

Troubleshooting Compatibility Problems with Library Content

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The information in this article applies to:



QUESTION

I downloaded a library catalog that I want to add to my program library, but I receive one of the following messages:

- "#272003921 - The library "x" has an invalid version number and cannot be read. Changes made to the library will not be saved during this session."
- "#272011637 - The selected library object cannot be used in this product version."
- "#272032322 - The Library Import has completed successfully. No items were successfully imported. Duplicates, and items from incompatible versions will not be imported."


What is wrong?

ANSWER

The first message will appear when you import a library catalog file that was created for a program version newer than the one you are using. For example, if you are using Chief Architect X15 and try to import a .calibz file offered for Chief Architect X16, this message may display and the catalog will not be imported.

The second message will appear when you try to select and place a library item that has been imported into your library but is not designed for use in your program version. For example, CAD blocks are objects supported in Chief Architect Premier and Chief Architect Interiors, but not in Home Designer. If a CAD block is included in a catalog that is imported into Home Designer, the catalog will be imported. But, if you click on the CAD block in the Library Browser, this message will display.

The third message may appear if you have imported a library catalog that has already been imported, or again, imported a library catalog that is incompatible with your program version.

To avoid these warnings, make sure that you only download and import library content that is specifically described as being for your software title and version. The easiest way to do this is to select **Library> Get Additional Content Online**  from the menu in your software or use the **Include Web Results** setting within the Library Browser. You can also browse to the [3D Library \(https://www.chiefarchitect.com/3d-library/index.php?r=site/library&reset=true\)](https://www.chiefarchitect.com/3d-library/index.php?r=site/library&reset=true) and use the filter options to choose the appropriate Product Family, Product, and Version to ensure you are not viewing catalogs that cannot be used in your version. Please refer to the [Related Articles](#) section to learn more about downloading additional catalogs for your product.

If you are interested in using library content that is not intended for use in your software version, consider upgrading your software:

- **Chief Architect** - <https://www.chiefarchitect.com/products/upgrade.html>
(<https://www.chiefarchitect.com/products/upgrade.html>)
- **Home Designer** - <https://www.homedesignersoftware.com/discounts/>
(<https://www.homedesignersoftware.com/discounts/>)

Related Articles

- [Downloading and Updating Library Catalogs \(/support/article/KB-00048/downloading-and-updating-library-catalogs.html\)](/support/article/KB-00048/downloading-and-updating-library-catalogs.html)
- [Obtaining and Updating Library Content \(https://www.chiefarchitect.com/support/article/KB-00090/obtaining-and-updating-library-content.html\)](https://www.chiefarchitect.com/support/article/KB-00090/obtaining-and-updating-library-content.html)
- [Troubleshooting Library Download Issues \(/support/article/KB-02772/troubleshooting-library-download-issues.html\)](/support/article/KB-02772/troubleshooting-library-download-issues.html)