

Troubleshooting License Authentication Issues after Updating to macOS Sequoia (15)

Reference Number: **KB-03198**

Last Modified: **October 24, 2024**

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

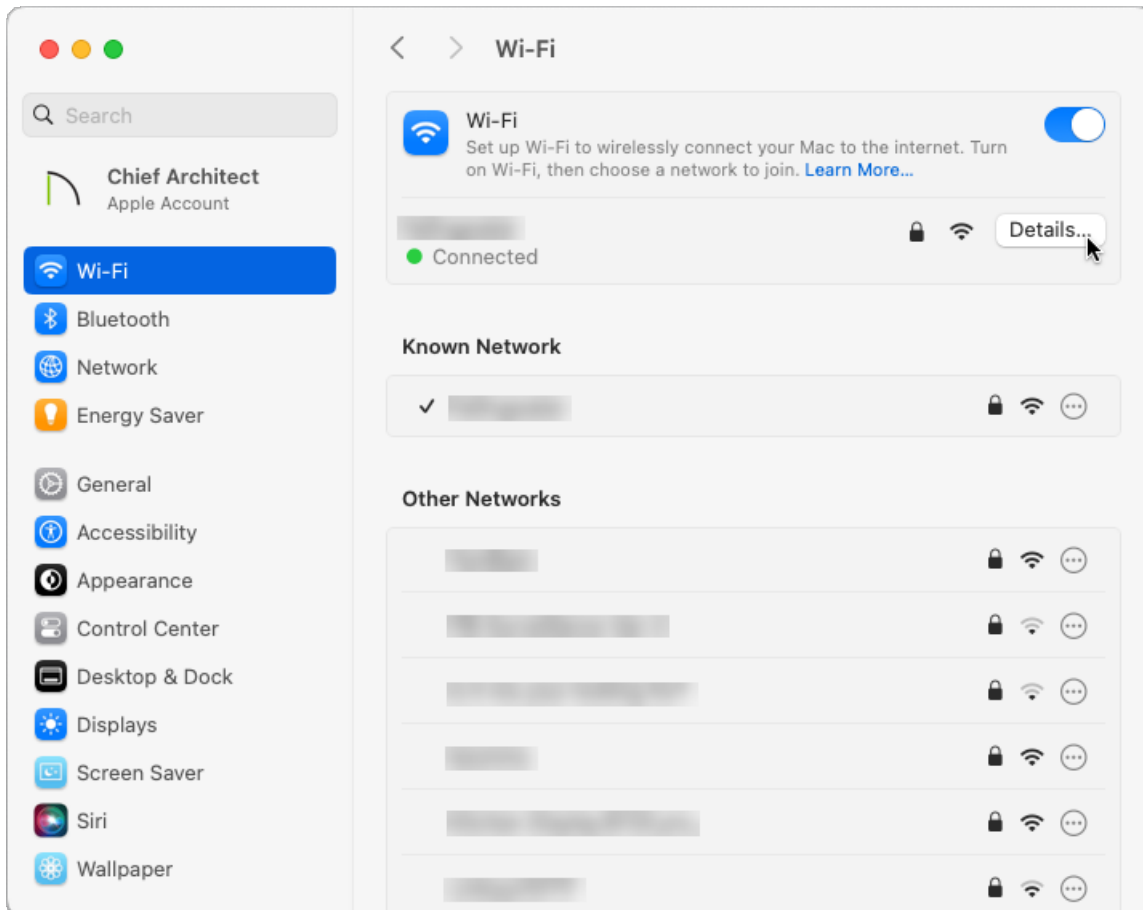
On Mac computers, a feature called Private Wi-Fi address, which was introduced in macOS Sequoia (15), may cause issues with activation or authentication if you're connected to a network wirelessly. If you are met with an error relating to license activation or authentication and you are using a Mac with this macOS version, you will need to disable this feature for each individual network that you connect to wirelessly to prevent constant authentication issues.

Note: More information on this network feature can be found in the following Apple resource: [Use private Wi-Fi addresses on Apple devices \(https://support.apple.com/en-us/102509\)](https://support.apple.com/en-us/102509)

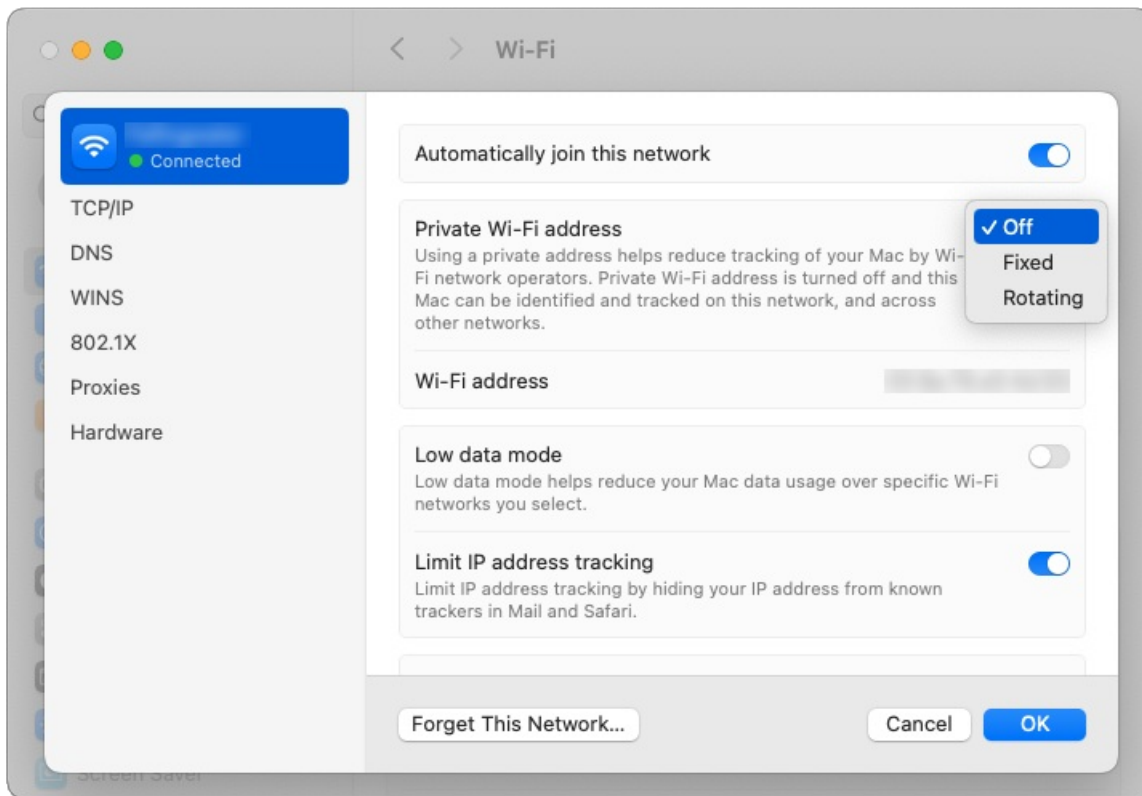
Disabling Private Wi-Fi address for a network*

*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 online 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.

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)

© 2003–2024 Chief Architect, Inc. All rights reserved // [Terms of Use \(https://www.chiefarchitect.com/company/terms.html\)](https://www.chiefarchitect.com/company/terms.html) // [Privacy Policy](https://www.chiefarchitect.com/company/privacy.html)

<https://www.chiefarchitect.com/company/privacy.html>