



Message: This catalog is not available for you to download.

Reference Number: **KB-03235**

Last Modified: **November 20, 2025**

QUESTION

I have an active software subscription, but when I attempt download or access a manufacturer or bonus catalog using the program's Library Browser, I receive the following message:

- "#272018554 - This catalog is not available for you to download."

Why is this occurring?

ANSWER

The most common reason that this message may occur is if the Library Browser within the program has not been used for a period of time with **Include Web Results**  enabled, thus causing the authentication token to expire. Signing out of your Chief Architect account and signing back in will reset the token and will often resolve the issue.

Select **Account> Sign Out of Chief Architect Account** in X17 and Home Designer 2026 or **Help> Log out of Chief Architect Account** in prior versions. Once signed out, navigate to **Account> Sign In to Chief Architect Account**  in X17 and Home Designer 2026 or **Help> Log in to Chief Architect Account** in prior versions, then proceed to sign in to your Chief Architect account. Once you're successfully signed in, re-attempt to download the manufacturer or bonus catalog.

If the procedure above does not resolve the issue, and you have ensured that the account

you're signed in with has an active software subscription (or [Support & Software Assurance \(https://www.chiefarchitect.com/products/ssa/\)](https://www.chiefarchitect.com/products/ssa/)), please [contact us \(https://www.chiefarchitect.com/company/contact.html\)](https://www.chiefarchitect.com/company/contact.html) for further assistance.

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