Chief Architect®

Architectural Home Design Software

Message: An unexpected error occurred while the file was being loaded.

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The information in this article applies to:

PREMIER   INTERIORS   PRO   ARCH   SUITE

DESCRIPTION

I am trying to import a 3D symbol that I found online, but when I do so I receive the following message:

- "#272032130 - An unexpected error occurred while the file was being loaded. The symbol will not be loaded."

What is wrong and how do I fix it?

RESOLUTION

This message will display if the file you are trying to import cannot be read by the program.

There are several possible causes, including:

- The data in the file is corrupted;
- The file uses formatting that the program does not understand;
- An error is occurring in the program because of something in the file.

The most common reason for this message to appear is file corruption, and you may be able to resolve the issue by deleting the copy of the file and downloading a new copy.

If the problem persists, try to avoid anything that could interfere with the file download, including:

- Security software running on your system;
- Intermittent internet connectivity.

If downloading a new copy doesn't help, you may want to contact the source of the file for more information.

If you suspect a different problem, please send the file to our Technical Support team using our Technical Support Center (https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html), and we will be happy to take a look at it.

Related Articles

Using the Technical Support Center (/support/article/KB-00717/using-the-technical-support-center.html)

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