

Installation troubleshooting

Key points

- Most installation issues occur when the wrong shortcut is used. Check you're [opening the right version](#)
- Got a 'Setup failed' message? [Find your solution here](#)

If your computer is more than a few years old, start by checking the [system requirements](#) to see if it can run AccountRight.

Note that the information on this page refers to AccountRight 2011 or later. If you're using:

- Classic AccountRight (v19), [see here](#)
- AccountEdge, [see here](#).

Checklist

- Have you installed all [Windows updates](#)?
- Have you installed the [latest AccountRight version](#) (2019.3)?
- Are you opening the [right version desktop shortcut](#)?
- Have you taken note of any [error codes](#) you're seeing?
- Are you trying to [install AccountRight on a Mac](#)?

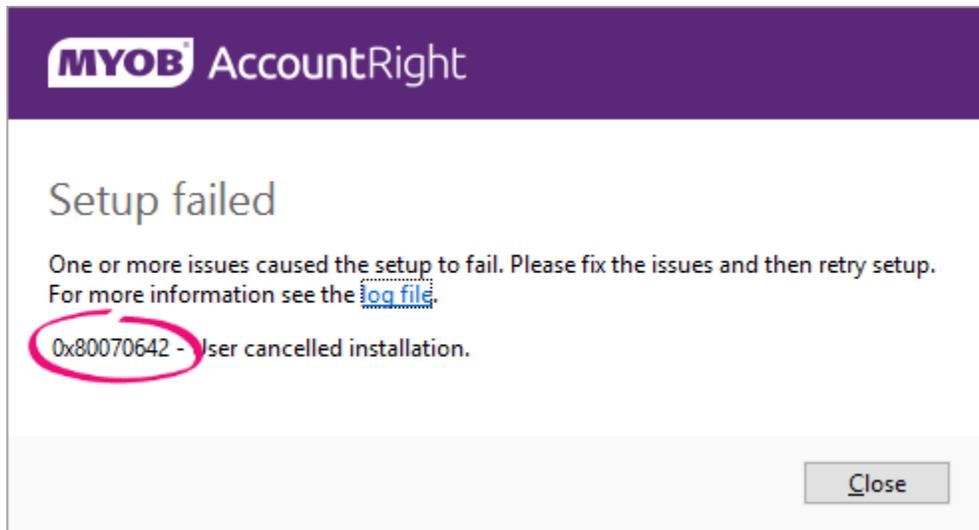
Install and open the latest version

To install AccountRight

To open the latest version

Fixing 'Setup failed' errors

If you've received the following error during installation, take note of the error code (as shown below) and follow the instructions for your code.



Which error code are you getting?

If you can't see your error code listed below, try temporarily disabling your antivirus software and enable it again after installing. Some antivirus software can interrupt software installation.

See also [Other install errors](#).

0x80070642 - User cancelled installation

0x80070643 - Fatal error during installation

0x800713ec - Asia

0x80070002 - The system cannot find the file specified

0x80070005 - Access is denied

0x800b0101 - A required certificate is not within its validity period

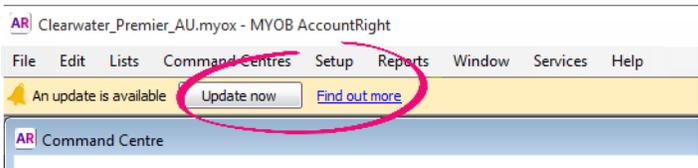
0x80070570 - The file or directory is corrupted and unreadable

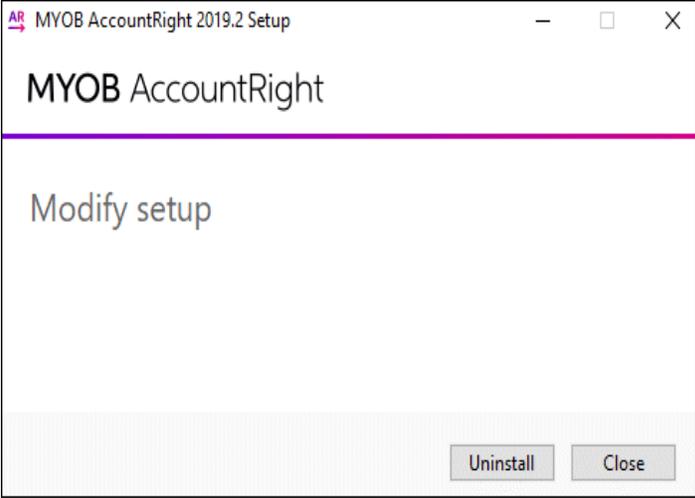
0x80070659 - This installation is forbidden by system policy

My error code is different or labelled 'unspecified'

Other install issues

If nothing above has helped, see if your issue is covered here:

Issue	Solution
Clicking Update now in AccountRight isn't working or Update now doesn't appear	<p>When an update is released, you'll be prompted to update when you open your company file. You'll also see the Update now reminder in your command centre.</p>  <p>The screenshot shows the AccountRight interface with a yellow notification bar at the top. The bar contains the text 'An update is available' followed by two buttons: 'Update now' and 'Find out more'. Both buttons are circled in red. The background shows the 'Command Centres' menu and the 'AR Command Centre' window.</p> <p>If you can't see the Update now reminder, or clicking it doesn't work, the latest version might already be installed (look for the 2019.1 desktop shortcut and open AccountRight using this).</p> <p>If 2019.1 is not installed:</p> <ol style="list-style-type: none">1. Download the latest AccountRight version (subscription required): download PC Edition download Server Edition2. Right-click the downloaded file and choose Run as administrator.

<p>Error 1935 "An error occurred during the installation"</p>	<p>If you've installed all available windows updates, download and install Microsoft SQL Server Compact 3.5 from the Microsoft support site. Installation instructions are also provided.</p> <p>When you're done, try the AccountRight installation again. If you need to download the installer: (subscription required): download PC Edition download Server Edition</p>
<p>Error 2502 or 2503</p>	<p>These are Windows errors (not AccountRight errors), usually occurring when installing or uninstalling software in a Windows 8 environment.</p> <p>The following external website steps you through fixing the problem – however, we advise that you seek professional IT assistance, as the process is quite technical:</p> <p>Error 2503 and 2502 when installing / uninstalling on Windows 8</p>
<p>I'm being asked to Modify or Uninstall after installing AccountRight</p>	<p>After installing the latest version of AccountRight, the following message will appear if you accidentally try to install the update again:</p>  <p>This can happen if you've installed an update but then opened your previous AccountRight version and clicked Update now again.</p> <p>Each AccountRight version has its own desktop shortcut. Make sure you're using the right shortcut to open the latest version (which is AccountRight 2019.2).</p>
<p>I'm being prompted to update AccountRight after already updating</p>	<p>Make sure you're opening the latest AccountRight version using the new shortcut on your desktop.</p> <p>If you've already updated AccountRight and are still seeing the Update Now banner, uninstall AccountRight then reinstall the latest AccountRight version.</p> <p>When you uninstall AccountRight, your company files and customised templates are not affected.</p> <ol style="list-style-type: none"> 1. Uninstall AccountRight. <ol style="list-style-type: none"> 1. Access the list of programs that are installed on your computer. 2. Click the AccountRight software you want to uninstall then click Uninstall. In some Windows versions this may appear as Change/Uninstall. 3. Click through any confirmation windows, and click Yes to wanting to completely remove the selected application and all of its components. 2. Install the latest AccountRight version. You can download it here (subscription required): download PC Edition download Server Edition

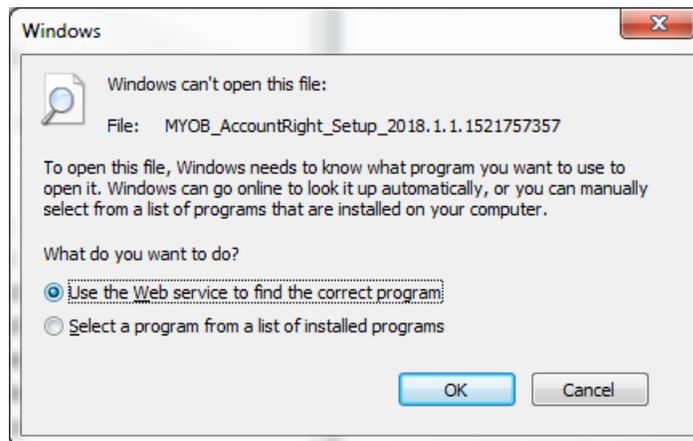
The installation freezes at "Publishing product information"

If you're installing AccountRight on a computer running Windows Server 2008, 2012, or 2016 the installation will freeze at "Publishing product information" if *Windows Installer RDS Compatibility* is enabled.

To fix this issue you'll need to disable *Windows Installer RDS Compatibility*.

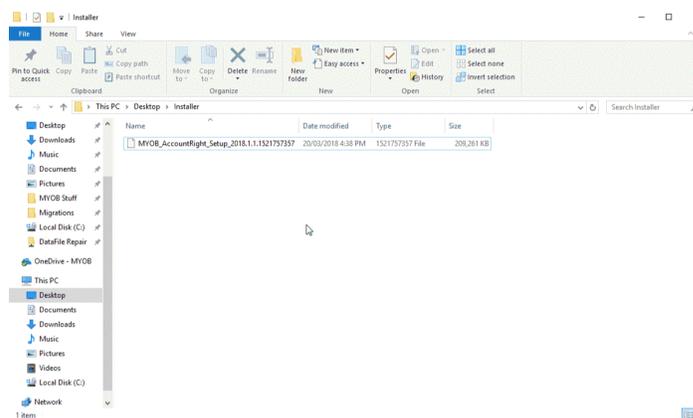
1. Simultaneously press the **Windows** and **R** keys on your keyboard. The **Run** window appears.
2. Type **gpedit.msc** and click **OK**. The **Local Group Policy Editor** window appears.
3. Navigate to **Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Application Compatibility**.
4. In the right pane, rightclick **Turn off Windows Installer RDS Compatibility** and choose **Edit**.
5. Select **Enabled**. This will disable Windows Installer RDS Compatibility.
6. Click **OK**.

Error: "Windows can't open this file" when clicking the downloaded installation file



The downloaded installation file might be missing the **.exe** file extension (for example **MYOB_AccountRight.exe**). Without this, your computer doesn't know what the file is or what to do with it.

To fix it, right-click the downloaded file and choose **Rename**, then add **.exe** to the end of the file name. Make sure there is nothing else after the **.exe**



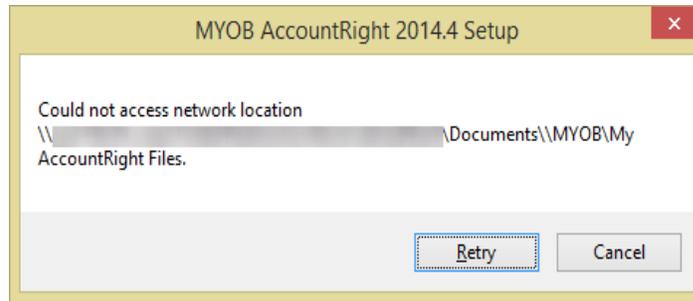
You'll then be able to start the installation by right-clicking the file and choosing **Run as administrator**.

Still not working? Delete the downloaded file and download it again. The file might not have downloaded completely the first time.

[Download PC Edition](#) | [Download Server Edition](#)

Error: "Could not access network location"

This error means the folder where AccountRight is trying to install has been redirected to a network location.



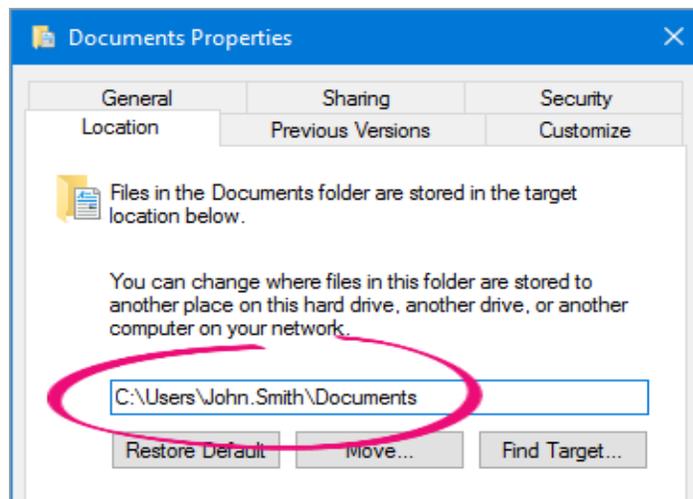
By default, here's where AccountRight will try to install:

- AccountRight PC Edition will try to install in user's **Documents** folder, e.g. **C:\Users\John.Smith\Documents**
- AccountRight Server Edition will try to install in the **Public Documents** folder, e.g. **C:\Users\Public\Documents**

If the **Documents** or **Public Documents** folder is being redirected to a network location, the AccountRight installation will fail.

If folder redirection has been implemented in your network, it has usually been done for a reason. Check with the person who set up your computer or network administrator to see if the redirection can be removed from the **Documents** or **Public Documents** folder (depending on which AccountRight edition you're trying to install).

To check where a folder is being redirected to, right-click the folder and choose **Properties**, then click the **Location** tab.



If the AccountRight PC Edition can't be installed because the **Documents** folder is being redirected, try installing the AccountRight Server Edition instead. This is typically for network servers and will install AccountRight to the **Public Documents** folder.

Still stuck?

We're always happy to help, just give us a call.

- **Australia** - 1300 555 123 | Monday to Friday **7am** to **8pm**, Saturday to Sunday **9am** to **5pm** (Melbourne time)
- **New Zealand** - 0508 328 283 | Monday to Friday **9am** to **10pm**, Saturday to Sunday **11am** to **7pm** (New Zealand time)

Related topics

Which AccountRight installation should I choose?

Install AccountRight

Install AccountRight on a Mac

Create a company file

Upgrade to the new AccountRight

Set up a network

From the community

Re: Transfring myob from one computer to other

Re: Accountright 19.3 and windows

Re: UPGRADING TO 2019.3 ERROR MESSAGE 0X80070652

Re: Installing Accountright

Re: Accounts>Transfer Money - generating an error in AccountRight 2019.3

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