



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

---

## Unable to Install VSee Messenger On Windows

- 2020-01-29 - 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](mailto:help@vsee.com) for questions and assistance.