Catastrophic Failure is caused by missing system files or broken system **registry** structures. This is a critical sign of an unstable system that is typically caused by improper maintenance of the computer.

Please first make sure you login with Administrator privileges on your PC when installing the program. Then please do the following steps to check "All Users" folder.

1) Open the "All Users" folder (For WinXP: "C:\Documents and Settings\All Users", For Vista/Win7/Win8/Win10: "C:\Users\Public").

2) In "All Users" folder, right-click on the "Shared Documents" or "Public Documents" folder and Select "Properties".

3) In "General" tab, clear the check-box marked as "Read-only".

4) Click "Apply" and "OK" on the pop-up box.

5) Then, go to "Security" tab

6) Select "Administrators".

7) Verify that "Deny" is not checked for anything. If it is, please un-check it. (For Vista/Win7/Win8/Win10: please click "Edit" to Update it.)

8) Verify that "Allow" is checked for "Full Control". If it is not, please check it. (For Vista/Win7/Win8/Win10: please click "Edit" to Update it.)

9) If there are any other entries in the group or user names list, repeat steps 8-9 for each of them.

10) Click on "Apply", then click on "OK".

11) Go to start screen, type and search %Temp%, then delete all of them. (C:\Users\<user account>\AppData\Local\Temp.)

12) Go to Windows Explorer at C:\Windows\Temp, and delete all the files under Temp folder.

13) Go to the Start screen, type and search Windows Update. Then select "Check for updates" from the search list to check and install all important updates.

14) Reboot your computer.

After this, please try to re-install your software and contact our Support Team again if this does not solve the problem.