



## Knowledge Base

### KB – Roll back during PKI/SAC installation when upgrading from older PKI Client version

#### Document details

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#### Classification

Affected products:	PKI Client 5.1, PKI Client 5.1 SP1, SAC 8.0, SAC 8.0 SP1
Keywords:	Roll Back, Installation, Update, PKI Client, SAC, Safenet Authentication Client

#### Problem description:

Installation of PKI 5.1 SP1/SAC 8.0 SP1 might fail and roll back on a machine that had an older version of PKI installed.

In the event viewer we might see this message:

“For the COM Server application with CLSID {24FF4FDC-1D9F-4195-8C79-0DA39248FF48}  
To the user NT AUTHORITY\SYSTEM SID (S-1-5-18).

This security permission can be modified using the Component Services administrative tool”

#### Problem solution:

We need to provide permissions of local admin to a specific registry key:

- Open the registry:
- Start -> Run -> Regedit.
- Scroll down to the following path:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Enum\USB
- Please right click on the USB -> choose permissions and give everyone full control.
- Start the Installation again