

Description

ApplicationSuite.PreInstallTool has stopped working

ApplicatioSuite.PreUpgradeTool has stopped working





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.