

## How to Resolve "Installation step 'unpack installation files' failed" Error

<https://campus.barracuda.com/doc/53676654/>

During installation, ArchiveOne unzips the required installation files from the user's temporary data directory (%temp%) in their user profile to **C:\ProgramData\Barracuda\ArchiveOne\Package**. If this action fails, the following error displays:

*"Installation step 'Unpack installation files' failed with message 'There was a problem while trying to unpack package file: <filename>.aonepkg'"*

where <filename> is the name of the source file.

To ensure that you are running the ArchiveOne installer with administrative rights, right-click and select **run as administrator**. It is recommended that the installing user is a domain administrator; see [Step 1 - Prepare for Installation](#) for more information on required permissions for the installing user. Additionally, check that any antivirus installed on the Archive server is not interfering with the installer activities but either creating a suitable exclusion, or temporarily disabling scanning, to confirm if this responsible for the error.

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