

How to Skip Installation Steps for Troubleshooting

<https://campus.barracuda.com/doc/70588397/>

When installing PST Enterprise, the installer attempts a number of actions in Active Directory (AD) and Microsoft Exchange to configure the PST Enterprise service account in order for the software to function correctly. Your environment may have security restrictions such that this is not possible. Where advised by Barracuda Support, it may be necessary to force the installer to skip one of the installation steps to complete the installation. The skipped step can then be accomplished manually, if required.

To skip an installation step:

1. On the PST Enterprise server, browse to the Local Configuration Store (LCS) in **C:\ProgramData\Barracuda\PSTEnterprise\LocalConfigurationStore**.
2. Open the file **Install.ini** in a text editor such as Notepad.
3. At the end of the file, add a new line: **SupportSkip=<NameOfStep>** where **NameOfStep** is the named step to skip. This can be found in the installation log file from **C:\PSTEnterpriseInstallLogs** or may be named in an error message. To skip multiple steps, separate the step names with a comma.
4. Save and close the file.

The next time the installer is run, the named step is skipped. If the reason to skip the installation step or error state is not persistent, It is advised to remove the setting afterwards to avoid any unexpected behavior in future installation attempts.

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