

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

Reference Number: **KB-02962**

Last Modified: **February 1, 2019**

The information in this article applies to:



DESCRIPTION

I am having trouble launching my Chief Architect or Home Designer, 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 in Windows when your Chief Architect software program is closed, but still running in the computer's background, such as if it was not closed correctly. 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.

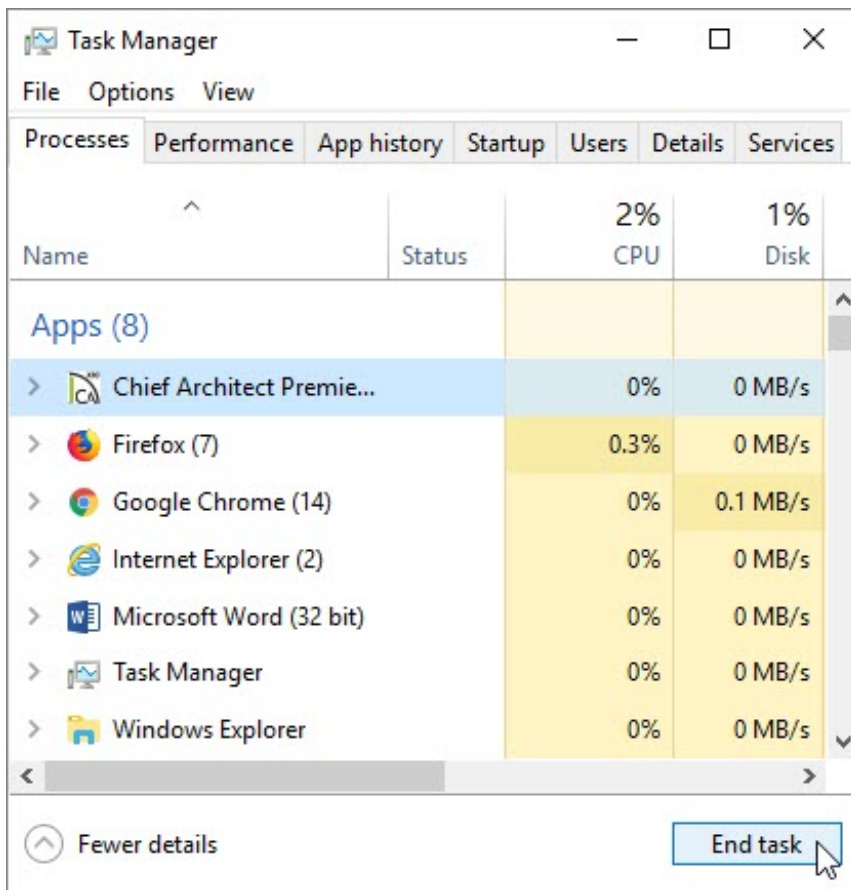
- First, wait a few moments and then attempt to launch the software again.

If you've just closed your Chief Architect software program, and realized you need to reopen it and received this message, then it may just be that the application is still working on writing some files and once it completes, you'll be able to relaunch.

Also, the software needs to perform certain checks when it launches, and may just take a moment longer to open than you've allowed before double clicking on the icon to start the software again.

- If waiting a few moments does not show the Chief Architect software, then you may need to stop it 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 located, click on the name to highlight it, and 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, to resolve the issue, you will need to save your work and exit out of any programs currently running. Next, 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 plan files, click **Yes**. Once the software is able to be launched successfully, close it and attempt to open it normally.
- If following all of the steps above does not resolve the warning when you next go to launch the software, then please contact our Technical Support team directly using the online [Support Center \(https://www.chiefarchitect.com/support/article/KB-00717/using-the-online-support-center.html\)](https://www.chiefarchitect.com/support/article/KB-00717/using-the-online-support-center.html), and submit a case with a copy of the software's Message Log and System Information attached.

Instructions on locating these files can be found in the [Related Articles](#) section below.

Related Articles

[📄 Finding Information About your System \(/support/article/KB-01867/finding-information-about-your-system.html\)](/support/article/KB-01867/finding-information-about-your-system.html)

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

[📄 Using the Online Support Center \(/support/article/KB-00717/using-the-online-support-center.html\)](/support/article/KB-00717/using-the-online-support-center.html)