Warning: Cannot connect to the Internet.

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The information in this article applies to:

PREMIER   INTERIORS | PRO   ARCH   SUITE

DESCRIPTION

Whenever I try to access the internet through a Chief Architect program, I get the following error message:

"Cannot connect to the Internet. Make sure you have a default Internet browser installed and that you are able to access the Internet through it."

I've verified that I am able to access the internet. Why is this occurring?

RESOLUTION

This Warning dialog displays when you're using a Windows 8 system, running Chief Architect as an Administrator, and Google Chrome (or an old version of Mozilla Firefox) is set as your default web browser.

To resolve this issue you can do one of the following:

- Choose to not run Chief Architect/Home Designer as an Administrator.
- Change your default web browser.
- If running Firefox, update it to the newest version.

To disable run as administrator for Chief Architect on Windows 8

1. Chief Architect/Home Designer is not set up to run as administrator by default. However, if you have set it up to run as administrator, right click on the Chief Architect/Home Designer program icon and choose **Open File Location**.

2. Once in the file location, right-click on the Chief Architect/Home Designer shortcut icon and select**Properties** from the contextual menu.

3. In the dialog that opens, select the **Compatibility** tab at the top, remove the check mark from **Run this program as an administrator**, then click **OK**.

MORE INFORMATION

To set Internet Explorer as your default web browser, please visit the following Microsoft resource: Make Internet Explorer your default browser (https://support.microsoft.com/en-us/topic/make-internet-explorer-your-default-browser-c7120423-82a6-e001-be2f-5d4fb9d442b4#ie=ie-10).

To set Mozilla Firefox as your default web browser, please visit the following Mozilla resource: Make Firefox your default browser (https://support.mozilla.org/en-US/kb/make-firefox-your-default-browser).

If you're using an older version of Firefox, please visit the following Mozilla resource: Update Firefox to the latest release (https://support.mozilla.org/en-US/kb/update-firefox-latest-release?redirectslug=update-firefox-latest-version&redirectlocale=en-US).