![Formpipe logo]

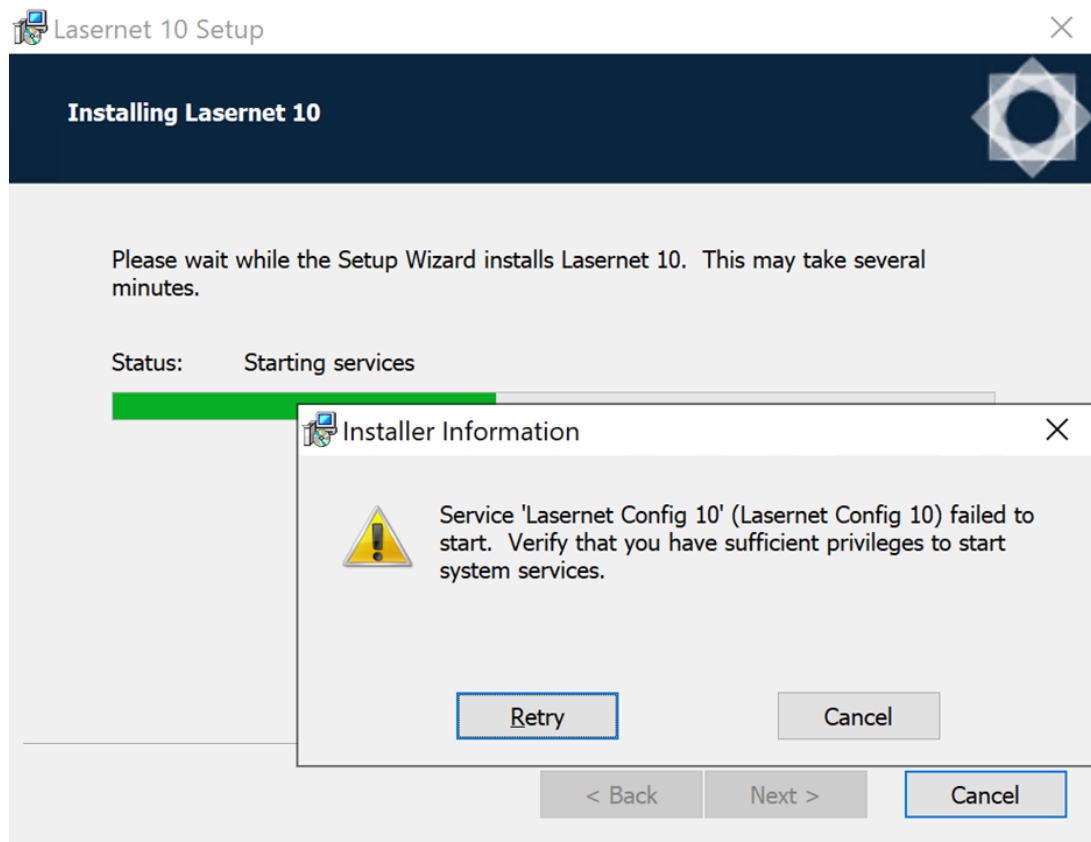# MSI Installer fails with error message when upgrading

Adam McStravick - 2022-11-02 - Comments (0) - Lasernet General Information

This article applies to users upgrading Lasernet by uninstalling and installing software via the MSI installers.

The installation process fails due to insufficient rights to start system services.

The error is not critical, and in this article there are two solutions to install the software successfully.

Affected upgrades

From version	To version	Installation process
10.2.x, 10.3.0	10.3.1	Succeeds
10.2.x, 10.3.0, 10.3.1	10.3.2 or later	Fails
10.3.2	Later	Succeeds

Solution 1 – Uninstall using Windows

We recommend that you use the built-in uninstallation process in Windows before installing Lasernet. This will prevent errors from occurring during the installation process.

Follow these steps to uninstall Lasernet Server and/or Lasernet Developer:

1. Before running the MSI installers, navigate to `Control Panel > Programs > Uninstall a program`.

2. Run the uninstallation process for Lasernet Server and/or Lasernet Developer.

3. Run the MSI installers for Lasernet Server and/or Lasernet Developer.

Solution 2 – Error during installation

If the MSI installation process fails, follow these steps:

1. Click **Cancel** to stop the installation process.

2. Run the MSI installer again.

The installation process will not fail the second time you run the MSI installer.

Tags
Installation error
MSI
Upgrade