

Knowledgebase > Lasernet > Lasernet General Information > MSI Installer fails with error message when upgrading

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.

🕼 Lasernet 10 Setup		\times
Installing Lasernet 10		Ô
minutes.	/izard installs Lasernet 10. This may take several	
Status: Starting services		
👘 Installe	er Information	×
	Service 'Lasernet Config 10' (Lasernet Config 10) start. Verify that you have sufficient privileges to system services.	
	Retry Cancel	
	< Back Next >	Cancel

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

Affected	upgrades
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From version To ver		To version	sion 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:

- 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		