



Resolving SynapSense Installer Failure When Upgrading

Applies to:	SynapSense Installer 6.5.x to 6.6.x
Objective:	<p>This document details the steps required to resolve SynapSense Installer failures with versions 6.5.x to 6.6.x.</p> <p>SynapSense Installer fails to complete install – reports an error when the installer is attempting to change root password for SynapSense DB.</p> <p>Note: Re-install attempts will also fail. SynapSense Installer UI:</p>

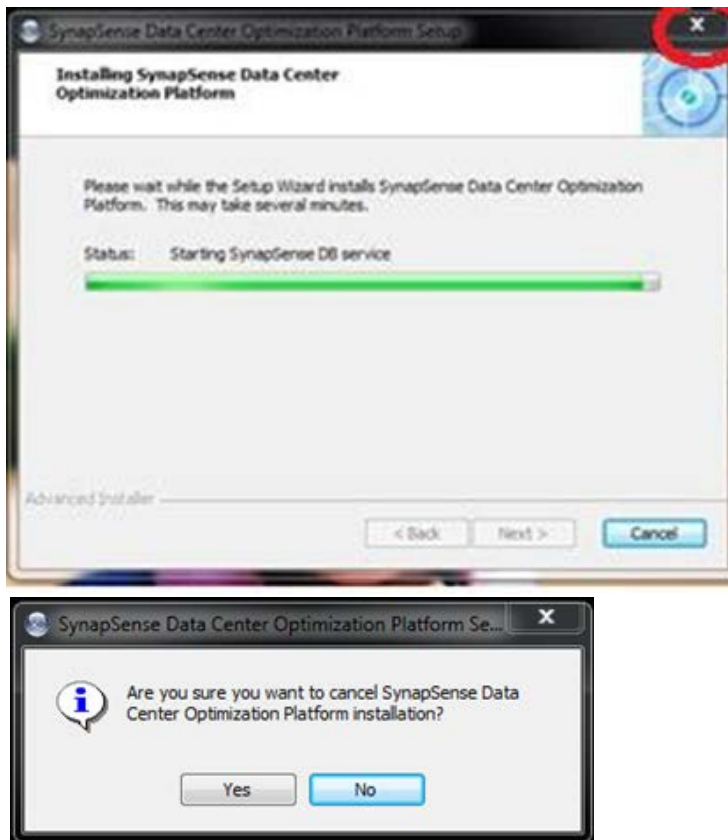
Performing the Procedure

After the installation error message displays, perform the following steps.

1. Click **OK** on Windows Error popup to allow Installer to complete the roll-back.
2. Clean up the failed install if folders have not been removed – potentially SynapSense database folders may still be present.

Note: Please do not remove the MySQL data folder in the case of an upgrade because the data folder contains the database from the last version running on the server.

3. Double-click the Installer again.



4. Click on X (circled) to pause the installer when UI is displaying the following:

5. Open a windows command prompt and query from the command line `sc query "SynapSense DB"` (remember to include the double quotes). Most likely it will report `START_PENDING`. Run the command until it reports `RUNNING` on the command line.

```

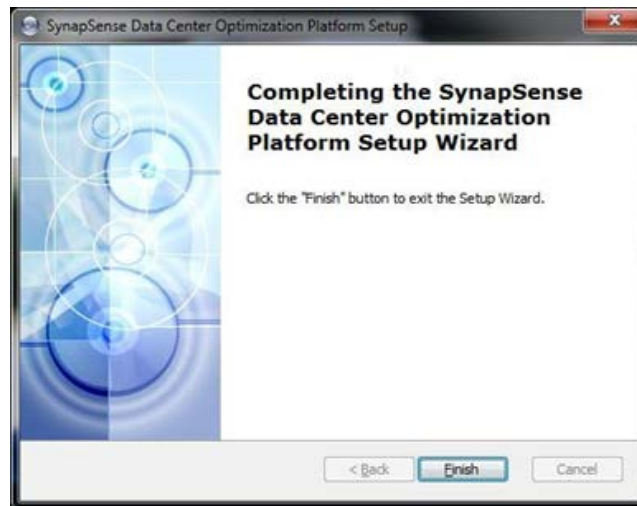
Administrator: Windows Command Processor
Microsoft Windows [Version 6.1.7601]
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C:\Windows\System32>sc query "SynapSense DB"

SERVICE_NAME: SynapSense DB
        TYPE               : 10  WIN32_OWM_PROCESS
        STATE                : 4   RUNNING
                        (STOPPABLE, PAUSABLE, ACCEPTS_SHUTDOWN)
        WIN32_EXIT_CODE       : 0   (0x0)
        SERVICE_EXIT_CODE   : 0   (0x0)
        CHECKPOINT           : 0x0
        WAIT_HINT            : 0x0

C:\Windows\System32>
    
```

6. Cancel the pause on the Installer by clicking **No** to complete the install process.



7. The SynapSense Web Console will be accessible once the install has completed successfully and schema exported.