

Adding a Firewall Exception on a Mac

Reference Number: **KB-02892**

Last Modified: **August 22, 2025**

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


QUESTION

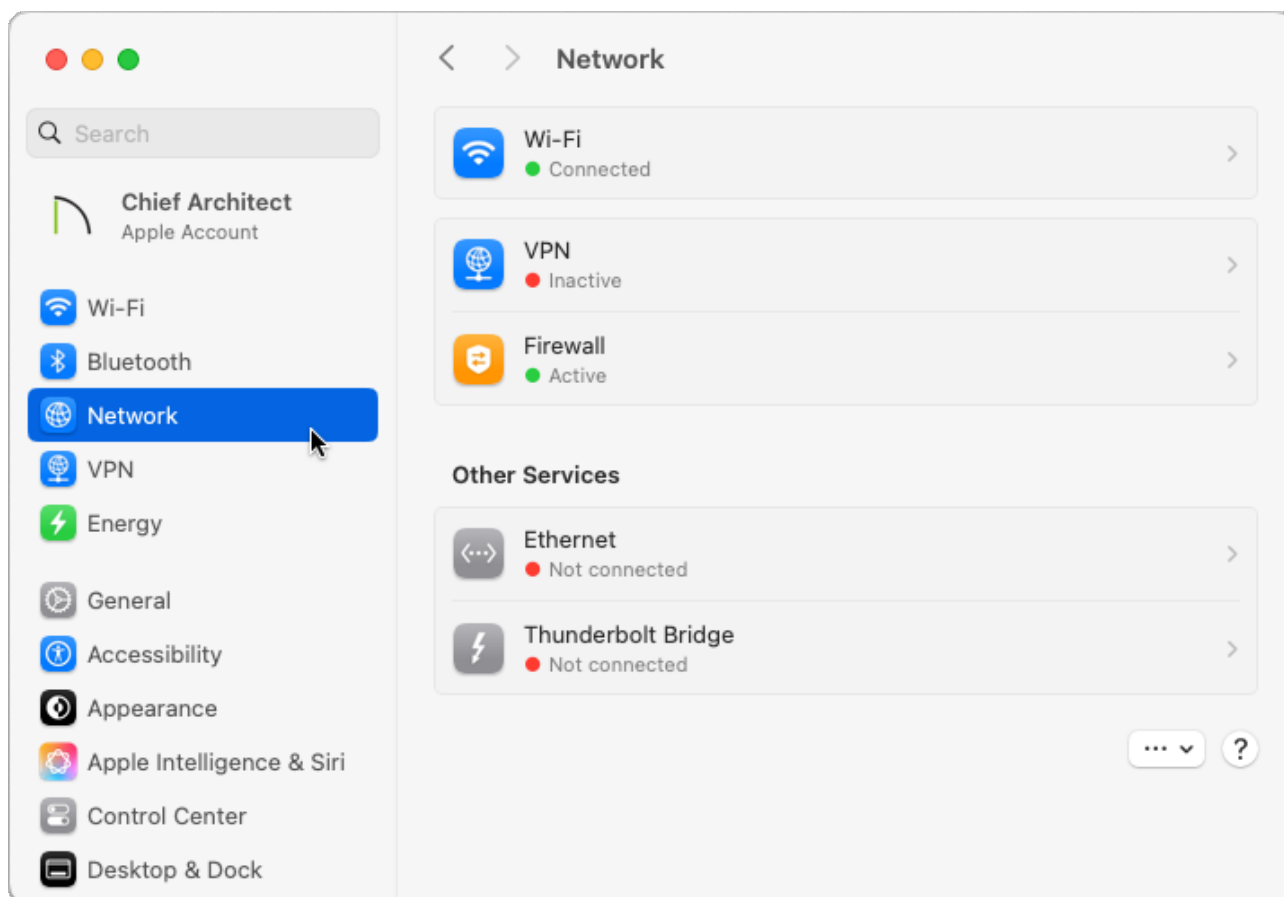
I'm having trouble downloading the core catalogs files for my program on my Mac.
How can I resolve this?

ANSWER

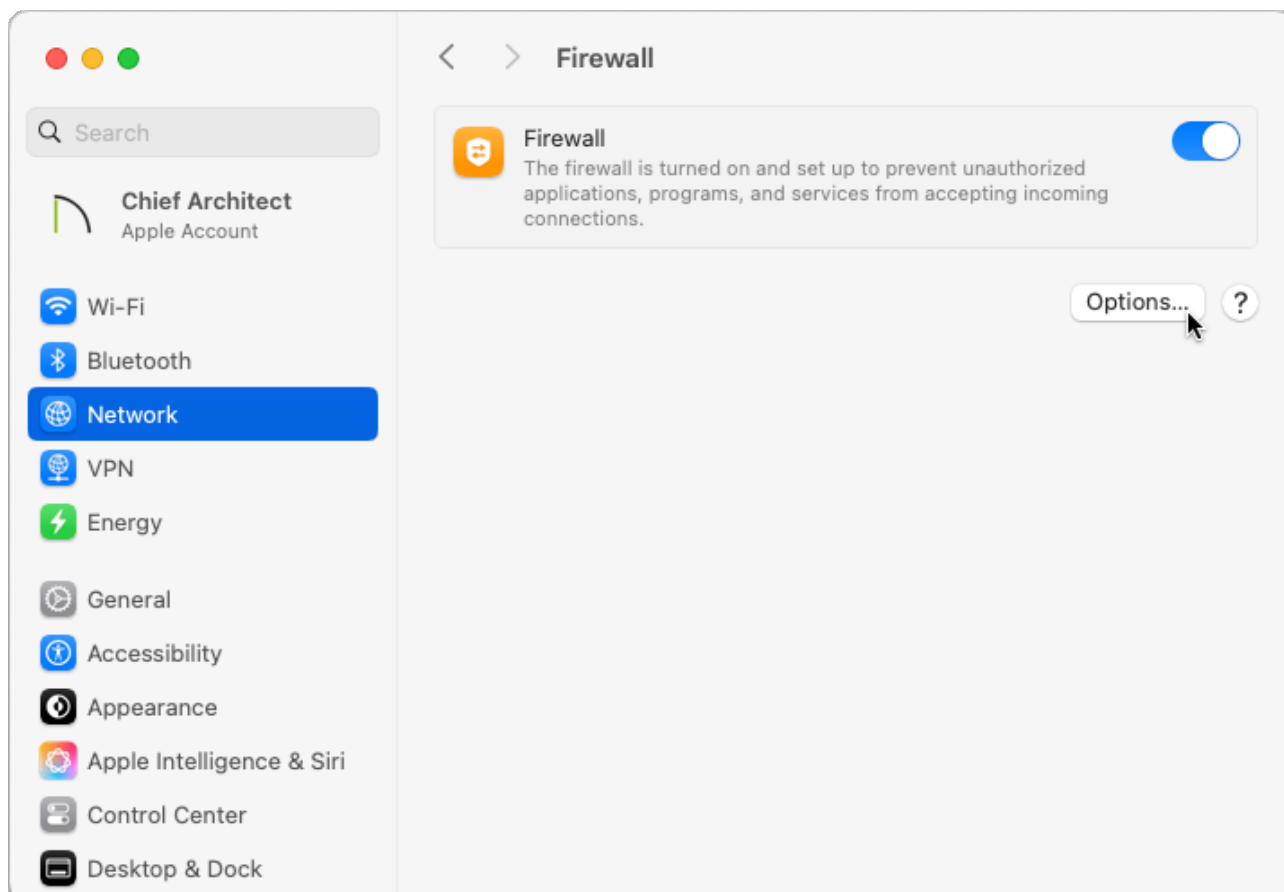
The most likely cause of a library download failure on a Mac is a firewall or security program preventing the download. Adding the Chief Architect or Home Designer program as a firewall exception within the System Settings may allow you to download the core catalogs successfully.

To add Chief Architect as a firewall exception on a Mac

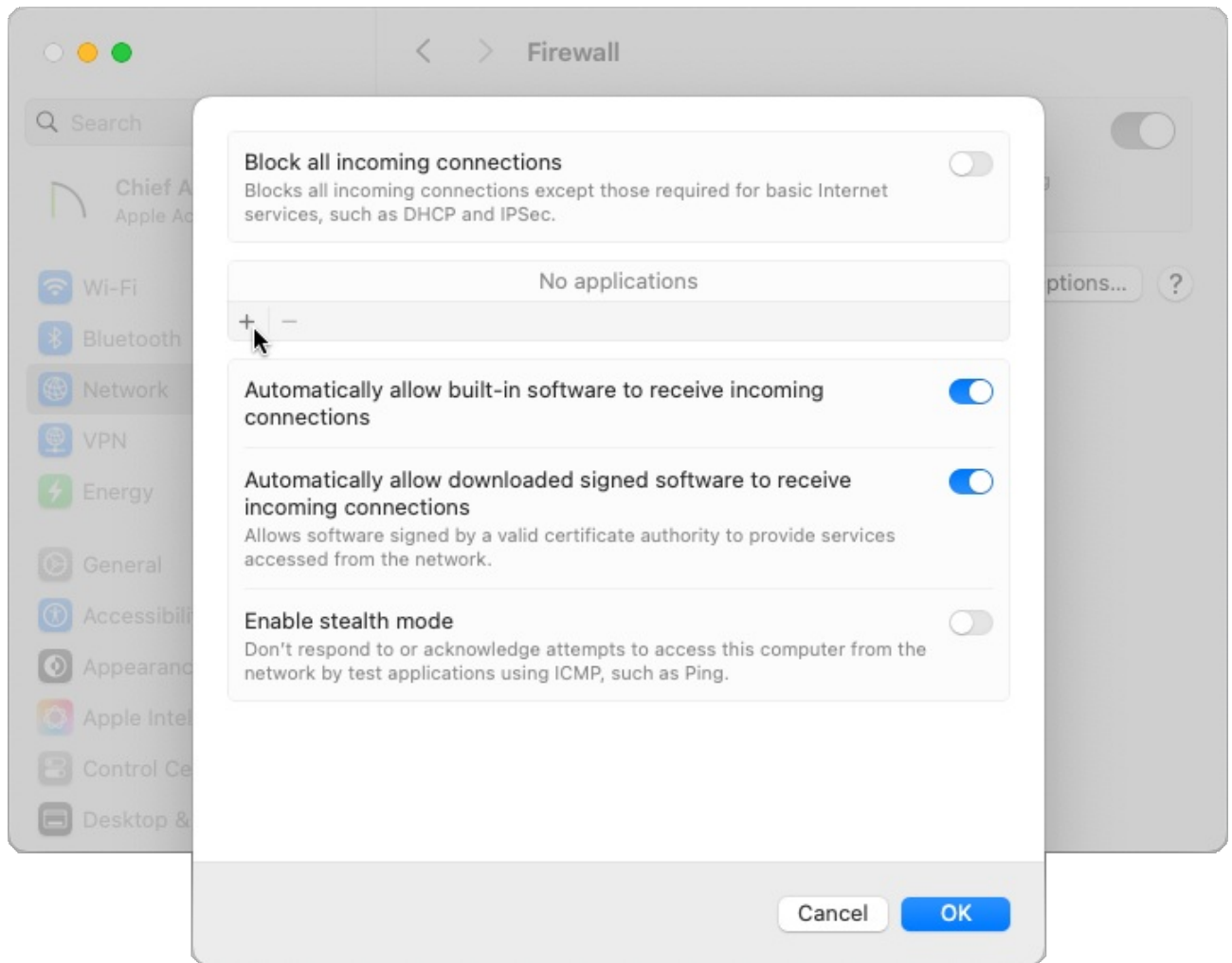
1. From the **Apple**  menu, select **System Settings**.
2. Select **Network**.



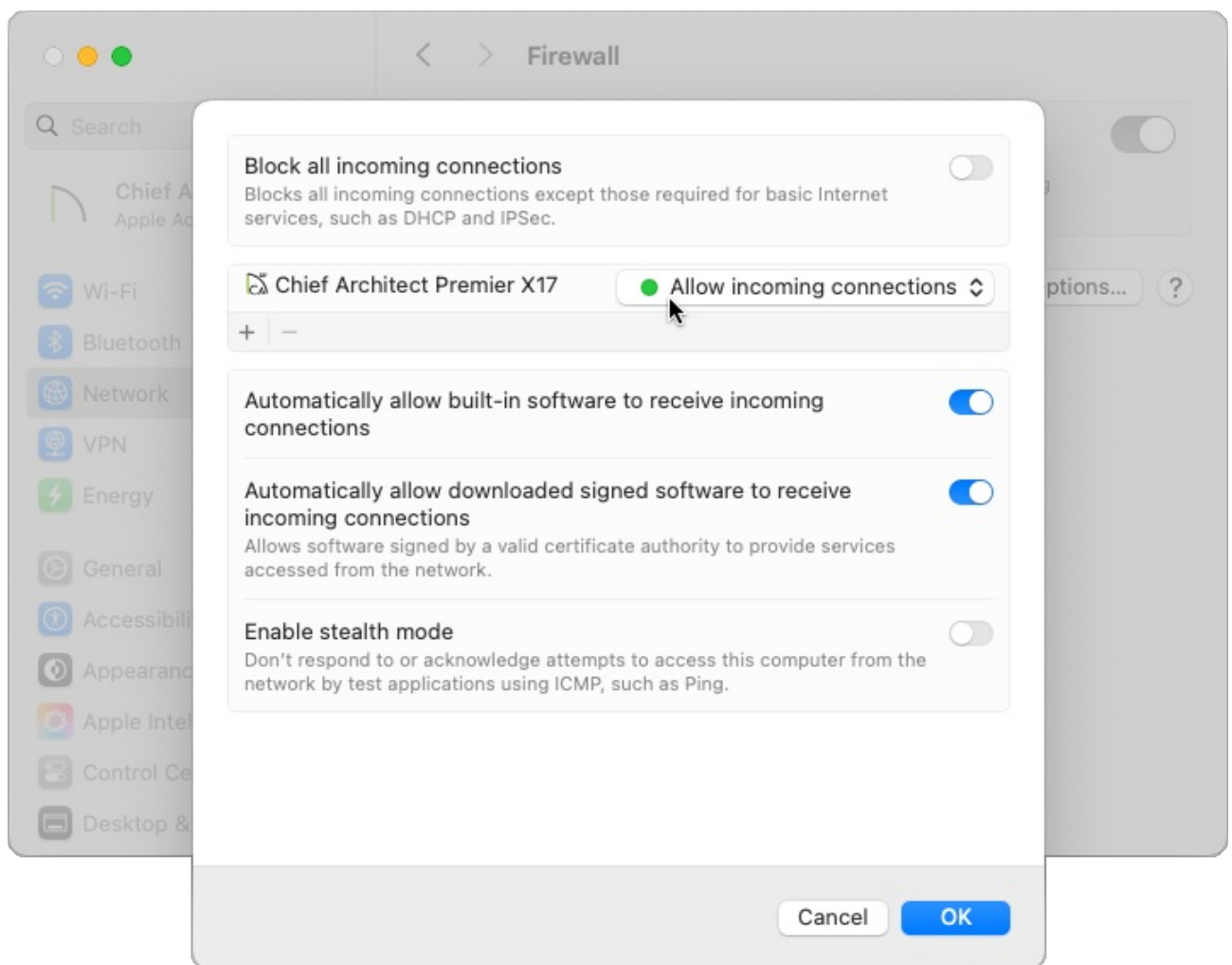
3. Select the **Firewall** option, then click on the **Options** button.



4. The next dialog allows you to add or remove programs from the firewall list and configure how the firewall handles requests from these programs. Click the **Add +** sign to add a program.



5. In the Finder window that appears, select the Chief Architect or Home Designer application and click **Open**.
6. Verify that the program is set to **Allow incoming connections**, then click **OK**.



7. Attempt the library download again by navigating to **Library> Install Core Content** in your Chief Architect or Home Designer program.


If the issue persists, please access the "Troubleshooting Library Download Issues" resource in the [Related Articles](#) section below.

Related Articles

- 📄 [Troubleshooting Chief Architect Software Closing Unexpectedly on a Mac \(/support/article/KB-02940/troubleshooting-chief-architect-software-closing-unexpectedly-on-a-mac.html\)](/support/article/KB-02940/troubleshooting-chief-architect-software-closing-unexpectedly-on-a-mac.html)
- 📄 [Troubleshooting Library Download Issues \(/support/article/KB-02772/troubleshooting-library-download-issues.html\)](/support/article/KB-02772/troubleshooting-library-download-issues.html)



[\(https://chieftalk.chiefarchitect.com/\)](https://chieftalk.chiefarchitect.com/)

 [\(/blog/\)](https://chieftalk.chiefarchitect.com/blog/)



[\(/https://www.facebook.com/ChiefArchitect\)](https://www.facebook.com/ChiefArchitect)



[\(/https://www.youtube.com/user/ChiefArchitectInc\)](https://www.youtube.com/user/ChiefArchitectInc)



[\(/https://www.instagram.com/chiefarchitect/\)](https://www.instagram.com/chiefarchitect/)



[\(/https://www.houzz.com/pro/chiefarchitect/\)](https://www.houzz.com/pro/chiefarchitect/)



[\(/https://www.pinterest.com/chiefarchitect/\)](https://www.pinterest.com/chiefarchitect/)

[208-292-3400 \(tel:+1-208-292-3400\)](tel:+1-208-292-3400)

© 2000–2025 Chief Architect, Inc.

[Terms of Use \(/company/terms.html\)](/company/terms.html)

[Privacy Policy \(/company/privacy.html\)](/company/privacy.html)