

# Clean installation

Issues associated with [SAP2000 installation](#) may be resolved by installing the latest software version through the following process:

1. Backup the license file.
2. Uninstall SAP2000 using the Add/Remove Programs feature within the Control Panel.
3. Delete the installation folder, typically located under:
  - C:\Program File\Computers and Structures\SAP2000 [ v ]
4. Delete the User Setting folder, located under:
  - C:\Users[UserName]\AppData\Local\Computers and Structures (for **Windows 7 or Vista**)
  - C:\Documents and Settings[User Name]\Local Settings\Application Data\Computers and Structures (for **Windows XP**)
5. Download the standalone installation using the link provided by [CSI](#), then install [SAP2000](#).
6. After installation, the default trial license file (**Iservrc**), located within the installation folder, must be replaced with the license file provided by the [CSI Licensing Department](#) such that the software uses the permanent license file.