

CODESPEAR[®]

HELP CENTRAL

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Knowledge Base Article

“Component Transfer” Error During Installation of SmartMsg and Installation is Aborted

SYMPTOMS

During the Installation of SmartMsg, as the file transfer process is about to take place, the following error appears: Component Transfer Error - Error Code 0.

CAUSE

This is caused by a problem with the InstallShield Engine already loaded on the computer.

Fix

To fix the problem:

1. Open Windows Explorer or My Computer.
2. Browse to the Program Files>Common Files>InstallShield folder.
3. Right-click the InstallShield folder, select Rename and name the folder InstallShieldOld, and press Enter.
4. Reboot.
5. Open the Temp folder and delete all Temp files:
 - a. Click Start>Run, type %temp% and click OK.
 - b. Press Ctrl+A to select all, then press Delete.
6. Try the Installation again.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
