

Message: Failed to Download Core Library Index File.

Reference Number: **KB-03197**

Last Modified: **September 18, 2024**

The information in this article applies to:



DESCRIPTION

When I try to download or update library content, I receive one of the following messages:

- "Failed to Download Core Library Index File: _Core_Content_Index.txt, Reason: 0."
- "SSL certificate problem: unable to get local issuer certificate."
- "The catalog download/update completed with one or more errors. This could be caused by internet connectivity, firewall settings, etc. Would you like to try downloading again?"

How can I solve this problem?

RESOLUTION

If you are receiving one of these messages, and you are using Chief Architect X14/Home Designer 2023 or Chief Architect X15/Home Designer 2024, it's likely that you need to install an up-to-date Self Signed Certificate from Amazon Trust Services.

To install an updated Self-Signed Certificate

1. Visit <https://www.amazontrust.com/repository/> (<https://www.amazontrust.com/repository/>).
2. Under the Certification Authorities heading, you will find a **Root CAs** table.
3. In the Self-Signed Certificate column for the top line item, click on the **DER** link:

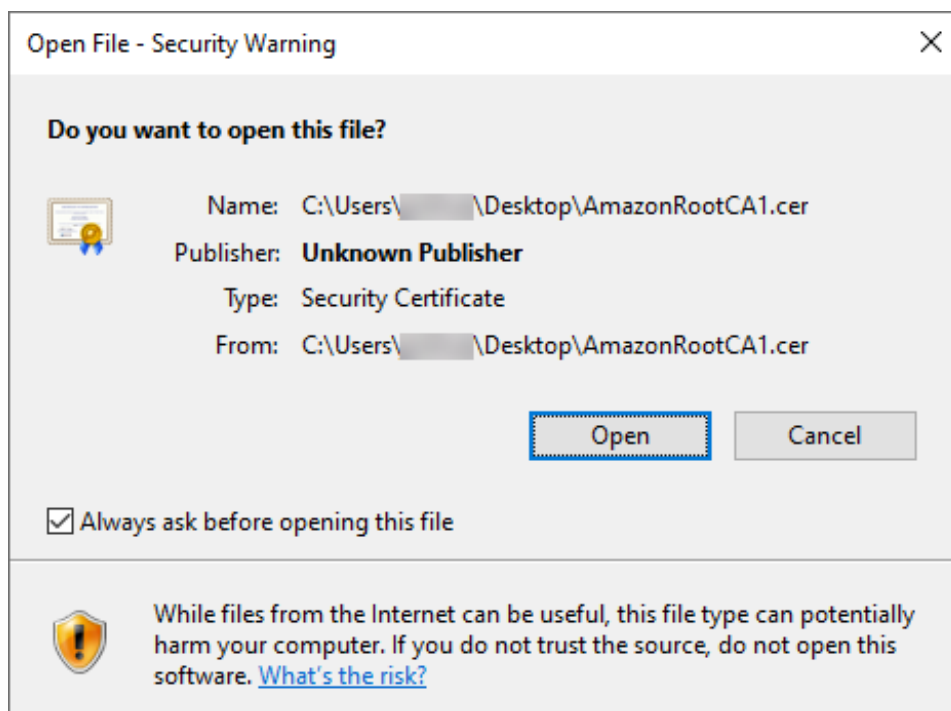
Certification Authorities

The following certificate authorities are operated according to the practices described in the above CPS. Distinguished Names are represented using the algorithm recommended in RFC 4514.

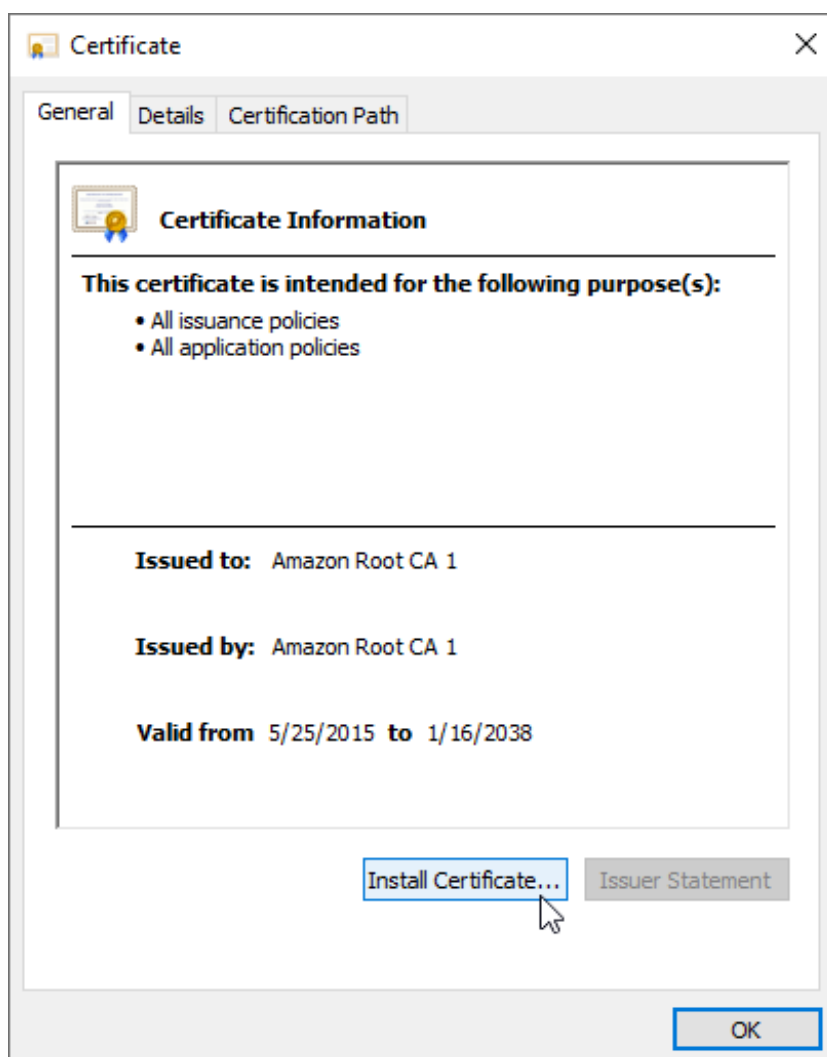
Root CAs

Distinguished Name	SHA- 256 Hash of Subject Public Key Information	Self-Signed Certificate	Test URLs
CN=Amazon Root CA 1,O=Amazon,C=US	fbe3018031f9586bcfb41727e417b7d1c45c2f47f93be372a17b96b50757d5a2	DER PEM	Valid Revoked Expired
CN=Amazon Root CA 2,O=Amazon,C=US	7f4296fc5b6a4e3b35d3c369623e364ab1af381d8fa7121533c9d6c633ea2461	DER PEM	Valid Revoked Expired
CN=Amazon Root CA 3,O=Amazon,C=US	36abc32656acfc645c61b71613c4bf21c787f5cabbee48348d58597803d7abc9	DER PEM	Valid Revoked Expired

4. Open the newly downloaded AmazonRootCA1.cer file:
 - o Select it from your browser's downloads list, or
 - o Open your system file explorer, navigate to your Downloads folder, and double-click on it.
5. In the **Open File - Security Warning** dialog that opens next, click the **Open** button.

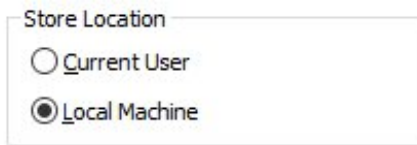


6. On the GENERAL panel of the **Certificate** dialog, click the **Install Certificate** button.



7. In the **Certificate Import Wizard**:

- Select **Local Machine** as the Store Location, then click **Next**.



Store Location

Current User

Local Machine

- You may be prompted with a message stating: "Do you want to allow this app to make changes to your device?" If so, click **Yes** to proceed.
- Select **Automatically select the certificate store based on the type of certificate**, then click **Next**.

Windows can automatically select a certificate store, or you can specify a location for the certificate.

- Automatically select the certificate store based on the type of certificate
- Place all certificates in the following store

Certificate store:

- Click **Finish**. You should be met with a message stating: "The import was successful." Click **OK** on each dialog.

8. Now, try downloading or updating your library content again by navigating to **Library > Update Library Catalogs** from within your program.

- If you are using Chief Architect, please see the [Obtaining and Updating Library Content \(https://www.chiefarchitect.com/support/article/KB-00090/obtaining-and-updating-library-content.html\)](https://www.chiefarchitect.com/support/article/KB-00090/obtaining-and-updating-library-content.html) resource to learn more.
- If you are using a Home Designer program, please see the [Downloading and Updating Library Catalogs \(https://www.homedesignersoftware.com/support/article/KB-00048/downloading-and-updating-library-catalogs.html\)](https://www.homedesignersoftware.com/support/article/KB-00048/downloading-and-updating-library-catalogs.html) resource to learn more.

[Downloading and Updating Library Catalogs](#)

<https://www.homedesignersoftware.com/support/article/KB-00048/downloading-and-updating-library-catalogs.html>

[Obtaining and Updating Library Content \(/support/article/KB-00090/obtaining-and-updating-library-content.html\)](#)

[Troubleshooting Library Download Issues \(/support/article/KB-02772/troubleshooting-library-download-issues.html\)](#)



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