Etcher fails to install Tails 4 IMG file (corrupted image?)

10/24/2019 12:41 PM - goupille

Status: Resolved
Priority: Normal
Assignee: goupille
Category: End-user documentation
Target version: Tails_4.1
Feature Branch: Starter:
Type of work: End-user documentation
Blueprint: Affected tool:

Description

multiple users (at least two are using macOS) reported that after downloading the IMG file without errors, Etcher failed to install it on the USB stick with this error message:

Something went wrong. If it is a compressed image, please check that the archive is not corrupted.

the first reports were received 10/2/19 around 4 AM

@sajolida

Related issues:
Blocks Tails - Feature #16688: Core work 2019Q3 → 2019Q4: User experience

History

#1 - 10/30/2019 12:12 PM - sajolida
- Status changed from Confirmed to In Progress
- Assignee changed from intrigeri to goupille

I tried to burn Tails 4.0 using Etcher 1.5.51 (the version linked from our website) on macOS High Sierra and it worked fine 2 times in a row.

Maybe it's this error in Etcher: https://github.com/balena-io/etcher/issues/2833.

To confirm this, I need to know from people experiencing this issue:

- What is their version of macOS.
- Whether it works to run Etcher from a Terminal with sudo:

  sudo /Applications/balenaEtcher.app/Contents/MacOS/balenaEtcher

Once it's confirmed that we are facing Etcher#2833, we could document the workaround.

I'll also track Etcher#2833 and update the version that we distribute as soon as it's fixed upstream.
a user confirmed that starting etcher from a terminal with sudo fixed the issue

Ok, then let's assume that we're facing only https://github.com/balena-io/etcher/issues/2833 and document the workaround on our installation pages.

Actually, Etcher says they fixed it now: https://github.com/balena-io/etcher/issues/2833#event-2773685638. So instead I should update to Etcher 1.5.61 on our website. That's UX work.

I updated Etcher to 1.5.61, which should fix the problem.

Confirmed by a user running MacOS Catalina (10.15), this worked for them:

```
sudo /Applications/balenaEtcher.app/Contents/MacOS/balenaEtcher
```