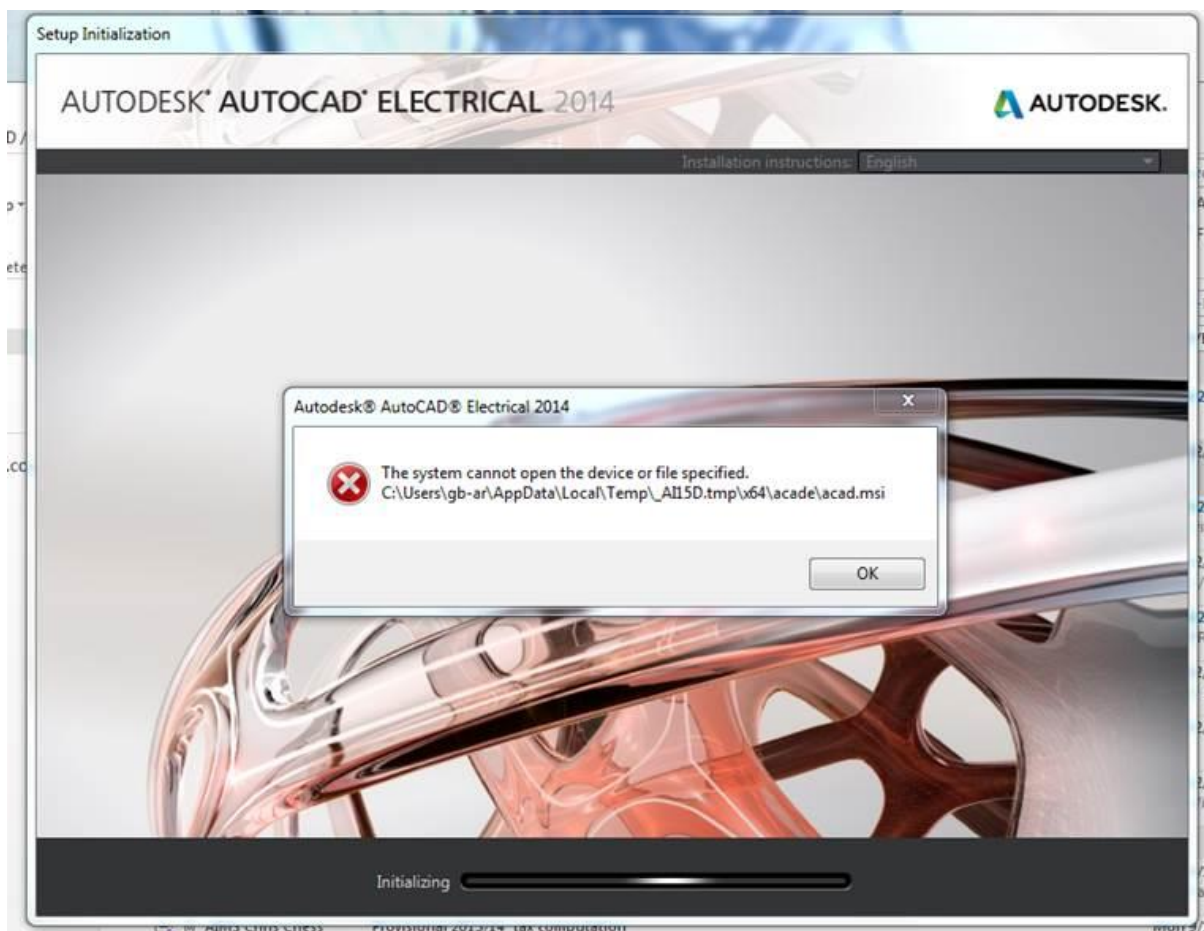


Error: "The system cannot open the device or file specified"

Issue:

When you attempt to install an Autodesk product, you see the following error message:

"The system cannot open the device or file specified."



Causes:

This error message may be caused by antivirus software or some issue extracting installation files to your temp directory.

Solution:

1. Turn off your Antivirus and any malware protection.
2. Right click the Windows task bar and click "Start Task Manager".

3. Access the "Processes" tab.
4. Scroll through the list, searching for your antivirus software.
5. Ensure there is not an antivirus process running as some antivirus software continues to run after you manually turn it off. If it is still running, right-click and stop the process. If you cannot, visit your antivirus manufacturer for advice on how to shut it off.
6. Run your program installation.

If this does not help:

- Clean out your temp directory and try to install.
 - Create a new folder and temporarily move your temp directory path.
1. Open Windows Explorer.
 2. Create a new folder in the root of your C:\ drive and name it something simple, like *Test* or *TempAcad*.
 3. Click the Windows Start button.
 4. Right-click the My Computer icon.
 5. Click the "Advanced tab".
 6. Click "Environment Variables".
 7. Double-click the TEMP variable and copy the value path and paste into a text file for later.
 8. Change the path value to the temp directory you created above.
 9. Double-click the TMP variable and copy the value path and paste into a text file for later.
 10. Change the path value to the temp directory you created above.
 11. Click OK.
 12. Try to install. When you are successful, return the paths to the defaults you copied into your text file.

