

Error 1321 The Installer has insufficient privileges

• Corel Other

CAUSES

- 1. The file update process may be faster than the file copy process.
- 2. The anti-virus or firewallsoftware is conflicting with or blocking the installation of the update.
- 3. The Windows permissions for the folder containing the file are set to "restrict access".
- 4. The file referenced in the error is in useor damaged.

FIX

Option 1

Click **Retry** to allow the update to complete. If that doesn't work, click **Cancel** on the error message, then go to option 2.

Option 2

1. Temporarily disable the anti-virus or security software.

- 2. Install the update
- 3. Re-enable your antivirus or security software.

**Note: Disabling antivirus software while connected to the Internet using a persistent connection such as DSL or cable is not recommended. Disconnect the computer from the internet before disabling the antivirus software. When you are finished with these steps, re-enable the anti-virus software before reconnecting to the internet.

Option 3

Clean re-install your software

1. Log on to an **Administrator account** or to a user account with administrative privileges since *Limited* or *Power User* accounts will not let Corel software install, uninstall, or run properly.

2. Disable your internet connection, anti-virus/spyware, and firewall software during this clean re-installation procedure.

Hint: If you are running Windows 7, please disable temporarily the User Account Control (a reboot may be required); article "What's Different in Windows 7": <u>http://technet.microsoft.com/en-us/magazine/2009.07.uac.aspx</u>

3. There are also services that are running in the background; that you must turn off when Windows starts up. These instructions are found at this link: <u>http://support.microsoft.com/kb/331796</u>

4. Uninstall the software by using the installer itself, or via the **Windows Control Panel**. On the Windows task bar, click on Start Control Panel Uninstall the programs. Select the Corel Product(s) that you want to remove from the list, and click on the **Uninstall/Change** button. 5. Re-install the software.

6. Once the program is installed, re-activate all programs and services that were turned off in the previous steps. If the problem persists after reactivating your programs and services, go back to the **System Configuration Utility**(see step 3) and check eac Start up program and service one by one. and observe which among these are preventing the software from running.

NOTE: You can undo the clean boot and return your computer to normal after the clean re-installation (e.g. the UAC in Windows 7).

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