

Error 5 Access is denied message displayed when installing SQL Backup server components

When installing the SQL Backup server components locally, on some operating systems (including Windows XP and Windows 2003), an error message is displayed:

Setup was unable to create the directory "<directory_name>"
Error 5: Access is denied.

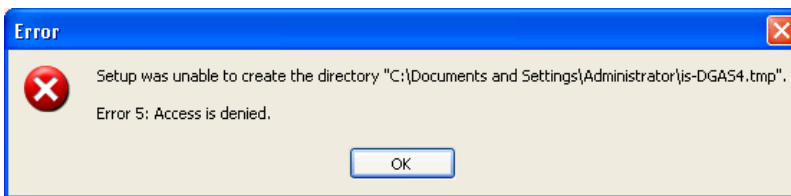
Cause

When installing the SQL Backup server components locally, certain operating systems (including Windows XP and Windows 2003) apply security restrictions by default, and disallow writing to the folders required by the installer.

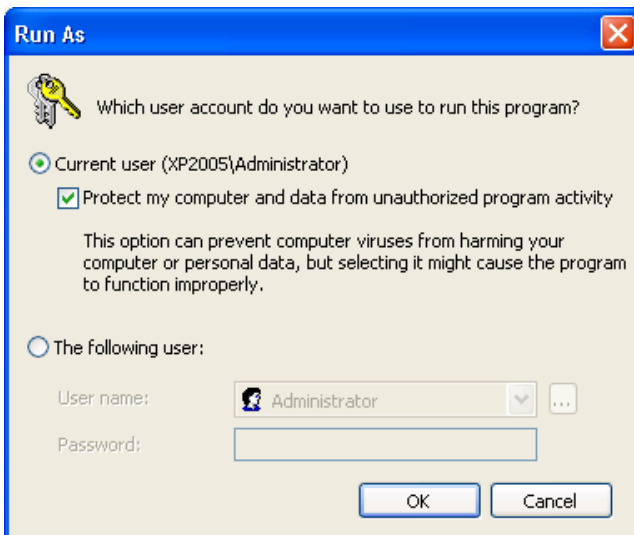
How to fix

To continue installing SQL Backup server components, you will need to turn off protected mode:

1. If the error dialog is still displayed, click **OK** to close it:



2. In the Server Component Installation dialog box click **Retry**.
3. The Run As dialog is displayed, with the **Protect my computer and data from unauthorized program activity** option selected by default:



4. Clear the **Protect my computer and data from unauthorized program activity** option, then click **OK** to continue the installation.

Installation of SQL Backup server components should proceed as normal.