

# Install(slash)Uninstall IR failed

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

## Install/Uninstall IR failed

Monday, April 2, 2018  
11:56 AM

	<table><tr><td>SME</td><td></td></tr><tr><td>Symptoms</td><td>Customer cannot uninstall an existing IR, or Customer cannot install a new IR, or Customer cannot upgrade an existing IR to a new IR</td></tr><tr><td>Cause</td><td>Installation depends on Windows Installer Service. There could be variant reasons to cause installation problem:<ul style="list-style-type: none"><li>No enough disk space</li><li>Lack of permissions</li><li>NT Service is locked for some reason</li><li>CPU utilization is too high</li><li>MSI file is hosted in a slow network location</li><li>Some system files or registry were touched unintentionally</li></ul></td></tr><tr><td>Resolution</td><td>To further diagnose the issue, please collection the log and send to product team.  To collect the log for uninstallation:  msiexec /uninstall "IntegrationRuntime_3.4.6598.1 (64-bit).msi" /l*v "uninstall.log"  To collect the log for installation  msiexec /i "IntegrationRuntime_3.5.6639.1 (64-bit).msi" /lv "install.log"</td></tr><tr><td>More Information</td><td>Clean up the registry (admin)  reg DELETE HKLM\SOFTWARE\Microsoft\DataTransfer  Clean up the data store (admin)  rmdir /S "%ProgramData%\Microsoft\Data Transfer"  How to dig into the exact failure: Search below info from the installation log file: 'Return value 3'</td></tr><tr><td>Error Code</td><td>1601 : <a href="https://answers.microsoft.com/en-us/windows/forum/windows_7-windows_programs/error-code-1601-windows-installer-could-not-be/cdc7c1cb-db7c-e011-9b4b-68b599b31bf5">https://answers.microsoft.com/en-us/windows/forum/windows_7-windows_programs/error-code-1601-windows-installer-could-not-be/cdc7c1cb-db7c-e011-9b4b-68b599b31bf5</a>  1603: Search below info from the installation log file: 'Return value 3'</td></tr><tr><td></td><td></td></tr></table>	SME		Symptoms	Customer cannot uninstall an existing IR, or Customer cannot install a new IR, or Customer cannot upgrade an existing IR to a new IR	Cause	Installation depends on Windows Installer Service. There could be variant reasons to cause installation problem: <ul style="list-style-type: none"><li>No enough disk space</li><li>Lack of permissions</li><li>NT Service is locked for some reason</li><li>CPU utilization is too high</li><li>MSI file is hosted in a slow network location</li><li>Some system files or registry were touched unintentionally</li></ul>	Resolution	To further diagnose the issue, please collection the log and send to product team.  To collect the log for uninstallation:  msiexec /uninstall "IntegrationRuntime_3.4.6598.1 (64-bit).msi" /l*v "uninstall.log"  To collect the log for installation  msiexec /i "IntegrationRuntime_3.5.6639.1 (64-bit).msi" /lv "install.log"	More Information	Clean up the registry (admin)  reg DELETE HKLM\SOFTWARE\Microsoft\DataTransfer  Clean up the data store (admin)  rmdir /S "%ProgramData%\Microsoft\Data Transfer"  How to dig into the exact failure: Search below info from the installation log file: 'Return value 3'	Error Code	1601 : <a href="https://answers.microsoft.com/en-us/windows/forum/windows_7-windows_programs/error-code-1601-windows-installer-could-not-be/cdc7c1cb-db7c-e011-9b4b-68b599b31bf5">https://answers.microsoft.com/en-us/windows/forum/windows_7-windows_programs/error-code-1601-windows-installer-could-not-be/cdc7c1cb-db7c-e011-9b4b-68b599b31bf5</a>  1603: Search below info from the installation log file: 'Return value 3'				<table><tr><td>CSS Feedback</td><td>Please leave you feedback if you are using the article to help customers</td></tr></table>	CSS Feedback	Please leave you feedback if you are using the article to help customers
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