

Knowledge Base Article

Product Group: Software **Product:** CMSW7400 - @ptitude Analyst; Generic **Version:** N/A

Abstract

When attempting to run Microsoft Fix it 50195, the error message below (also shown in Figure 1) is encountered:

"There is a problem with this Windows Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor."

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This article describes a work-around to manually reset Internet Explorer Settings to bring it back to its default configuration.

Overview

To use the Reset Internet Explorer Settings feature from Control Panel, follow the steps below:

- 1. Exit all programs, including Internet Explorer (if it is running).
- 2. Open Internet Explorer.
- 3. Click on **Tools > Internet Options**. [Figure 2]







- 4. Next, select the **Advanced** tab.
- 5. Under **Reset Internet Explorer settings**, click the **Reset** button, then click **Reset** again. [Figure 3]

Internet Options
General Security Privacy Content Connections Programs Advanced
Settings
▲ Accessibility ▲ Always expand ALT text for images ■ Fnable Caret Browsing for new windows and tabs ■ Move system caret with focus/selection changes ■ Reset text size to medium for new windows and tabs ▼ Reset text size to medium while zooming* ■ Reset text size to medium while zooming* ■ Reset text size to medium while zooming* ■ Reset zoom level for new windows and tabs ■ Automatically check for Internet Explorer updates ■ Automatically recover from page layout errors with Compe □ Close unused folders in History and Favorites* ♥ Disable script debugging (Internet Explorer) ♥ Disable script debugging (Other) ■ Disable script debugging (Other) ■ Disable script debugging (Other) ■ Takes effect after you restart Internet Explorer
Restore advanced settings
Reset Internet Explorer settings Resets Internet Explorer's settings to their default Reset condition. You should only use this if your browser is in an unusable state.
OK Cancel Apply

Figure 3. Reset Internet Explorer settings



- 6. Click to select the **Delete personal settings** checkbox to remove browsing history, search providers, Accelerators, home pages, Tracking Protection, and ActiveX Filtering data.
- 7. When this process is complete, click **Close** in the Reset Internet Explorer Settings dialog box.
- 8. Start Internet Explorer again.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at <u>TSG-Americas@skf.com</u>.

