

Jabber for Windows MSI Transformation failing via MS Orca



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Introduction

This document describes the process to troubleshoot the error message received when the Cisco Jabber for Windows MSI Installer file is transformed with the use of Microsoft Orca.

Prerequisites

Requirements

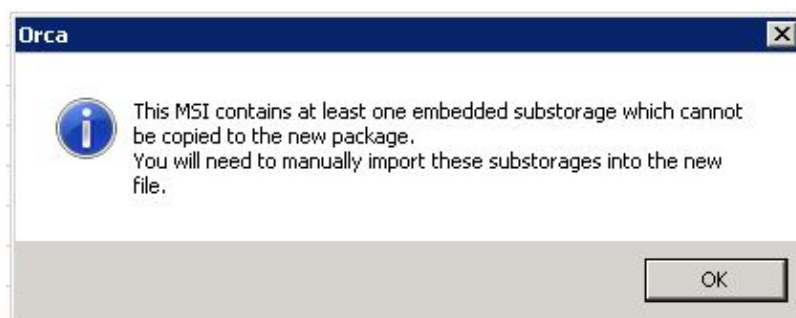
Cisco recommends that you have knowledge of Microsoft Orca.

Components Used

This document is not restricted to specific software and hardware versions.

Problem: Microsoft Orca to edit the MSI and add the configuration file produces an error.

The user receives the error message "This MSI contains at least one embedded substorage which cannot be copied to the new package. You will need to manually import these substorages into the new file".



This issue happens when certain components (in the MSI and MS Orca) are not able to move these components with the use of *Save as*.

Solution

1. Create a copy of the Jabber MSI file and rename it to any name you desire.
2. Launch Orca and open the renamed file. Scroll down and click the ***Property*** table under the Tables column on the left side. Once the Property table loads on the right side, right-click ***Add Row***. You can also use ***CTRL-R***.
3. In the Add Row window, enter the values listed in the "Installer Properties" section of the Cisco Jabber for Windows 9.2.x Installation and Configuration Guide.
4. Save the file with the use the ***SAVE*** option ONLY.
5. Close the file in ORCA.
6. Now you can successfully deploy this file individually or via Group Policy Management.

Related Information

- *Cisco Jabber for Windows 9.2.x Installation and Configuration Guide*
- *Technical Support & Documentation – Cisco Systems*

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