



Please follow the instructions below to remedy the installation interruption on a **Windows 11 PRO** operating systems.

Typically the installation starts, but you receive a message that the installation could not be completed because it was interrupted. When installing software, this rollback issue is a Microsoft issue, and the best resolution depends on your operating system.

If you don't know your operating system, you can click the magnifying glass (or in the Search bar) in the lower left on your computer screen and type, winver and press enter. This will open a window with the operating system information. See below. (this is from a sample machine so it says pro.)

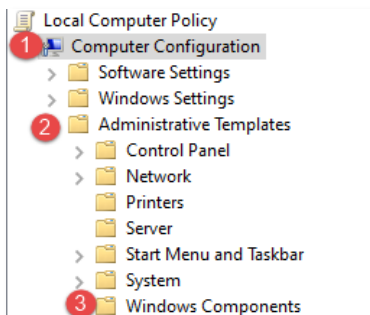
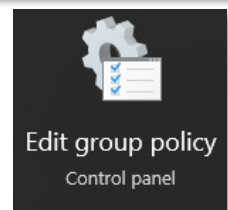


If it says **Windows 11 and Home**, please click the link below for instructions on how to remedy:

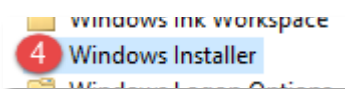
<https://churchwindows.com/2024/12/18/microsoft-windows-profile/>

If it says **Windows 11 and Pro**, then:

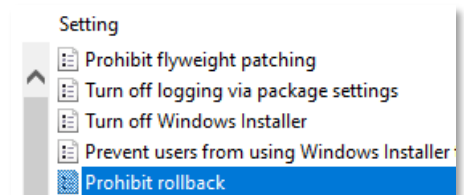
1. Open up the Start menu and type *gpedit*, click enter to open the *Edit Group Policy* window.



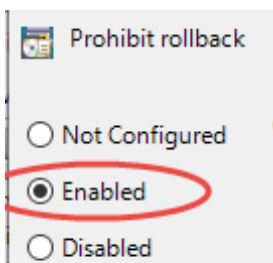
2. Expand *Computer Configuration>Administrative Templates>Windows Components>Windows Installer*.



3. On the right side of the display double click on *Prohibit Rollback*.



4. In the upper right-hand corner, select *Enabled* and click on *Apply* and *OK*. You are safe to leave this feature enabled.



After the appropriate fix has been completed, the Church Windows installer should run successfully.