Message: Unable to read the file. This file contains no data.

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The information in this article applies to:

QUESTION

I received a plan from another Chief Architect user, but when I try to open it, this message appears: "Error: Unable to read the file. This file contains no data". What does this mean?

ANSWER

This message appears when you try to open a Chief Architect file, but the file does not have any information saved in it that the program can read.

The most common reason why a plan or layout file might have no data saved in it is that it was attached to an e-mail, compressed in a zip file, or uploaded to the Internet while your Chief Architect program was running. To resolve the issue, a new copy of the file must be obtained.

- If the file was sent via e-mail, a new copy must be sent.

- If the file was zipped, a new zipped file must be created.

- If the file was downloaded, a new copy must first be made available on-line.

In any case, Chief Architect must be completely closed down (not simply minimized) before the file is attached, compressed, or uploaded.

Related Articles

Accessing Your Archive Files (/support/article/KB-00099/accessing-your-archive-files.html)

Message: File being read is terminated early (/support/article/KB-00971/message-file-being-read-is-terminated-early.html)