

How to enable installation\uninstallation tracing of Kaspersky Internet Security 6.0 / 7.0

Concerning to:

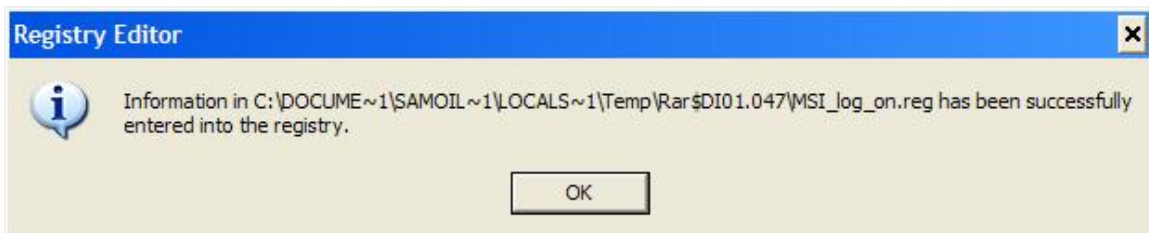
- Kaspersky Internet Security 6.0 MP2**
- Kaspersky Internet Security 7.0**
- Kaspersky Anti-Virus 6.0 for Windows Workstations MP2**
- Kaspersky Anti-Virus 6.0 for Windows Servers MP2**

When an error occurs during the installation/uninstallation process of **Kaspersky Internet Security 6.0**, in order to diagnose the problem, you should get installation/uninstallation tracing.

You can enable installation/uninstallation tracing of **Kaspersky Internet Security 6.0** based on the **Windows Installer (MSI)** technology the following ways:

Method 1: using the registry keys. To get installation/uninstallation tracing, do the following:

- Download the archive [MSI_log.zip](#)
- Unpack all files from the archive
- Run the file **MSI_log_on.reg** to add the necessary key to the registry and click **Yes**. As a result the window confirming addition of the information to the registry is displayed.



- Run installation/uninstallation of **Kaspersky Internet Security 6.0**.
- Reproduce the problem once again by provoking the installation/uninstallation error.
- As a result the text file is generated - installer's log with the name **MSI*.log** (where * is an arbitrary choice of alphanumeric symbols. This file is saved to the **Temp** folder. By default the **Temp** folder is located in:

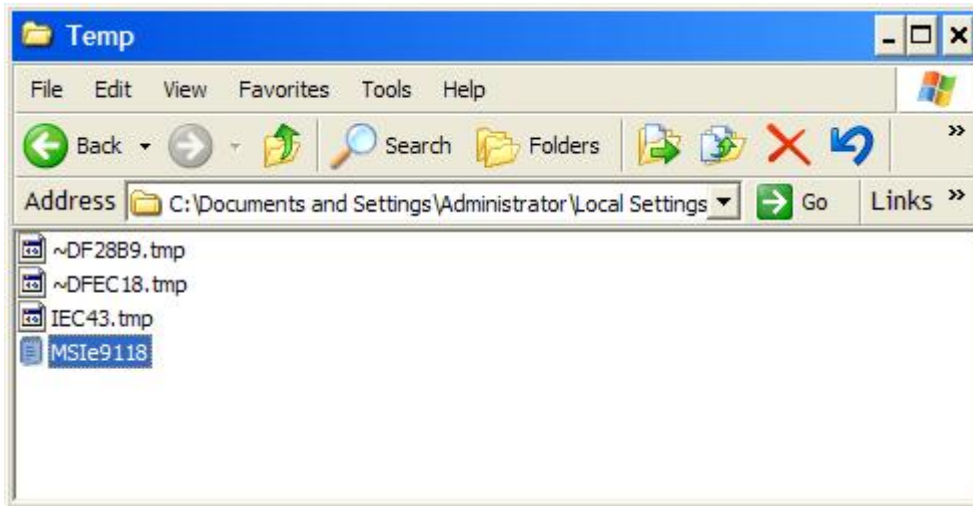
- \Documents and Settings\%USERPROFILE%\Local Settings\Temp (for Windows NT/2000/XP)

- %WINDIR%\Temp (for Windows 98/ME)

- Run the file **MSI_log_off.reg** and click **Yes**. Installation/Uninstallation tracing log will be disabled.

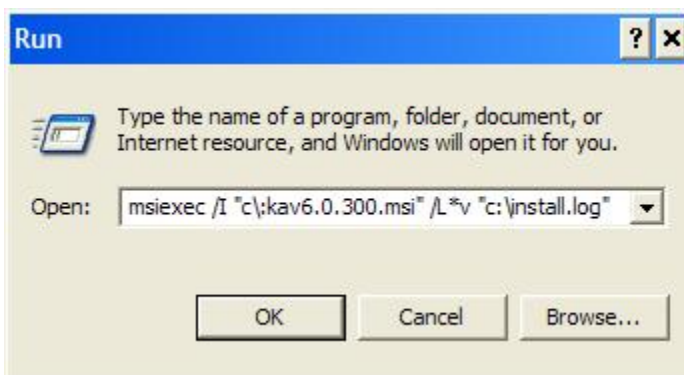
Note: to have quick access to the folder in which the program installation/uninstallation log is saved, click **Start > Run >** enter **%temp%** in the **Open** field **> Enter**.

Installer log is created when installing or uninstalling the application, each time under unique name. If the Temp folder already has logs with the name MSI*.log created during previous installations, then in order to find the necessary log look for the log with the latest creation date/time.



Method 2: using the command line. To get installation/uninstallation tracing, do the following:

- Click **Start > Run**
- In the **Open** field enter **msiexec /i "name and path toMSI-file" /L*v "name and path for the creatd log"**
- Click **OK**.



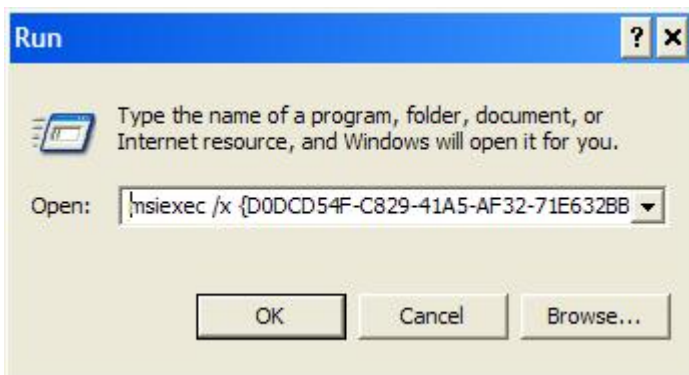
Example: **msiexec /I "c:\kav6.0.300.msi" /L*v "c:\install.log"**. Using the command as a result of the installation a log file with the name **install.log** will be created in the **C:** root directory.

To get an uninstallation tracing file of **Kaspersky Internet Security 6.0** using the command line, do the following:

- Go to **Start > Run**
- In the **Open** field enter **msiexec /x {GUID} /L*v "name and path for the created log"**
- Click **OK**.

In braces enter 36-bite globally unique identifier (**GUID**) of the product. It equals to:

- For **Kaspersky Anti-Virus 6.0** - {75193929-9A52-4CA4-98DE-8C7296940920}
- For **Kaspersky Internet Security 6.0** - {D0DCD54F-C829-41A5-AF32-71E632BB0E2C}



Example: `msiexec /x {D0DCD54F-C829-41A5-AF32-71E632BB0E2C} /L*v "c:\uninstall.log"`. Using the command as a result of the uninstallation a log file with the name **uninstall.log** will be created in the **C:** root directory

We provided [MSI_log.zip](#) in this CD !