1. Uninstall Interactive Physics or Working Model (if installed)

2. If you have not done so already, install .Net Framework V3.5

3. Go to **Control Panel** -> **Programs and Features**

4. Click on **Turn Windows features on or off**
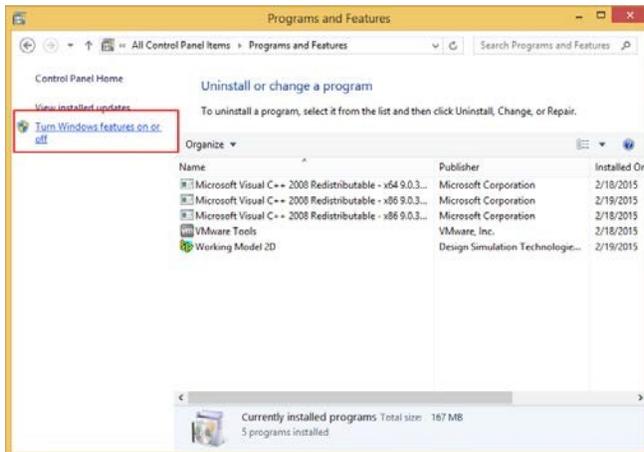
5. Check the option to use **.NET Framework 3.5**. Be sure sub features are selected also.
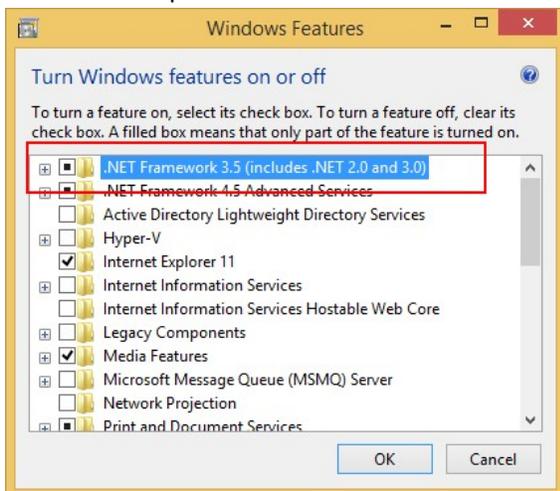
6. Install Interactive Physics or Working Model

7. Startup Interactive Physics or Working Model

8. If the issue remains, please send us a copy of your **install.log** file. It is a hidden file type located in the root installation folder for Interactive Physics or Working Model (/Program Files(x86) on 64-bit computers). **Be sure to include your product serial number with your reply.**