

# Troubleshooting Library Download Issues

---

Reference Number: **KB-02772**

Last Modified: **March 1, 2023**

---

The information in this article applies to:



## DESCRIPTION

I am having trouble downloading the core catalogs, where one of the following messages display:

"Part of the catalog download/update has timed out. Please check your network connection and security settings. If connecting via wireless, try plugging directly into modem/router and then downloading again. Would you like to try downloading again?"

"Security software or a firewall is blocking the program from accessing the catalog download server. Please re-configure and try downloading the catalog again."

"The catalog download/update completed with one or more errors. Would you like to try downloading again?"

"The catalog download/update completed with one or more errors. This could be caused by internet connectivity, firewall settings, etc. Would you like to try downloading again?"

Why is this occurring?

## RESOLUTION

If you encounter one of these messages, one of these is likely to be the cause:

- You may not be connected to the internet or the connection is intermittent. Please check your internet connection, then retry the download process by navigating to **Library > Install Core Content**.
- Your network may have permissions for a firewall or proxy server which is blocking the download. If this is the case, you may need to whitelist our site domains. For more information on this, please see our webpage: [Chief Architect Access Endpoints \(https://www.chiefarchitect.com/support/access-endpoints.html\)](https://www.chiefarchitect.com/support/access-endpoints.html). If you're on a Mac, you will also want to add the Chief Architect, Inc. program as a firewall exception. Please see [KB-02892: Adding a Firewall Exception on a Mac \(https://www.chiefarchitect.com/support/article/KB-02892/adding-an-exception-to-the-mac-firewall.html\)](https://www.chiefarchitect.com/support/article/KB-02892/adding-an-exception-to-the-mac-firewall.html) to learn more.

If you're having trouble downloading the core catalogs, you can manually download and install the files for your specific product, or install them from the program's backup media, if purchased.

## To download and manually install the core catalogs

For instructions on how to download and install the core catalogs manually, please select the appropriate link below:

- [Chief Architect Premier \(https://www.chiefarchitect.com/support/article/KB-02899/\)](https://www.chiefarchitect.com/support/article/KB-02899/)
- [Chief Architect Interiors \(https://www.chiefarchitect.com/support/article/KB-02900/\)](https://www.chiefarchitect.com/support/article/KB-02900/)
  
- [Home Designer Professional \(https://www.homedesignersoftware.com/support/article/KB-02894/\)](https://www.homedesignersoftware.com/support/article/KB-02894/)
- [Home Designer Architectural \(https://www.homedesignersoftware.com/support/article/KB-02895/\)](https://www.homedesignersoftware.com/support/article/KB-02895/)
- [Home Designer Suite \(https://www.homedesignersoftware.com/support/article/KB-02897/\)](https://www.homedesignersoftware.com/support/article/KB-02897/)
- [Home Designer Interiors \(https://www.homedesignersoftware.com/support/article/KB-02896/\)](https://www.homedesignersoftware.com/support/article/KB-02896/)
- [Home Designer Essentials \(https://www.homedesignersoftware.com/support/article/KB-02898/\)](https://www.homedesignersoftware.com/support/article/KB-02898/)

If you have physical backup media such as a DVD disk or a USB Flash drive, you can also install the core catalogs directly from the media. Please see [KB-01195: Installing Library Content from Physical Media \(https://www.chiefarchitect.com/support/article/KB-01195/installing-library-content-from-physical-media.html\)](https://www.chiefarchitect.com/support/article/KB-01195/installing-library-content-from-physical-media.html) for more details.

If you'd like to purchase physical backup media, please [contact our Customer Service team \(https://www.chiefarchitect.com/company/contact.html\)](https://www.chiefarchitect.com/company/contact.html) directly.

## ADVANCED TROUBLESHOOTING

1. Exit out of the Chief Architect or Home Designer program completely.
  
2. Open Windows Explorer or Finder, navigate into the **Documents** directory, then open the program's data folder.

For example, the data folder for Chief Architect X15 would be named: Chief Architect Premier X15 Data

3. Inside of your program's data folder, open the **Database Libraries** subfolder and locate the **errors.log** file.
  
4. Compress the errors.log file:
  - On Windows, right-click on the errors.log file and select **Send to > Compressed (zipped) folder**.
  - On macOS, right-click on the errors.log file and select **Compress "errors.log"**

On a Mac, hold down the Control key while clicking to initiate a right-click command. More

information about right-click commands on Apple input devices can be found in the following Apple resource: [Right-click on Mac \(https://support.apple.com/guide/mac-help/right-click-mh35853/mac#\)](https://support.apple.com/guide/mac-help/right-click-mh35853/mac#).

5. Attach the errors.zip file to a new support case in the [Technical Support Center \(https://support.chiefarchitect.com/\)](https://support.chiefarchitect.com/). For more information on how to use the Technical Support Center, please see the [Related Articles](#) section below.

#### Related Articles

- 📄 [Adding a Firewall Exception on a Mac \(/support/article/KB-02892/adding-a-firewall-exception-on-a-mac.html\)](/support/article/KB-02892/adding-a-firewall-exception-on-a-mac.html)
- 📄 [Manually Installing Core Catalogs for Chief Architect Interiors \(https://www.chiefarchitect.com/support/article/KB-02900/manually-installing-core-catalogs-for-chief-architect-interiors.html\)](https://www.chiefarchitect.com/support/article/KB-02900/manually-installing-core-catalogs-for-chief-architect-interiors.html)
- 📄 [Manually Installing Core Catalogs for Chief Architect Premier \(https://www.chiefarchitect.com/support/article/KB-02899/manually-installing-core-catalogs-for-chief-architect-premier.html\)](https://www.chiefarchitect.com/support/article/KB-02899/manually-installing-core-catalogs-for-chief-architect-premier.html)
- 📄 [Manually Installing Core Catalogs for Home Designer Architectural \(/support/article/KB-02895/manually-installing-core-catalogs-for-home-designer-architectural.html\)](/support/article/KB-02895/manually-installing-core-catalogs-for-home-designer-architectural.html)
- 📄 [Manually Installing Core Catalogs for Home Designer Essentials \(/support/article/KB-02898/manually-installing-core-catalogs-for-home-designer-essentials.html\)](/support/article/KB-02898/manually-installing-core-catalogs-for-home-designer-essentials.html)
- 📄 [Manually Installing Core Catalogs for Home Designer Interiors \(/support/article/KB-02896/manually-installing-core-catalogs-for-home-designer-interiors.html\)](/support/article/KB-02896/manually-installing-core-catalogs-for-home-designer-interiors.html)
- 📄 [Manually Installing Core Catalogs for Home Designer Pro \(/support/article/KB-02894/manually-installing-core-catalogs-for-home-designer-pro.html\)](/support/article/KB-02894/manually-installing-core-catalogs-for-home-designer-pro.html)
- 📄 [Manually Installing Core Catalogs for Home Designer Suite \(/support/article/KB-02897/manually-installing-core-catalogs-for-home-designer-suite.html\)](/support/article/KB-02897/manually-installing-core-catalogs-for-home-designer-suite.html)
- 📄 [Using the Technical Support Center \(/support/article/KB-00717/using-the-technical-support-center.html\)](/support/article/KB-00717/using-the-technical-support-center.html)