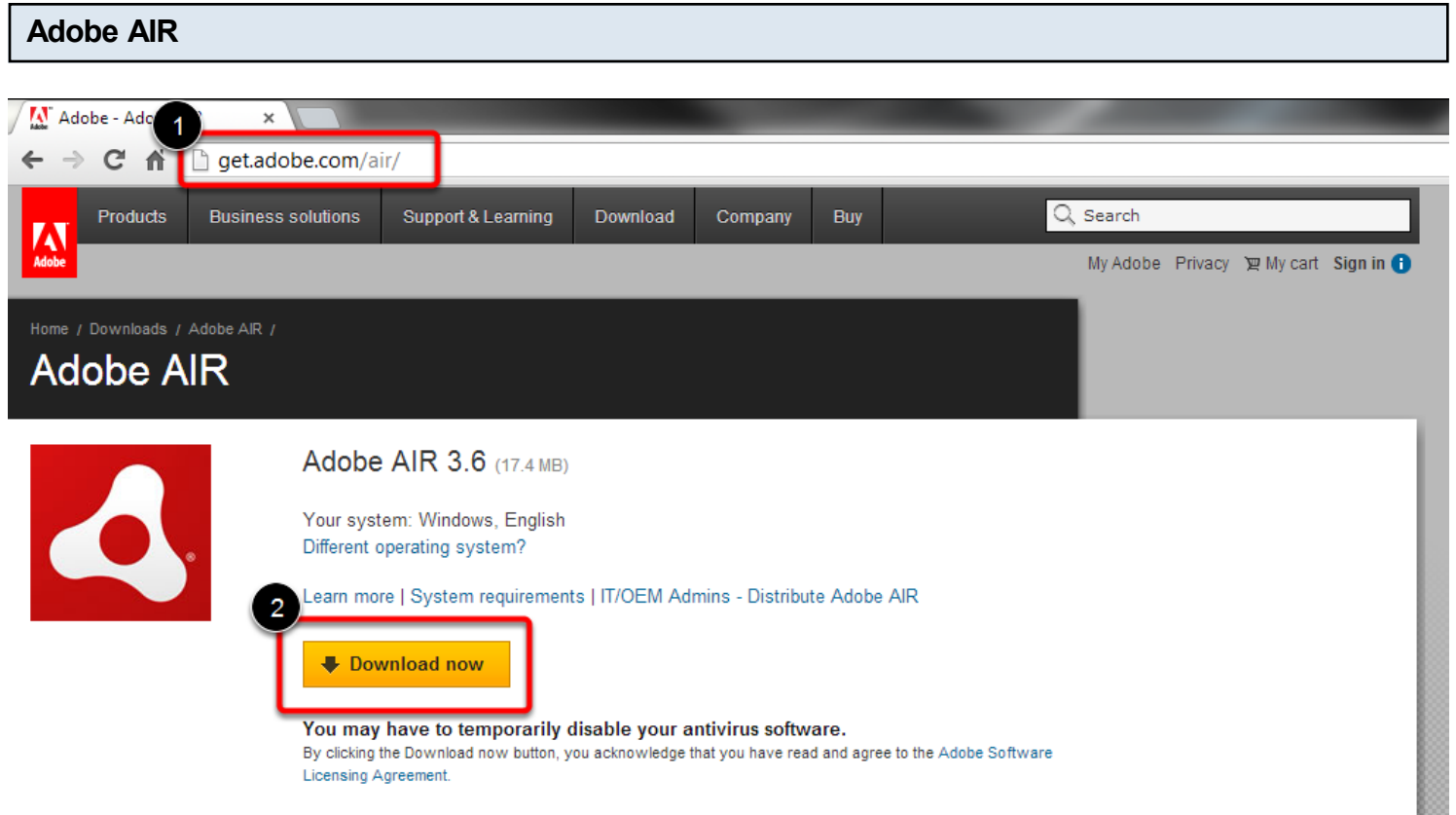


## How to Install Adobe AIR

The lesson will show you how to install Adobe AIR to use our POS application



The screenshot shows the Adobe AIR download page. A red box highlights the address bar with the URL [get.adobe.com/air/](http://get.adobe.com/air/), and a circled '1' is next to it. Below the navigation bar, the page title is 'Adobe AIR'. On the left is the Adobe AIR logo. To the right, it says 'Adobe AIR 3.6 (17.4 MB)'. Below that, it says 'Your system: Windows, English' and 'Different operating system?'. A circled '2' is next to a yellow 'Download now' button. Below the button, there is a warning: 'You may have to temporarily disable your antivirus software. By clicking the Download now button, you acknowledge that you have read and agree to the Adobe Software Licensing Agreement.'

1. Download Adobe AIR directly from the Adobe AIR Download Center at <http://get.adobe.com/air/>.
2. Click [Download Now](#). This step downloads an Adobe AIR installer file to your computer.
3. Run the installer file. For example, on Windows computers, double-click the installer file to run it.

**Note:** *If the installation is not successful on Windows 7:*

*In an elevated command prompt, run the following command:*

```
download-location\AdobeAIRInstaller.exe –silent
```

Administrative access is always required for installation of Adobe AIR. However, you can install an Adobe AIR application without administrative access in a location that is writeable by the current user account. If you do not have write permissions, contact your systems administrator.

After you have successfully run the Adobe AIR installer file, try again to install and run the POS

application.

Source: <http://helpx.adobe.com/air/kb/troubleshoot-air-installation-windows.html>

## Common installation problems

**Your Administrator doesn't allow installation or uninstallation. Contact your administrator.**

To troubleshoot these issues, try performing the following steps in this order:

- The Logitech Video driver (LVPrsSrv.exe) is known to cause issues with the installation of Adobe AIR. If the application is loaded, end the process by selecting it from the Windows Task Manager.
- Verify that your operating system has the latest Microsoft Windows Service Packs and updates installed, including updates for Microsoft Windows Installer.
- Microsoft Windows Installer could be damaged or unregistered. The following Microsoft articles describe how to address these issues:
- [Microsoft Knowledgebase: The Windows Installer Service Could Not Be Accessed" error message when you install a program in Windows XP](#)
- [Microsoft Knowledgebase: Error message when you try to add or remove a program on a computer that is running Windows XP or Windows Server 2003: 'The Windows Installer service could not be accessed'](#)
- [Microsoft Knowledgebase: 'The Windows Installer service could not be accessed' error message when you try to install Office](#)
- Microsoft for Windows Installer update/hotfix. There was an issue with Microsoft Windows Installer that affected AIR installations.
- [See this document.](#)

**Installing an Adobe AIR application with the Folder Lock application previously installed results in a "blue screen" crash. (Folder Lock is a third-party application).**

To resolve the issue, install Folder Lock 6.2.4 or later. Another option is to uninstall Folder Lock completely and proceed with the installation of the Adobe AIR application.

**Installing an Adobe AIR application displays the error message: "Sorry an error has occurred. The application could not be installed. Try installing it again. If the problem persists, contact the application author." (Windows Vista / Windows 7)**

This error can occur during installation if a standard or restricted user has turned off User Account Control (UAC) in Windows 7 or Windows Vista. From Control Panel, Open UAC and enable it. A restart could be required. Once complete, retry the installation.

**The .air installer filename extension is not registered on Windows Vista**

The installer file for an Adobe AIR application has a filename that ends with .air. Double-clicking an .air installer file after a successful installation of Adobe AIR on Windows Vista can display an "unknown type" error. When this issue occurs, the .air installer file doesn't appear to have an Adobe AIR icon associated with it when viewed within the Windows file explorer.

For additional information on this issue, [see this document](#).

**Windows Vista: 2032 stream error - Trying to install from network. For application installation, "damaged file" can be reported.**

You could be launching the installer from a restricted file system. Try downloading the installer to your desktop and install from there.

**"Another installation is in progress... Cannot install until other has completed."**

A previous installation process could still be active on the system.

Use the Windows Task Manager to check for other active installation processes and terminate those processes. If this solution does not address the issue, restart the system and then install.

**My Adobe AIR application freezes and becomes unresponsive in an [NVIDIA Optimus](#)-based system.**

If your system uses the NVIDIA Optimus technology to automatically switch between the integrated and discrete graphic card, your Adobe AIR application can become unresponsive.

In this case, try starting the Adobe AIR application with a preferred video adaptor to prevent auto switching. Right-click the Adobe AIR application and select Run with graphics processor > High-performance NVIDIA processor.

[See other installation problems](#).

Source: <http://helpx.adobe.com/air/kb/troubleshoot-air-installation-windows.html>