Users\ [Your Username] \Documents\Chief Architect Premier X16 Data`
 - The file path on a macOS machine would read as: `/Users/ [Your Username] /Documents/Chief Architect Premier X16 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 and Hotkeys> Customize Hotkeys**  from the menu and recreate your

hotkeys.

Related Articles

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



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