



Troubleshooting Library Download Issues

Reference Number: **KB-02772**

Last Modified: **April 20, 2026**

This article also applies to the following legacy products:

Pro | Architectural | Suite

DESCRIPTION

I am having trouble downloading library catalogs, and I receive one of the following messages:

- "#272011657 - 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?"
- "#272011658 (Legacy) - 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?"
- "#272011659 (Legacy) - Security software or a firewall is blocking the program from accessing the catalog download server. Please re-configure and try downloading the catalogs again."
- "#272011659 - An error occurred while contacting the catalog download server. Please check your internet connection and try downloading the catalogs again. Would you like to try downloading again?"
- "#272011663 (Legacy) - Security software or a firewall is blocking the program from accessing the catalog search server, or you have no internet connection. Please re-configure and try viewing the catalogs again."

- "#272011663 - An error occurred while contacting the catalog search server. Please check your internet connection and try viewing the catalogs again."
- "The catalog could not be found on the server."
- "Failed to Download Core Library Index File: _Core_Content_Index.txt, Reason: 0."

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** from the menu.
- 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. program as a firewall exception. Please see the "Adding a Firewall Exception on a Mac" resource in the [Related Articles](#) section to learn more.
- You may be using a newer version in which the currently installed catalogs could not be updated due to a mismatched catalog ID. Please refer to the "Message: Catalog Could Not Be Found On The Server." resource in the [Related Articles](#) section below.
- You may be using a legacy version that is no longer supported, thus the catalogs may be unavailable for download. Error #272011663 (Legacy) may occur if this is the case.
- You may need to install an up-to-date certificate. Please refer to the "Message: Failed to Download Core Library Index File." resource in the [Related Articles](#) section below if you're receiving this message when attempting to download or update library content.

If you're still 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) using the instructions below.

To download and manually install the core catalogs

Please select the link that coincides with the Chief Architect product you're using:

- [Chief Architect Premier \(https://www.chiefarchitect.com/support/article/KB-02899/\)](https://www.chiefarchitect.com/support/article/KB-02899/)
- [Chief Architect Interiors \(Legacy\) \(https://www.chiefarchitect.com/support/article/KB-02900/\)](https://www.chiefarchitect.com/support/article/KB-02900/)
- [Home Designer 2026 \(https://www.homedesignersoftware.com/support/article/KB-03224/\)](https://www.homedesignersoftware.com/support/article/KB-03224/)
- [Home Designer Professional \(Legacy\) \(https://www.homedesignersoftware.com/support/article/KB-02894/\)](https://www.homedesignersoftware.com/support/article/KB-02894/)
- [Home Designer Architectural \(Legacy\) \(https://www.homedesignersoftware.com/support/article/KB-02895/\)](https://www.homedesignersoftware.com/support/article/KB-02895/)
- [Home Designer Suite \(Legacy\) \(https://www.homedesignersoftware.com/support/article/KB-02897/\)](https://www.homedesignersoftware.com/support/article/KB-02897/)

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 X17 would be named: Chief Architect Premier X17 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"**

Note: 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 2026 \(/support/article/KB-03224/manually-installing-core-catalogs-for-home-designer-2026.html\)](/support/article/KB-03224/manually-installing-core-catalogs-for-home-designer-2026.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 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)
- [Message: Failed to Download Core Library Index File. \(/support/article/KB-03197/message-failed-to-download-core-library-index-file.html\)](/support/article/KB-03197/message-failed-to-download-core-library-index-file.html)
- [Message: The Catalog Could Not Be Found On The Server. \(/support/article/KB-03174/message-the-catalog-could-not-be-found-on-the-server.html\)](/support/article/KB-03174/message-the-catalog-could-not-be-found-on-the-server.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)

