

# T3RRA software will not install

## Symptoms:

**Installation proceeds smoothly. However, when attempting to run the software it will not start. The program shortcut icon may disappear. Subsequent attempts to re-install may throw errors indicating the user does not have sufficient permissions to perform file writing or folder accessing tasks.**

## Cause:

**It is likely that you are running some type of anti-virus or malware protection software. This software may be seeing T3RRA software as a potential threat and refusing to run it.**

**Alternatively, your administrative settings may be such that software cannot be installed without help from your system administrator.**

## Solutions:

- 1. Read the documentation provided with your malware protection software. Follow directions to allow the T3RRA software to run as a whitelisted application. The path to add as an exclusion is:**

`C:\Users\YourUserName\AppData\Local\T3RRA\`

- 2. Alternatively, uninstall your malware product and install the T3RRA software while it is uninstalled. Then re-install your malware software.**

3. **Seek advice from your system administrator.**
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