

Adding a Firewall Exception on a Mac

Reference Number: **KB-02892**

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The information in this article applies to:




QUESTION

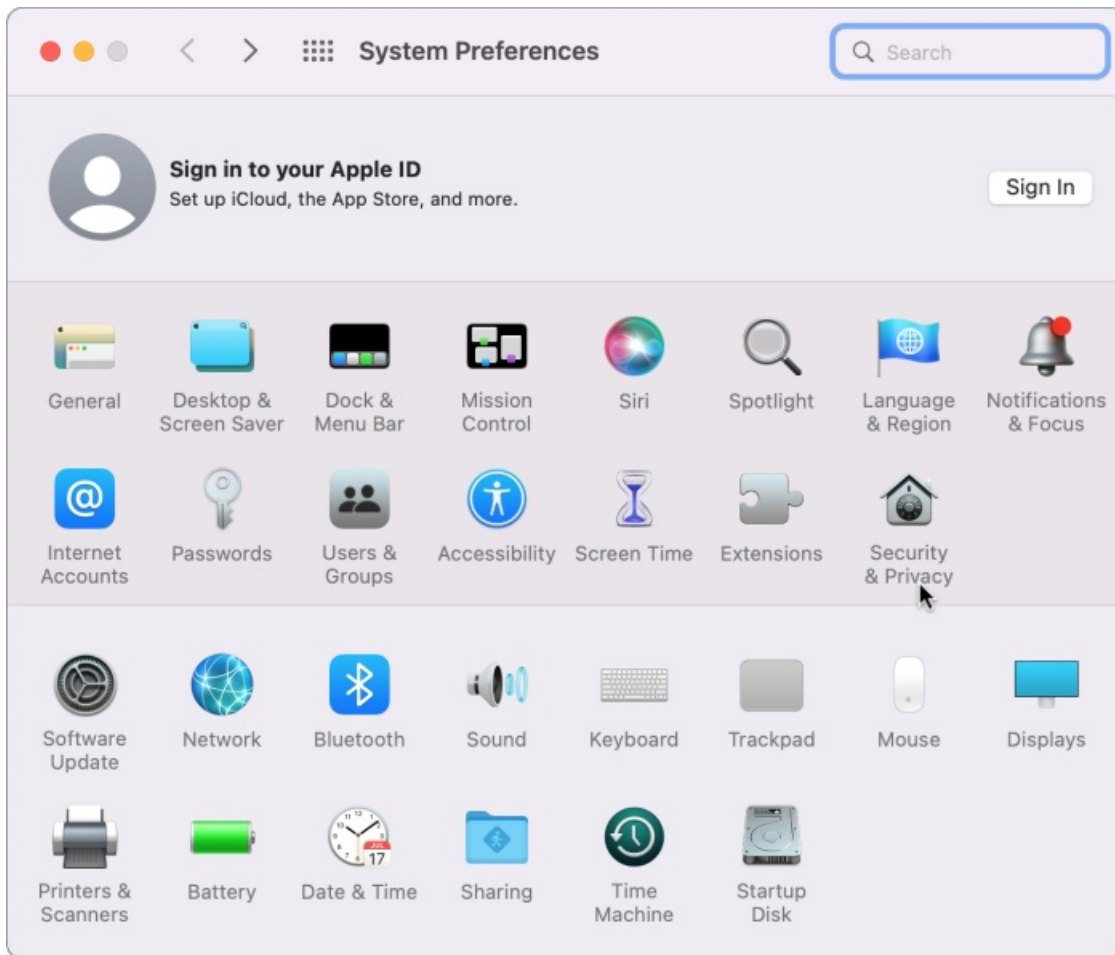
I'm having trouble downloading the core catalogs files for my program on my Mac. How can I resolve this?

ANSWER

The most likely cause of a library download failure on a Mac is a firewall or security program preventing the download. Adding the Chief Architect or Home Designer program as a firewall exception within the System Preferences may allow you to download the core catalogs successfully.

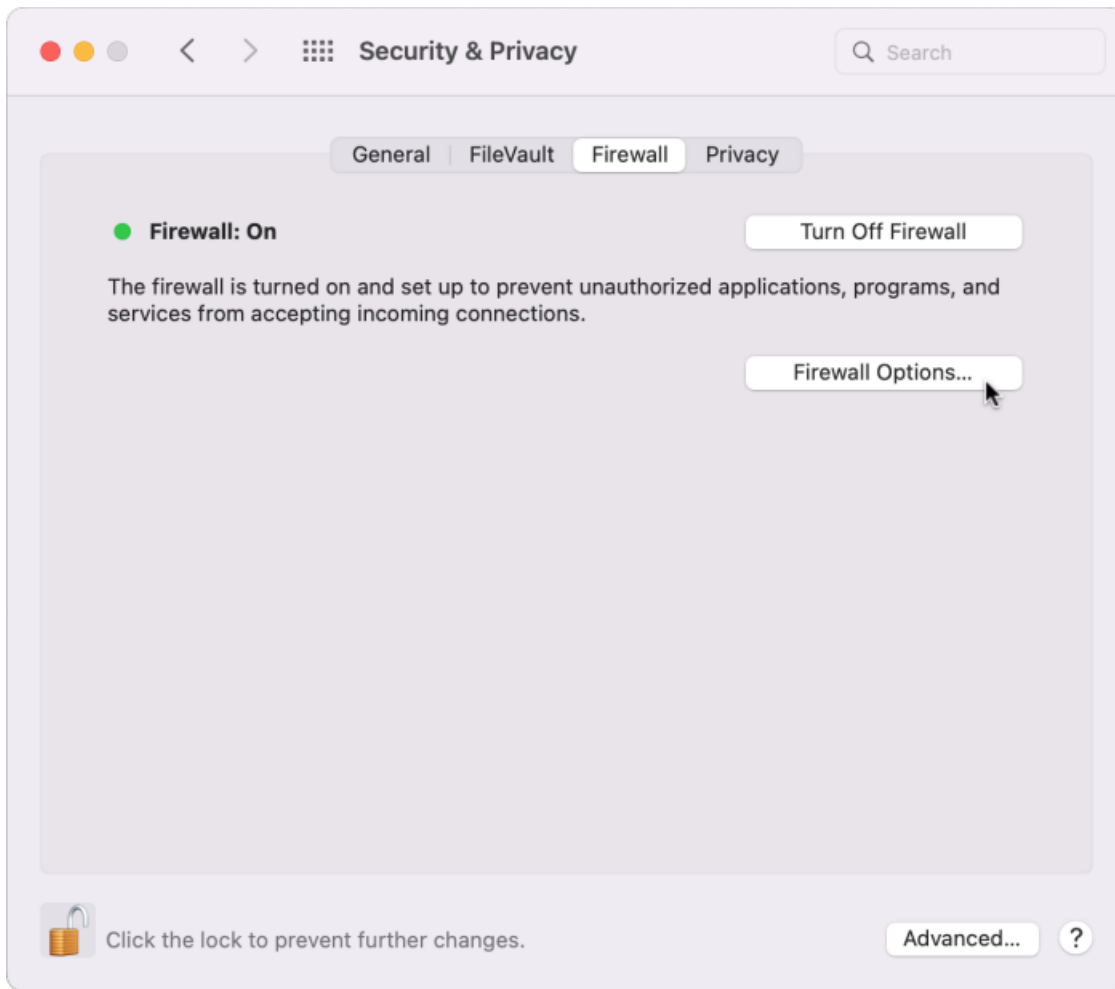
To add Chief Architect as a firewall exception on a Mac

1. From the **Apple**  menu, select **System Preferences**.
2. Select **Security & Privacy**.

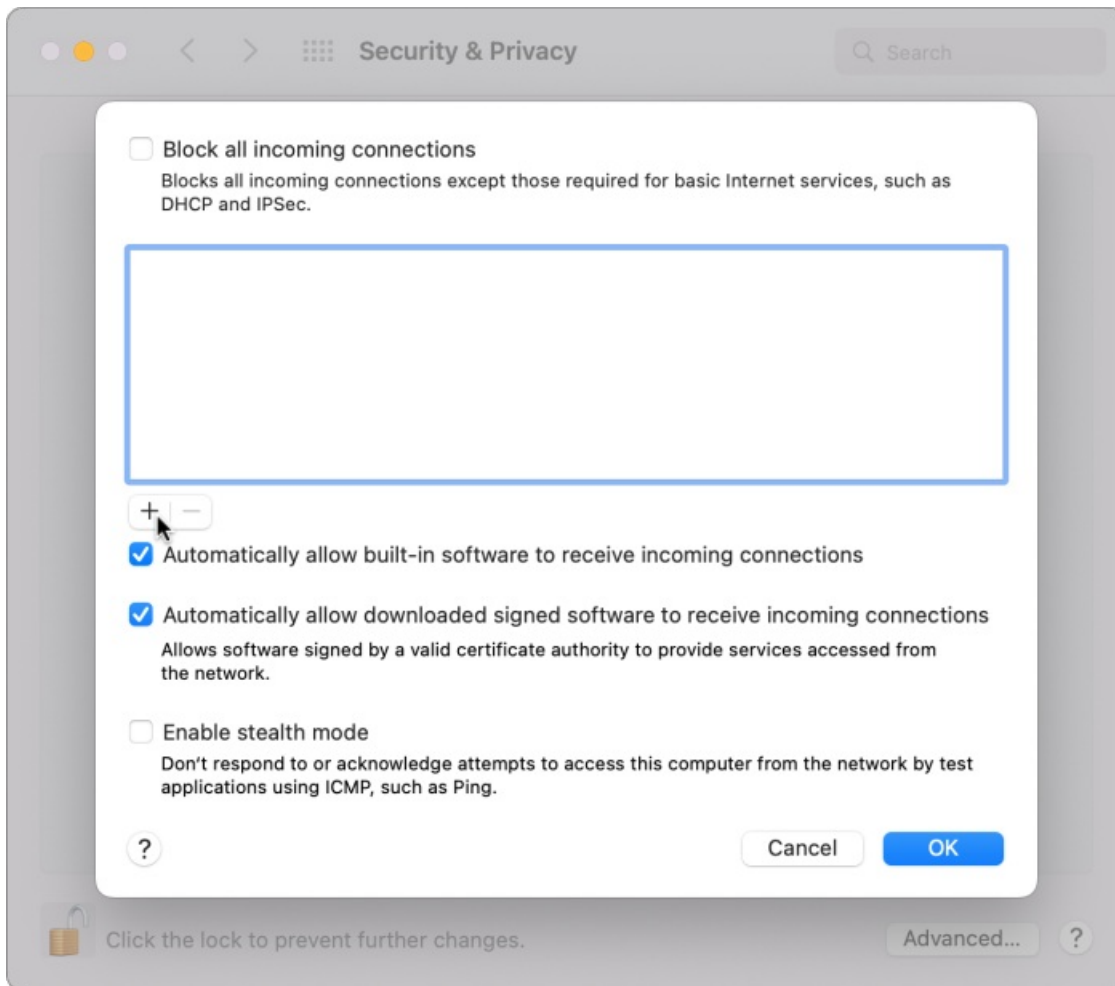


3. Within the Security and Privacy section, select the **Firewall** tab, then select **Firewall Options**.

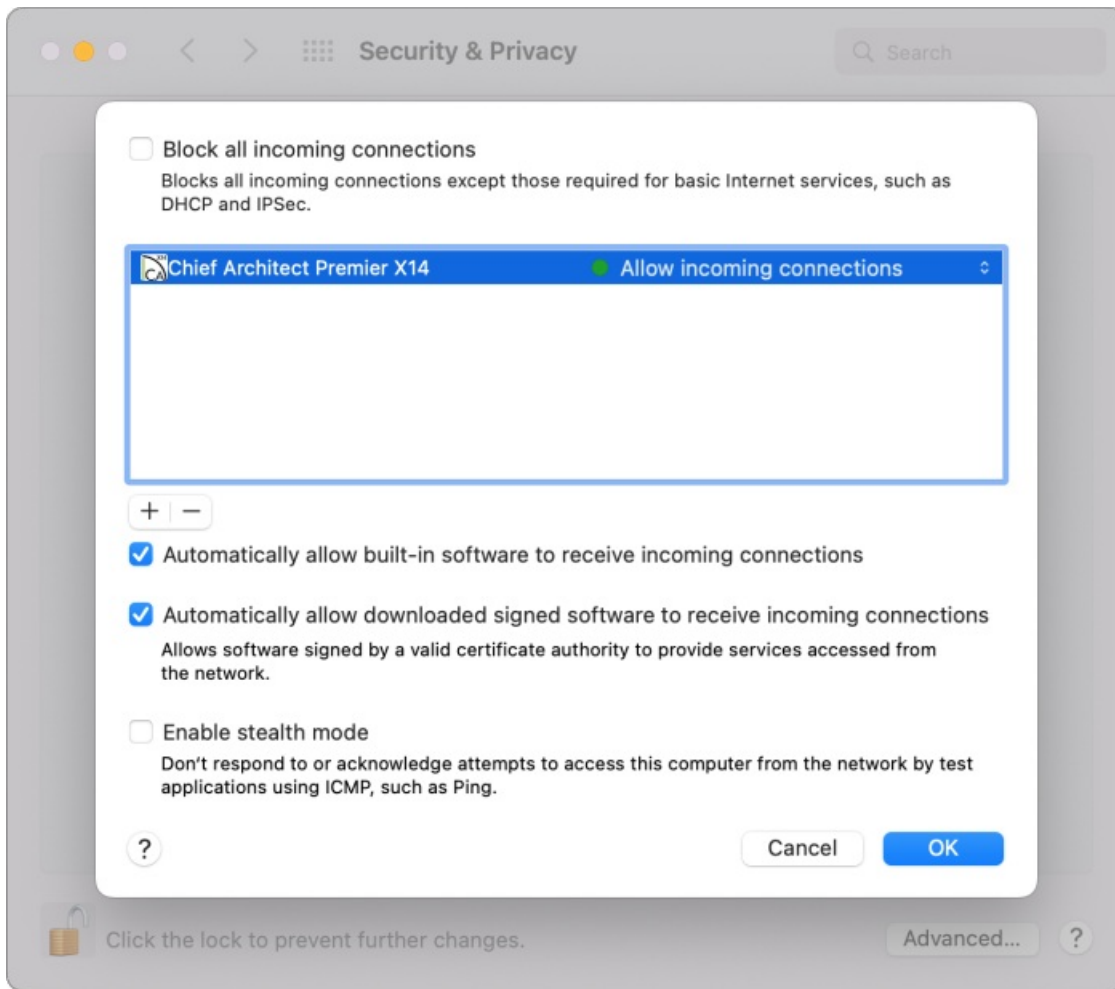
Note: If this option is greyed out, select the padlock icon in the bottom left corner and enter your user account credentials to unlock this area for modification.



4. This next dialog allows you to add or remove programs from the firewall list and configure how the firewall handles requests from these programs. Click the **Add +** sign at the bottom of the list to add a program.



5. In the Finder window that appears, select the Chief Architect or Home Designer application.
6. Verify that the program is set to **Allow incoming connections**, then click **OK**.



7. Attempt the library download again by navigating to **Library> Install Core Content** in your Chief Architect or Home Designer program.

If the issue persists, please access the "Troubleshooting Library Download Issues" resource in the [Related Articles](#) section below.

Related Articles

- [📄 Troubleshooting Chief Architect Software Closing Unexpectedly on a Mac \(/support/article/KB-02940/troubleshooting-chief-architect-software-closing-unexpectedly-on-a-mac.html\)](https://support/article/KB-02940/troubleshooting-chief-architect-software-closing-unexpectedly-on-a-mac.html)
- [📄 Troubleshooting Library Download Issues \(/support/article/KB-02772/troubleshooting-library-download-issues.html\)](https://support/article/KB-02772/troubleshooting-library-download-issues.html)