

ApplicationSuite.PreInstallTool or ApplicatioSuite.PreUpgradeTool crashes upgrading from 2013.Winter.1 or previous

Applies from Application Suite 2018.6.1
to version Application Suite 201x (any version)

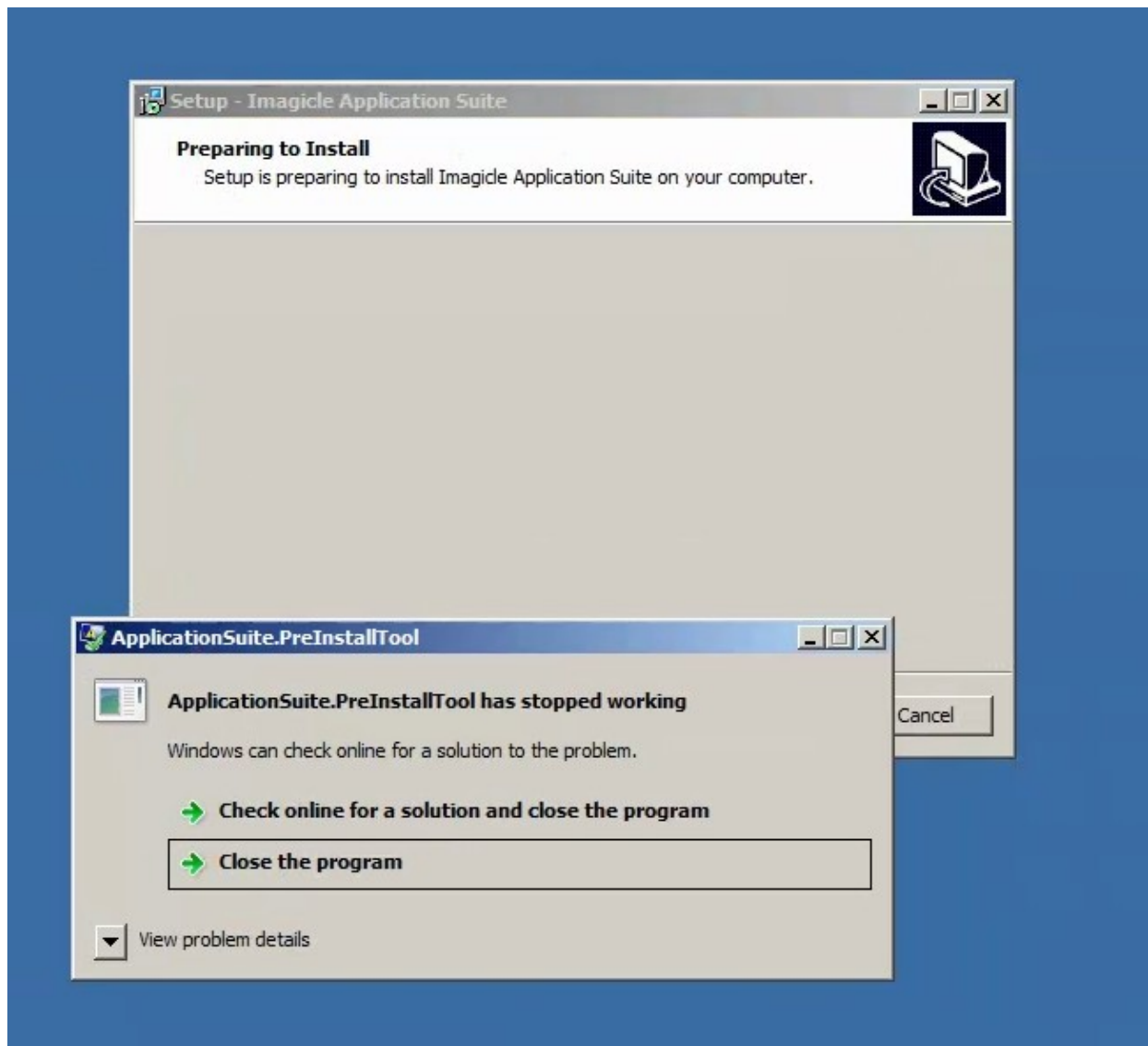
Description

When upgrading from IAS version 2013.Winter.1 (2014.1.1) or previous, the setup fails showing one of the following error messages:

ApplicationSuite.PreInstallTool has stopped working

or

ApplicatioSuite.PreUpgradeTool has stopped working



Cause

ApplicationSuite.PreInstallTool or ApplicatioSuite.PreUpgradeTool crashes upgrading from 2013.Winter.1 or previous

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ApplicationSuite.PreinstallTool is trying to read the installed version on the registry, but it is written in an obsolete form that it cannot parse.

Solution

Locate the following key in the Windows Registry:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\StonevoiceApplicationSuite
```

and set it to the <year>.<season>.<build> representation of the current value. For instance, IAS Winter 2013 build 1 would set that key to "2014.1 (build #1)". In that case, you need to set the key to "2014.1.1".

After changing the registry key, you can run the setup again.