

# Upgrade to a newer version fails, because a file could not be found

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When you attempt to uninstall ReSharper, the installer fails with a message that a file at the location like the following:

```
"C:\DOCUME~1\\LOCALS~1\Temp\_is17B\"
```

could not be found.

This may happen if you installed ReSharper by running the installer directly from the Web without downloading it on your local machine. This causes the installer to be downloaded into a temporary folder, which may get deleted in future. Workaround is using the Microsoft MSI cleanup utility that cleans registry from the entries related to the corrupted Windows Installer package. You can download it from

<http://support.microsoft.com/default.aspx?scid=kb;en-us;290301>

After that you will be able to install a newer version of ReSharper