

ASICOMP.COM

Portal > Knowledgebase > ProfitMaker Knowledgebase > ProfitMaker Software Updates > Update Issue - Issue: During the update process (normally during Phase1), you get a message saying Group 4 (or Group 11) files could not be installed

Update Issue - Issue: During the update process (normally during Phase1), you get a message saying Group 4 (or Group 11) files could not be installed

Tammy Mason - 2017-09-19 - in ProfitMaker Software Updates

Update Issue - Issue: During the update process (normally during Phase1), you get a message saying Group 4 (or Group 11) files could not be installed

Issue: During the update process (normally during Phase1), you get a message saying “Group 4 (or Group 11) files could not be installed”

Notes: During the first parts of the update process, the update will try to copy files to the data directory or to the local computer that will be needed to complete the process. You will get this message if those files cannot be copied correctly.

Resolution: For a “Group 4” message, a local file cannot be updated. Restart the local computer. For a “Group 11” message, a file on the server (normally in a data directory) cannot be updated. Restart the server.