

# Tidal Enterprise Orchestrator: Installer Error 1001

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## Introduction

This document describes the steps to take if Windows Installer Error 1001 is received. This error is a failure of the installer with no specific information regarding the cause.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is written for Tidal Enterprise Orchestrator 2.1 or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Symptoms

After the setup utility is launched, installation aborts and displays Error 1001.

## Status

The installation has failed.

# Resolution

This is a generic error with several possible causes.

Complete these steps:

1. Confirm that your system meets the prerequisites for the installation.
2. Make sure you have access to install software, including writing to the install location and modification of registry keys, and the ability to install and launch services.
3. **Do not** click OK on the dialog box when you see the error.

**Note:** If you click OK in the error dialog box, the files copied to the system will be removed.

4. Leave the dialog box and browse to your installation directory (typically, C:\Program Files (x86)\Cisco\Tidal Enterprise Orchestrator) and launch **Tidal.Automation.DiagnosticUtility.exe**. This will launch the Tidal Enterprise Orchestrator Diagnostic Wizard. The wizard will create a .zip file containing the available logs and data.

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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