

**Moved to [developer.symbian.org](http://developer.symbian.org)!**

- This Symbian specific article is now hosted at [Troubleshooting Installation Errors](#), on Symbian Foundation's developer community web site. Please use that page for up-to-date information and for further contributions.

## Contents

- [1 Introduction](#)
- [2 General Checklist](#)
- [3 Error Messages & Possible Reasons](#)
  - ◆ [3.1 "Update error"](#)
  - ◆ [3.2 "File is corrupted!"](#)
  - ◆ [3.3 "Unable to install"](#)
  - ◆ [3.4 "Unable to install. Disk not present."](#)
  - ◆ [3.5 "Cannot read file!"](#)
  - ◆ [3.6 "Cannot delete file!"](#)
  - ◆ [3.7 "Cannot grant capabilities"](#)
  - ◆ [3.8 "Certificate check failed. Contact application supplier."](#)
  - ◆ [3.9 "Certificate expired"](#)
  - ◆ [3.10 "Certificate validity dates do not match with the phone's date. Check your date settings."](#)
  - ◆ [3.11 "Online certificate check could not be conducted. Check your settings."](#)
  - ◆ [3.12 "Online certificate check failed."](#)
  - ◆ [3.13 "Certificate revoked"](#)
  - ◆ [3.14 "Cannot install. Access denied."](#)
  - ◆ [3.15 "Unable to install. Install the base package first."](#)
  - ◆ [3.16 "Cannot install a protected application from untrusted supplier"](#)
  - ◆ [3.17 "Unable to install. Constrained by the certificate."](#)
  - ◆ [3.18 "Application is not compatible with phone. Continue Anyway?"](#)
- [4 Most common reasons for pre-installed application installation problems](#)
- [5 External links](#)

## Introduction

This article provides general checklist and troubleshooting guide for most common S60 native SW installer errors

## General Checklist

Before starting installation, you need to make sure that

- Device date is correct.

## S60\_SW\_installer\_troubleshooting

- Installation package is Symbian OS 9.x compatible.
- Binaries in installation package is suitable for the target environment (no winscw binaries).
- Installation package is signed (self-signed or certified). You can check the signature by running signsis with "-o" option. Sample usage

```
signsis -o test.sis
```

- Installation package doesn't contain invalid paths or file names. These include.
  - ◆ Files that are installed to private folders of other processes.
  - ◆ File paths that contain "..", "/", "\""
- You are using correct device to install a package signed with developer certificate.
- Target drive has enough space for installation.
- Installation package doesn't install file that is already in ROM.
- Installation package doesn't install file that was installed by other package.
- Installation package doesn't install an EXE with a SID with the value of 0.
- Installation package doesn't install an EXE with a SID which is already in use by other exe.
- Installation package is not self-signed if device security policy. allows installation of only certified applications.
- Installation package cannot be self-signed if it installs EXE/DLL with capabilities that cannot be granted with user's approval.
- Don't use package UID from protected range if installation package is self signed.
- Don't use SIDs from protected range if installation package is self signed.

## Error Messages & Possible Reasons

### "Update error"

- The installation package is attempting to overwrite a file that doesn't belong to it.
  - ◆ This also applies if your Standard Application (SA) package has the same UID as an already installed one, but uses a different package name (note that this does not refer to the file name of the SIS file, but the user-visible package name declared inside the PKG file).
  - ◆ You have a file, such as a resource shared between two applications, and one of the applications is already installed.
- Partial Upgrade (PU) installation package is attempting to upgrade pre-installed package.
- Attempting to install preinstalled app on top of another application that shares same package UID.
- Upgrade package is not trusted to upgrade its base package.
- Augmentation package (SP type) is using same package name used by base package.
- Installation package is attempting to overwrite or have binary and security policy doesn't allow it.

### "File is corrupted!"

- Installation package is corrupted.
- Installation package contains invalid file name(s).
- A file needed to proceed cannot be found.
- File to be installed is not a recognized valid SISX file.
- If "\*" or "-1" is used in version numbers per examples in PKG docs

### **"Unable to install"**

- Attempting to install a file that is already in ROM.
- ~~SECUREID is not correct (in MMP file)~~ (see Comments)
- More than one executable with the same SECUREID
- ~~Attempting a FR,RI (in PKG file) without a Developers Certificate~~ (see Comments)
- Minimum EPOCHEAPSIZE is bigger than maximum EPOCHEAPSIZE
- Attempting to install a binary which is not in a valid E32Image format - e.g. if instead of installing the binary from \epo32\release\[armv5\gcce]\[udeblurel]\ one tries to install the intermediary binary generated under \epoc32\BUILD\...\[armv5\gcce]\[udeblurel]\

### **"Unable to install. Disk not present."**

- Target drive is not present.
- Wrong drive has been specified.

### **"Cannot read file!"**

- a file which is needed for installation to proceed cannot be read.

### **"Cannot delete file!"**

- File cannot be deleted during un/installation. File to be deleted is kept locked by other processes.

### **"Cannot grant capabilities"**

- Installation package has EXEs/DLLs with capabilities that cannot be granted by signing certificate.

### **"Certificate check failed. Contact application supplier."**

- Installation package is not signed.
- Certificate has extended key usage (EKU) extension that doesn't have CodeSigning usage.
- Signature cannot be validated.
- If SWI root certificate database has mandatory certificate(s), then signing certificate of installation package is not trust chained to mandatory root(s).
- If security policy requires certain extension(s), then signing certificate is missing them.
- Certificate chain validation failed.

## S60\_SW\_installer\_troubleshooting

- If device allows installation of certified installation packages, then you are attempting to install self-signed package.

### **"Certificate expired"**

- Installation package is signed with expired certificate.
- Make sure that device has correct date/time.
- Validity of certificate could be verified by following command

```
createsis dump test.sisx
```

- By following we could obtain the original sis

```
createsis strip test.sisx test.sis
```

### **"Certificate validity dates do not match with the phone's date. Check your date settings."**

- Certificate date is invalid (future date). This could be caused by maintenance work on the Symbian Signed web site.

### **"Online certificate check could not be conducted. Check your settings."**

- Wrong OCSP responder URL in Application Manager settings.
- OCSP response signature cannot be validated.
- Invalid OCSP response.

### **"Online certificate check failed."**

- OCSP transport error (request failure).
- OCSP server internal error.
- No OCSP server is specified in Application Manager settings ("Application Manager->Options->Settings->Default web address").
- Client internal error.
- OCSP check is set to "Must be passed" in ("Application Manager->Options->Settings->Online certificate check") and is OCSP response indicates that certificate status in "unknown".
- Certificate is self-signed.

"Certificate check failed. Contact application supplier."

### **"Certificate revoked"**

- OCSP status indicates that certificate is revoked.

### **"Cannot install. Access denied."**

- Target directory/file path is not legal. This usually happens while attempting to install files to a private folder that belongs to other process(es).
- Installation package uses FN option to delete private folders that belongs to other process(es).

### **"Unable to install. Install the base package first."**

- Attempting to install upgrade package without having base package.

### **"Cannot install a protected application from untrusted supplier"**

- Self-signed installation package uses package UID from protected range ( < 0x80000000 ).
- Self-signed installation package has EXE that uses SID from protected range ( < 0x80000000 ).
- Self-signed installation package has EXE/DLL that has non-zero VID (VendorID).

### **"Unable to install. Constrained by the certificate."**

- Symbian Signed developer certificate constrains device IMEIs, SIDs, VIDs. This specific error message is shown in certain cases such as attempting to install package on a device with different IMEI.

### **"Application is not compatible with phone. Continue Anyway?"**

- Hardware/UI platform dependency missing. Appears that even passive content compatible with any device must have a Hardware dependency statement in the PKG, otherwise this warning appears.

## **Most common reasons for pre-installed application installation problems**

- Missing and/or modified files in pre-installed packages are the most common reason for installation

S60\_SW\_installer\_troubleshooting  
and package propagation failures.

## External links

- [Interpreting S60 3rd Edition Error Messages](#)