

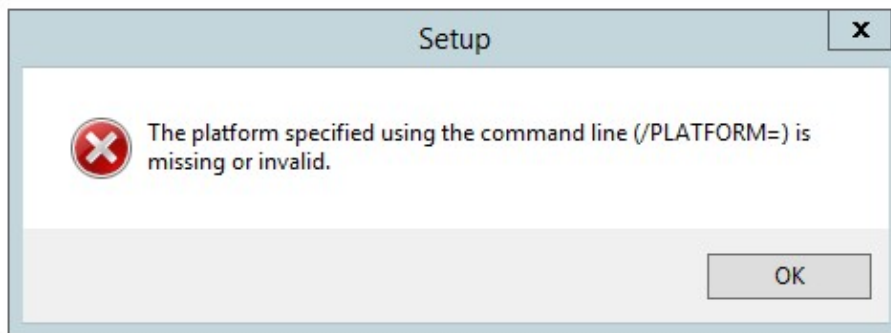
Error "The platform specified using the command line (/PLATFORM=) is missing or invalid" installing 2019.Winter.1

Applies to

ApplicationSuite 2019.Winter.1.

Description

Running the setup fails with error message "The platform specified using the command line (/PLATFORM=) is missing or invalid"



Cause

The file name of the setup program used to install or upgrade ApplicationSuite is either:

- Imagicle-StoneSuiteCCM-2019.1.1.exe
- Imagicle-CrossPlatformSuite-2019.1.1.exe
- Imagicle-LyncSuite-2019.1.1.exe

And those packages don't specify correctly which platform to install or upgrade.

Solution

Either download the installation package again or run the installation program by the following command lines.

To install or upgrade an ApplicationSuite for Cisco:

```
C:\>Imagicle-StoneSuiteCCM-2019.1.1.exe /PLATFORM=CCM
```

To install or upgrade an ApplicationSuite for Cross Platform:

```
C:\>Imagicle-CrossPlatformSuite-2019.1.1.exe /PLATFORM=XPL
```

To install or upgrade an ApplicationSuite for Skype For Business:

```
C:\>Imagicle-LyncSuite-2019.1.1.exe /PLATFORM=SFB
```