

GSD. Windows - Runtime error during software installation

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Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to fix Runtime error during software installation

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Details:

Software installation Runtime errors occur mostly in HomeOffice.

Advise user to:

Restart the router
Check VPN Connection
Wait some minutes after connecting to VPN
Run "check for new software" from start menu and wait some minutes
Try installation in the Office

If the issue still occurs, log a ticket with necessary info and pass it to:

Ext_WW_Physical-Workplace_SLS_Capgemini (team can force installation from the system side)

Info to get:

When was the last time it worked? How often this issue appears? Info about device (hostname, IP) Error messages (Screenshots, error codes) Location (e.g. Building, Room)

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A