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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."

Figure 1. Microsoft Fix It 50195 error

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**.
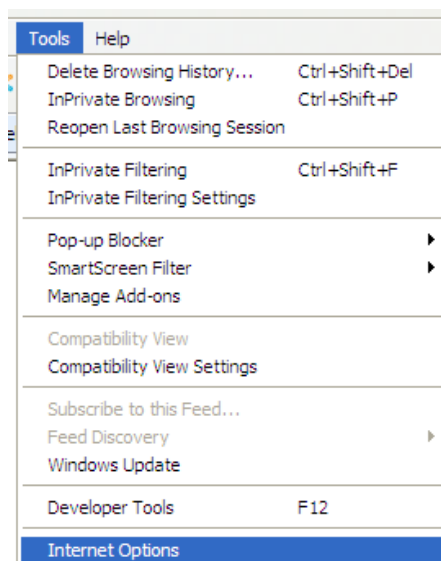
3. Click on **Tools > Internet Options**. [Figure 2]

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Figure 2. Tools > Internet Options

4. Next, select the **Advanced** tab.

5. Under **Reset Internet Explorer settings**, click the **Reset** button, then click **Reset** again. [Figure 3]
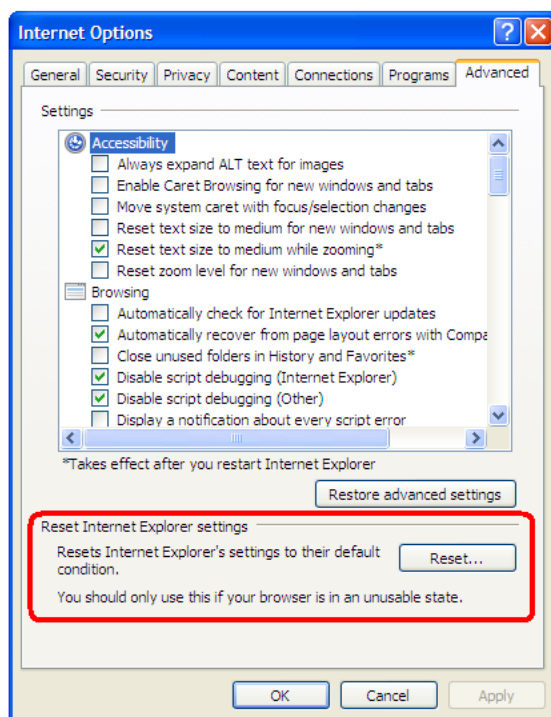

Figure 3. Reset Internet Explorer settings

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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 TSG-Americas@skf.com.

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