



This issue is normally caused when the program you are attempting to install has previous components already installed. If, for example, this has occurred while attempting to run the TimeSummit Update, this error means that a un-install of an earlier version has failed and that the Microsoft Installer tool (MSI) cannot run because of the earlier version.

## Solution

Usually this can be repaired by uninstalling the earlier version of the program using the Add/Remove utility in the control panel of your computer.

### In Windows XP

1. Click **START | CONTROL PANEL**.
2. Double-click **Add or Remove Program**.
3. Select the program you encountered the error in, and click **REMOVE**.
4. Try to install the program again.

### In Windows Vista and Windows 7

1. Click **START | CONTROL PANEL**.
2. Double-click **Programs and Features**.
3. Select the program you were attempting to install when you received the error, and click **REMOVE**.
4. Try to install the program again.

### In Windows 8

1. Go to the Start Menu (by bringing the cursor to the screen's bottom left corner).
2. Type **CONTROL PANEL**. Then click Control Panel on the right.
3. Double-click **Programs and Features**.
4. Select the program you were attempting to install when you received the error, and click **REMOVE**.
5. Try to install the program again.