

Error 1721

Last Modified on 06/25/2024 9:15 am EDT

Symptom

When attempting to install FCWnx, the following error message appears:

There is a problem with this Windows installer package. A program required for this install to complete could not be run. Contact your support personnel or package vendor.

Resolution

Turn off UAC and run install as local admin.

If the problem still occurs, reimage the machine.

Applies To

FCWnx

Additional Information

LenelS2 does not recommend disabling User Account Control (UAC) on any computer running Windows, as this may pose a security risk. Disabling UAC is for troubleshooting purposes only. Resume use of UAC according to your domain policy as soon as troubleshooting is complete. Refer to the Microsoft knowledge base article [About User Account Control Settings](#) for additional information.
