Chief Architect®

Architectural Home Design Software

Message: You are running an older version of the Software that does not support the newer features of the file you are attempting to open.

The information in this article applies to:

PREMIER   INTERIORS   PRO   ARCH   SUITE

QUESTION

When I try to open a file that was sent to me, I receive one of the following messages:

- "#272011613 - You are running an older version of the Software that does not support the newer features of the file you are attempting to open. There is a newer version available. Would you like to upgrade now?"

Why can't I open this file?

ANSWER

Any given version of Chief Architect software can open files created in that same version and previous versions. It cannot; however, open a file that was created or last saved in a more recent version of the software. For example, Chief Architect X15 can open files created in version X14, X13, etc., but it cannot open files created or last saved in version X16.

If you are encountering this message when you try to open a particular file, the file was either created or last saved in a version of the software that is newer than the version you're attempting to open the file with.

It is important to note that this may be caused by a mismatch in build numbers, rather than full versions (e.g. if you are running build X15 (Build 25.2), you will not be able to open a plan created in X15 (Build 25.3); you may be able to resolve the issue by downloading and installing the latest program update for your software:

- **Chief Architect** Program
  Updates: https://www.chiefarchitect.com/support/updates.html
  (https://www.chiefarchitect.com/support/updates.html)

- **Home Designer** Program
  Updates: https://www.homedesignersoftware.com/support/updates.html
  (https://www.homedesignersoftware.com/support/updates.html)

If installing the latest program update does not help, consider upgrading to the latest program version:

- **Chief Architect**: https://www.chiefarchitect.com/products/upgrade.html
  (https://www.chiefarchitect.com/products/upgrade.html)

- **Home Designer**: https://www.homedesignersoftware.com/discounts/
  (https://www.homedesignersoftware.com/discounts/)

Related Articles

Sharing a Plan File With a Home Designer User (/support/article/KB-00516/sharing-a-plan-file-with-a-home-designer-user.html)

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