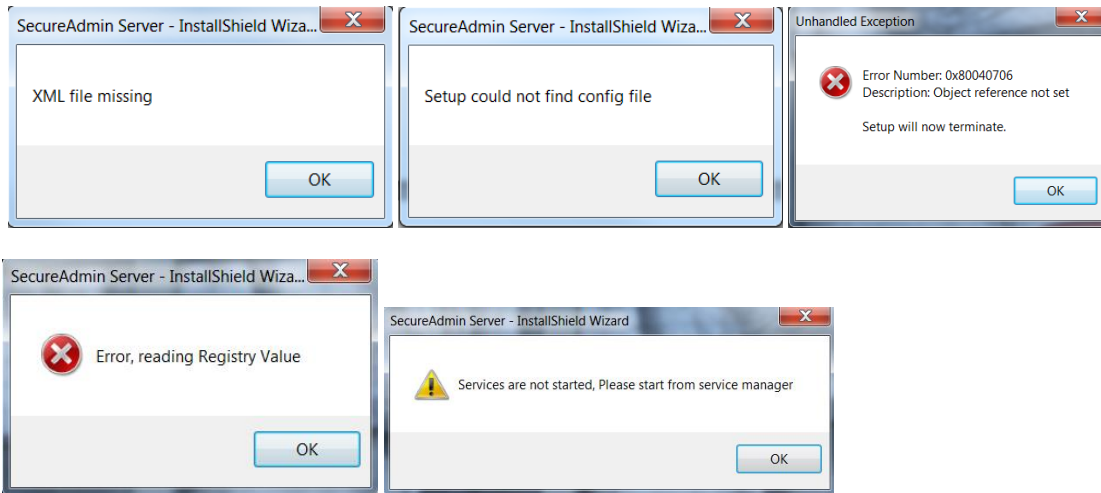


Resolving “Missing XML File”

Problem Description:

Something went wrong during an attempt to install SecureAdmin Server. Additional attempts prompt for an upgrade and give multiple errors right away.

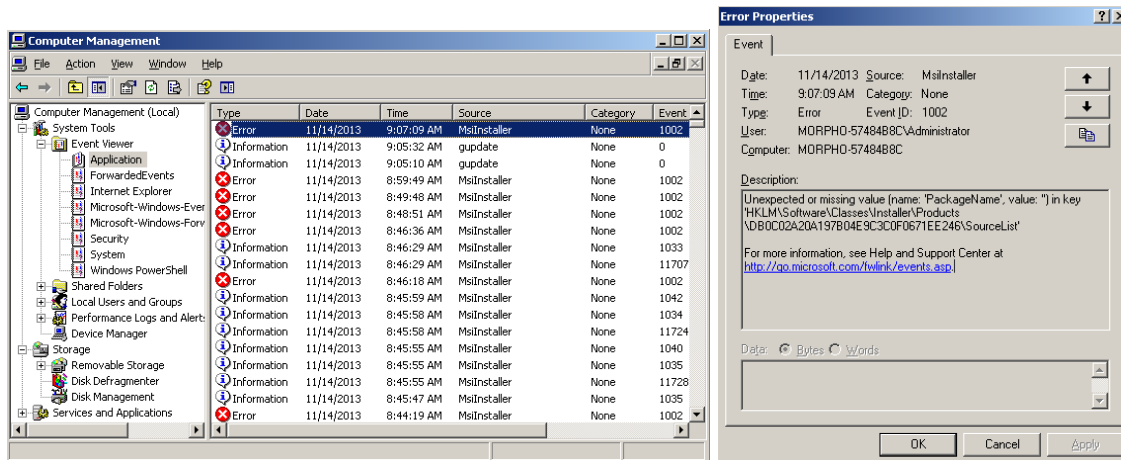
Screenshots of the errors:



Solution:

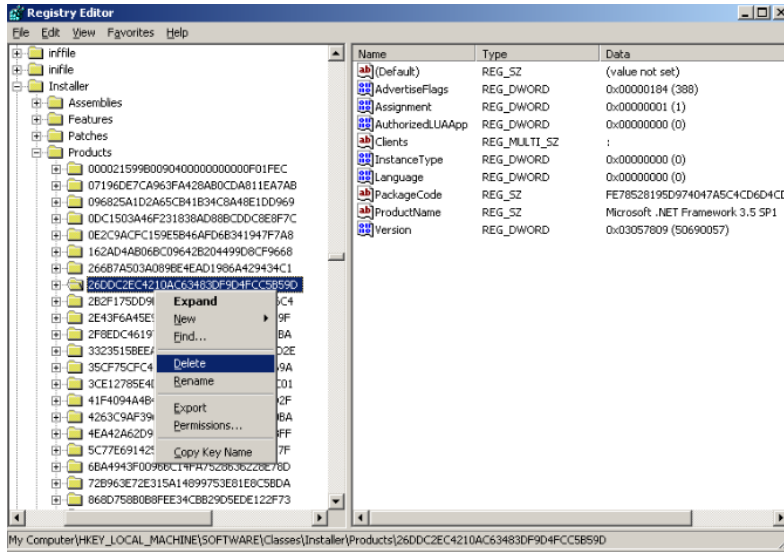
Something has gone wrong with the MsInstaller. The Windows Event Viewer logs this as an error. The error points to an issue with a registry key. Navigate to that registry key and delete it. Installing SecureAdmin Server will now install successfully.

Event Viewer error:



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Navigate to the key in the registry, right click on it and delete it.



Attempt to reinstall SecureAdmin Server again.