

Mariner Software

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Desktop Poet does not complete installing when run under Windows Vista or Windows 7. How can I resolve this?

Customer Service - 2019-07-21 - in Desktop Poet (Win) (no longer in development)

The installer program for Desktop Poet for Windows typically runs in two phases:

- **Extraction** - the installer extracts its contents (and prepares for execution).
- **Execution** - the installer runs (and installs Desktop Poet).

After extraction has completed, the installer should generally run on its own (and install Desktop Poet); under Windows Vista and Windows 7, though, we have received reports that this might not be the case. When this happens, Windows may display a notification that the self-extraction process appears not to have quit successfully.

This appears to indicate an issue with the installer process.

It should be possible to resolve this issue by **running the installer with Administrator privileges**.

To run the Desktop Poet installer with Administrator privileges, please follow these steps:

1. In Windows, locate the Desktop Poet installer. This is the same file you would normally simply double-click, in order to begin running the Desktop Poet installer.
2. Right-click on the Desktop Poet installer. Once you do this, a contextual menu should appear.
3. From the contextual menu, select **Run as Administrator**.
4. After Run as Administrator has been selected, a dialog should appear, prompting you to confirm that you would like to run the Desktop Poet installer with Administrator privileges. To run the Desktop Poet installer with administrator privileges, select the option at this prompt to agree to do so.

After following these steps, the Desktop Poet installer should begin the execution phase after it has completed self-extraction, and Desktop Poet should install successfully.