

# module 'jsonschema.\_utils' has no attribute 'load\_schema'

## Issue

- On-Premise installer fails to install with error: `module 'jsonschema._utils' has no attribute 'load_schema'`

## Environment

- On-Premise `2023-02.01` -> `2023-07.01` (Non-Airgapped)

## Resolution

Please pause any updates to your installer before updating to `2023-07.02`.

If you need to run an update, you can work around the error by editing `~/element-enterprise-server/installer/requirements.txt` and change `openapi_schema_validator==0.4.0` to `openapi_schema_validator==0.5.0`.

Please update your version of the installer to `2023-07.02` or newer. Installations using these newer versions will prevent this issue from re-occurring.

## Root Cause

The On-Premise installer installs required dependencies when run. The update of `jsonschema` to `4.18.0` has broken compatibility with the version of `openapi_schema_validator` the affected installer versions use.

Customers using the airgapped installer of affected versions will not be affected as the dependencies included in the build pre-date the `4.18.0` update.

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