

# Troubleshooting Error Messages Associated With the Program's Data Folder

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Reference Number: **KB-03125**

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The information in this article applies to:



## PROBLEM

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

"Could not write to your program data folder. Resetting it to default. You can change it in Preferences > General > Folders."

"Unable to open database file."

"Attempting to write the Master List file. Unable to write to the directory. The file cannot be saved"

"Cannot open toolbar configuration file to store the toolbar information in the program."

"The toolbar file could not be saved. It may be read only."

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

"Cannot open file."

"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."

"Couldn't find default electrical objects in the electrical library. Please check your electrical defaults to make sure all of the defaults are set to an available library object."

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.

- [Adding Chief Architect/Home Designer as an allowed app in Controlled Folder Access \(Microsoft Windows\)](#)
- [Enabling Full Disk Access for Chief Architect/Home Designer \(Apple macOS\)](#)

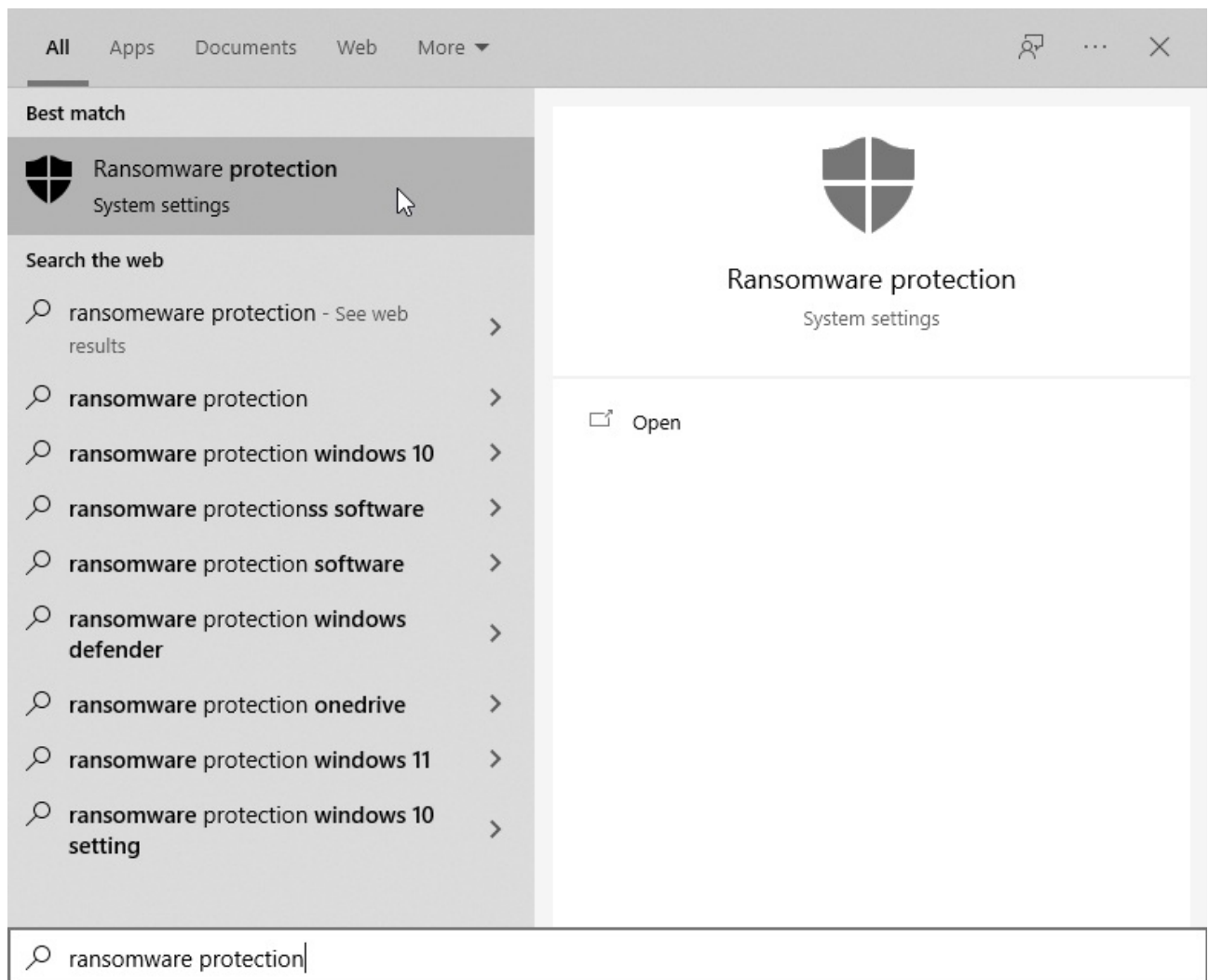
Please follow the instructions below to ensure that the program has proper access to the files it needs to operate.

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

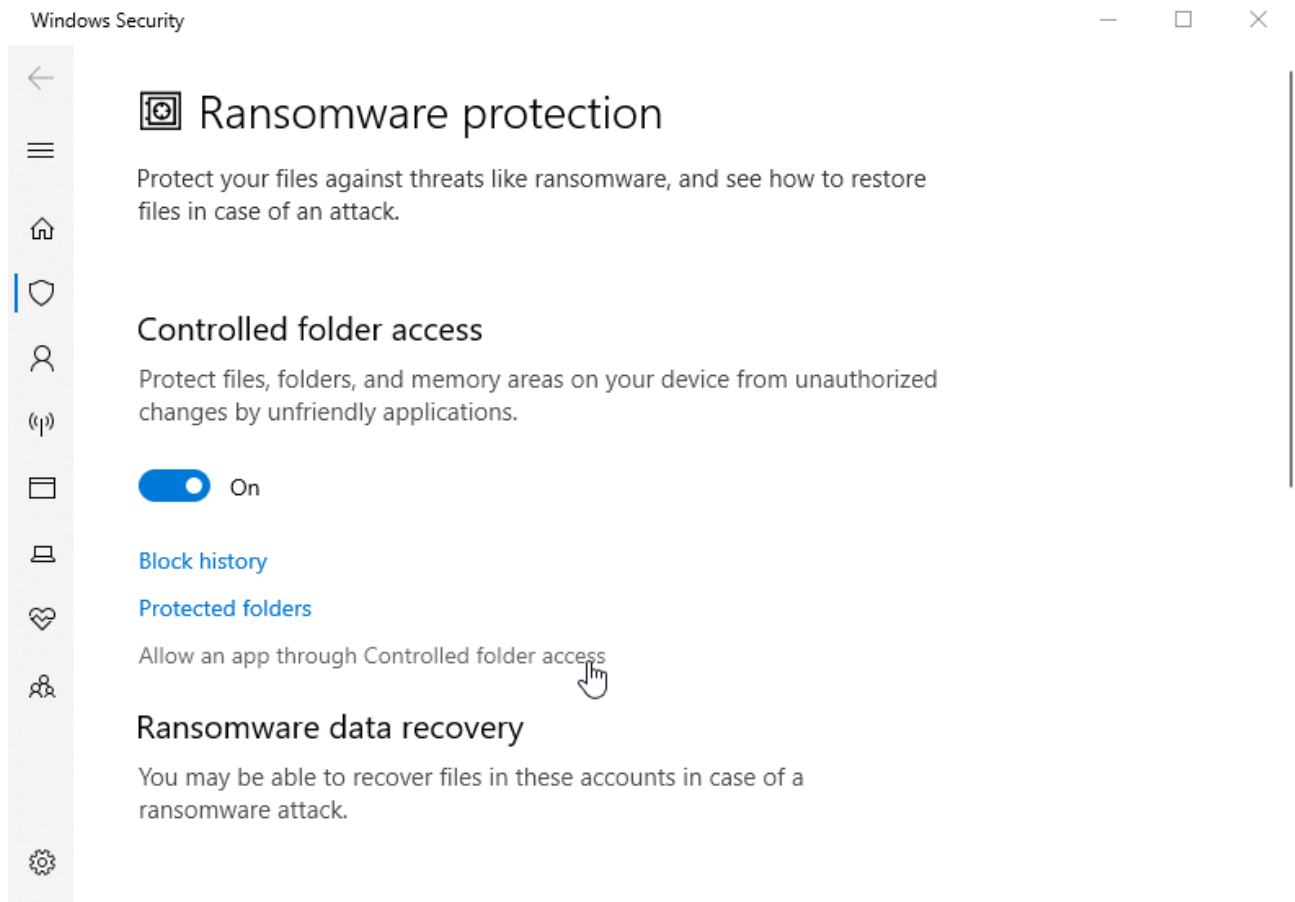
*\*This applies to computers running Microsoft Windows.*

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

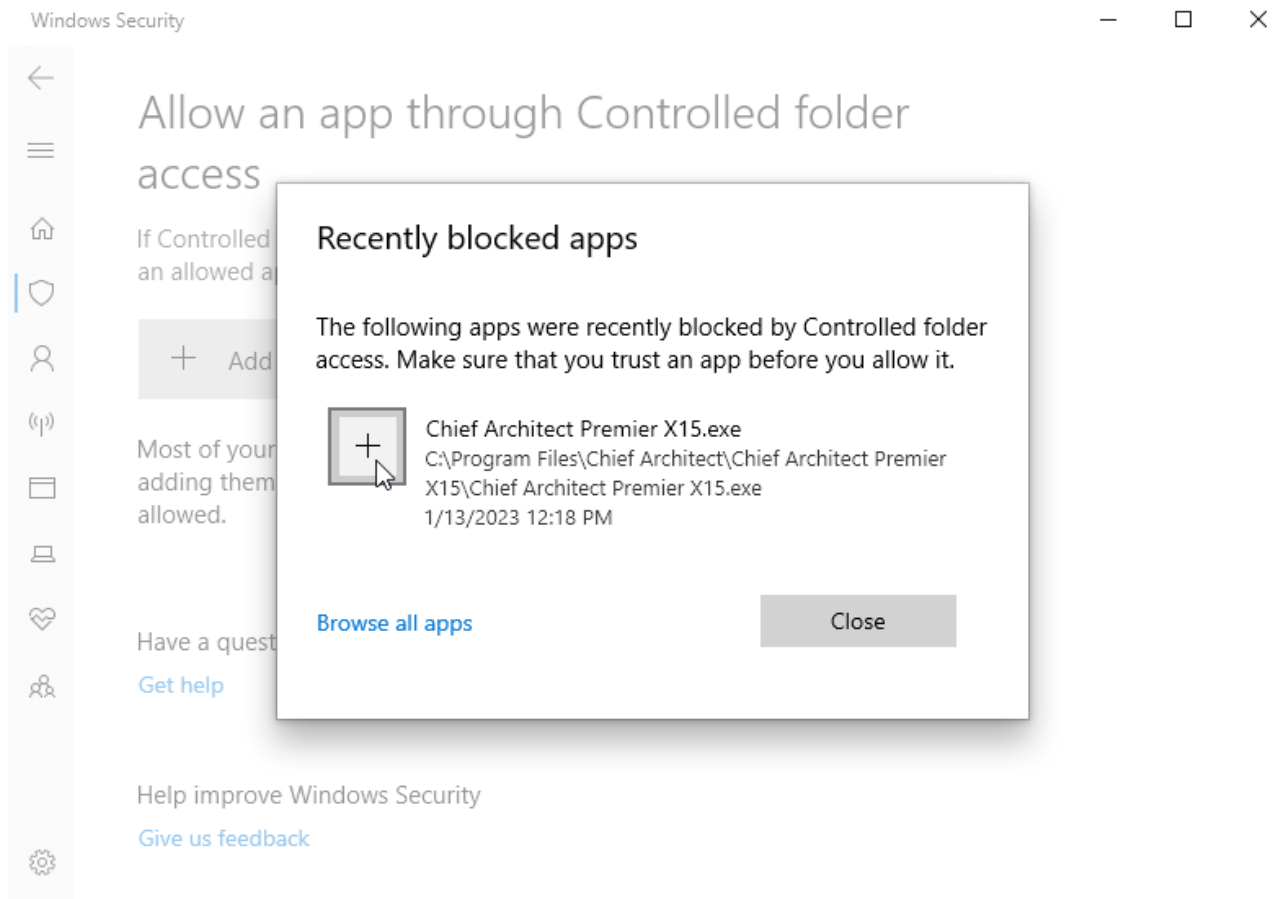
2. Using Windows Search, type **Ransomware protection** and click on the system setting option that is listed.



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.

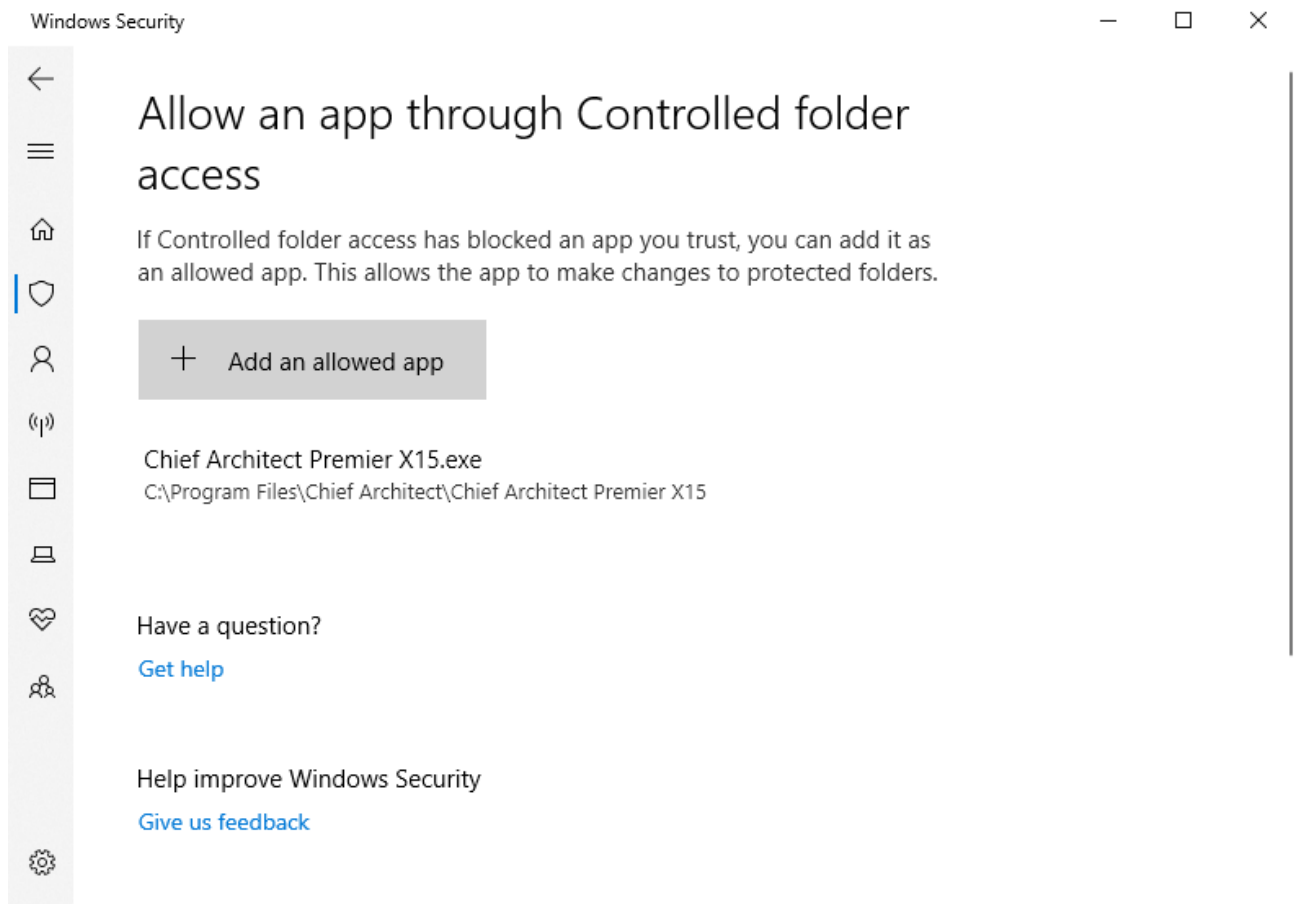


**Note:** If the Chief Architect program is not displayed, click Browse all apps and navigate to the location the program is installed to. For example, the default file path for the Chief Architect Premier X15 version is: `C:\Program Files\Chief Architect\Chief Architect Premier X15\Chief Architect Premier X15.exe`, as shown in the image above.

- For Home Designer Pro, the default file path would be: `C:\Program Files\Chief Architect\Home Designer Pro 2024\Home Designer Pro 2024.exe`
- Home Designer Architectural: `C:\Program Files\Chief Architect\Home Designer Architectural 2024\Home Designer Architectural 2024.exe`
- Home Designer Suite: `C:\Program Files\Chief Architect\Home Designer Suite 2024\Home Designer Suite 2024.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 [Technical Support](https://www.chiefarchitect.com/support/#contact) (<https://www.chiefarchitect.com/support/#contact>) team directly for further assistance.

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

\*Applies to Apple macOS machines running macOS Catalina 10.15 or newer.

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

2. Open the **Apple**  menu and select **System Settings**.

In macOS Monterey 12 and prior, this was called **System Preferences**.

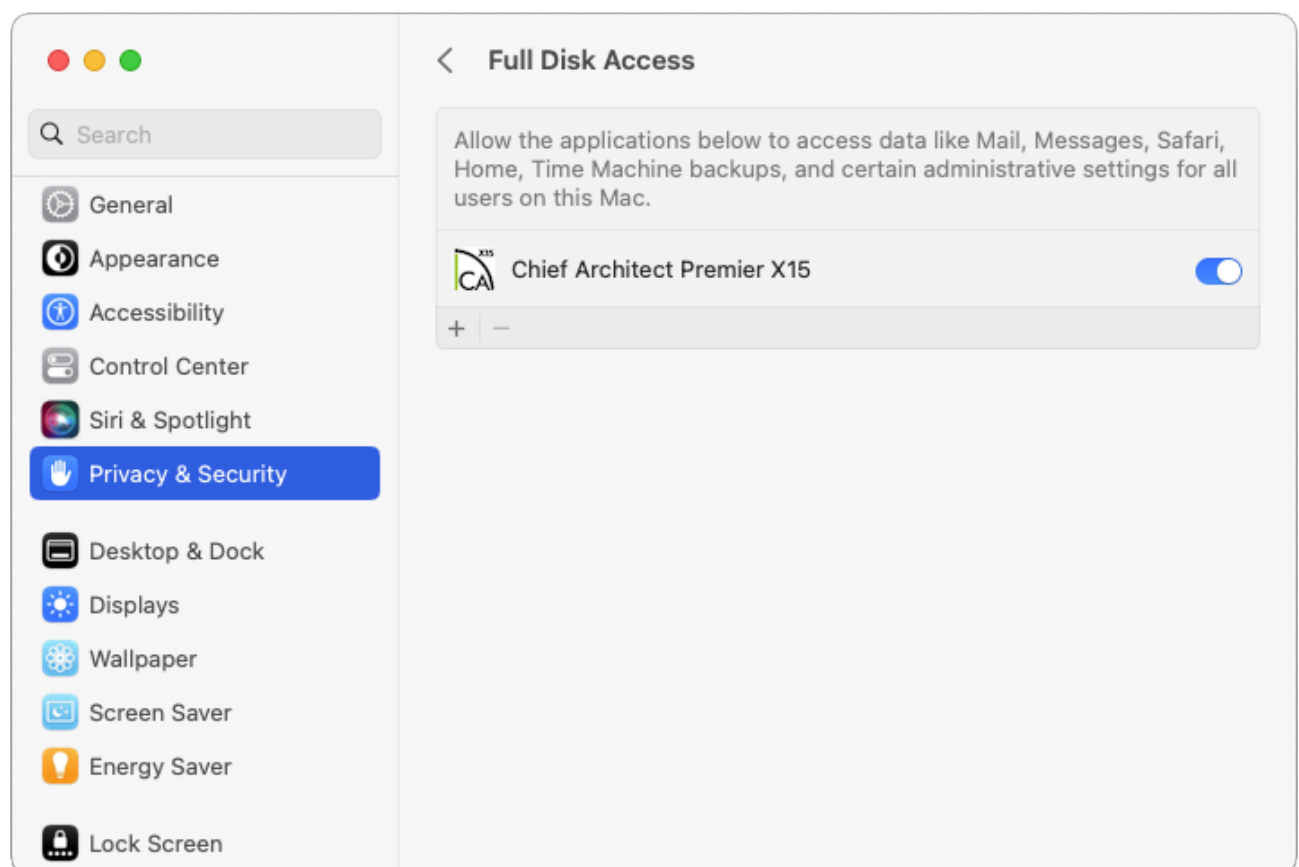
3. Click on the **Privacy & Security** category.

In macOS Monterey 12 and prior, this was called **Security & Privacy**.

4. Locate the **Full Disk Access** option and select it.

In macOS Monterey 12 and prior, click on the **Privacy** tab at the top, then click on **Full Disk Access**.

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.



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 [Technical Support](https://www.chiefarchitect.com/support/#contact) (<https://www.chiefarchitect.com/support/#contact>) team directly for further assistance.

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