

# Message: Failed to Download Core Library Index File.

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Reference Number: **KB-03197**

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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:

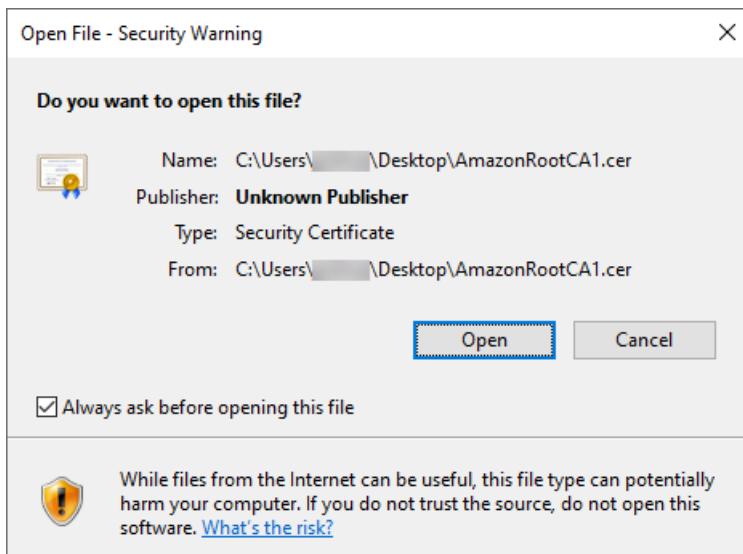
# Certification Authorities

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.

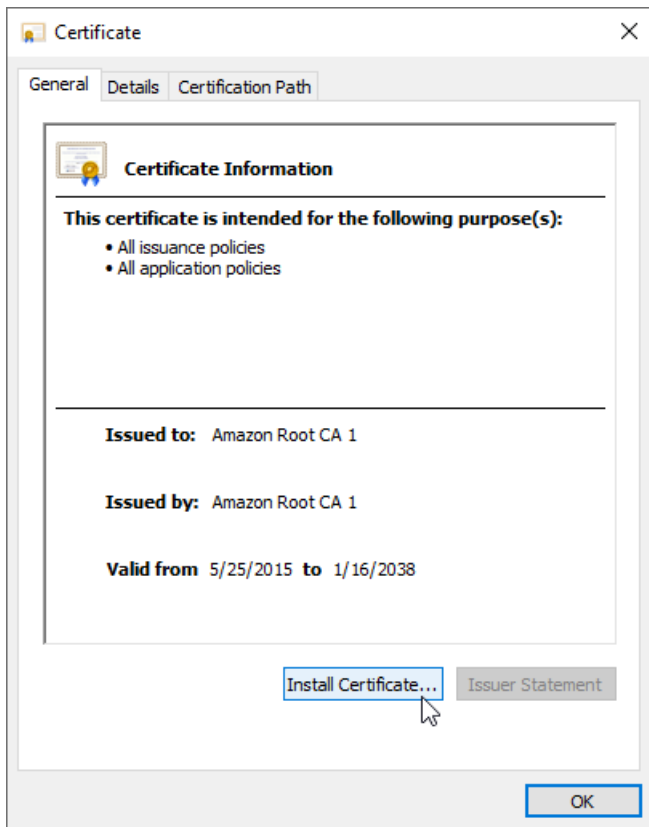
## Root CAs

Distinguished Name	SHA-256 Hash of Subject Public Key Information	Self-Signed Certificate	Test URLs
CN=Amazon Root CA 1,O=Amazon,C=US	fbe3018031f9586bcbf41727e417b7d1c45c2f47f93be372a17b96b50757d5a2	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	36abc32656acfc645c61b71613c4b21c787f5cabbee48348d58597803d7abc9	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.

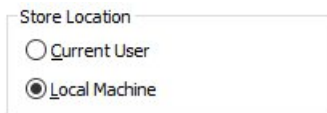


6. On the **GENERAL** panel of the **Certificate** dialog, click the **Install Certificate** button.



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

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



- 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:

Browse...

- 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.

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#### Related Articles

- 📄 [Downloading and Updating Library Catalogs \(/support/article/KB-00048/downloading-and-updating-library-catalogs.html\)](https://www.homedesignersoftware.com/support/article/KB-00048/downloading-and-updating-library-catalogs.html)
- 📄 [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)
- 📄 [Troubleshooting Library Download Issues \(/support/article/KB-02772/troubleshooting-library-download-issues.html\)](https://www.chiefarchitect.com/support/article/KB-02772/troubleshooting-library-download-issues.html)