

WinTill :: Knowledge Base

WinTill Installer - Known Issues

Installer Rollback

Version Affected - 38

Symptom - The Installer rolls back during install and does not install, no error message displayed.

Cause - HKLM\Software\SlyDevelopment registry key does not exist. This only affects new installs.

Solution - Manually create HKLM\Software\SlyDevelopment registry key, no values are required.

Solution for Windows 7 64 bit - The registry keys are created in a sub key called "Wow6432" in HKLM\Software. Manually create HKLM\Software\Wow6432\SlyDevelopment registry key, no values are required.

Status

Issue Confirmed

Installer Rollback - Windows Vista

Version Affected - 38

Symptom - The Installer rolls back during install and does not install, no error message displayed.

Cause - Windows Vista has extra security features that are fully enabled by default, which block the installer. Namely the "User Account Control" feature.

Solution - Turn off "User Account Control" via Control Panel -> User Accounts -> Turn User Account Control on/off. You must re-boot the machine for this to take effect. This can be turned back on after installing and updating the WinTill installer. Also, add *.wintill.co.uk to the Trusted sites via Internet Explorer -> Tools -> Internet Options -> Security -> Trusted Sites.

Status

Issue Confirmed

Installer Rollback - Windows 7

Version Affected - 38

Symptom - The Installer does not install. Error message - The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2869.

Cause - Windows 7 has extra security features that are fully enabled by default, which block the installer. Namely the "User Account Control Settings" feature.

Solution - Set "User Account Control Settings" to "Never Notify" via Control Panel -> User Accounts -> Change User Account Control Settings -> Never Notify. You must re-boot the machine for this to take effect. This can be turned back on after installing and updating the WinTill installer. Also, add *.wintill.co.uk to the Trusted sites via Internet Explorer -> Tools -> Internet Options -> Security -> Trusted Sites.

Status

Issue Confirmed

Installer Rollback - Foreign Language Windows

Version Affected - 38

Symptom - The Installer rolls back during install and does not install, no error message displayed.

Cause - The Installer tries to apply "Authenticated Users" rights to the registry keys HKLM\Software\SlyDevelopment and HKLM\Software\Sly Development. Due to the Windows installation being in a foreign language, the "Authenticated Users" account exists but is in the native language. This causes an error as the installer cannot find the "Authenticated Users" account.

Solution - Manually create the registry keys HKLM\Software\SlyDevelopment and HKLM\Software\Sly Development and apply full access rights to both for the "Authenticated Users" accounts e.g. "Authentifizierter Benutzer" for German. Download and install the alternative Installer at [http://upd.wintill.co.uk/update/download/ called WinTillInstaller_v38_Without_Script.msi](http://upd.wintill.co.uk/update/download/called%20WinTillInstaller_v38_Without_Script.msi).

Status

Issue Confirmed

Error Message - Failed to initialise audit process on remote server. Unable to continue.

Version Affected - 38

Symptom - Error message 'Failed to initialise audit process on remote server. Unable to continue' displayed when 'Check for Updates' is clicked

Cause - (1) HKLM\Software\Sly Development\WinTill\Installer URL File Source is set incorrectly. (2)

Something is blocking access to the WinTill website, such as a firewall or proxy server.

Solution - (1) Ensure the URL File Source is set to <http://upd.wintill.co.uk/update/>. (2) An easy way to check whether you can access the WinTill website is to open up Internet Explorer and navigate to

<http://upd.wintill.co.uk/update/>. If the page cannot load this is where the problem lies. Check your internet explorer proxy settings, and if required set the above url to being excluded from using the proxy server.

Alternatively check your firewall and security settings.

Status

Issue Confirmed

Error Message - The Specified Service Already Exists: followed by - Fatal Error During Installation.

Version Affected - 38

Symptom - Error message 'The Specified Service Already Exists' followed by 'Fatal Error During Installation' displayed when 'WinTill Update' is clicked

Cause - Installer not correctly installed

Solution - Remove the WinTill Installer, re-install the WinTill Installer.

Status

Issue Confirmed

Cannot Access Application After Updates.

Version Affected - 38

Symptom - Cannot access the application after an update, licensing error message on screen.

Cause - Licensing not restarted correctly

Solution - Start or restart licenses - Control Panel-Admin Tools-Services, Select WinTill Licensing and click Start or Restart.

Status

Issue Confirmed

<http://www.wintill.com/kb/questions.php?questionid=31>