

Installing Voyager clients on Windows 7/8 PC produces error 1722.

- **Product:** Voyager
 - **Product Version:** 8.1.1
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Problem Symptoms

- Installing Voyager clients on a computer with Windows 7 or Windows 8. These instructions also work for Windows 10.
- Produces "Error 1722. There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor."

Cause

Voyager was not installed with administrator account with Power User classification.

Resolution

1. Navigate to C:\Windows\System32, and scroll down to "cmd.exe".
2. Right-click cmd.exe, and choose "Run as administrator" to open a command-line session.
3. At the prompt, type: net localgroup
4. If "Power Users" is not listed then:
 1. At the prompt, type: net localgroup "Power Users" /add
 1. (Note the space before the slash, but not after it.)
5. To verify the change, type net localgroup
6. Exit the command interpreter
7. Go back to the Voyager client installer.
8. Run it again.

Additional Information

As of the latest Voyager release, 8.2.0, Windows 8 is not supported.

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