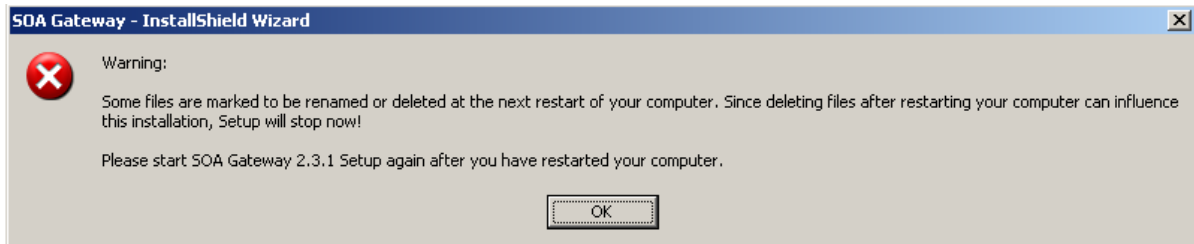


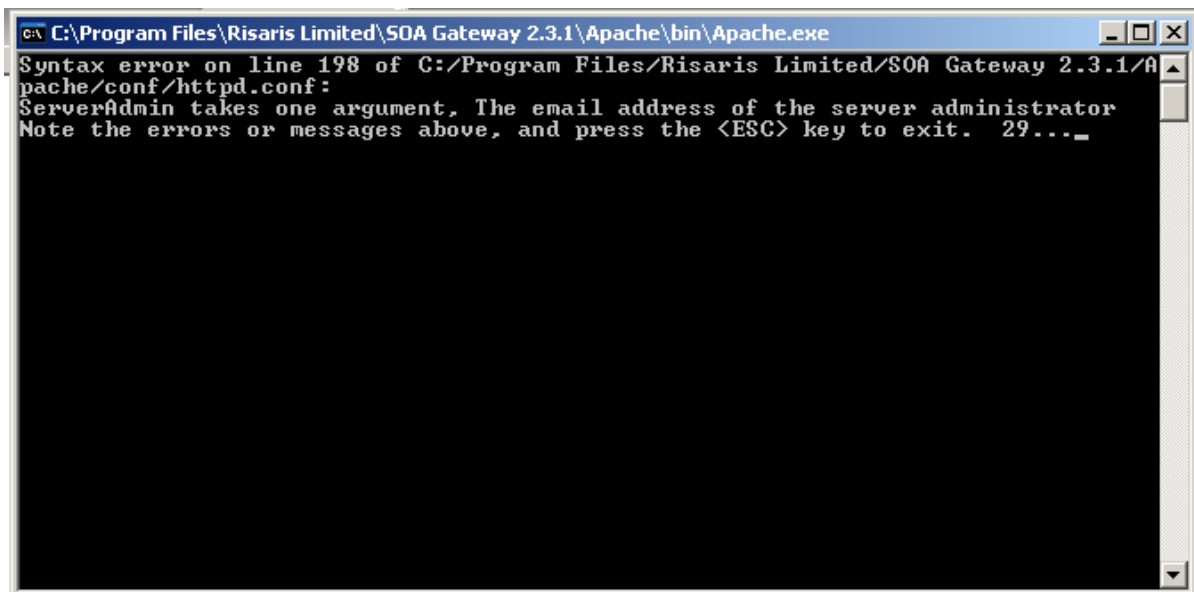
Troubleshooting SOA Gateway Installation issues

- Windows installation reports some files are marked to be renamed or deleted



Ensure that the directory *C:\Program Files\Risaris Limited* does not exist, and restart your computer.

- Syntax error with Server Admin



This error occurs when there is more than one entry in the server's DNS suffix list.

Click **Start**, **Control Panel**, **Network Connections**, **Local Area Connection**, **Properties**

Select **Internet Properties (TCP/IP)** and click **Properties**

Click the **Advanced** button

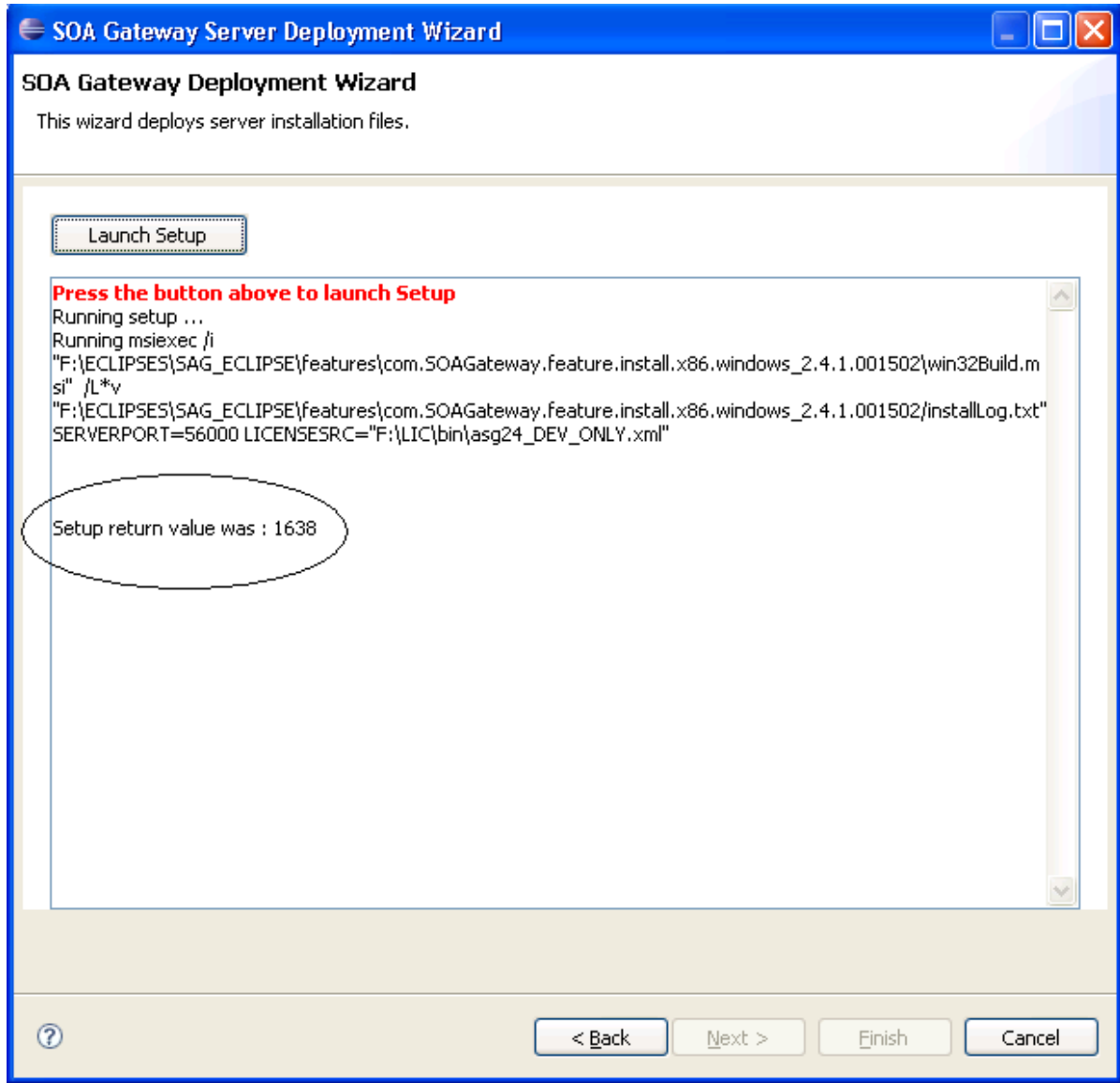
Select the **DNS** tab, and in the **Append these DNS Suffixes**, ensure there is only one entry.

Click **OK**, **OK** and then **Close**

In the **LAN Status** window select the **Support** tab, and click **Repair**

Re-start the installation.

- **Launch return code**



Ensure the SOA Gateway is not already installed.