

# Installing Third-Party Software Fails in Windows Embedded (Installer Service Error 1719)

Some third-party programs cannot be installed in Windows Embedded because the Windows Installer service fails to start (error 1719). This usually occurs with programs that change the registry in conjunction with other third-party software, such as anti-virus programs.

As a workaround, you can start the service manually, install the program, and then stop the service.

## Locating and Starting the Service

1. If logged in as a user, log out and then log in as an administrator. To do this, click Start, log off, select admin, and type the password.
2. If exacqVision Client automatically opens, close it.
3. Click Start, type **services.msc** in the Search bar, and press **Enter**. This will launch a new window with a list of services.
4. Scroll down the list and locate the **Windows Installer** service.
5. Make sure that the **Startup Type** is **Manual**. If so, right-click it and select **Start**.

**NOTE:** If it is not Manual, right-click the service and select **Properties**. Select **Manual** from the drop-down menu. Select **Start** and then **OK** to start the service.

6. Leave the **Services** window open.

## Run the Third-Party Software Installer and Stop the Service

1. Follow the instructions provided by the third-party software manufacturer to run the installer.
2. When finished, restart the system if prompted by the installer or Windows.
3. Stop the **Windows Installer** service if it hasn't been stopped automatically. In the Services window, right-click the Windows Installer service and select Stop. (If you restarted the system, click Start, type **services.msc** in the Search bar, and press **Enter** to open the Services window.) Close the Services window when finished.
4. If you restarted the system, log in as an administrator.

5. Open the newly installed software and verify that it operates as expected.
6. If you cannot use the newly installed third-party software, contact the manufacturer for support.