

Installation issue on Windows 2008 and Vista x64

Symptom

When installing Preactor 11 on 64-bit Windows 2008 or Vista, the wizard stops at the following step:

With the following error message, 'Error 1402.Could not open key':

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Cause

The problem occurs because the installer has an issue writing a value to the registry on 64-bit operating systems.

Solution

Extract the contents of the installer package, creating all the files needed for installation. Use these files to install Preactor without the SDK component, then add the SDK component. To do this, follow these steps:

Create a temporary directory on the PC. Copy the Preactor installation package into this folder. Open a command window inside this folder. In the command window, start the installation wizard by typing in the name of the package with the command line arguments /v and /a, for example:

```
Preactor11.1.0.19996.exe /v /a
```

In the wizard, click Next and in the Network Location text box, change the location to the folder created earlier. Allow the installation wizard to finish. This will create a number of sub-folders and the file Preactor.msi in the folder created earlier.

Use the file Preactor.msi to install Preactor, and at the Setup Type window, choose Custom. In the Custom Setup window, select 'This feature will not be available.' for the Software Development Kit feature.

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Complete the installation procedure, then restart the installation wizard from the same file, Preactor.msi, and at the Program Maintenance wizard select Modify. Then, at the Custom Setup window, select 'This feature will be installed on the local hard drive.' for the Software Development Kit feature.

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Complete the installation procedure in the wizard and Preactor will be fully installed.

Preactor International - Knowledge Base

<http://kb.preactor.com/KnowledgebaseArticle10228.aspx>