



Knowledgebase > Troubleshooting > Basic Troubleshooting > Installation > Unable to Install VSee Messenger On Windows

Unable to Install VSee Messenger On Windows

- 2023-07-20 - Installation

SCENARIO

1. After downloading the VSee executable file (vsee.exe) and running it in your Windows computer, you notice that nothing happens.
2. You even find a desktop shortcut but you cannot find VSee Messenger installed.
3. You tried to search for VSee and the only result is the executable file.

POSSIBLE CAUSE

The VSee executable (.exe) file is designed to run and install in the **Appdata folder**. If your computer has a policy or if your antivirus software prevents an executable file to run from the Appdata folder, it will block that file or prevent the installation to run.

RESOLUTION

Use the VSee **MSI package**. This package is designed to run and install in the **Program Files folder** instead. Download it at <https://download.vsee.com/vsee.msi>

Please email us at help@vsee.com for questions and assistance.