NATO Communications and Information Agency
Agence OTAN d'information et de communication

INTERRUPTED INSTALLATION OF LOGFAS 7

Last updated: 30-Jun-2022

Applies to: LOGFAS 7.0 and minor releases

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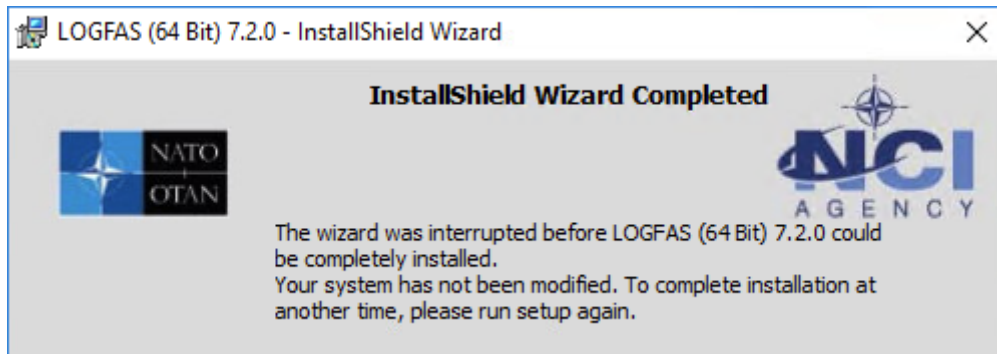| Document change log			
Version	Comments	Date	Author
1.0	Initial version	30-Jun-22	Jan-Willem Goossens Stanislav Hrabovsky

INTERRUPTED INSTALLATION OF LOGFAS 7

1   ISSUE

1.1   Description

In rare cases, the installation of LOGFAS 7, including its minor releases, can fail because it "was interrupted before LOGFAS [7.X.X] could be completely installed." As shown below:

1.2   Cause of the issue

This error can have several root causes. This KBA lists more common causes.

1.3   Investigation

1.3.1   Log files

LOGFAS 7 releases create log files in the temp folder of the administrator performing the installation. Check the file dates to ensure you have the correct files;

The major release of LOGFAS 7.0.0

- LOGFAS700_MSI.LOG
- Install-postgresql.log

The minor or patch releases of LOGFAS 7.0.1, 7.1.0, 7.2.0, etc.

- LOGFAS701_MSI.log
    - This file is the log of the overarching installer
    - This file can be opened via the InstallShield Wizard.
- {*guid*}postgrepatch701.log
    - This is the log of the upgrade script for PostgreSQL
    - Open this file and find "An error occurred". The action on the line above indicates the issue.
- install-postgresql.log
    - This is the log file of the PostgreSQL installer.
    - If this file does not exist, then the PostgreSQL installer was not called.
    - It is rare that there is an error in this part.

1.3.2   Event Log

LOGFAS 7 releases create Windows Event Log entries during installation. You can find these entries in the Event Viewer in the section for Windows Log -> Application

Level	Date and Time	Source	Event ID	Task Category
ⓘ Information	6/10/2022 3:08:30 PM	RestartManager	10001	None
ⓘ Information	6/10/2022 3:08:30 PM	MsiInstaller	1042	None
ⓘ Information	6/10/2022 3:08:28 PM	PostGresPatchInstall.cmd	666	None
ⓘ Information	6/10/2022 3:08:28 PM	PostGresPatchInstall.cmd	600	None
ⓘ Information	6/10/2022 3:08:23 PM	RestartManager	10000	None
ⓘ Information	6/10/2022 3:08:23 PM	MsiInstaller	1040	None
ⓧ Error	6/10/2022 3:07:55 PM	McAfee Endpoint Security	3	None

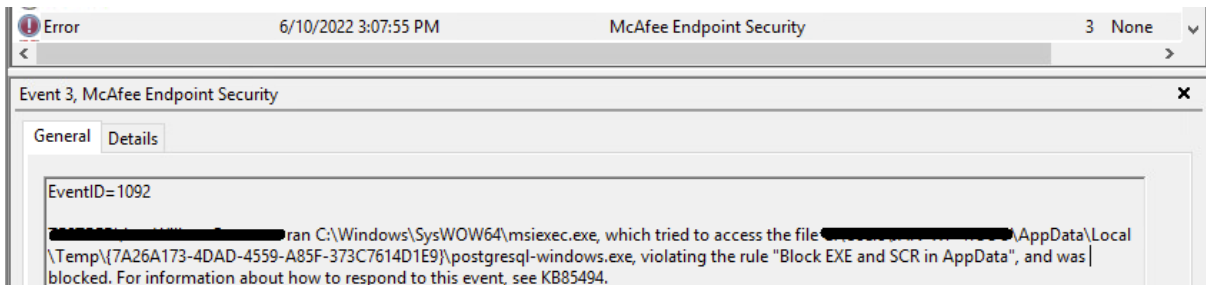Event 666, PostGresPatchInstall.cmd

General | Details

An error occured after the last succesfull step. Check the last succesfull step in the event viewer.

2   WORKAROUND

2.1   Cause 1: Software Restriction Policies or virus scanner blocking EXE

Certain security settings (Software Restriction Policies or virus scanner) block scripts and/or executable from running in temporary folder location. This, however, is required during the installation process to run installation scripts and to install components, notably PostgreSQL.

Check the Event Log after a failed installation. You may find the following:
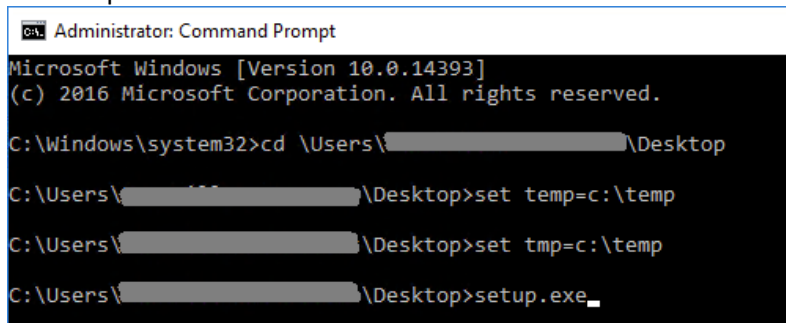

This issue also causes a line in the "postgrepatch701.log" file:

```
C:\Users\            AppData\Local\Temp\{7A26A173-4DAD-4559-A85F-373C7614D1E9}>IF NOT EXIST
postgresql-windows.exe GOTO :ERRORLABEL
An error occured!
```

2.1.1   Workarounds:

This issue has two possible workarounds.

1) Disable the virus scanner or Software Restriction Policy, as indicated in the Installation Manual.
2) Open CMD as administrator, set environment variables *temp* and *tmp* to *c:\temp*, and then run setup.exe:

Ensure that the folder c:\temp already exists.
And then follow the normal installation procedure. The folder c:\temp will be used to store temporary files for LOGFAS, such as the log files, etc.

2.2   Cause 2: Previous LOGFAS Installation not removed correctly

In many cases when some leftovers remain in the system after the previous version of LOGFAS the new LOGFAS Installation of Upgrade can fail.

1. Make sure there are no remaining files in the following folders:

    C:\Program Files\NATO\LOGFASx\

    C:\Program Files (x86)\NATO\LOGFASx\

    C:\ProgramData\LOGFASx\

2. Make sure there are no LOGFAS registry entries in the following folders:

    [HKEY_CURRENT_USER\Software\ODBC\ODBC.INI\LOGFAS_LOGBASE]

    [HKEY_CURRENT_USER\Software\NATO\Logfas]

    [HKEY_CURRENT_USER\Software\ODBC\ODBC.INI\LOGF_TEMPLATE]

    [HKEY_CURRENT_USER\Software\ODBC\ODBC.INI\LOGFAS_LOGBASE]

    [HKEY_LOCAL_MACHINE\SOFTWARE\NATO\LOGFAS]

    HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NATO]

3. No LOGFASx Applications in Windows Start Menu
4. Any LOGFAS software and SAP Crystal reports are removed from Program and Features
5. Computer was restarted before the Installation