

# Tidal Enterprise Orchestrator: Cannot Install Content Update from Network Share

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## Introduction

Users might receive an error when attempting to install a content update to Tidal Enterprise Orchestrator stating that the content update "cannot be installed from a network share. Please copy the files locally and restart the application", even though the files are local already.

## Prerequisites

### Components Used

Tidal Enterprise Orchestrator (TEO) 2.1 or later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Solution

The update must be run under Local Administrator rights.

Complete these steps:

1. Make sure the content update install files are copied to the TEO server.
2. Right click on the Setup.exe file in the content update and select **Run** as Administrator.
3. Proceed with the content update install.

## Related Information

- **Technical Support & Documentation – Cisco Systems**
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