



Unable to uninstall Parallels RAS, Client or other .msi

- Parallels Remote Application Server

Symptoms

Upon installing a new version of software it is possible to get an MSI error that asks you for the original path of the older .msi file:

Cause

Potential reasons:

- Directories or paths to the old MSI has been altered.
- .msi cache was cleared, damaged or removed. MSI file itself was removed from older location.
- .msi file name in older location does not match the one Windows installer is looking for. (file was renamed or replaced)
- Profile where .msi file is located was recreated and the original file is stored in profile.BACKUP-0 directory:

Resolution

Change directory to the one which contains the same exact .msi name as before and proceed.

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