

# SOFTWARE INSTALLATION & UPDATE TROUBLESHOOTING GUIDE

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## SECTION 1: INSTALLATION FAILURES

### SYMPTOMS:

- Installation wizard fails to start
- "Installation failed" error messages
- Installation hangs or freezes
- "Insufficient permissions" errors
- Software installs but won't launch

### ROOT CAUSES:

1. Insufficient user permissions
2. Incompatible system requirements
3. Corrupted installation files
4. Antivirus blocking installation
5. Insufficient disk space
6. Conflicting software already installed

### TROUBLESHOOTING STEPS:

#### Step 1: Verify System Requirements

- Check minimum system requirements:
  - \* Operating system version
  - \* RAM requirements
  - \* Processor speed
  - \* Available disk space
  - \* Required .NET Framework or runtime versions
- Compare with current system specifications
- Upgrade system if requirements not met

#### Step 2: Check User Permissions

- Verify user has Administrator rights
- Right-click installer > "Run as Administrator"
- Check User Account Control (UAC) settings
- Temporarily disable UAC if needed (re-enable after)
- Use administrator account for installation

#### Step 3: Verify Installation File Integrity

- Re-download installation file from official source
- Check file size matches expected size
- Verify file hash/SHA256 if provided by vendor
- Scan file for viruses/malware
- Try downloading from different source/mirror

#### Step 4: Free Up Disk Space

- Check available disk space: Settings > System > Storage
- Free up space by:
  - \* Uninstalling unused programs

- \* Clearing temporary files
- \* Moving files to external storage
- \* Running disk cleanup utility
- Ensure at least 2x installation size available

#### Step 5: Temporarily Disable Antivirus

- Disable real-time protection temporarily
- Add installer to antivirus exclusions
- Check antivirus logs for blocked files
- Re-enable antivirus after installation
- Scan system after installation completes

#### AUTOMATED RESOLUTION:

- Script: prepare-installation.ps1
- Command: Test-InstallationPrerequisites -SoftwareName "AppName"
- Verification: Get-InstalledSoftware

## SECTION 2: UPDATE FAILURES

#### SYMPTOMS:

- Software update fails to download
- Update installation errors
- "Update already installed" when it's not
- Update causes software to stop working
- Automatic updates not functioning

#### ROOT CAUSES:

1. Network connectivity issues
2. Update server unavailable
3. Corrupted update cache
4. Insufficient permissions
5. Software running during update
6. Previous update partially installed

#### TROUBLESHOOTING STEPS:

##### Step 1: Check Network Connectivity

- Verify internet connection is active
- Test connection to update server
- Check firewall allows update traffic
- Try updating from different network
- Verify proxy settings if applicable

##### Step 2: Clear Update Cache

- Close software completely
- Navigate to update cache folder (varies by software)
- Delete cache files and folders
- Restart software
- Retry update process

### Step 3: Manual Update Download

- Visit software vendor website
- Download latest update/installer manually
- Verify download integrity
- Run update installer manually
- Follow installation wizard

### Step 4: Close Running Processes

- Open Task Manager (Ctrl+Shift+Esc)
- End all processes related to software
- Check for background services
- Stop related services if needed
- Retry update after processes closed

### Step 5: Repair Installation

- Use software's built-in repair function
- Or reinstall software over existing installation
- Run installer in "Repair" mode if available
- Verify software functionality after repair
- Retry update after repair

### AUTOMATED RESOLUTION:

- Script: update-software.ps1
- Command: Update-Software -Name "AppName" -Force
- Verification: Get-SoftwareVersion -Name "AppName"

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### SECTION 3: COMPATIBILITY ISSUES

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#### SYMPTOMS:

- Software crashes on launch
- Features not working as expected
- Error messages about compatibility
- Software runs slowly or freezes
- Blue screen or system crashes

#### ROOT CAUSES:

1. Operating system version incompatibility
2. Missing required dependencies
3. Conflicting software installed
4. Outdated drivers
5. Architecture mismatch (32-bit vs 64-bit)

#### TROUBLESHOOTING STEPS:

##### Step 1: Check Operating System Compatibility

- Verify software supports current OS version
- Check vendor's compatibility matrix
- Review release notes for OS requirements
- Consider OS update if software requires newer version
- Use compatibility mode if available

#### Step 2: Install Required Dependencies

- Check software documentation for dependencies
- Common dependencies:
  - \* .NET Framework (various versions)
  - \* Visual C++ Redistributables
  - \* Java Runtime Environment
  - \* DirectX
  - \* Adobe Reader/Acrobat
- Download and install missing dependencies
- Restart device after dependency installation

#### Step 3: Run Compatibility Troubleshooter

##### Windows:

- Right-click software executable
- Select "Troubleshoot compatibility"
- Follow wizard recommendations
- Test software after applying compatibility settings

#### Step 4: Check for Conflicting Software

- Review recently installed software
- Temporarily uninstall potentially conflicting apps
- Test software functionality
- Reinstall conflicting software if not the cause
- Contact vendor for known conflicts list

#### Step 5: Update System Drivers

- Check device manager for outdated drivers
- Update graphics drivers (most common issue)
- Update audio drivers if software uses audio
- Update chipset drivers
- Restart device after driver updates

#### AUTOMATED RESOLUTION:

- Script: check-compatibility.ps1
- Command: Test-SoftwareCompatibility -Name "AppName"
- Verification: Get-SystemCompatibilityReport

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#### SECTION 4: LICENSE & ACTIVATION ISSUES

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##### SYMPTOMS:

- "License expired" or "Invalid license" errors
- Software runs in trial/demo mode
- Activation fails repeatedly
- License key not accepted
- "Maximum activations reached" error

##### ROOT CAUSES:

1. Expired license or subscription
2. Invalid or incorrect license key

3. License server connectivity issues
4. Maximum activation limit reached
5. License tied to different hardware

#### TROUBLESHOOTING STEPS:

##### Step 1: Verify License Status

- Check license expiration date
- Verify subscription is active (if applicable)
- Review license terms and conditions
- Contact vendor to confirm license status
- Check license portal/account dashboard

##### Step 2: Validate License Key

- Verify license key is entered correctly
- Check for typos or extra spaces
- Confirm key format matches expected pattern
- Try copying/pasting key instead of typing
- Verify key is for correct software version

##### Step 3: Check License Server Connectivity

- Verify internet connection is active
- Test connection to license server
- Check firewall allows license server traffic
- Review license server status page
- Try activation from different network

##### Step 4: Deactivate Previous Installation

- Access software's license management
- Deactivate license on old device
- Wait 24 hours if deactivation pending
- Retry activation on new device
- Contact vendor if deactivation fails

##### Step 5: Reset License Information

- Uninstall software completely
- Clear license cache and registry entries
- Restart device
- Reinstall software
- Enter license key during fresh installation

#### AUTOMATED RESOLUTION:

- Script: activate-license.ps1
- Command: Activate-SoftwareLicense -Key "XXXXXX-XXXXXX-XXXXXX"
- Verification: Get-SoftwareLicenseStatus

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#### SECTION 5: UNINSTALLATION PROBLEMS

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#### SYMPTOMS:

- Software won't uninstall

- Uninstaller fails or hangs
- Software partially removed
- Registry entries remain after uninstall
- "Cannot uninstall" error messages

#### ROOT CAUSES:

1. Software processes still running
2. Corrupted uninstaller
3. Insufficient permissions
4. Files locked by other processes
5. Registry corruption

#### TROUBLESHOOTING STEPS:

##### Step 1: Close All Software Processes

- Open Task Manager
- End all processes related to software
- Check for background services
- Stop related Windows services
- Verify no processes remain running

##### Step 2: Use Built-in Uninstaller

- Access Settings > Apps (Windows) or Applications (macOS)
- Locate software in installed apps list
- Click "Uninstall" or "Remove"
- Follow uninstall wizard
- Restart device if prompted

##### Step 3: Use Third-Party Uninstaller

- Download reputable uninstaller tool
- Examples: Revo Uninstaller, IObit Uninstaller
- Run uninstaller tool
- Select software to remove
- Follow tool's removal process
- Clean registry entries if tool offers option

##### Step 4: Manual Removal (Advanced)

- Uninstall via Control Panel first
- Manually delete program folder
- Remove registry entries (backup registry first!)
- Clear temporary files and cache
- Restart device after manual cleanup

##### Step 5: Safe Mode Uninstallation

- Boot into Safe Mode
- Access uninstaller in Safe Mode
- Complete uninstallation
- Restart normally
- Verify software is completely removed

#### AUTOMATED RESOLUTION:

- Script: `uninstall-software.ps1`
- Command: `Uninstall-Software -Name "AppName" -Force`
- Verification: `Test-Path "C:\Program Files\AppName"`

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ESCALATION CRITERIA

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- Escalate to Software Support if:
- Vendor-specific installation issues
  - License server problems
  - Software bugs preventing installation
  - Complex compatibility requirements
  - Enterprise license management issues

- Contact Information:
- Software Support: [software@company.com](mailto:software@company.com)
  - Vendor Support: Check software documentation
  - License Management: [licenses@company.com](mailto:licenses@company.com)

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