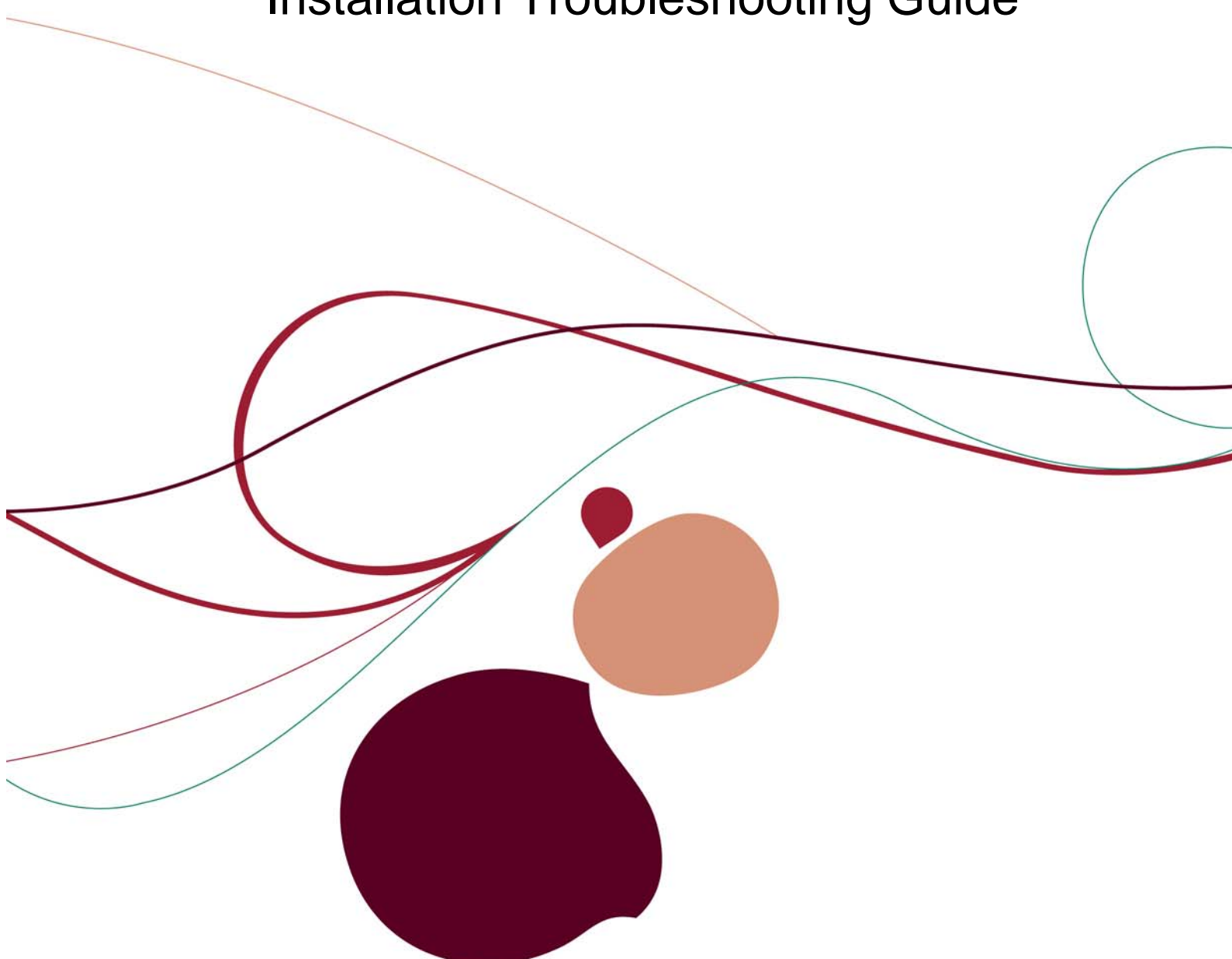


Sage Invoicing

Installation Troubleshooting Guide



Sage Invoicing – Installation Troubleshooting Guide

Contents

| | |
|-------------------------------|---|
| Introduction | 3 |
| General troubleshooting | 3 |
| Error messages | 4 |



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Introduction

The installation of Sage Invoicing has been designed to be easy and straightforward. However, in the event that you experience a problem installing the software you should use this guide to help you resolve the problem. This guide explains the most common techniques used to troubleshoot installation issues and lists some of the most common errors.

General troubleshooting

Check that your PC meets the following system requirements then try to install the software after each step in the table below.

Minimum hardware

An IBM compatible computer with a 1GHz (or equivalent) processor.
512MB RAM.
400MB of free disk space after Microsoft Windows has been installed.

One of the following operating systems*

Microsoft Windows Vista.
Microsoft Windows XP (Recommended).
Microsoft Windows Server 2003.
Microsoft Windows 2000.

* Please ensure that you have the latest Microsoft updates installed.

| | |
|---|--|
| Restart your PC | This ensures that all files have been correctly closed. |
| Ensure that you are logged on with administrative rights | This ensures that you have the necessary permissions to install the software correctly. |
| Download the Sage Invoicing file again | This ensures that the problem is not with the original download file. |
| Clear the contents of the Temp folder | To do this: <ol style="list-style-type: none">1. Restart your PC.2. Start > Run > type %temp% > OK.3. Select all files and folders > press Delete > Yes to confirm. <p>Tip: To select all files and folders, press Ctrl + A.</p> |



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Manually register msiexec.exe

To do this:

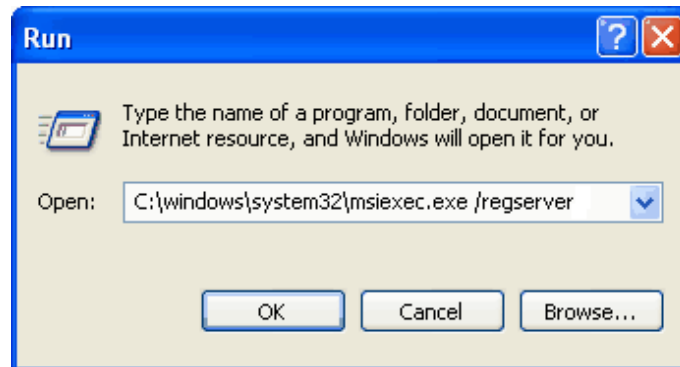
1. Start > Run.
2. In the Open box, type the following command:

Windows Vista, XP and 2003 Server

C:\windows\system32\msiexec.exe /regserver

Windows 2000

C:\winnt\system32\msiexec.exe /regserver



3. Click OK.

Tip: When you click OK, if the file registers successfully, no message appears. A message only appears if the file cannot be registered.

Error messages

If you receive an error message during the installation of Sage Invoicing, please refer to the following table.

| Error number | Common reason |
|--------------|--|
| 1603 | This error commonly occurs on PCs that do not have sufficient disk space. |
| 1628 | This error commonly occurs when you try to install Sage software more than once at the same time. Restart the PC and retry the installation. |
| 1904 | This error occurs when the installation is unable to register 1 or more files. Make a note of the files specified and try to manually register them. |

If your error number is not shown in the above table, we recommend that you try to search for it on the InstallShield website - <http://consumer.installshield.com/common.asp?source=all>



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