

## Autodesk Installation Support

Autodesk<sup>®</sup> Product Support provided this information on January 30, 2006. You can view updated support information for this product at:

<http://www.autodesk.com/support>

### Questions and Answers

#### **Q. How can I get personalized installation support for this product?**

- A.** If you purchased this product from an Autodesk Authorized Reseller, please contact your Reseller for support. To locate an Autodesk Authorized Reseller in your area, call your local Autodesk office or visit the Reseller Lookup on the Autodesk website at <http://www.autodesk.com/reseller>.

You can also visit <http://www.autodesk.com/support> and select your product for a list of the support options from Autodesk.

#### **Q. Where is the printed installation guide for this product?**

- A.** Installation guides in PDF format are available for printing from the Documentation tab of the Media Browser.

#### **Q. If I have an earlier release of this product installed, do I need to uninstall the earlier release before I install this release?**

- A.** You do not have to uninstall AutoCAD<sup>®</sup> versions 2000, 2000i, 2002, 2004, 2005, or 2006 before you install this new version of the program. If you are upgrading to AutoCAD 2007 and your product was not purchased with a Subscription, you may continue to use the previous version for 120 days from the date of installation of the new version.

#### **Q. Do I have to install Microsoft<sup>®</sup> Internet Explorer 6 SP 1 or later before I install this product?**

- A.** You cannot install the program if Microsoft Internet Explorer 6.0 with Service Pack 1 (or later) is not installed on the installation workstation.

You can download Internet Explorer from the Microsoft website:  
<http://www.microsoft.com/downloads>

#### **Q. Do I need to migrate the Express Tools from my earlier version of this product for them to work with this version?**

- A.** You do not need to migrate older versions of the Express Tools. You can install AutoCAD Express Tools Volumes 1-9 as part of the AutoCAD installation. In the AutoCAD Installation wizard, on the Install Optional Tools page, select the Install Express Tools option.

**Q. How can I install AutoCAD on the Windows XP operating system if I am encountering problems with the installation?**

- A.** If you are having difficulty installing AutoCAD, you can try installing in Diagnostic Mode.

**To change Windows XP to the Diagnostics start up mode:**

1. On the Start menu (Windows), click Run.
2. In the Open box, enter **msconfig**.
3. In the System Configuration Utility window, General tab, click Diagnostics Startup.
4. On the Services tab, locate and select Windows Installer.
5. Click OK.
6. In the System Configuration message, click Restart.
7. When Windows restarts, log in as an administrative user and install AutoCAD 2007.

**Note:** For more information about installing the program, see the *Stand-Alone Installation Guide*, available on the Documentation tab of the Media Browser.

When you finish installing AutoCAD, you can return your Windows XP system to the Normal start up.

**To change Windows XP to the Normal start up mode:**

1. On the Start menu (Windows), click Run.
2. In the Open box, enter **msconfig**.
3. In the System Configuration Utility window, General tab, click Normal Startup.
4. Click OK.
5. In the System Configuration message, click Restart.

**Autodesk®**

Autodesk and AutoCAD and AutoCAD LT are registered trademarks of Autodesk, Inc., in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders.

Autodesk reserves the right to alter product offerings and specifications at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.

© 2006 Autodesk, Inc. All rights reserved.