

# Failed to upgrade Modeler because the previous version needs to be removed but is not visible on Programs and Features in Control Panel

## Summary

With every software tool, when we need to upgrade the version appears a common error that prevents the installation or update of the program because the previous version of the same program is not completely erased.

Usually this happens because some register keys remained attached although the program has been uninstalled correctly.

## Applies to

Bizagi Modeler 10.x and 11.x

## Symptoms

When trying to install Bizagi, and selecting to install SQL Express, the installer displays an error message that prevents the installer from completing: You need to remove the previous version of the program.

## Solution

Download the troubleshooter from here <https://support.microsoft.com/en-au/help/17588/fix-problems-that-block-programs-from-being-installed-or-removed>

---

# Fix problems that block programs from being installed or removed

Applies to: Windows 10, Windows 7, Windows 8.1

---

Follow these steps to automatically repair issues including corrupted registry keys that block you from installing or removing programs:

- Select the **Download** button on this page.
- In the **File Download** dialog box, click **Run** or **Open**, and then follow the steps in in the Program Install and Uninstall Troubleshooter.


## Notes

- This troubleshooter might be in English only. However, the automatic fix also works for versions of Windows in other languages.
- If you're not on the computer that has the problem, save the troubleshooter to a flash drive or a CD, and then run it on the computer that has the problem.

[Download](#)

What it fixes



←  Program Install and Uninstall troubleshooter

## Troubleshoot and help prevent computer problems



**Program Install and Uninstall troubleshooter**  
Looks for problems that can stop you installing and uninstalling a program

[Advanced](#)

Publisher: Microsoft Corporation


[Privacy statement](#)

Next

Cancel

Execute the download as an administrator and click on next.



←  Program Install and Uninstall troubleshooter

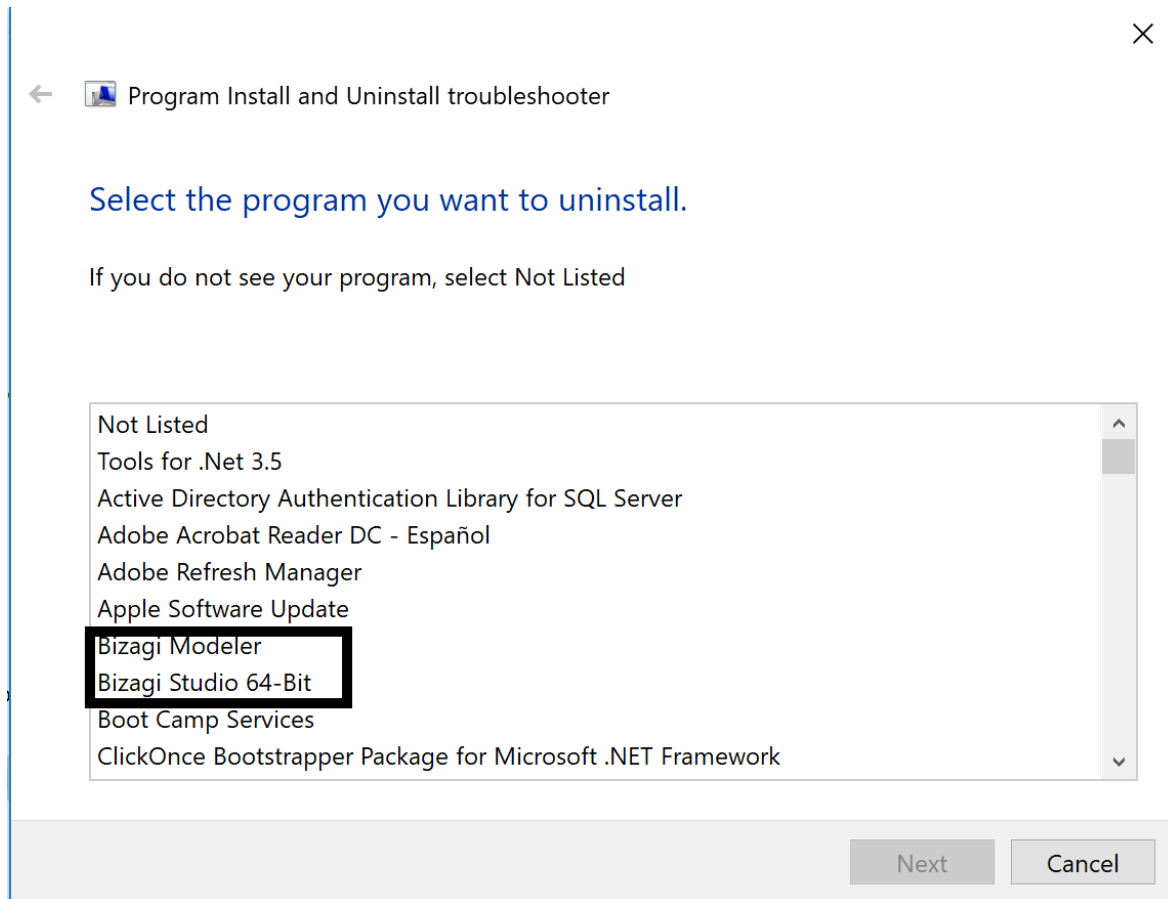
Are you having a problem installing or uninstalling a program?

→ Installing

→ Uninstalling

Cancel

You can choose whether installing or uninstalling the program. We strongly recommend **uninstalling** to erase all the register keys that are preventing the clean setup of the new version of the same program.



You can choose any of the Bizagi programs, in this case Modeler which is the one with the register key issue.

Once the uninstall is finished, you can launch the Modeler setup.exe again to fix the problem.

