

Check Cisco Secure Endpoint Windows Connector Installer Exit Codes

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Introduction

This document describes Cisco Secure Endpoint Windows connector exit codes.

Windows Installer Exit Codes

Administrators who use command line switches to install the Windows connector must be aware of the exit codes. They can be found in immpro_install.log in the %TEMP% folder.

Code	Description
0	Success.
39	Insufficient disk space
1053	Connector did not respond to the start or control request during upgrade or uninstall.
1323	Supplied uninstall password is incorrect.
1603	Uninstaller not found to remove the connector.
1605	Uninstaller not found for Secure Client.
1618	Another installation is already in progress.
1633	Unsupported Platform (for example installing 32-bit on 64-bit and vice versa).
1638	This version or newer version of product already exists.
1801	Invalid install path.
3010	Success; Reboot required to complete install
3017	A driver error caused the upgrade to fail. This computer is currently unprotected. You must reboot the computer to resume protection.
16002	A reboot is pending on the computer that must be completed before installing.
16003	Unsupported Operating System (i.e. XP SP2, Win2000).
16004	Invalid user permissions (not running as admin).

Code	Description
16005	Failed to stop to connector during upgrade or uninstall
16006	OS specific features (Enhanced Write Filter (EWF) or File-Based Write Filter (FBWF)) are currently enabled which interfere with the Windows Connector. Disable the features and try again.
16008	Connector upgrade blocked due to pending reboot already required on the computer.
16007	Connector install requires a reboot to complete, but the Block Reboot option has been configured in policy.
16008	Connector upgrade requires a reboot prior to install.
16009	SHA-2 Code signing support for Windows 7 and Windows Server 2008 R2 patch is missing (KB3033929).
16010	A driver error caused the upgrade to fail. The Connector restarted successfully and this computer is currently protected.
16014	Endpoint Isolation is active. The Connector must be taken out of isolation before installer can proceed.
16016	A driver error caused the upgrade to fail. Reboot the computer and try the upgrade again. If the problem persists, contact support.
16017	Device Flow Correlation driver requires a reboot after upgrade.
16019	Missing the required Windows Support for Azure code signing support