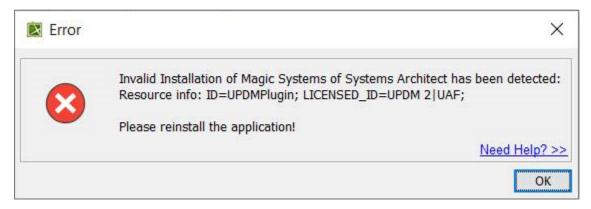
## Receiving error message that the invalid installation when launching my modeling tool

## Question

I receive an "Invalid installation of <modeling tool name> has been detected:" error message when launching my modeling tool. How do I solve this issue?

## **Symptoms:**

When you try launching your modeling tool, it does not start and you receive an error message similar to the one below:



## **Resolution:**

To resolve this issue, perform the following steps:

- 1. Uninstall the modeling tool experiencing the issue.
- Delete the configuration files folder. You can find information for accessing this folder here: https://docs.nomagic.com/display/MD2021x /Configuration+files
- 3. Restart your computer
- 4. Install the modeling tool again
- 5. Try starting the application to see if your issue is resolved.