

Troubleshooting: "Install directory must be on a local hard drive" error and Elgato Game Capture HD

If you try to install **Elgato Game Capture HD** software, and get an error that says "**Install directory must be on a local hard drive**", then please try the following steps.

You can force the **Elgato Game Capture HD MSI installer** to run with administrator privileges.

- 1) Locate the **Elgato Game Capture HD MSI installer** file.
- 2) While holding down the Shift key on the keyboard, right-click on the **Elgato Game Capture HD MSI installer** file, then choose **Copy As Path**.
- 3) Go to Start > All Programs > Accessories.
- 4) Right-click on **Command Prompt** and choose **Run As Administrator**. A **Command Prompt** window will open, labeled **Administrator**.
- 5) In the **Command Prompt** window, type **msiexec /i** (enter a single space after "/i").
- 6) Right-click in the **Command Prompt** window, then select **Paste**. This should paste the path to the MSI file that you copied earlier.
- 7) Press Enter to run the command.

The **Elgato Game Capture HD MSI installer** should now be able to complete all of the steps.