



Error Code 1721 When Upgrading or Installing STRATA Master

Overview

Windows error code 1721 when installing the STRATA Master upgrade is due to the User Account Control (UAC) settings on your machine preventing the upgrade program from running.

There are 3 methods below.

Adjusting the UAC Settings

NOTE: You will need administrator privileges to change these settings.

Steps

1. Click your Windows **Start button > Search > Type UAC - Hit enter**
2. Make note of the placement of the slide bar as this indicates the current level of security on the PC
3. Click and drag the slider down to **Never Notify**
4. Click **OK**
5. Restart the machine for changes to take effect

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6. After restart, right-click on your STRATA Master icon and select 'Run As Administrator'
7. Click your Windows **Start button > Search > Type UAC - Hit enter**
8. Move the slide bar back to the original position and click **OK**

Copying An Install Folder

Alternatively, you can bypass disabling UAC by copying the install folder located in the '**Strata**' folder on the server to **C:\Temp** on the workstation. Then browse into the **C:\TEMP\INSTALL** folder on the workstation and right click the Strata Master MSI file and select '**Run with Elevated Privileges**'.

MSI Command

If the above method still returns a 1721 error then run the MSI installer file from an elevated command prompt.

To do so:

1. Copy the `\\STRATA_SERVER_NAME\STRATA$\INSTALL` folder to the `C:\TEMP` folder of the workstation you wish to install Strata Master onto.
2. Open a command prompt 'As administrator' so that the command window has the elevated

permissions required to install software on a computer.

3. Use the **CD** command to change to the install directory e.g. **CD \TEMP\INSTALL** and press **Enter**)
4. Use the **DIR** command and press **Enter** to list the files in the directory and note the full name of the MSI file.
5. Then type the name of the current MSI file (encapsulated in double quotes as there are spaces in the file name) "Strata Master xx.x.x.msi" and press the **Enter** key. e.g. "**Strata Master 11.5.3.msi**" Note that the numbers in the MSI file name need to match the version of Strata Master you are upgrading to.
6. If you are running the msi to a pc generating a 1721 error, in Step 5 use the current version installed on the server.
7. This will load the MSI installer for Strata Master. Install as per normal and this should complete without the 1721 error.

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