

"Resource unavailable" error message when upgrading the Mail Express Outlook Add-in

THE INFORMATION IN THIS ARTICLE APPLIES TO:

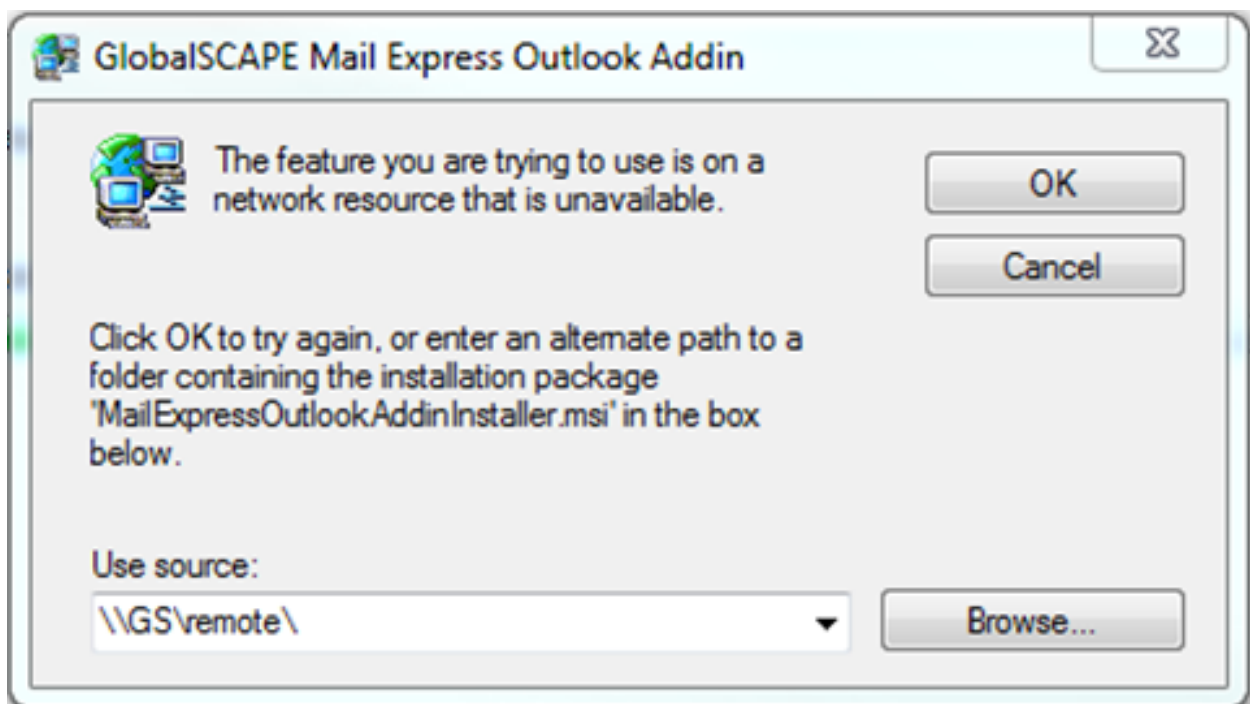
- Mail Express, v 3.0.0 – 3.0.1

SYMPTOM

"Resource unavailable" error message when upgrading the Mail Express Outlook Add-in

MORE INFORMATION

When upgrading the Mail Express Outlook Add-in, the error below may be seen when the installer is attempting to uninstall the previous version.



During the Add-in upgrade, the previous version of the add-in is uninstalled from the client system before the new Add-in software is installed. The uninstall process may require the ability to reference the original installation MSI file. If that file is unable to be located, the error referenced in the image above may occur.

WORKAROUNDS

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- Place previous Add-in installer MSI file in the directory referenced in the error
- Browse to the location of the previous Add-in installer MSI file

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10640/Resource-unavailable-error-m...>