

Unable to Install the Newest Version of the Software

If you are unable to download and install the newest version of Sierra Chart on this web site, then follow all of the instructions below.

1. The easiest way to update Sierra Chart to the latest version is to select **Help >> Download Current Version** or **Help >> Download Prerelease** on the menu to download the latest version. Follow the on-screen prompts.

Refer to the [Fast Update](#) section for detailed instructions. If the Sierra Chart update fails for whatever reason, follow the steps below. Otherwise, stop here.
2. Clear your web browsers cache. In Internet Explorer select **Tools >> Internet Options** on the menu. Press the **General >> Browsing History >> Delete** button. The **Delete Browsing History** window will display. Enable the **Temporary Internet Files and Website Files** option. Press the **Delete** button to clear the cash.
3. If Sierra Chart is running, then exit from it by selecting **File >> Exit**. Be sure to exit from all running copies of Sierra Chart.
4. Go back to the [Software Download](#) page to download and install the software again.
5. If you have more than one installation of Sierra Chart, you will need to update all of the installations.

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