To troubleshoot MSI installation errors, you can leverage log files and the Event Viewer in Windows. **Log files provide detailed information about the installation process, while Event Viewer helps identify system-level errors related to the installation**. [1, 2, 2, 3, 3, 4, 5, 6]

Using Log Files:

1. **Enable MSI Logging:** Specify the logging level (e.g., verbose logging) using the command line parameters when running the MSI installer. This will create a log file in a temporary directory, often C:\Users\<USERNAME>\AppData\Local\Temp.
2. **Locate and Review the Log File:** The log file will be named something like "Msi.log" and will contain detailed information about the installation process, including errors and warnings. [7, 7, 8, 9, 10, 11]

Using Event Viewer:

1. **Open Event Viewer:** Search for "Event Viewer" in the Windows Start Menu and open it. [1, 1, 2, 2]
2. **Navigate to Windows Logs:** Expand "Windows Logs" and explore "Application," "Security," and "System" logs, as these might contain relevant events. [1, 1, 2, 2, 3, 3]
3. **Filter for Relevant Events:** Use the "Filter Current Log" option to display only critical, error, and warning events to narrow down the search. [1, 1]
4. **Analyze the Events:** Review the event details to identify the cause of the MSI installation error. Look for event IDs, sources, and descriptions that indicate the specific issue. [1, 1, 3, 3, 12, 12, 13, 14]

Example:

- Event ID 11707 (source: MsiInstaller) typically indicates a successful installation, according to EventTracker. [15, 15]
- Event IDs related to security or file system access might point to permission issues during installation. [16]

By combining the information from log files and Event Viewer, you can effectively diagnose and resolve MSI installation errors. [1, 2, 3]