

## Troubleshooting Installation Problems

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The information in this article applies to:



### QUESTION

I'm having trouble installing Chief Architect. What can I do to get this to work?

**Note:** Before continuing, first check to ensure that the version of the software that you are trying to install is compatible with the operating system that you are attempting to install it onto, and that it also meets the minimum system requirements. Please refer to the [Related Articles](#) section below for more information.

To install software, you must be logged into the system as a user with sufficient privileges. Please contact your network administrator if you are unsure about your user rights/privileges.

### ANSWER

If your computer meets the minimum system requirements, then most other

installation problems are caused by interference from other programs or services running in the background. Often, these programs or services are factory installed and can cause install problems even on new computers.

In these cases, we recommend performing a clean/safe boot of your system, and once the program is installed successfully, restart the system in its normal configuration.

For instructions on performing a clean/safe boot of your system, please see the appropriate resource below for your particular operating system.

## To perform a clean/safe boot

- **macOS** - <https://support.apple.com/en-us/116946> (<https://support.apple.com/en-us/116946>)
- **Windows** - <https://support.microsoft.com/en-us/topic/how-to-perform-a-clean-boot-in-windows-da2f9573-6eec-00ad-2f8a-a97a1807f3dd> (<https://support.microsoft.com/en-us/topic/how-to-perform-a-clean-boot-in-windows-da2f9573-6eec-00ad-2f8a-a97a1807f3dd>)

If you're receiving an error message with regards to the installation, please search our online Knowledge Base for that message, as there may be a separate article that specifically addresses it.

If there is not a Knowledge Base article on the error you receive, either take a screenshot or record its exact wording so that Chief Architect Technical Support can best assist you.

If you continue to experience difficulty with installing the Chief Architect software, then please [contact us](https://www.chiefarchitect.com/company/contact.html) (<https://www.chiefarchitect.com/company/contact.html>) to continue troubleshooting while you're at the system experiencing the issue.

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### Related Articles

 [Chief Architect Minimum System Requirements \(/support/article/KB-02761/chief-architect-minimum-system-requirements.html\)](https://support/article/KB-02761/chief-architect-minimum-system-requirements.html)

 [Troubleshooting Chief Architect Software Closing Unexpectedly on a Mac \(/support/article/KB-02940/troubleshooting-chief-architect-software-closing-unexpectedly-on-a-mac.html\)](/support/article/KB-02940/troubleshooting-chief-architect-software-closing-unexpectedly-on-a-mac.html)

 [Troubleshooting Chief Architect Software Closing Unexpectedly on Windows \(/support/article/KB-03049/troubleshooting-chief-architect-software-closing-unexpectedly-on-windows.html\)](/support/article/KB-03049/troubleshooting-chief-architect-software-closing-unexpectedly-on-windows.html)

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



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