



Troubleshooting Home Designer Installation Problems

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This article also applies to the following legacy products:

Pro | Architectural | Suite

QUESTION

I'm having trouble installing Home Designer. What steps can I take to resolve the problem?

Note: Before proceeding, first ensure your Home Designer version is compatible with your system. Please see the [System Requirements](https://www.homedesignersoftware.com/products/system-requirements.html) (<https://www.homedesignersoftware.com/products/system-requirements.html>) webpage 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 article 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/help/929135/how-to-perform-a-clean-boot-in-windows> (<https://support.microsoft.com/en-us/help/929135/how-to-perform-a-clean-boot-in-windows>)

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 Home Designer software, [contact us](https://www.homedesignersoftware.com/company/contact.html) (<https://www.homedesignersoftware.com/company/contact.html>) to continue troubleshooting while you're at the system experiencing the issue.

Related Articles

- 📄 [Creating a Screenshot \(/support/article/KB-00326/creating-a-screenshot.html\)](/support/article/KB-00326/creating-a-screenshot.html)
- 📄 [System Requirements for Prior Versions of Home Designer \(/support/article/KB-01095/system-requirements-for-prior-versions-of-home-designer.html\)](/support/article/KB-01095/system-requirements-for-prior-versions-of-home-designer.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)

