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## **Multiple products: Running installer or patch: "The installed version of the application could not be determined. The setup will now terminate."**

Scott Leonard - 2017-04-10 - [FAQs](#)

### **Cause**

The logged-in Windows user is not a Windows administrator. Like most software, Wasp products should be installed by a Windows administrator.

### **Resolution**

1. Log onto the PC as a Windows administrator to install the software.
- or
2. Right-click the installer and choose Run As Administrator. Note: This may not always work.