Error when reinstalling license server on a KTA system
3018634

Question / Problem:

Why might installing or reinstalling the license server on a KTA system show an error suggesting that Kofax Capture is installed?

Answer / Solution:

In some troubleshooting situations there could be a need to reinstall the license server. This is would mean running the msi from the install source: \TotalAgility\Licensing\Installs\KSALicServerSetup.msi. If the msi is attempted to be run on a system with Kofax Capture, it will appropriately stop with this error message:

SAL003: An existing installation of Kofax Capture was detected on this computer. The application you are trying to install is not designed to run on the same computer as Kofax Capture. The Setup program cannot continue.

But this error will also occur on a KTA Application Server. This is because Kofax Capture registry keys are set to support the backwards compatibility of Export Connectors originally designed for Kofax Capture. As a workaround:

- Open regedit to HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Kofax Image Products\Ascent Capture\3.0
- Change ServerPath to a blank string
- Install the license server
- Change ServerPath back to original value

https://knowledge.kofax.com/Smart_Process_Applications_-_TotalAgility/InstallUninstall/Error_when_reinstalling_license_serv...
### Applies to:

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<td>KTA</td>
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