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. I was able to install it, but am not able to use it. What is wrong?

ANSWER

There are a few possible reasons why an imported catalog might not be usable in your version of the software. Each reason has an associated Warning message:

- "The library "x" has an invalid version number and cannot be read. Changes made to the library will not be saved during this session."

This Warning 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 X12 and try to import a .calibz file offered for Chief Architect X13, this warning message will display and the catalog will not be imported.

- "The selected library object cannot be used in this product version."

This Warning 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 our Chief Architect programs 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 Warning will display.

- "The Library Import has completed successfully. No items were successfully imported. Duplicates, and items from incompatible versions will not be imported.

This Warning message may appear if you have imported a library that has already been imported, or again, imported a library 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. You can also browse to the 3D Library (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.

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

- **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/)

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