Connexion client does not run when I click on it, and gives an error message saying MSI is missing or Parameter is Incorrect

Last updated: Mon, 20 Jan 2020 17:38:06 GMT

Symptom

• MSI error appears when I try to open Connexion client
• Also if they are getting a Parameter is Incorrect error.

Applies to

• Connexion client

Resolution

The Connexion client reinstallation attempt on the user's side is being caused by the Microsoft MSI self-heal technology attempting to fix what it perceives as a damaged installation. The installation is fine. To resolve the problem we need to build a new desktop shortcut. To do this:

1. Close Connexion client if it's running.
2. Hold down the Windows key (to the left or right of the Alt key) and while holding it down, press the letter r; this brings up the Windows Run box.
3. Type c: (including the colon (:)) and press Enter.
4. Double-click (if 64-bit) the Program Files (x86) or (if 32-bit), Program Files folder.
5. Double-click the OCLC folder.
6. Double-click the Connexion folder.
7. Double-click the Program folder.
8. Scroll down and right-click Connex.exe and choose SendTo > Desktop (create shortcut) (If you don't see the .exe extension, look in the 'Type' column for 'Application').
9. Double-click the new shortcut. The client should start normally.
10. Delete the original desktop shortcut and rename the new one to look like the one you just deleted.