

# Installation Failed: Error Message

## Issue Scenario

User tries to install our package on his org and gets an “Installation failed” error.

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## Possible Causes

There can be multiple reasons for this issue. For example,

- 1.The user does not have appropriate access level for installing an app.
  - 2.The Un-managed custom object tab already exists and the package upgrade cannot create another tab
  - 3.Trying to install the application on the Professional Edition or an earlier version of Salesforce.
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## Solution

The possible solutions to resolve this issue is provided below:

- 1.Refer the Salesforce help document ( URL mentioned below) for details on the access level that is required to install an app  
– [https://help.salesforce.com/articleView?id=distribution\\_installing\\_packages.htm&type=5](https://help.salesforce.com/articleView?id=distribution_installing_packages.htm&type=5)
- 2.If you had created a tab for Message\_Object\_Config\_\_c object in an older version and then tried to upgrade the customer to a latest version (1.50+), then you will get this error. In order to resolve it, do the following:
  - a. Under **Setup**, click **Tabs** and then click **Delete** next to the object name. The Salesforce tab is successfully removed.
  - b.Re-install the package .
- 3.Refer the URL mentioned below:  
[https://docs.google.com/document/d/1VTHYWV\\_UFmXR5USwoD4ktxE4QB000R1MpWbFv\\_jTs2M/edit?usp=sharing](https://docs.google.com/document/d/1VTHYWV_UFmXR5USwoD4ktxE4QB000R1MpWbFv_jTs2M/edit?usp=sharing)

For all 1.50 and later versions you will need a streaming API access. Consult the Dev team if the issue remains unresolved.