

Shop Mgmt Installation Quits After Install Type Option Is Selected

Article Number: 35 | Rating: Unrated | Last Updated: Wed, Jun 11, 2008 at 12:49 PM

If you browse the customer s computer you should find the following directory: C:\Program Files\Common Files\Installshield\Professional\Runtime\. If you see 2 different numbered directories within this folder, then they have multiple versions installed that are conflicting. Having multiple versions on the system does not mean that they will have this problem. There are versions that do not conflict with each other. Every case I have seen has consisted of a 0700 series conflicting with a 0900 series (0700 & 0900 are the directories that you will see within the Runtime folder). My secondary computer has 2 different 0700 series and it works fine. So like I said before, it seems to be a case of conflicting versions rather than just having multiple versions installed. Rename the Runtime directory and extract the attached zip to the Professional folder. Rerun the install to test. This will put 2 versions of the 0700 series on the system.

Posted by: [Dan Darrin](#) - Wed, Jun 11, 2008 at 12:49 PM. This article has been viewed 1588 times.

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