**unity** lab services
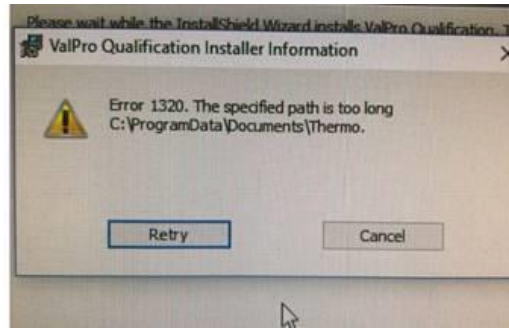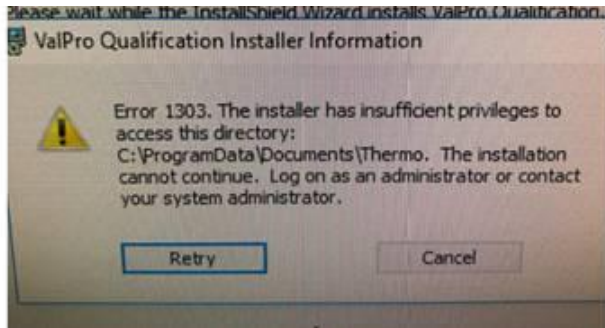part of **Thermo Fisher Scientific**

# Valpro Installation Failure Error 1320 and 1303 Windows Junction Issue

Error 1320 or 1303 with windows 10 systems when installing Valpro software causes the installation to fail.

ValPro Qualification Installer Information

Error 1303. The installer has insufficient privileges to access this directory: C:\ProgramData\Documents\Thermo. The installation cannot continue. Log on as an administrator or contact your system administrator.

Retry    Cancel

ValPro Qualification Installer Information

Error 1320. The specified path is too long C:\ProgramData\Documents\Thermo.

Retry    Cancel

This can be caused by documents Junction being broken in Windows.

Typing the following command in command prompt CMD will show if the Junction is broken:

**Dir C:\programdata /al**

If drive letter reported starts with the incorrect drive letter, then the junction is broken. An example of a broken junction would be S:\user\public\documents.

2. Type the following command into the Command Prompt and press ENTER:

    dir C:\ProgramData /al

(If your operating system is installed on a drive other than C:, change the drive letter accordingly.)

3. Examine the destination path of the *Documents* junction point:

 - If it specifies [C:\Users\Public\Documents] (assuming that your system drive is C:), the junction point is correct.
 - If it starts with an incorrect drive letter, for example, [S:\Users\Public\Documents], the junction point is broken.

```
\Users\thermo>dir c:\programdata /al
olume in drive C is Windows
olume Serial Number is 6ED5-681A

irectory of c:\programdata

/27/2017  06:20 AM    <JUNCTION>    Application Data [E:\ProgramData]
/27/2017  06:20 AM    <JUNCTION>    Desktop [E:\Users\Public\Desktop]
/27/2017  06:20 AM    <JUNCTION>    Start Menu [E:\ProgramData\Microsoft\Windo
/27/2017  06:20 AM    <JUNCTION>    Templates [E:\ProgramData\Microsoft\Window
               0 File(s)              0 bytes
               4 Dir(s)  451,526,926,336 bytes free
```
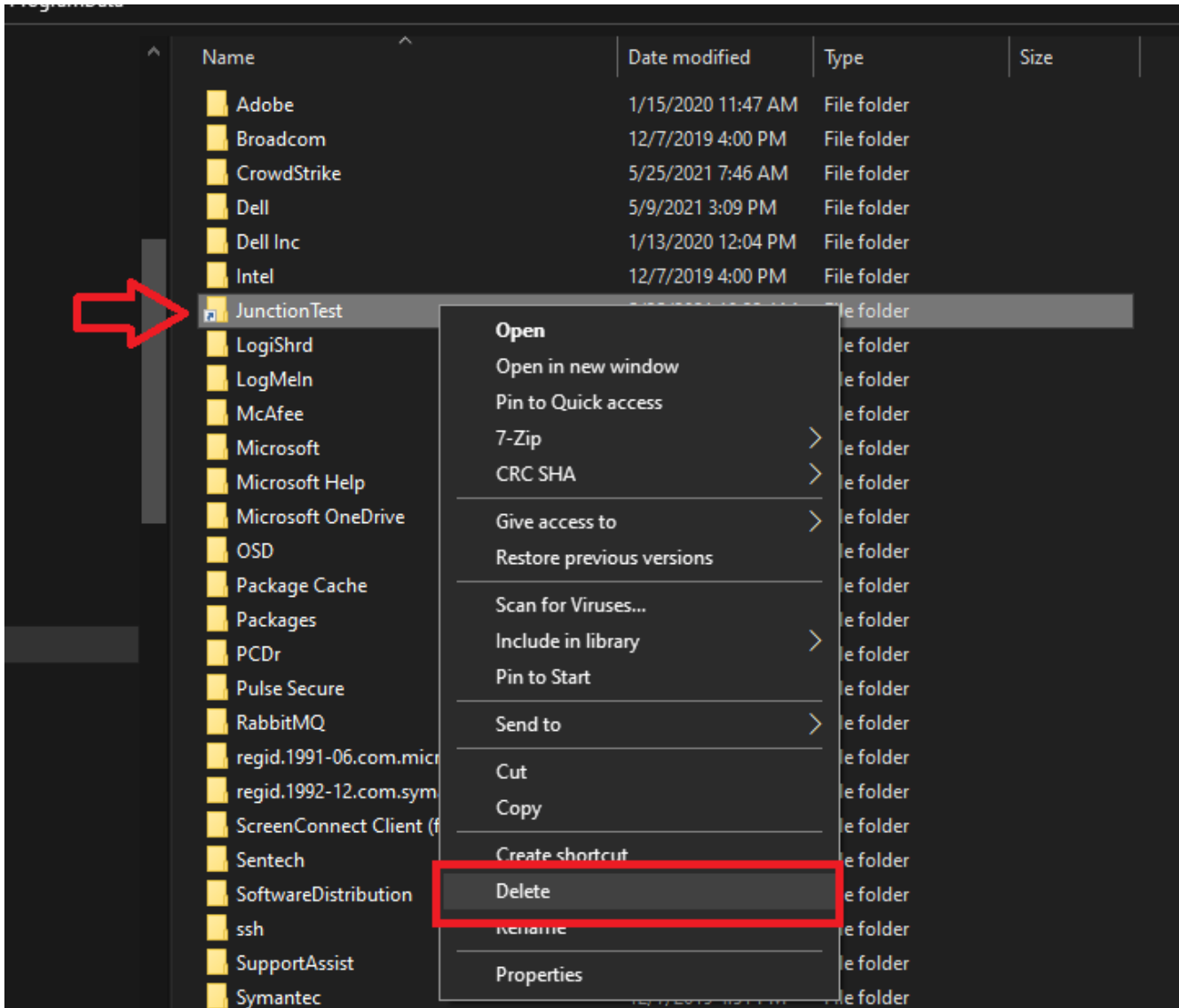
A work around is to use a USB drive and change the USB's drive letter to the Junction drive letter that was displayed, effectively recreating the path on the USB drive. It may be necessary to create a ProgramData directory on the USB drive and a Documents sub-directory in order to make this work.

A more permanent fix for this error is to remove the broken junction. There are two ways to do this.

**Method 1:** Using the Windows File Explorer to navigate to the C:\ProgramData\ directory. Be aware that the ProgramData directory is a hidden folder. You can navigate to this hidden folder by either having Windows show hidden folders, typing in C:\ProgramData into the File Explorer address bar, or clicking on the Windows Start menu and typing in %ProgramData% and pressing the Enter key.

In the File Explorer window, Junctions will be displayed as a folder with a shortcut arrow icon in the lower left. In the example below, the folder "JunctionTest" is a Junction type folder. The ValPro installer error normally indicates the Junction folder C:\ProgramData\Documents\Thermo. Find the Documents folder in the ProgramData directory and verify that it has the shortcut arrow icon on it. If so, right click on the Documents folder and select the Delete command in the popup menu to remove the Junction folder. Once that folder has been deleted, clicking the Retry button in the ValPro installer should allow it to proceed.

For technical support in the U.S. and Canada, call 1-800-532-4752, option 2, or email us.techsupport.analyze@thermofisher.com . Outside the U.S. and Canada, call the nearest Thermo Fisher Scientific office. Please provide your instrument serial number when contacting technical support.

**Method 2:** You can also manually remove the junction using the Command Prompt window. Click on the Windows Start menu and type in CMD. Click on the link for the Command Prompt application. In the command prompt window type in the command: rmdir C:\ProgramData\Documents

And press the enter key. This will again remove the junction link and once that is removed, clicking Retry in the ValPro installer window should allow the installation to proceed.

```
C:\ProgramData>dir /al
 Volume in drive C is OSDisk
 Volume Serial Number is 7C07-E5A3

 Directory of C:\ProgramData

09/29/2020  06:56 PM    <JUNCTION>     Application Data [C:\ProgramData]
09/29/2020  06:56 PM    <JUNCTION>     Desktop [C:\Users\Public\Desktop]
09/29/2020  06:56 PM    <JUNCTION>     Documents [C:\Users\Public\Documents]
09/29/2020  06:56 PM    <JUNCTION>     Favorites [C:\Users\Public\Favorites]
05/25/2021  10:37 AM    <JUNCTION>     JunctionTest [D:\ProgramData\Documents]
09/29/2020  06:56 PM    <JUNCTION>     Start Menu [C:\ProgramData\Microsoft\Windows\Start Menu]
09/29/2020  06:56 PM    <JUNCTION>     Templates [C:\ProgramData\Microsoft\Windows\Templates]
               0 File(s)              0 bytes
               7 Dir(s)  10,540,109,824 bytes free

C:\ProgramData>rmdir C:\ProgramData\JunctionTest

C:\ProgramData>dir /al
 Volume in drive C is OSDisk
 Volume Serial Number is 7C07-E5A3

 Directory of C:\ProgramData

09/29/2020  06:56 PM    <JUNCTION>     Application Data [C:\ProgramData]
09/29/2020  06:56 PM    <JUNCTION>     Desktop [C:\Users\Public\Desktop]
09/29/2020  06:56 PM    <JUNCTION>     Documents [C:\Users\Public\Documents]
09/29/2020  06:56 PM    <JUNCTION>     Favorites [C:\Users\Public\Favorites]
09/29/2020  06:56 PM    <JUNCTION>     Start Menu [C:\ProgramData\Microsoft\Windows\Start Menu]
09/29/2020  06:56 PM    <JUNCTION>     Templates [C:\ProgramData\Microsoft\Windows\Templates]
               0 File(s)              0 bytes
               6 Dir(s)  10,540,044,288 bytes free

C:\ProgramData>
```

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