

How to enable Windows Installer (MSI) logging

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Please use the steps below only if you have been instructed to by the support team.

The following steps detail how to enable logging of Windows Installer (MSI) installations. This information may be required by the support team to diagnose specific installation issues.

- First, manually **Enable Windows Installer logging** by following this Microsoft article here: <http://support.microsoft.com/en-us/kb/223300>
- Once that is done, recreate the issue you have been seeing with the install.
- Remove the created keys and subkeys to **Disable Windows Installer logging** for the future.
- To obtain the logfile, press **Windows Key + R** to show the run dialog, enter **%temp%** into the **Open** entry and click the **OK** button, an Explorer view will show the contents of the temporary folder.
- If you sort the explorer view by date/time you should find a **.log** extension file with a filename starting with the letters **MSI** created at the time you ran the install.
- Please compress (zip) a copy of the logfile and attach it to your support ticket.