

Troubleshooting - General software installation

Issue

Below are general steps for troubleshooting installing software, if you have trouble. Particular programs may have other specific steps or requirements to add.

Troubleshooting steps

1. Confirm that you are accurately following installation steps, if provided by the vendor, your instructor, or ITS
 - Note where in the instructions any issues occur
2. Cancel the installation, restart the computer, and try installing again
3. [Check for updates to your computer](#), restart the computer, then try installing again
4. Note any specific error messages you see and search the vendor's support information or the internet for known solutions



Please be careful when following instructions from third-party discussion boards, forums, or other public sources, to avoid accidentally damaging your computer.

Need more help? Contact the [ITS Service Desk](#).