

# Troubleshoot Installation Issues with GPT

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## Introduction

This document describes some commonly seen issues which prevent the correct installation of the Kinetic Gateway Provisioning Tool (GPT).

## Troubleshoot the GPT installation

If you experience issues with the GPT installation, you can follow these steps to troubleshoot:

### General Troubleshoot

1. Enable logging of the InstallShield installer by launching the setup file with these arguments:

```
C:\GPT-windows-setup_v1-83.exe /debuglog"C:\gptsetuplog.log"
```

This creates a log file in **C:\gptsetuplog.log**

2. Open the file in a text editor and check for error messages that could indicate an issue.

### Python-related Issues

1. Ensure that there are no other Python versions installed on the system. GPT uses Python 2.7
2. Look for these lines in the installation log:

```
9-28-2018[02:51:56]: Engine: property 'ISParcelStatus' value now 'Python-2.17'  
9-28-2018[02:51:56]: This stage path: C:\Users\jedepuyd\AppData\Local\Downloaded  
Installations\{C6B4E88D-FBD7-49C4-AFDF-15139E5279FC}\
```

3. At the provided location in AppData, you can find the separate Python installation file, you can further debug as you try to install this file manually prior to the installation of GPT.

### GPT MSI Related Issues

1. If the GPT installation still fails or displays a generic error like 0x80070001 in the log file, you

can try to manually install the MSI file bundled in the installation.

2. Do not close the installer and open the installation log, look for these lines:

```
9-28-2018[02:51:56]: Engine: property 'ISParcelStatus' value now 'GPT'  
9-28-2018[02:51:56]: This stage path: C:\Users\jedepuyd\AppData\Local\Downloaded  
Installations\{EE83AEA2-3E60-4DD7-B098-18A3984AA465}\
```

3. At the provided location in AppData, you can find the GPT.msi file, you can try to install this file manually, which is often successful.