

Message: The program is already running.
Running two or more simultaneous sessions is not recommended.

Reference Number: **KB-02962**

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The information in this article applies to:



DESCRIPTION

I am having trouble launching my Chief Architect or Home Designer program, where the following warning displays:

"The program is already running. Running two or more simultaneous sessions is not recommended."

How can I resolve this warning?

RESOLUTION

This warning message can display on a Microsoft Windows system when your Chief Architect program appears to be closed, but is still running in the background. Even if you don't visually see the Chief Architect program on screen or in your Windows taskbar, your

operating system still shows it is running in order for you to receive this warning.

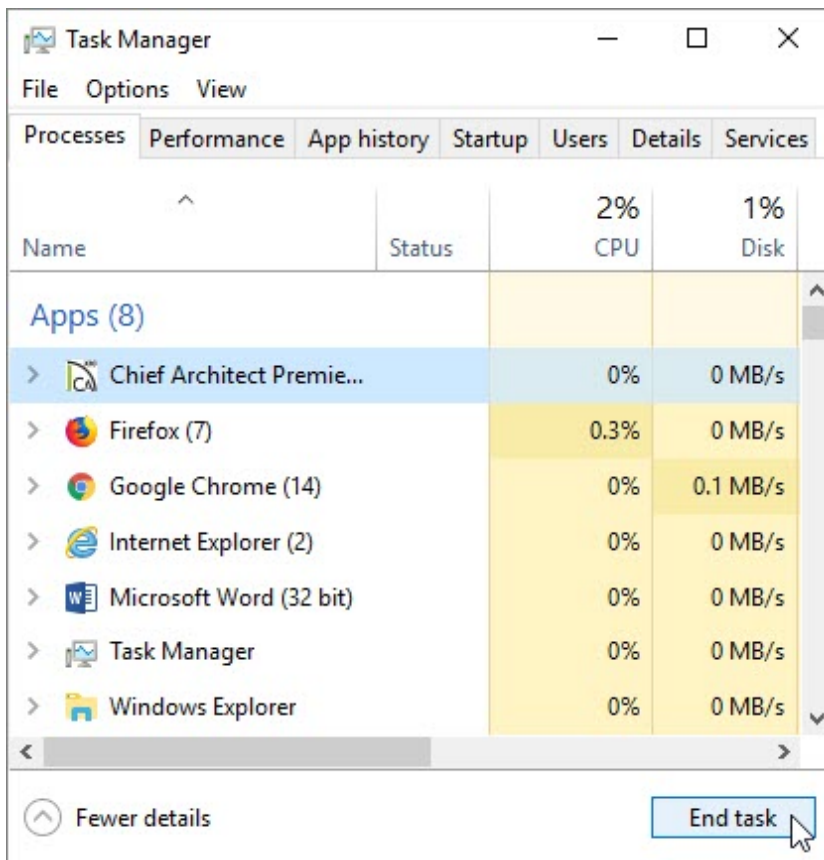
To resolve the error, please follow the steps below.

- First, wait a few moments, and then attempt to launch the software again.

If you've just closed your Chief Architect program, and you received this message upon reopening, then the application may be working on writing files.

- If waiting a few moments does not display the Chief Architect software, then you may need to stop/end the program using Task Manager.

On your keyboard, press **Ctrl + Shift + Esc** to display the Task Manager. Click on **More Details** at the bottom and then attempt locate your Home Designer or Chief Architect program in the list. If a Home Designer or Chief Architect program is found, click on the name to highlight it, then click **End Task**.



- If you continue to receive the warning, then you may need to shut down the computer completely and restart.
- If you continue to encounter the warning after restarting, it may indicate a permissions problem with being able to launch the software. If this is the case, shut the computer down completely once more, then reboot it. Once your operating system has restarted, right-click on the program's desktop icon and choose to **Run as Administrator**. If

prompted to associate files, click **Yes**. Once the software is able to be launched successfully, close it and attempt to open it normally.

- If you continue to experience this behavior after following the steps above, please submit a case to our Technical Support team using the [Technical Support Center \(https://support.chiefarchitect.com/\)](https://support.chiefarchitect.com/). Please include the program's Message Log and your computer's System Information file. Instructions on locating these files, as well as how to use the Technical Support Center can be found in the [Related Articles](#) section.

Related Articles

- 📄 [Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](/support/article/KB-02908/locating-the-message-log.html)
- 📄 [Retrieving System Information to Send to Technical Support \(/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.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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