

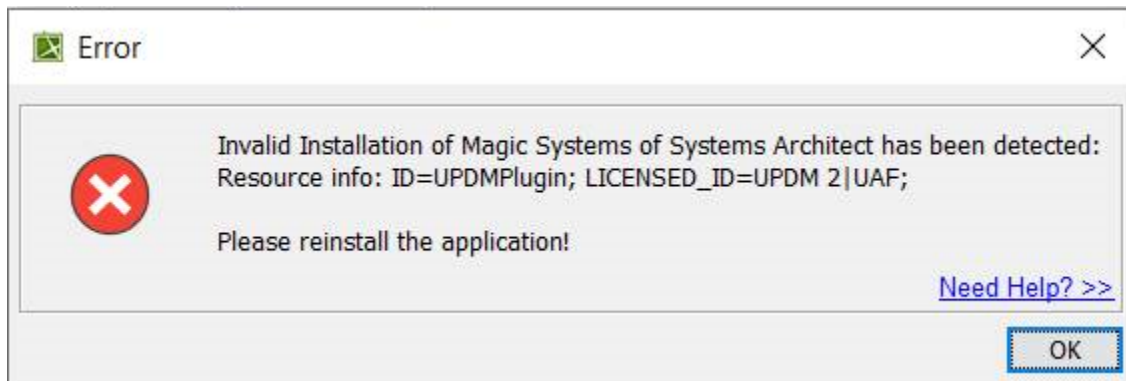
Receiving error message that the invalid installation when launching my modeling tool

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.
2. 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.