A Windows Installer error of 1721 or 1722 is generally resolved by doing the following things:

Windows Vista Only (if you don't have Windows Vista, skip to "Make Sure the Software is Uninstalled")
1. Click on Start.
2. Go to Settings (if necessary).
3. Click on Control Panel.
4. Open User Accounts.
5. You will see a link for "Turn User Account Control (UAC) on or off".
6. Turn off User Account Control
7. Try Installing the software again (if this doesn't work).

Make Sure the Software is Uninstalled
- Windows XP/2000: Click on Start >> Control Panel >> Add/Remove Programs
- Windows Vista: Click on Start (Windows Logo) >> Control Panel >> Program Features >> Add/Remove Programs
1. If you see GE ActiveKEY or AKeyPCClient on the list, click on it and select Remove or Uninstall.
2. Restart the computer (Reboot).

Removing Temporary Install Files
Running "Disk Cleanup" (Start >> Programs >> Accessories >> System Tools >> Disk Cleanup), selecting the C: drive (if prompted) and after the scan is complete, make sure that the following items are checked and click on OK:
- Downloaded Program Files
- Recycle Bin
- Temporary Internet Files

Restart the Computer (Reboot)

Reinstall the Software
Downloading the software (Save to Desktop) then Install/Run it again.

Thank You!

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