# Why GstarCAD products failed to install?

1297 kbadmin January 2, 2019 Troubleshooting 0 3321

The frequent Issues happen when installing GstarCAD software.

# Outdated or corrupted installer:

- Make sure you download the software installer from the <u>official download page</u> or authorized GstarCAD partner website,
- If you received the software DVD when you purchased it, that would be outdated after few years, maybe cause of installer fails or unstable issues.

### The application is already Installed.

You tried to install your GstarCAD software, but the installer says it's already installed. This happens because the previous installation was not successful, or uninstalling the product was failed. For example, you terminate the installation.

#### System Requirement

Since version 2020 of GstarCAD software doesn't support Windows XP and Vista anymore, some products won't run on a 32Bit operating system. For example, GstarCAD Mechanical and GstarCAD Architecture. Check the system requirements if your operating system is supported.

Remember that Windows 7 and Windows 7 SP1 are different. If the requirements say Windows 7 SP1, you can't install it on Windows 7. So it would be best if you upgraded it to Windows 7 SP1 first.

Check System Requirement here.

#### The computer is not Capable.

Your computer and environment may not be capable of running the software. It might not be easy to check by ourselves, especially if we install multiple products on the computer or a certain repository or services not executable.

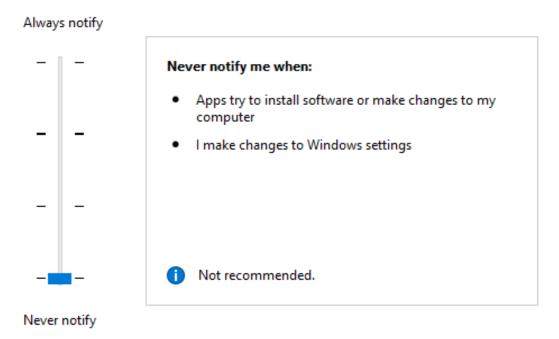
Step to installation troubleshooting:

- Disable your Antivirus software.
- Turn off User Account Control in Windows

# 💎 User Account Control Settings

# Choose when to be notified about changes to your computer

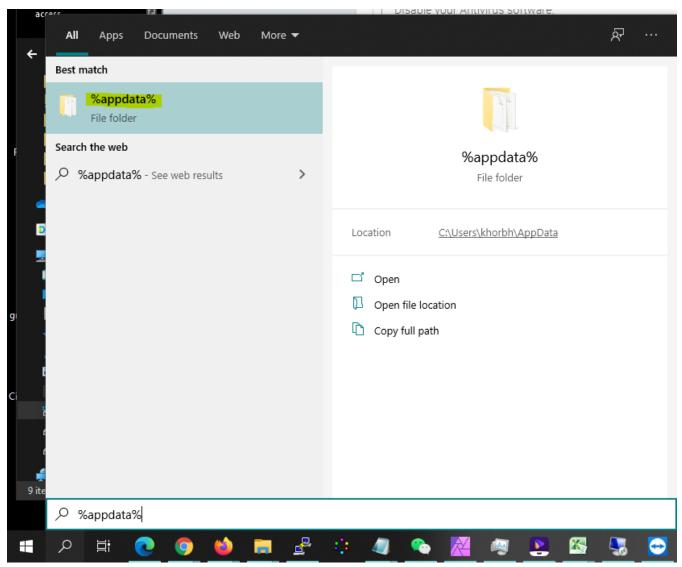
User Account Control helps prevent potentially harmful programs from making changes to your Tell me more about User Account Control settings



• Empty your **TEMP folder**. To open the TEMP folder, type **%TEMP%** in the address bar of Windows Explorer and hit Enter.

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File Home Share View				
★ Image: Pin to Quick access Cut   Pin to Quick access Copy Paste Image: Paste sho	Move Copy Delete Rename rtcut to ∞ to ∞ →	New item ▼ Person access ▼ New folder	Properties	Select all Select none Invert selection
Clipboard	Organize	New	Open	Select
← → • ↑ 📙 %tmp%				→
💼 3D Objects 📃 🐴	Name	Date modified	Туре	Size
🥅 Desktop	0CC3DC94-F030-4DCE-B2B8-830E31	7A0 6/4/2021 4:04 PM	File folder	
🚆 Documents		3F3 28/6/2021 2:40 PM	File folder	
🖊 Downloads		D20 29/6/2021 12:56 PM	1 File folder	
Music		524 16/3/2021 4:53 PM	File folder	
Pictures	📙 3e51892b2e6c62ff39ce92fa23b9498b	30/6/2021 11:39 PM	1 File folder	
📲 Videos	7zS41CE8D72	23/6/2021 10:57 AN	/I File folder	
	7zS489FE6D0	19/4/2021 4:42 PM	File folder	
	38b2ac4b9525059fc23742c9e03ad8ed	30/6/2021 11:39 PM	1 File folder	
621 items			e en e co	

Remove all customizable settings resource files from the application data folder, (e.g. C:Usersyour-user-nameAppDataRoamingGstarsoftGstarCADRxx, where xx is the last 2 digits of the version number, 2021 = 21.), to access the Application Data folder, either search for %appdata% in the windows search

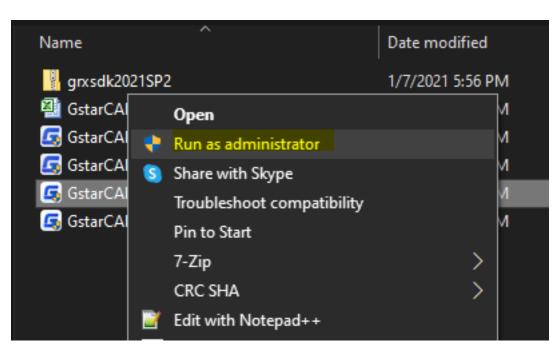


or press the Windows + R button to run %appdata%.

🖅 Run	×		
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.		
Open:	%AppData% ~		
	OK Cancel Browse		

 $\circ\,$  Remote Incompatible verticals product or all plug-ins.

• Run the installer under **Administration** right, just right click on mice, and chose **run as Administration**.



Online URL: https://www.kb2.gstarcad.com.my/article.php?id=1297