



## Installation Source Not Available

**Keywords**  
source not found  
cannot find file  
msi  
Windows Installer

**Applies to:** *Auction! V3*, MS Windows XP

**Background:** For reasons unknown to us, some computers get “confused” and cannot find the installation files, even when the files are clearly available. This solution resolves the problem, by completely removing the old installation.

This procedure **DOES NOT** remove or damage your auction project data files.

### Step by Step in Auction! V3

1. Click **Start, Run, Regedit**, and click **OK**.
2. **Before** doing anything else, click **File, Export** to create a backup. Choose the desktop for destination, and name the file something like “RegistryBackup\_TodaysDate”.
3. After backing up the registry, scroll to the very top (**My Computer**) in the left-hand pane of the window.
4. Click the **plus sign (+)** next to **My Computer** to show the sections if they are not visible.
5. Click the **plus sign (+)** next to **HKey\_Classes\_Root** to open this section.
6. **Type “ins”** (without delay between keystrokes) to jump down to the **Installer** section. Click the **plus sign (+)** to open this section.
7. Scroll down to the **Products** folder and click the **plus sign (+)** next to it.
8. Click the **Edit** menu, and select **Find**. **Search** for **448624**. The actual title is MUCH longer, “448624a205f0f0747ba24bcbbbc3aac0”, but this should do. Make sure it finds this at the beginning of a folder name.
9. With the folder highlighted on the **LEFT** pane, **carefully VERIFY** the product name on the **RIGHT** pane. It should be “Auction!™ V3” or “Auction!® V3” (depends on vintage.)
10. **Right-click** the folder **448624...** on the left-hand pane, and select **Delete**.
11. When prompted “Are you sure you want to delete?”, click **Yes**.
12. Close the Registry Editor.
13. Open **My Computer** or **Windows Explorer**. Navigate to the c:\ drive.
14. Right-click the **auction** folder, and select **Rename**. Change the name to **old\_auction**.
15. **Reinstall** the software to the default location (c:\auction) using the downloaded installation kit.
16. Start Auction! To open old projects, click **File, Maintenance, Move Project...**
17. **Navigate** to the c:\old\_auction folder. **Select** the project of interest, and choose c:\auction as the destination.

**Workaround nuances:** By doing this, you do not remove any old project backups or lose data. You simply move the desired projects to the new “fresh” auction folder.

This procedure must be executed with care, as you are editing the Windows registry. Please contact Auction Systems for assistance if you are unsure of the instructions above.