

Dear [Recipient's Name],

I hope this message finds you well. I am writing to follow up on my previous inquiry regarding the software installation issues we have been experiencing with [Software Name]. Despite our initial troubleshooting efforts, we have not yet resolved the problems.

As noted previously, the installation process encounters [specific issue], which has hindered our progress. We appreciate any updates or insights you may have on this matter, including potential solutions or timelines for resolution.

Thank you for your attention to this issue. I look forward to your prompt response.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]