A Troubleshooting Stata

Contents

A.1 If Stata does not start

You tried to start Stata and it refused; Stata or your operating system presented a message explaining that something is wrong. Here are the possibilities:

Cannot find license file

This message means just what it says; nothing is too seriously wrong. Stata simply could not find the license file it was looking for. The most common reason for this is that you did not complete the installation process.

Did you enter the codes on your license to unlock Stata? If not, go back and complete the initialization procedure.

Error opening or reading the file

Something is distinctly wrong for purely technical reasons. Stata found the file that it was looking for, but there was an I/O error.

About the only way this situation could arise would be a hard-disk error. Stata technical support will be able to help you diagnose the problem; see [U] **3.8 Technical support**.

License not applicable

Stata has determined that you have a valid license, but the license does not apply to the version that you are trying to run.

The most common reason for this message is that you have a license for Stata/BE but you are trying to run Stata/SE or Stata/MP, or you have a license for Stata/SE but you are trying to run Stata/MP. If any of these is the case, reinstall Stata, making sure to choose the appropriate edition.

Other messages

The other messages indicate that Stata thinks you are attempting to do something that you are not licensed to do. Most commonly, you are attempting to run Stata over a network when you do not have a network license, but there are many other alternatives. There are two possibilities: either you really are attempting to do something that you are not licensed to do or Stata is wrong. In either case, you are going to have to contact us. Your license can be upgraded, or if Stata is wrong, we can provide codes to make Stata stop thinking that you are violating the license; see [U] **3.8 Technical support**.

A.2 Troubleshooting tips

Stata has a minimum requirement of a Mac computer running macOS Sierra 10.13 (High Sierra) or better. If you experience a crash while launching Stata, open the `Preferences` folder in your home directory's `Library` folder. Trash the file `com.stata.stata18.plist`, and restart Stata. It is an uncommon event, but the preference file can become corrupted by previous crashes caused by power outages or by not shutting down your computer properly.

Also see the frequently asked questions (FAQs) for Mac on the Stata website at https://www.stata.com/support/faqs/mac. The solution to your problem may be there.

If you want us to help, we will need as much information as possible. Restart Stata and reproduce the problem, writing down everything you do before the problem occurs.

Also tell us about your computer. What model Mac is it? What version of the system software are you using? Click on **Apple Menu > About This Mac**, and then click on the **System Report...** button to open the System Information application. You can generate a profile of your system that you can email to us. Finally, we need your Stata serial number and the revision date of your version of Stata. Include them if you email, and know them if you call. You can obtain them by typing the `about` command in Stata's Command window. `about` lets you know everything about your copy of Stata, including the version and the date it was produced.

For suggested citations, see the FAQ on citing Stata documentation.