Message: Cannot open custom toolbar configuration file.

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The information in this article applies to:

DESCRIPTION

When I try to launch my copy of the software, an error message states, "Cannot open custom toolbar configuration file", followed by a file pathname in parentheses. And when the program opens, I do not have any toolbars. How do I fix this problem?

RESOLUTION

This Warning message is typically followed by another, similar message that states, "Cannot open backup toolbar configuration file", followed by a file pathname, and displays when the program cannot find the toolbar file associated with the toolbar configuration that was active the last time the program was used. Often, this file is named Default Configuration.toolbar.

This issue most commonly occurs when the toolbar file in question has been deleted from the program's Data folder, which is located in your Documents directory (My Documents on Windows XP).

This problem can be resolved by prompting the program to create a new toolbar file.

To replace a lost toolbar file in Chief Architect X8 and Home Designer 2017

1. Select Edit>Preferences. (In the MAC version, select the Chief Architect or Home Designer Menu>Preferences.

2. Select the Reset Options on the bottom left of the Preferences Dialog.

3. Select Reset Toolbars. A warning message will appear that says "If you restore the default toolbars, any custom

toolbars that you created will be lost. If you would like to keep the current toolbars, choose Cancel."

4. Select OK, and again select OK.

To replace a lost toolbar file in Chief Architect X7 and Home Designer 2016 and prior

1. Save any files that you may have open and select **File> Exit** to close out of the program.

2. Browse to your Documents directory and locate a folder that has the name of your program version followed by the word Data.

3. Open the Data folder and locate a folder named Toolbars.

4. Right-click on the Toolbars folder, select **Rename** from the contextual menu, and type a new name: Toolbars_Old.

5. Next, launch the software.

You may notice a pause as the program searches for the Toolbars folder. When it does not find this folder, it will create a new one and you may briefly see a progress dialog box. You should not, however, see the Warning message and the program should open normally.

If you continue to see the Warning message, or if the toolbars continue to be missing, try the following set of steps.

To import missing toolbar configurations

1. With a plan or layout file open in the program, select **Tools> Toolbars & Hotkeys> Customize Toolbars**.

   ○ In Home Designer Pro, the menu path is **Tools> Toolbars> Customize Toolbars**.

2. On the CONFIGURATIONS panel of the **Toolbar Customization** dialog:

   ○ Click the **Import** button.

   ○ The **Toolbar Configuration File** dialog will open to the new Toolbars folder in your program Data folder.

   ○ Select **Default Configuration.toolbar** from the available files and click **Open**.

   ○ "Default Configuration" will now be listed in the box to the left of the **Import** button.

3. Continue Importing any additional toolbar files you may want to use, then click the **Close** button to close the Toolbar Customization dialog.

Your missing toolbars should now be available.

Related Articles

📄 Troubleshooting Missing Toolbars (/support/article/KB-00467/troubleshooting-missing-toolbars.html)