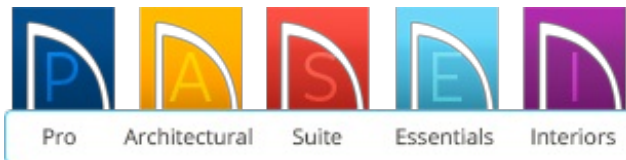


Troubleshooting Installation Issues on Windows

Reference Number: **KB-00108**

Last Modified: **September 29, 2015**

The information in this article applies to:



QUESTION

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

ANSWER

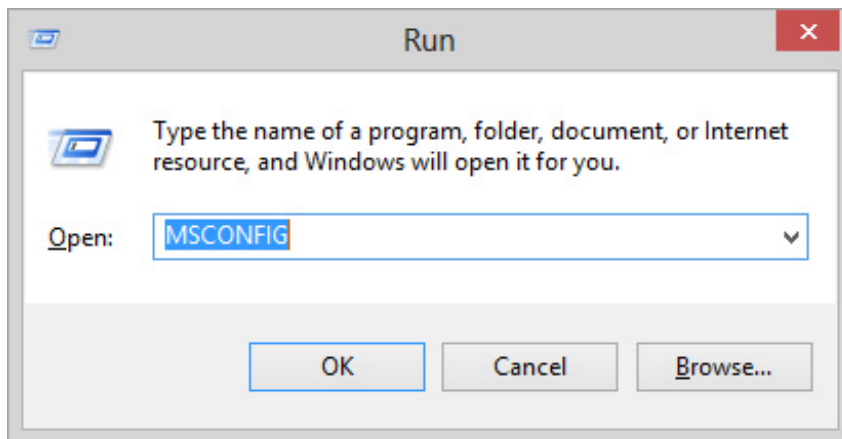
This troubleshooter, if followed closely, will resolve most problems with the installation of Home Designer products, so long as the version you are using is supported on the Microsoft operating system on which you are attempting to install. Most install problems are caused by other programs or services running in the background. Often these programs or services are factory installed and can cause install problems even on new computers. We recommend that you attempt each section in order, and be sure to follow the last section to restore your system after the install is complete.

Warning: Before following the steps outlined in this article, please 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 on to.

When using Microsoft Windows Vista or newer operating systems, you must be logged in to Windows as a user with sufficient privileges. Contact your network administrator if you are unsure about your user rights before continuing.

To install Home Designer

1. Exit all programs and return to the Windows desktop.
2. Click the **Start** button and select the **Search** field



In Windows 7, 8 and 8.1, hold the Windows Key and press the 'R' key once to display the Run dialog.

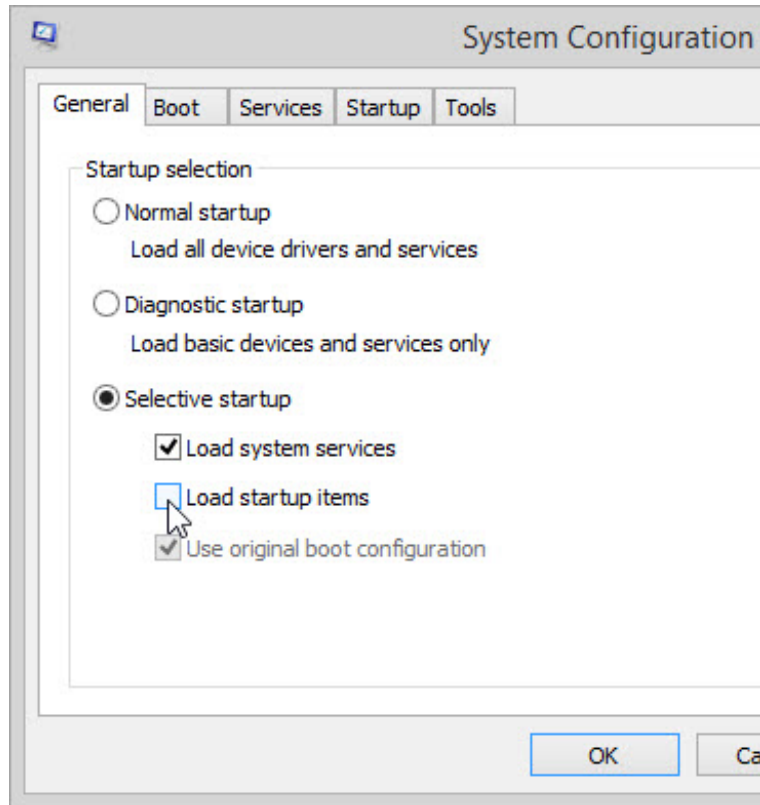
3. Type **MSCONFIG**.

You will see this as a program displayed in the field above, which you can select, or simply press the **Enter** key on your keyboard.

Alternatively, type **MSCONFIG** in the **Open:** field and click **OK**.

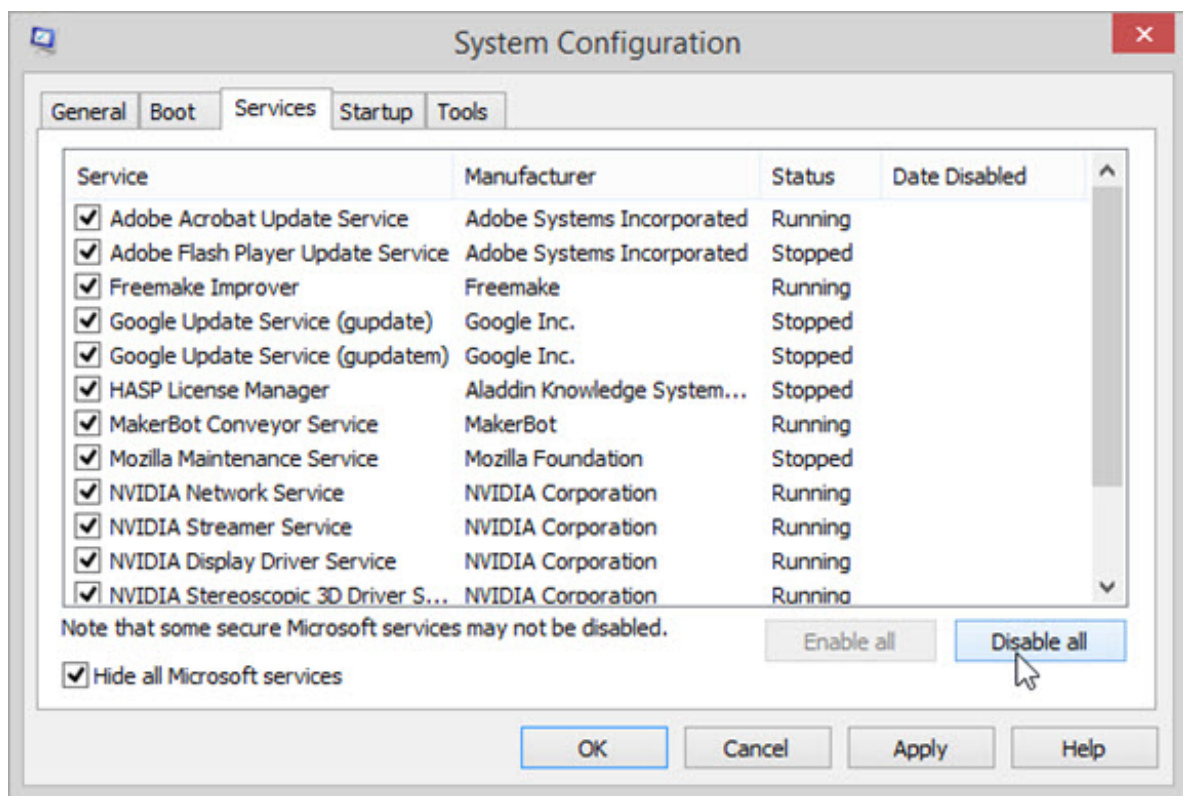
4. The **System Configuration** dialog will open.

- By default, the General tab should be displayed. If it is not, select it.
- Click on **Selective Startup**.
- Uncheck **Load Startup Group Items**.



Note: If the Load Startup Group Item (or Load Startup Items) is grayed-out, the Startup Group has been customized at some point. Click the Startup tab at the top and record the startup items that are checked so this customized configuration can be restored after the installation.

5. Select the Services tab and place a check mark in **Hide Microsoft Services** then go through and remove checkmarks from the remaining, non-Microsoft services that are listed.



Click **Apply** and then **OK**.

6. Click **Yes** when prompted to restart the computer.
7. When the computer restarts and the Windows desktop returns, insert the software install CD or DVD into the appropriate drive, and auto Play will begin.

If you purchased a software download and do not have physical media, at this point you will need to launch the software's installer from the location that you saved it to on your computer.

If setup fails using auto play, and you have physical media, follow these steps to run setup directly from the CD/DVD:

To run the installation directly from the CD/DVD

1. Insert the CD or DVD into the appropriate CD-ROM or DVD-ROM drive.
2. If auto play starts, choose to exit this window without installing (leave the CD or

DVD in the drive).

3. Right click on the Windows **Start** button and choose **Explore**.
4. In the menu tree find the CD or DVD drive and expand the folder, and you should see several files and folders on the disc.
5. Find the folder labeled **Install** and open it.
6. Next, locate the setup application file and double click it to Run.

It may be labeled as the program name with an **.msi** extension for Home Designer version 8 and newer programs, or setup or **setup.exe** in version 7 and prior, depending on the settings on your system.

7. Follow the on screen prompts to complete the installation.
8. Once the installation is complete, follow the steps below to restore the system to its original configuration.

To restore your system to its original configuration

1. Close all programs and return to the Windows desktop.
2. Click the **Start** button and select the **Search** field

In Windows 7, 8 and 8.1, hold the Windows Key and press the 'R' key once to display the Run dialog.

3. Type **MSCONFIG** in the Search field.

In Windows Vista and newer, type **MSCONFIG** in the **Open:** field.

4. Click **OK** to open the **System Configuration Utility** dialog.

5. Next, refer to the list of items that you previously recorded and check the box next to each item on the list for the **General** tab or **Startup** tab or both.
6. Click **Apply** then click **OK**.
7. Click **Yes** when prompted to restart the computer.

MORE INFORMATION

For more information on Clean Booting Windows or Windows warning messages during the installation process, please refer to the following Microsoft® Knowledge Base articles:

- [How to Perform a Clean Boot in Windows 8.1, 8.0, 7 and Vista \(https://support.microsoft.com/en-us/kb/929135\)](https://support.microsoft.com/en-us/kb/929135)
- [Error Message: Not a valid win32 application \(https://support.microsoft.com/en-us/kb/315589\)](https://support.microsoft.com/en-us/kb/315589)
- [Fix problems that programs cannot be installed or uninstalled \(https://support.microsoft.com/en-us/mats/program_install_and_uninstall\)](https://support.microsoft.com/en-us/mats/program_install_and_uninstall)

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- 📄 [Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](/support/article/KB-02908/locating-the-message-log.html)
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