

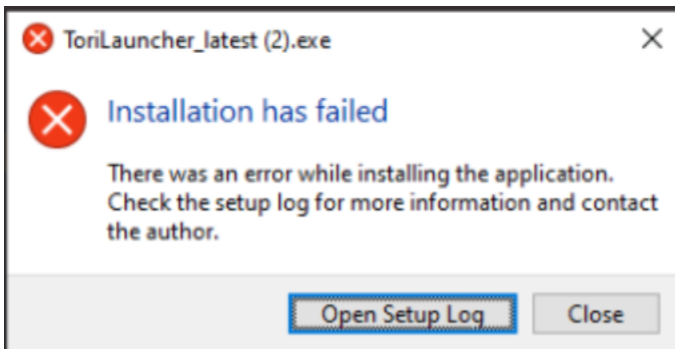
Installation Issues

Issues regarding installation of the launcher

- Installation has failed

Installation has failed

This is a common and very vague error many people experience when installing Tori Client. As we do not make the installer, only the product it installs, we cannot fix any issues with it. The installer we use is an open source project, Squirrel.Windows which is no longer maintained, so we are looking for a new installer that will have less issues.



The "Open Setup Log" button on the "Installation Failed" screen does not open the correct log file, we're not too sure why. See instructions below on how to find the correct log.

Here are some things to try if you are experiencing this issue:

- **Restart your computer.** Believe it or not, some people have reported that this fixes it!
- **Send us the installation log manually to troubleshoot.** For whatever reason, the "Open Setup Log" button opens the wrong file. Here's how to find and send us the correct file.
 - Open up Run (Search for it in the Start menu or press Windows + R)
 - Paste this in and hit Enter: `%localappdata%\SquirrelTemp`
 - In there, you'll find a file called `Squirrel-Install.log`. Send us the contents of that file and we can try to help identify the issue.
- **Delete the installer's other temporary files.**
 - In that same folder as mentioned before, you may find 2 (or more!) additional files:
 - `SquirrelSetup.log`
 - `SquirrelTelemetry.log`
 - Delete all the files except for `Squirrel-Install.log`, then try to install again.