

Cannot Uninstall Nor Upgrade Transformation Designer

000045911 | Troubleshooting | Last updated 2026-09-01 | TotalAgility

Please note that the entirety of the information below was provided by a customer who managed to resolve the issue by themselves.

This has NOT been tested/verified by Tungsten in any way, it is purely provided here for the sake of information.

ISSUE

The Transformation Designer could neither be uninstalled nor upgraded.

- "TransformationDesigner Installer.exe" /quiet /uninstall completed silently with no effect and no error message.

- Running the 2026.1 installer interactively aborted with:

"This product is already installed in version 2026.1.0.0. Please remove the upgrades first."

Environment details:

Tungsten TotalAgility 2026.2.3.0 (patch .179), on-premise, Windows Server 2025.

Affected server: application/web server, Transformation Designer installed alongside TTA.

CAUSE

The TTA upgrade from 2026.1 to 2026.2.3.0 left the Transformation Designer in a half-removed state. The ARP/bundle registration survived, but everything it points to was gone:

- Registration present: "Tungsten TotalAgility Transformation Designer 2026.1", version 2026.1.0.0, bundle GUID {8b1b9eac-8664-4ce6-93a8-fd01ba9310b4}, under WOW6432Node.

- Registry value Resume = 1 (interrupted operation).

- BundleCachePath pointed to

C:\ProgramData\Package Cache\{8b1b9eac-...}\TransformationDesigner Installer.exe

— that folder no longer existed. The rest of the Package Cache was intact.

- The Tungsten state file state.rsm was missing. The Burn log shows:

w055: Could not load or read state file: ...\\state.rsm, error: 0x80070003

- command.ResumeType: Interrupted

- Detect reported ALL 17 packages as Absent (TransformationCore, TransformationDesigner, OmniPage, FormXtra, TableExtraction, ...). Only prerequisites (VC 2022, DirectX, NetFx, Infragistics) were Present.
- The install directory C:\Program Files (x86)\Tungsten\TotalAgility\Transformation Designer did not exist.
- No "Detected related bundle" entries in the log — so no actual upgrade bundle was registered, despite the "remove the upgrades first" message.

The bootstrapper reads the installed state from state.rsm. With that file gone it fell back to the registry entry, read 2026.1.0.0 there and concluded "installed with upgrades applied" — while Detect in the same log run showed every package as Absent. There was nothing to uninstall and nothing to repair, and the installer had no way out on its own.

SOLUTION

Removing the orphaned registration and reinstalling from scratch. Commands run (elevated PowerShell):

1. Locate the bundle key (32-bit -> WOW6432Node)

```
$key = Get-ChildItem 'HKLM:\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall',  
'HKLM:\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall' |
```

```
Where-Object PSChildName -like '*8b1b9eac*'
```

```
$key.Name
```

```
Get-ItemProperty $key.PSPath |
```

```
Format-List DisplayName, DisplayVersion, Installed, Resume, BundleCachePath
```

2. Back up the key before deleting

```
reg export "$($key.Name -replace '^HKEY_LOCAL_MACHINE','HKLM')"  
C:\Temp\td_orphan_backup.reg /y
```

3. Remove the orphaned registration

```
Remove-Item $key.PSPath -Recurse -Force
```

4. Install the 2026.1 base version

```
& '<source>\TungstenTotalAgility-2026.1\TransformationDesigner\TransformationDesigner  
Installer.exe' /log C:\Temp\td_1_base.log
```

5. Verify — both must return True

```
Test-Path 'C:\ProgramData\Package Cache\{8b1b9eac-8664-4ce6-93a8-fd01ba9310b4}\state.rsm'
```

```
Test-Path 'C:\Program Files (x86)\Tungsten\TotalAgility\Transformation Designer'
```

6. Upgrade to 2026.2 — now correctly detects the previous version

```
& '<source>\TungstenTotalAgility-2026.2\TransformationDesigner\TransformationDesigner  
Installer.exe' /log C:\Temp\td_2_upgrade.log
```

7. Apply Fix Pack 3

```
& '<source>\TungstenTotalAgility-2026.2.3\TransformationDesigner\TransformationDesigner_Patch2  
0262.exe' /log C:\Temp\td_3_patch.log
```

Step 4 succeeded immediately after the registration was removed. Step 6 then showed

"A previous version (2026.1) ... has been detected. An upgrade needs to be performed to continue"

— exactly as expected. Fix Pack 3 applied cleanly afterwards.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45911>