Troubleshooting Error Messages Associated With the Program's Data Folder

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

PROBLEM

I'm receiving several error messages when I open or close the program. These include one or more of the following:

- "#272032377 Could not write to your program data folder. Resetting it to default.
 You can change it in Preferences > General > Folders."
- "#272029301 Attempting to write the Master List file. Unable to write to the directory. The file cannot be saved"
- "#272001053 Cannot open toolbar configuration file to store the toolbar information in the program."
- "#272032139 The toolbar file could not be saved. It may be read only."
- "#272032238 Your hotkeys configuration could not be loaded. The default configuration will be used instead."
- "#272032291 Cannot open file."
- "#272032141 The file appears to be locked. This could be the result of another user

or program using the file. This may also result from having insufficient privileges to access this file."

- "#272004609 Couldn't find default electrical object. Please check your electrical defaults to make sure all of the defaults are set to a valid object."
- "#272032391 The data file does not have write privileges."

Why are these errors occurring?

SOLUTION

This behavior may present itself if the program doesn't have access to the files or locations mentioned in the error messages. 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.

- <u>Adding Chief Architect/Home Designer as an allowed app in Controlled Folder Access</u> (*Microsoft Windows*)
- Enabling Full Disk Access for Chief Architect/Home Designer (Apple macOS)

Please follow the instructions below to ensure that the program has proper access to the files it needs to operate.

Adding Chief Architect/Home Designer as an allowed app in Controlled Folder Access*

*Applies to Microsoft Windows systems.

- 1. **Save** your work and close out of the Chief Architect/Home Designer program.
- 2. Using Windows Search, type Ransomware protection and click on the system setting option that is listed.



3. Click on Allow an app through Controlled folder access.



- 4. On the next screen, click on **Add an allowed app**.
- 5. Click on **Recently blocked apps** and in the window that appears, click the **+** symbol next to the Chief Architect/Home Designer program, then click **Close**, if necessary.

\leftarrow	Allow an	app through Controlled folder
ŵ	If Controlled	Recently blocked apps
0	+ Add	The following apps were recently blocked by Controlled folder access. Make sure that you trust an app before you allow it.
(p)	Most of your adding them allowed.	Chief Architect Premier X17.exe C:\Program Files\Chief Architect\Chief Architect Premier X17\Chief Architect Premier X17.exe 7/2/2025 1:45 PM
⊒ ⊗	Have a quest	Browse all apps Close
22	Get help	
	Help improve Windows Security	
÷;	Give us reedbac	κ

Note: If the Chief Architect program is not displayed, click Browse all apps and navigate to the location the program is installed to. For example, the default file path for the Chief Architect Premier X17 version is: C:\Program Files\Chief Architect\Chief Architect Premier X17\Chief Architect Premier X17.exe, as shown in the image above.

- In Home Designer, the default file path would be: C:\Program Files\Chief
 Architect\Home Designer 2026\Home Designer 2026.exe
- In Home Designer Pro, the default file path would be: C:\Program
 Files\Chief Architect\Home Designer Pro 2025\Home Designer Pro 2025.exe
- In Home Designer Architectural: C:\Program Files\Chief Architect\Home
 Designer Architectural 2025\Home Designer Architectural 2025.exe
- In Home Designer Suite: C:\Program Files\Chief Architect\Home Designer Suite 2025\Home Designer Suite 2025.exe

If the program was installed to a different drive or to a different location altogether, please browse to that location instead.

6. The program will then be added to the allowed apps section.



7. Launch the Chief Architect/Home Designer program.

If one or more of the errors mentioned above continue to appear when opening the program, please contact our <u>Technical Support</u> (<u>https://www.chiefarchitect.com/support/#contact</u>) team directly for further assistance.

Full Disk Access is disabled for Chief Architect/Home Designer*

*Applies to Apple macOS systems.

1. **Save** your work and close out of the Chief Architect/Home Designer program.

- 2. Open the **Apple é** menu and select **System Settings**.
- 3. Click on the **Privacy & Security** category.
- 4. Locate the Full Disk Access option and select it.
- 5. Allow the Chief Architect/Home Designer program full disk access by enabling the toggle or checking the box to the right of the application.

	< > Full Disk Access
C Search	Allow the applications below to access data like Mail, Messages, Safari, Home, Time Machine backups, and certain administrative settings for all users on this Mac.
🛞 Wallpaper	+ -
Notifications	
🔊 Sound	
C Focus	
Screen Time	
🚊 Lock Screen	
🕑 Privacy & Security	
Login Password	
😕 Users & Groups	

If the Chief Architect/Home Designer program is not listed in this section, select the **Add +** sign to open Finder and select the Chief Architect/Home Designer program from the Applications list.

Note: You may need to provide your user account password to make changes in this section.

If the "+" symbol is grayed out and you're unable to click on it, you may be using macOS Monterey 12 or prior and will need to click on the padlock icon in the lower left corner before you can make changes.

6. Launch the Chief Architect/Home Designer program.

If one or more of the errors mentioned above continue to appear when opening the program, please contact our <u>Technical Support</u> (<u>https://www.chiefarchitect.com/support/#contact</u>) team directly for further assistance.

Related Articles

- Message: Couldn't find electrical objects in the electrical library. (/support/article/KB-00958/message-couldn-t-find-electrical-objects-in-the-electrical-library.html)
- <u>Message: The file appears to be locked. (/support/article/KB-00964/message-the-file-appears-to-be-locked.html</u>)
- Message: Your hotkeys configuration could not be loaded. (/support/article/KB-01180/message-your-hotkeys-configuration-could-not-be-loaded.html)
- Resolving Unexpected Behavior on a Mac by Redirecting the Data Folder (/support/article/KB-03116/resolving-unexpected-behavior-on-a-mac-by-redirectingthe-data-folder.html)
- Troubleshooting Chief Architect Software Closing Unexpectedly on a Mac (/support/article/KB-02940/troubleshooting-chief-architect-software-closingunexpectedly-on-a-mac.html)
- Troubleshooting Chief Architect Software Closing Unexpectedly on Windows (/support/article/KB-03049/troubleshooting-chief-architect-software-closingunexpectedly-on-windows.html)
- Troubleshooting Exception and Assertion Error Messages (/support/article/KB-00802/troubleshooting-exception-and-assertion-error-messages.html)

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