

# Tidal Enterprise Scheduler: Error 1720 when Tidal Agents Upgraded on the Server

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## Introduction

This document provides instructions on how to resolve Error 1720 when you upgrade the Tidal Agent.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- An existing Tidal Agent 3.0 or higher installation
- Administrator privileges on the system

### Components Used

The information in this document is based on Tidal Windows Agent version 3.0 or higher.

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.

## Problem

When you upgrade an existing Tidal Windows Agent 3.0 or higher installation, the installation fails with error code 1720.

## Solution

Complete these steps:

1. Make sure the existing Agent is stopped before trying to install the new one.
2. Uninstall the old Agent before installing the new one.
3. Install the Agent as an Administrator.
4. Install the Agent manually using this code:

Msiexec /I <Path\_to\_MSI> NOVBSRIPT="True" /L C:\temp\agentinstall.log

## Related Information

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