
Resource Version Errors when launching System Administration module

- **Product:** Voyager
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Problem Symptoms

Launch System Administration client produces Resource Version Errors, with Error Conditions "Wrong File Version" and "Wrong Product Version"

Cause

Missing or corrupt required resource

Resolution

Several options may resolve this issue:

- Repair client: Open the client installer (VoyagerInstall.exe) and select the Repair option.
- Uninstall any previous versions of the Voyager clients.
- If another workstation is able to successfully launch the client, copy the required resource from that PC to the one having the issue.
- Uninstall and reinstall the current version of the Voyager clients. See [How to re-install Voyager clients](#)

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