



LOGFAS RE-INSTALLATION ISSUE

Last updated: 10 March 2023

Applies to: LOGFAS 8.1.0 all previous versions.

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Document change log			
Version	Comments	Date	Author
1.0	Initial version	15 OCT 2022	Stanislav HRABOVSKY
1.1	LOGFAS 8.1.0 update	10 MAR 2023	Stanislav HRABOVSKY

LOGFAS Re-Installation issue

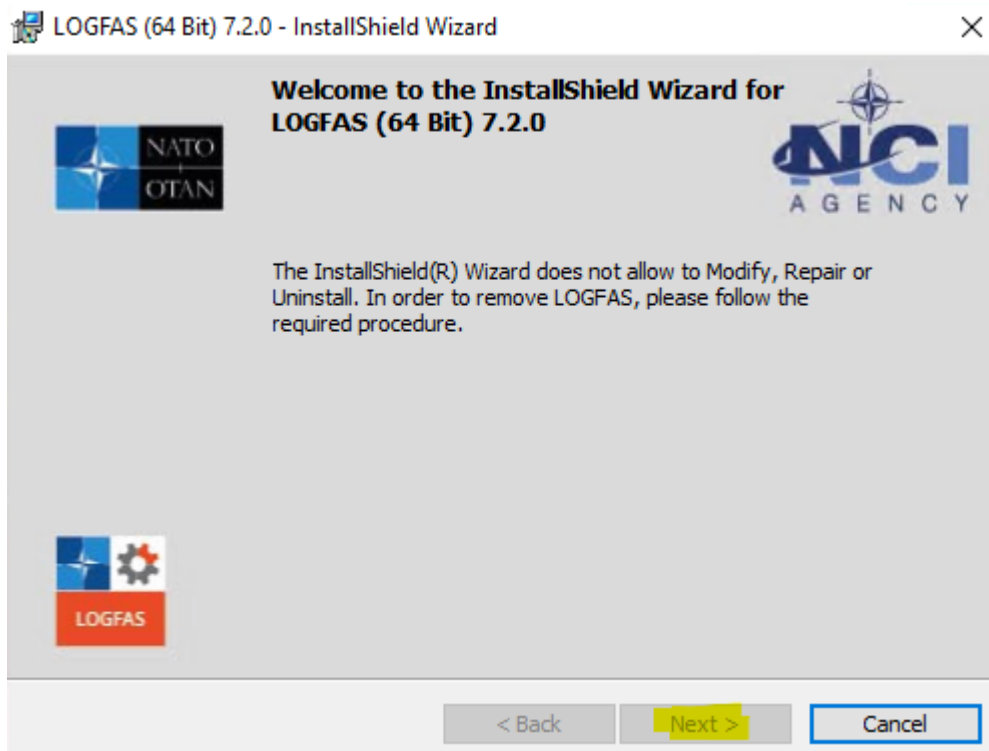
1. GENERAL

Affects: LOGFAS 7.x.x, LOGFAS 8.x.x

After the successful uninstallation LOGFAS 7.0.0 or 8.0.0 any Patch applied up to 7.2.0 or 8.1.0, when attempting to re-install LOGFAS 7.0.0 or 8.0.0, no additional patch can be applied.


2. SYMPTOMS

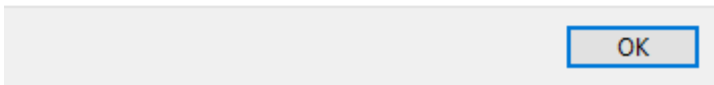
Any LOGFAS patch on a Windows **Server** machine will not allow the installation to proceed by disabling the *Next* option in the installer:



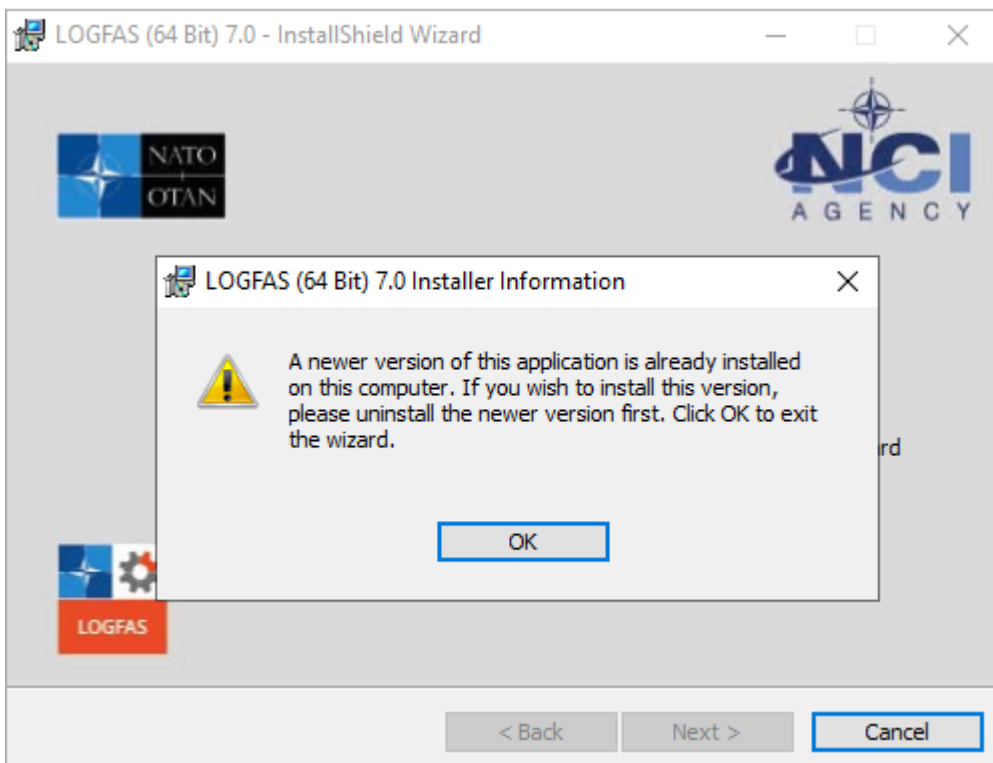
Any LOGFAS patch on Windows **Client** machine will not allow to proceed the installation due to an error that says 'another version is already installed':

Windows Installer

 Another version of this product is already installed. Installation of this version cannot continue. To configure or remove the existing version of this product, use Add/Remove Programs on the Control Panel.



Or



3. CAUSE

This issue is caused by Registry ClassID key leftover in Registry:

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\
depending on the patch installed before the uninstallation.

4. RESOLUTION / WORKAROUND

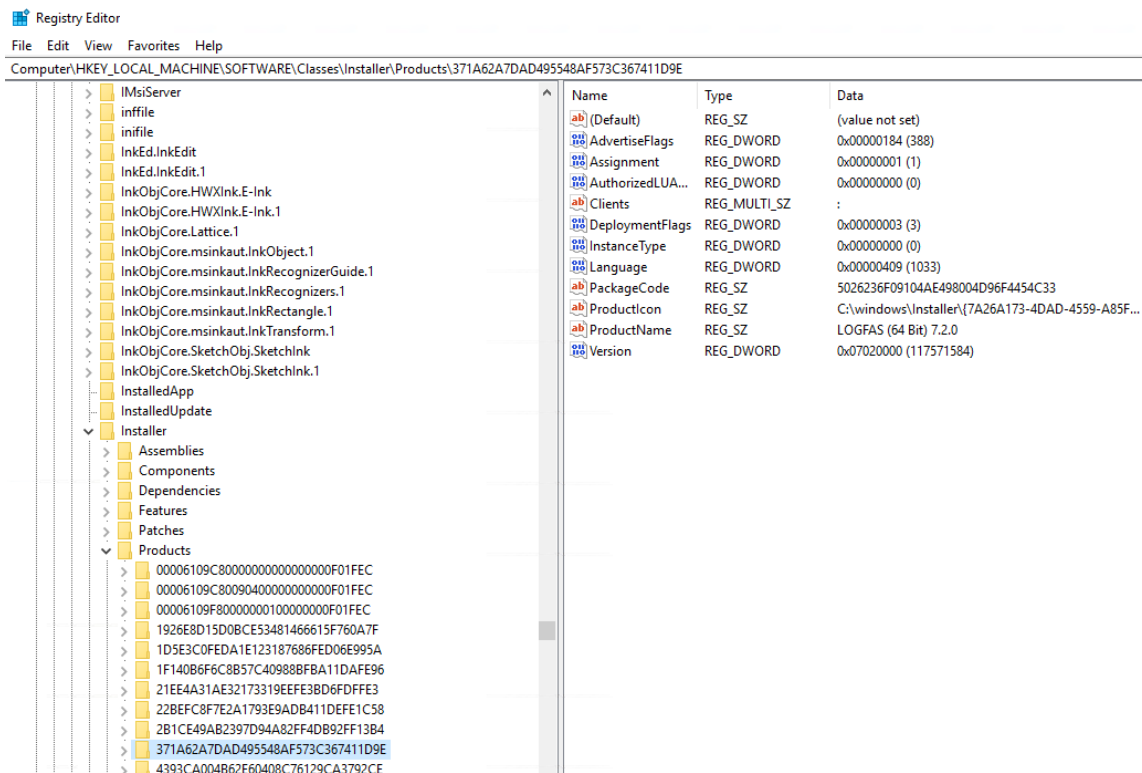
Workaround is to remove the Class registry key based on Installer Class ID from the table below:

LOGFAS Version	Architecture Type	Installer Class ID
7.0.0	x64	1F140B6F6C8B57C40988BFBA11DAFE96
7.0.0	x86	20E5F228C8408824C961DB66F909A320
7.0.1	x64	C91EA5C5EF6362B45AD29BB720008707
7.0.1	x86	1C74D5900466F7949ABB37468596563E
7.1.0	x64	427B463F7B5C2D1478CC8D31DE00FE65
7.2.0	x64	371A62A7DAD495548AF573C367411D9E
8.0.0	x64	FF128EEB922050945AD2A4CBDCDAC9B6
8.1.0	x64	6086DB9712E4DF541B6CD5B40FA726CB

Class registry keys are located in:

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\<LOGFAS Installer Class ID>]

Following screenshot points to LOGFAS 7.2.0 (x64) installed previously:



Remove the respective Class registry key from Registry Editor by using Delete option or by running following command from Command prompt:

C:\> reg delete "HKLM\SOFTWARE\Classes\Installer\Products\<LOGFAS Installer Class ID>"

This issue will be fixed in a future LOGFAS release.