

## Nature of Problem:

The installation routine will halt showing a message like "The file C:\Windows\system32\Vsflex7L.ocx could not be opened. Please check that your disk is not full and that you have access to the destination directory."

This message could reference other filenames as well. The most common file name is stdole2.tlb.

The disk in question is not full; however, there is a problem with access to the destination directory.

This problem was first noticed early in 2018. It is most likely related to a Microsoft Windows 10 security update from January 2018 that has caused problems with other software companies' installation routines.

## ***Solution:***

Run the installation file "as Administrator." If you are not familiar with how to do this, use steps as follows:

- Download the installation program.
- After downloading, I hope you have an option to "Open Folder."
- Right click on the installation program filename.
- Select "**Run as Administrator.**"

If you still have problems, make sure that the administrator has "Full control" permissions for the "c:\Windows\System32" folder. I have attached a Microsoft document that discusses how to change permissions.

# "Windows cannot access the specified device, path, or file" error when you try to install, update or start a program or file

Applies to: Windows 7 Enterprise, Windows 7 Home Basic, Windows 7 Home Premium, [More](#)

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## Symptoms

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When you try to install, update or start a program or a file, you receive the following error message:

Error: Windows cannot access the specified device, path, or file. You may not have the appropriate permission to access the item

## Resolution

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To resolve this issue, follow the steps in the methods below starting with method 1, if that method does not resolve the issue continue to the next method.

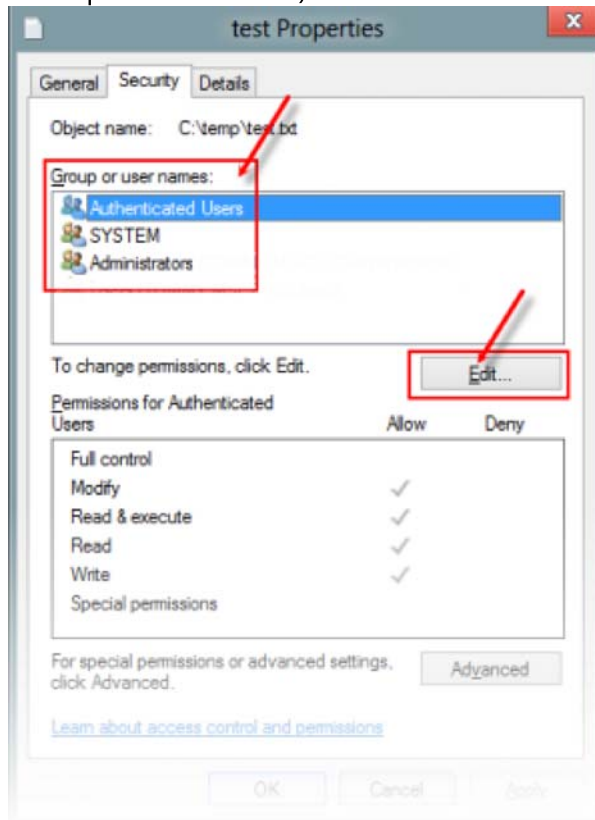
### **Method 1: Check the permission of the file or folder**

Note Make sure you are an Administrator or you are part of the Domain Admins group if you are in a domain.

Permissions are rules associated with files that determine if you can access the file and what you can do with it. To check the permission of the file or folder, follow these steps:

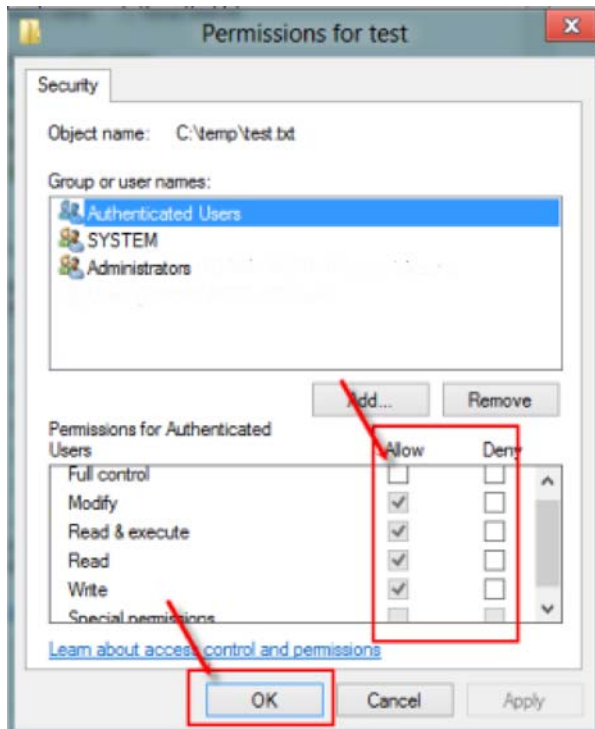
1. Right-click the file or folder. and then select Properties.
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2. Select the Security tab.
3. Under Group or User names, click your name to see the permissions you have. (The screen shot for this step is listed below).



Administrators

4. Select Edit, and then select to check the check boxes for the permissions that you need, and then select OK. (The screen shot for this step is listed below).



For more information on permissions, see [What are permissions?](#)