

Classification	NAPOPC_ST FAQ				No.	1-006-E	
Author	James	Version	1.0.0	Date	2010/7/12	Page	1/1

## Why do I get error message while installing NAPOPC\_ST?

*Applies to:*

<i>Platform</i>	<i>OS version</i>	<i>NAPOPC version</i>
<i>PC</i>	<i>XP</i>	<i>NAPOPC_ST v3.20</i>

If you have installed NAPOPC\_ST on your PC, and you try to install a newer version, you might meet this error message:



It's because of that you haven't removed the older version completely before installing the newer version.

### The Steps to obviate this error:

#### Step 1

Remove NAPOPC\_ST of older version completely.

#### Step 2

Restart your PC.

#### Step 3

After rebooting, install NAPOPC\_ST of newer version.

Finally, this error will be solved.