

## Hot Tips Report

---

<b>ID</b>	0041	<b>Description</b>	Error 'Cannot Copy INF file to Windir...'
<b>Date</b>	8/17/2005 9:30:26 AM		
<b>Manager</b>	ADMIN	<b>Status</b>	Active

**Text**      **Troubleshooting 'Cannot copy INF file to Windir directory'**

**Problem**

There are times when a user logged in as the Administrator on the computer, cannot install Office Medic and the Microsoft SQL Server database. The following message has been reported during one of these occurrences:

"Cannot copy inf file to windir directory"

**Solution**

Perform the following steps to uninstall all remnants of Office Medic and the Microsoft SQL Server Database before attempting to reinstall the software:

1. Double-check to make sure that the user has administrative privileges.
2. If the user cannot install or uninstall Office Medic, delete the file:

C:\Program Files\InstallShield Installation Information\{FB9920B6-F754-4021-8858-9D08E859234F}

3. If the user cannot install or uninstall the Microsoft SQL Server database, delete the file:

C:\Documents and Settings\Computer Name\Local Settings\Temp  
\{FB9920B6-F754-4021-8858-9D08E859234F}

'Computer Name' equals the name of the user's computer

4. Once one or both of these files and contents have been deleted, restart the machine and reinstall the software.
-