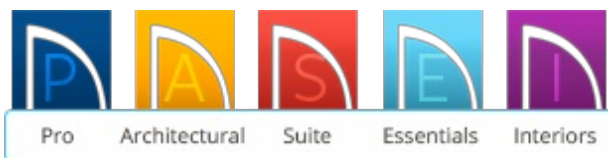


Warning: Critical Error writing preferences

Reference Number: **KB-03074**

Last Modified: **May 22, 2020**

The information in this article applies to:



QUESTION

I am receiving a warning message that says: Critical Error writing preferences, error # 272032510.

How can I fix the problem?

ANSWER

Receiving a critical error when the software tries to write to the file that stores information from the program's Preferences typically indicates a problem with read/write permissions on the computer. This may have been caused by an operating system upgrade where permissions were not migrated forward correctly, or if your company's IT department locked down certain aspects of the user account so that when you are logged in, the software cannot write to the location that it needs to.

To resolve the error

On Microsoft Windows:

You must have read/write permissions to the location where the Preferences file is saved, which is:

```
C:\Users\[YOUR USERNAME]\AppData\Roaming\Chief Architect Inc
```

Note: Please visit Microsoft's Support page on how to [Show Hidden Files and Folders](https://support.microsoft.com/en-us/help/14201/windows-show-hidden-files) (<https://support.microsoft.com/en-us/help/14201/windows-show-hidden-files>) if you have trouble browsing to this location.

If you are unfamiliar with checking read/write permissions, or do not have access to do so when logged in to your user account, then please contact Microsoft, your computer manufacturer, or a local certified computer technician in your area for further assistance.

If you have checked the read/write permissions, or adjusted them and rebooted the computer, but the issue continues, then you need to create a new user account on the system with full administrative rights. See the appropriate resource below for instructions on this process.

- [Windows 10](https://support.microsoft.com/en-us/instantanswers/5de907f1-f8ba-4fd9-a89d-efd23fee918c/create-a-local-user-account-in-windows-10) (<https://support.microsoft.com/en-us/instantanswers/5de907f1-f8ba-4fd9-a89d-efd23fee918c/create-a-local-user-account-in-windows-10>)
- [Windows 8.1 / 7](https://support.microsoft.com/en-us/help/13951/windows-create-user-account) (<https://support.microsoft.com/en-us/help/13951/windows-create-user-account>)


If the error does not display when signed in under the new user account with full administrative rights, then you will want to migrate your files over to the new user account for use in Chief Architect.

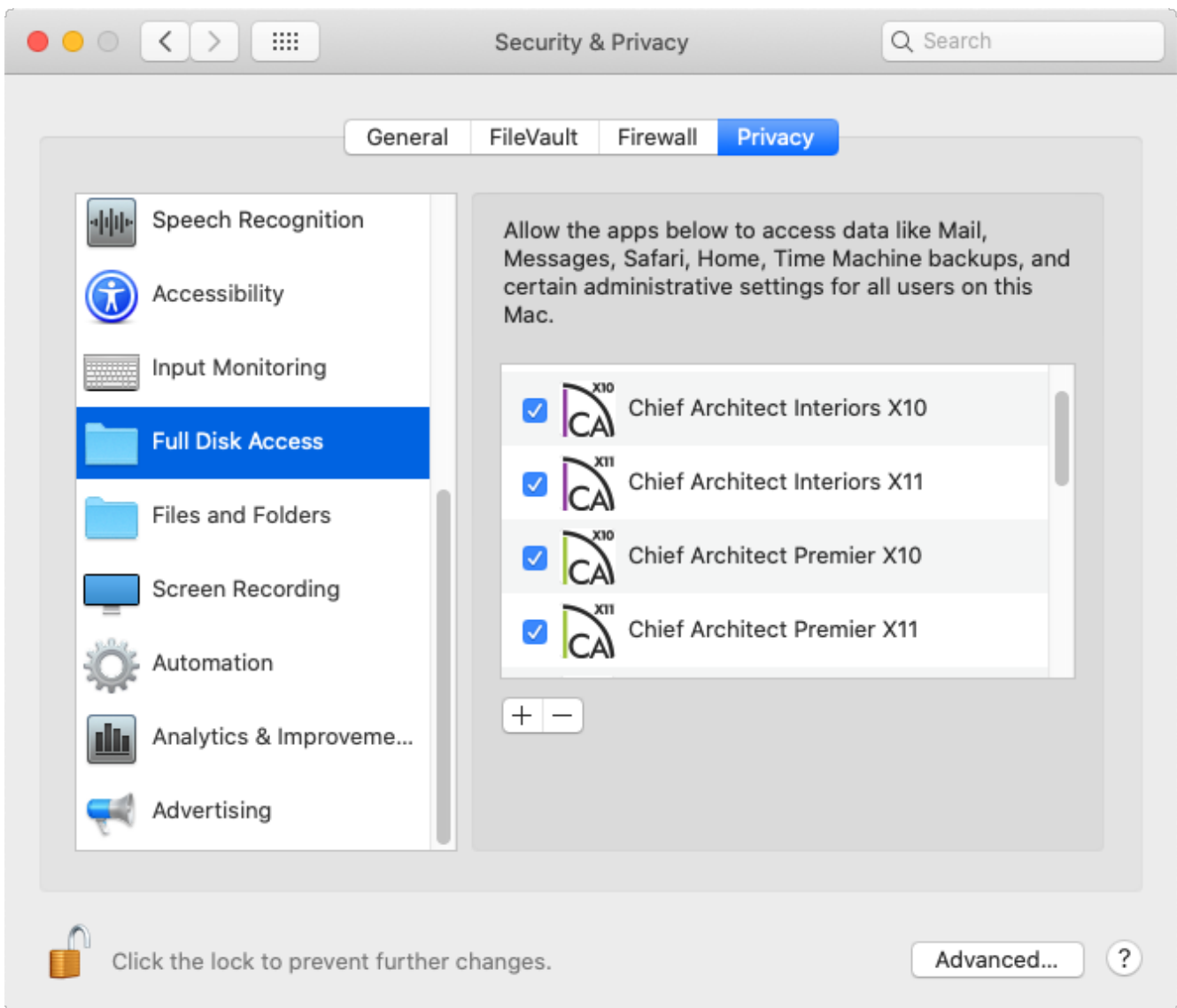
On Apple macOS:

You must have read/write permissions to the location where the Preferences file is saved, which is:

```
/Users/admin/.config/Chief Architect Inc
```

Starting in macOS Catalina 10.15, you may have to provide Full Disk Access to the Chief

Architect or Home Designer program. To do this, select the **Apple**  menu, click on **System Preferences**, then select the **Security & Privacy** category. In this category, select the **PRIVACY** tab at the top, scroll down to **Full Disk Access** on the left, and ensure that the Chief Architect or Home Designer Program has a check next to it.



Note: You may first need to unlock the dialog by selecting the padlock icon in the lower left corner and entering your User Account password to make changes.

If providing Full Disk Access does not resolve the error, and you're unfamiliar with checking read/write permissions, or do not have access to do so when logged in to your user account, then please contact Apple or a local certified computer technician in your area for further assistance.

If you have checked the read/write permissions, or adjusted them, but the issue continues, then you need to create a new user account on the system with full administrative rights. See the appropriate resource below for instructions on this process.

- [macOS Catalina 10.15 - Set up users, guests, and groups on Mac](https://support.apple.com/guide/mac-help/set-up-other-users-on-your-mac-mtusr001/10.15/mac/10.15)
(<https://support.apple.com/guide/mac-help/set-up-other-users-on-your-mac-mtusr001/10.15/mac/10.15>)
- [macOS Mojave 10.14 - Set up users, guests, and groups on Mac](https://support.apple.com/guide/mac-help/set-up-other-users-mtusr001/10.14/mac/10.14)
(<https://support.apple.com/guide/mac-help/set-up-other-users-mtusr001/10.14/mac/10.14>)

If the error does not display when signed in under the new user account with full administrative rights, then you will want to migrate your files over to the new user account.

Related Articles

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(</support/article/KB-02940/troubleshooting-chief-architect-software-closing-unexpectedly-on-a-mac.html>)
- 📄 [Troubleshooting Chief Architect Software Closing Unexpectedly on Windows](/support/article/KB-03049/troubleshooting-chief-architect-software-closing-unexpectedly-on-windows.html)
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