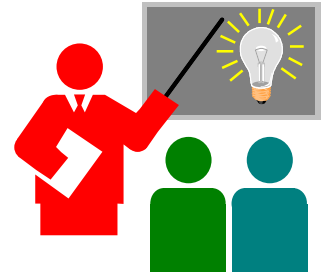




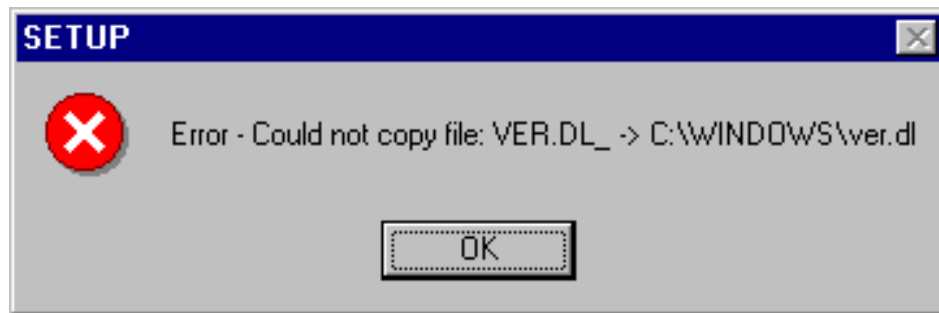
® **Illumination**  
**Technologies, Inc.**



## Technical Note: **115**

### **P**roblem:

- 1) I receive an error message when I try to upgrade to **Lightset™** version 4.0
- 2) I am unable to install any version of **Lightset™**.



### **A**nswer:

When installing software temporary files are sometimes left on your computer's hard drive in the Windows directory. These files have a READ-ONLY attribute which prohibits them from being tampered with or modified. When the **Lightset™** setup program is run it does not have permission to overwrite these files and it returns an error message (shown above).

The offending files so far have been setup1.ex\_ and ver.dl\_. These compressed files cannot be expanded to c:\windows\setup1.exe and c:\windows\ver.dll respectively and the setup program terminates its operation.

Since these are temporary files and are useless after the software has been installed, they can be deleted. Using Windows Explorer, locate the offending file(s) in the Windows directory (typically on drive C:) and delete it(them). You can also use the **Find** feature on the **Start Menu** to find and delete the file(s). Once these files have been deleted run the setup program again and **Lightset™** should now install with no problems.

**NT Users Note:** We have identified a problem with the setup program on Windows NT workstations. A difference in the directory structure prevents the program from executing properly. The software is currently under revision, however there is a temporary solution [here](#).

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