

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

<https://campus.barracuda.com/doc/68359736/>

During installation, PST Enterprise unzips the required installation files from the user's temporary data directory (%temp%) in their user profile to **C:\ProgramData\Barracuda\PSTEnterprise\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: .aonepkg'"*

where is the name of the source file.

To ensure you are running the PST Enterprise installer with administrative rights, right-click and select **run as administrator**. It is recommended that the installing user is a domain administrator; see [Accounts and Permissions](#) for more information on required permissions for the installing user. Additionally, check that any antivirus installed on the PST Enterprise 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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