

Troubleshooting License Authentication Issues Associated with macOS Sequoia (15)

Reference Number: **KB-03198**

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The information in this article applies to:



QUESTION

I'm experiencing one or more of the following issues when I attempt to open my Chief Architect program after updating my Mac to macOS Sequoia (15):

- An error message appears prompting me to activate again.
- An error message appears stating the software is already active on another computer.
- An error message appears stating the software cannot be activated, or online authentication could not be verified.
- An error message appears stating online authentication is required to run this program, and I'm unable to proceed.

What might be the cause of this behavior?

ANSWER

On Mac computers, a feature called Private Wi-Fi address (<https://support.apple.com/en-us/102509>), which was introduced in macOS Sequoia (15), may cause issues with activation or authentication if you're connected to a network wirelessly.

If you are met with an error relating to license activation or authentication and you are using Chief Architect X16, Home Designer 2025, or a newer version, this issue can be resolved by downloading the latest program update:

- Close Chief Architect/Home Designer, if it's open.
- Access the Digital Locker (<https://accounts.chiefarchitect.com/digital-locker/>) area of your Chief Architect account.
- Click on the **MAKE AVAILABLE** button below your Product Key, then click **OK** to deactivate the license from the active machine. If this option is not available or you see "Ready to Use" next to your Product Key, continue to the next step.
- Download the latest update to your program by clicking the **DOWNLOAD** link. Choose the **Mac** option, then proceed with downloading and installing the latest update.

Note: If you switch between using Chief Architect X15, Home Designer 2024, or a prior version and Chief Architect X16, Home Designer 2025, or a newer version, deactivation and reactivation of your Product Key will be necessary.

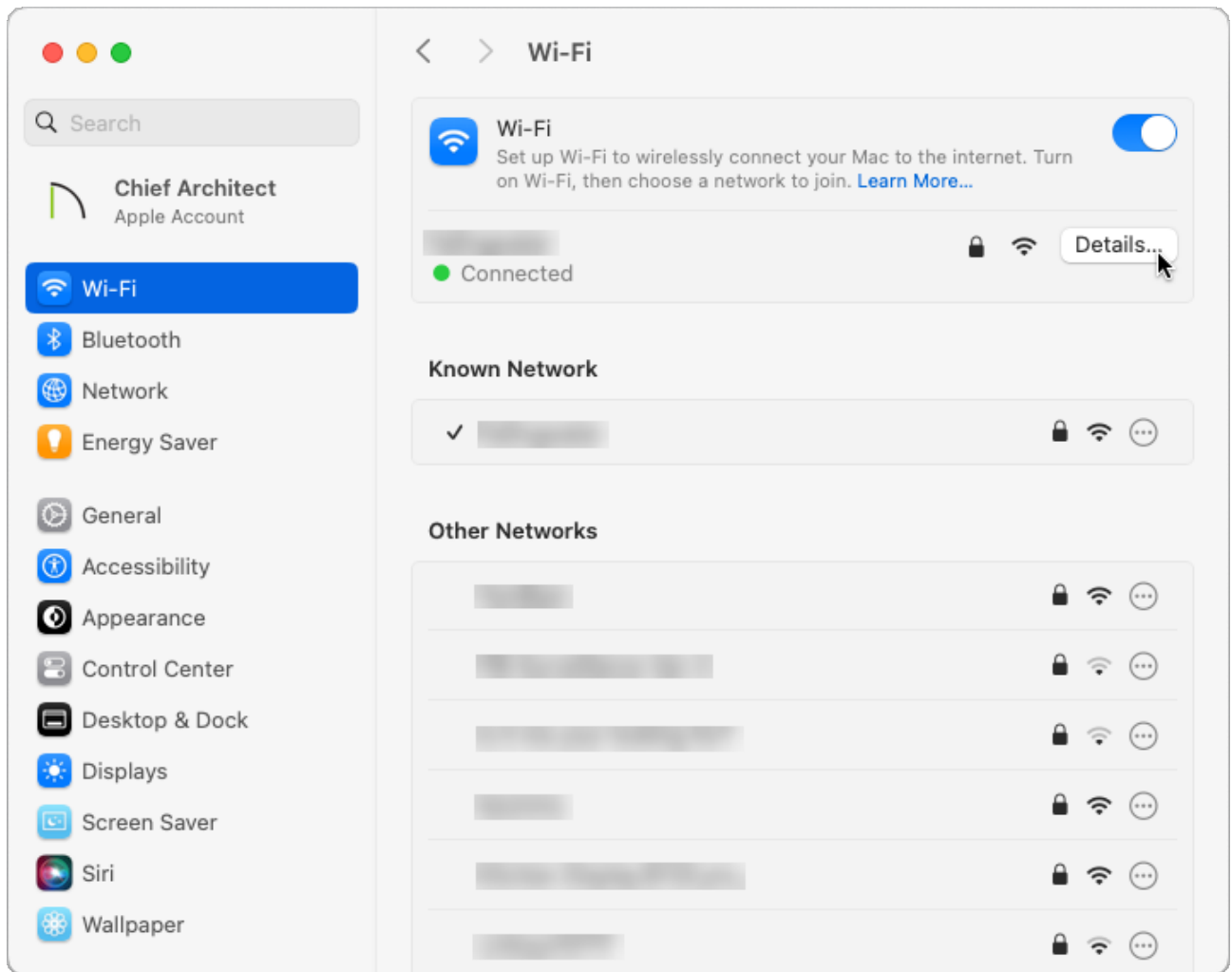
If you are using Chief Architect X15, Home Designer 2024, or a prior version, and your Mac has macOS Sequoia (15) installed, you will need to disable this feature for each individual network that you connect to wirelessly to prevent constant authentication issues. The instructions below discuss how to disable this feature.

Disabling Private Wi-Fi address for a network*

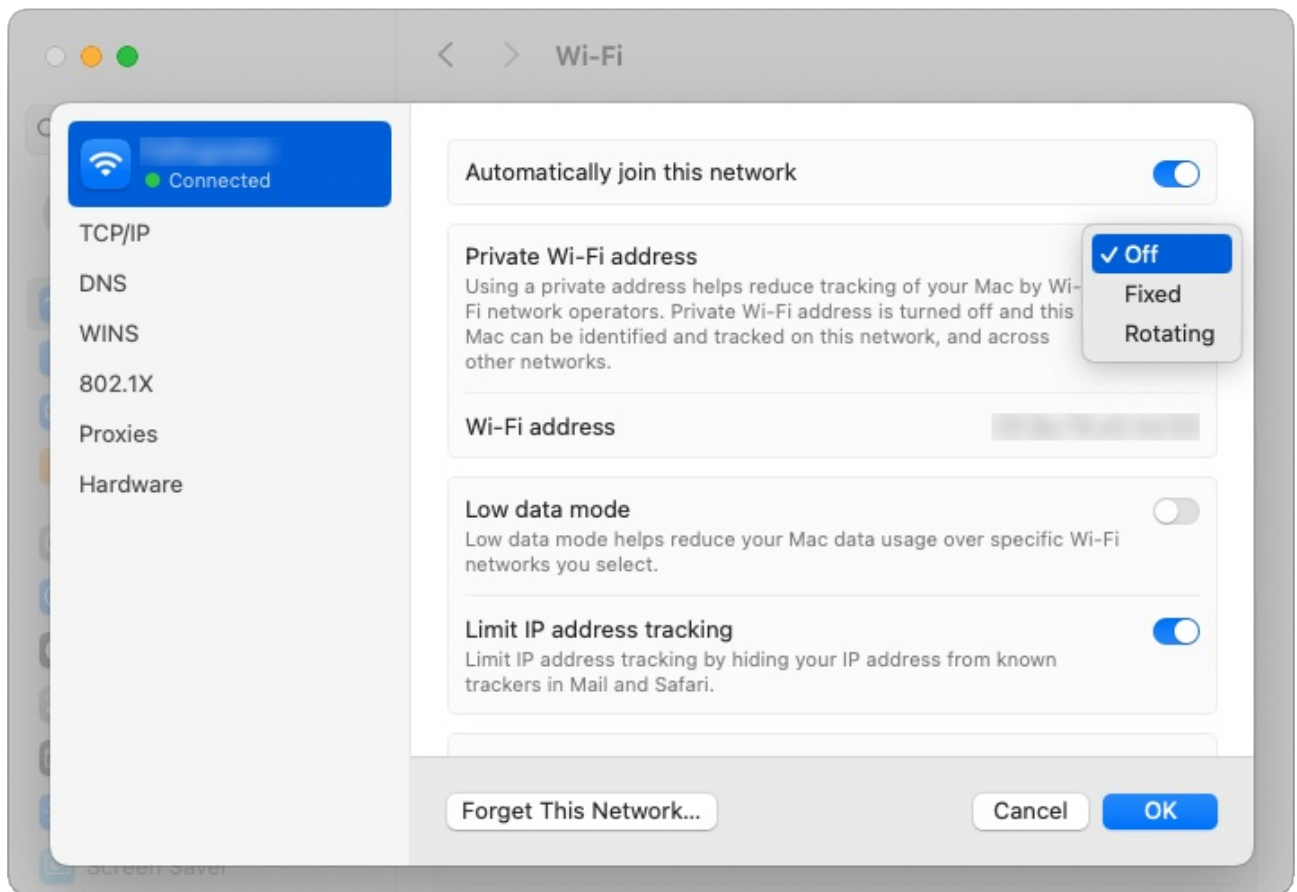
**Applies to macOS Sequoia (15) and newer.*

1. From the menu bar, click the **Apple**  icon located in the top left corner, then click **System Settings**.

2. In the dialog that appears, click on the **Wi-Fi** category on the left, then click the **Details** button beside the wireless network you are connected to.



3. Change the Private Wi-Fi address setting from Fixed or Rotating to **Off**.



4. You may be prompted with an additional dialog; if so, click **Turn Off**, then click **OK**.
5. Restart your Mac, then attempt to activate your license. If a message states the license is already active on another computer, please follow the [instructions here \(https://www.chiefarchitect.com/support/article/KB-00937/license-security.html#online\)](https://www.chiefarchitect.com/support/article/KB-00937/license-security.html#online) to deactivate the license from the active system via your Chief Architect account, then attempt activation once again.
6. Repeat Steps 1-4 for each network that you connect to wirelessly.

This setting must be disabled for every individual network that the system connects to wirelessly; this problem will reoccur if this feature is not disabled after connecting to a new or different network.

If you have followed the steps listed above and are still unable to activate your Chief Architect license, or you are not connected to a network wirelessly, it's possible that something else may be the cause. Please refer to the "Troubleshooting Activation Issues" resource in the [Related Articles](#) section below to troubleshoot the issue further or [contact Chief Architect Technical Support](#) (<https://www.chiefarchitect.com/company/contact.html>).

Related Articles

- [📄 Creating a Screenshot \(/support/article/KB-00326/creating-a-screenshot.html\)](/support/article/KB-00326/creating-a-screenshot.html)
- [📄 License Security \(/support/article/KB-00937/license-security.html\)](/support/article/KB-00937/license-security.html)
- [📄 Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](/support/article/KB-02908/locating-the-message-log.html)
- [📄 Retrieving System Information to Send to Technical Support \(/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html)
- [📄 Troubleshooting Activation Issues \(/support/article/KB-01191/troubleshooting-activation-issues.html\)](/support/article/KB-01191/troubleshooting-activation-issues.html)
- [📄 Using the Technical Support Center \(/support/article/KB-00717/using-the-technical-support-center.html\)](/support/article/KB-00717/using-the-technical-support-center.html)



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