

# Cisco AnyConnect SMC Update Error Fix

Problem: Resolving the "Windows Installer package" error during Cisco AnyConnect SMC client setup.

**Platform:**  Windows 7 / 10

**Audience:**  VPN Users

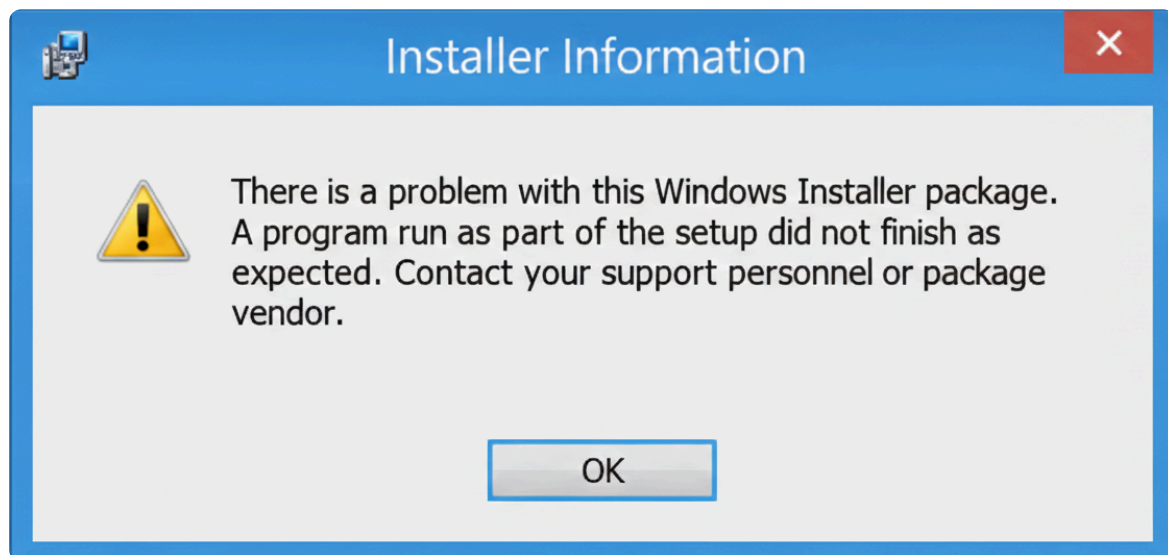
**Error Code:**  Installer Information

## 1. Error Message Details

### 1.

#### Installer Information Dialog

The error dialog box displays the message: **"There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor."**



The error encountered during installation/update.

## 2. Windows 7 Resolution (Deprecated)

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1.

### Upgrade Recommendation

Windows 7 has been declared '**end of support**' by Microsoft since January 14, 2020. It is '**strongly recommended**' to upgrade to Windows 10 as soon as possible due to security vulnerabilities.

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2.

### Interim Update and Reinstall

If an upgrade is not immediately possible, update the operating system using the '**Windows Update**' option until no further updates are available. Then, retry installing the '**Cisco AnyConnect SMC client**' from the Software menu of <https://vpn.nic.in>.

## 3. Windows 10 Resolution

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1.

### Update OS and Retry Installation

Update the operating system using the **'Windows Update'** option until no further updates are available. Then, retry installing the **'Cisco AnyConnect SMC client'** from the Software menu of <https://vpn.nic.in>.

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2.

### Use Purge Tool (If Step 1 Fails)

If the client does not install after a complete OS update, download the cleanup tool: <https://vpn.nic.in/purge.exe>.

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3.

### Run Command Prompt as Administrator

Type **'cmd'** after pressing the **'Windows Start'** button, right-click on **'Command Prompt'**, and click on **'Run as administrator'**.

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4.

### Navigate to Download Folder

Type the following command and press Enter (assuming the file is in Downloads):

```
cd %userprofile%\Downloads
```

If the file was downloaded to a different directory, navigate to that directory instead.

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5.

### Execute Purge Tool

Type the following command at the command prompt and press Enter:

```
purge.exe -confirmdelete
```

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6.

### Reinstall Cisco AnyConnect SMC

Now, try installing the **'Cisco AnyConnect SMC client'** again from the Software menu of <https://vpn.nic.in>.

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## 7.

### Manual NAM Update (Optional)

Users already utilizing '**NAM**' (Network Access Manager / WiFi module) can manually install/update it from <https://vpn.nic.in/nam.exe>.

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