# Autodesk Installation Support

Autodesk® Product Support provided this information on March 3, 2004. 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® versions 2000, 2000i, 2002, 2004 or 2005 before you install this new version of the program. If you are upgrading to a 2006 version Product and do not buy Subscription, you may continue to use the prior version for 120 days from the date of installation of the new version.

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

**A.** If you do not currently have Microsoft Internet Explorer 6 SP 1 or later installed, you will need to update the program in order for AutoCAD 2006 to function properly.  The latest updates and downloads for Microsoft Internet Explorer can be obtained from Microsoft's website at the following link: http://www.microsoft.com/windows/ie.

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

**A.** The Express Tools are available as part of a custom AutoCAD 2006 installation. There is no need to migrate older versions of the Express Tools.

**Q. How can I install AutoCAD 2006 on Windows XP if I am encountering problems with the installation?**

**A.**  If you are having difficulty installing AutoCAD you can try installing in Safe

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**. In the System Configuration dialog box, select Diagnostics start up.

3. Click the Services tab and select Windows Installer.

4. Click OK. Restart Windows when prompted.

5. When Windows fully boots, log in as an administrative user and install AutoCAD per installation documentation


When you finish installing AutoCAD 2006, 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 dialog box, select Normal start up.

4. Click OK. Restart Windows when prompted.


**Q. The following error message is displayed when I try to install the software:**

```
Error 1723. There is a problem with this windows
installer package. A DLL required for this install to
complete could not be run. Contact your support
personnel or package vendor.
```

**A.** This error occurs if an outdated version of Microsoft® DirectX® is installed. To resolve this issue, download and install the latest version of DirectX from the Microsoft website.

*Note:* If Symantec pcAnywhere™ is installed, temporarily disabling it may also resolve this error.


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