

# SOFTWAREASSISTANT

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Installation / Upgrade Error - "common 1722" error

If you are installing or upgrading Software Assistant and encounter an error stating "common 1722" this is typically caused by anti virus software erroneously intervening during the install / upgrade process, resulting in a failure to correctly install.

We recommend you affirm Software Assistant as a trusted source within your anti virus software's "safe software listing" (located within your anti virus software). Please call your anti virus software supplier if help is required to complete this task, **not** Thomson Reuters support as we do not provide support for your anti virus software.

An alternative method would be to turn off your anti virus software whilst installing / upgrading. Remember to turn back on, once the process is complete. This is not a recommended process as it may leave your practice vulnerable for a short period.

If you are still receiving the error after amending your anti virus software's "safe" listing, please contact Thomson Reuters support.

## Contact us

For further information on validation reports, please contact the Support Desk.

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