

C•CURE 2.70 SP7 Fails to Install with Error Stating It Cannot Open CUREIDPrintQueueManager.exe.config

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Symptom(s)

Installation of C•CURE 2.70 SP7 fails; the following error appears:

Error 25531. Failed to open XML file C:\Program Files (x86)\Tyco\CCURE Client\CCUREIDPrintQueueManager.exe.config, system error: -2147024786

Solution

Edit the (x86)\Tyco\CCURE Client\CCUREIDPrintQueueManager.exe.config file, and in the top line, remove the encoding="utf-16" from the XML tag so it looks like this:

```
<?xml version="1.0"?>
```

Save the file and attempt to install the service pack again.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

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