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Setup shows an error regarding the failure of InstallUtil.exe

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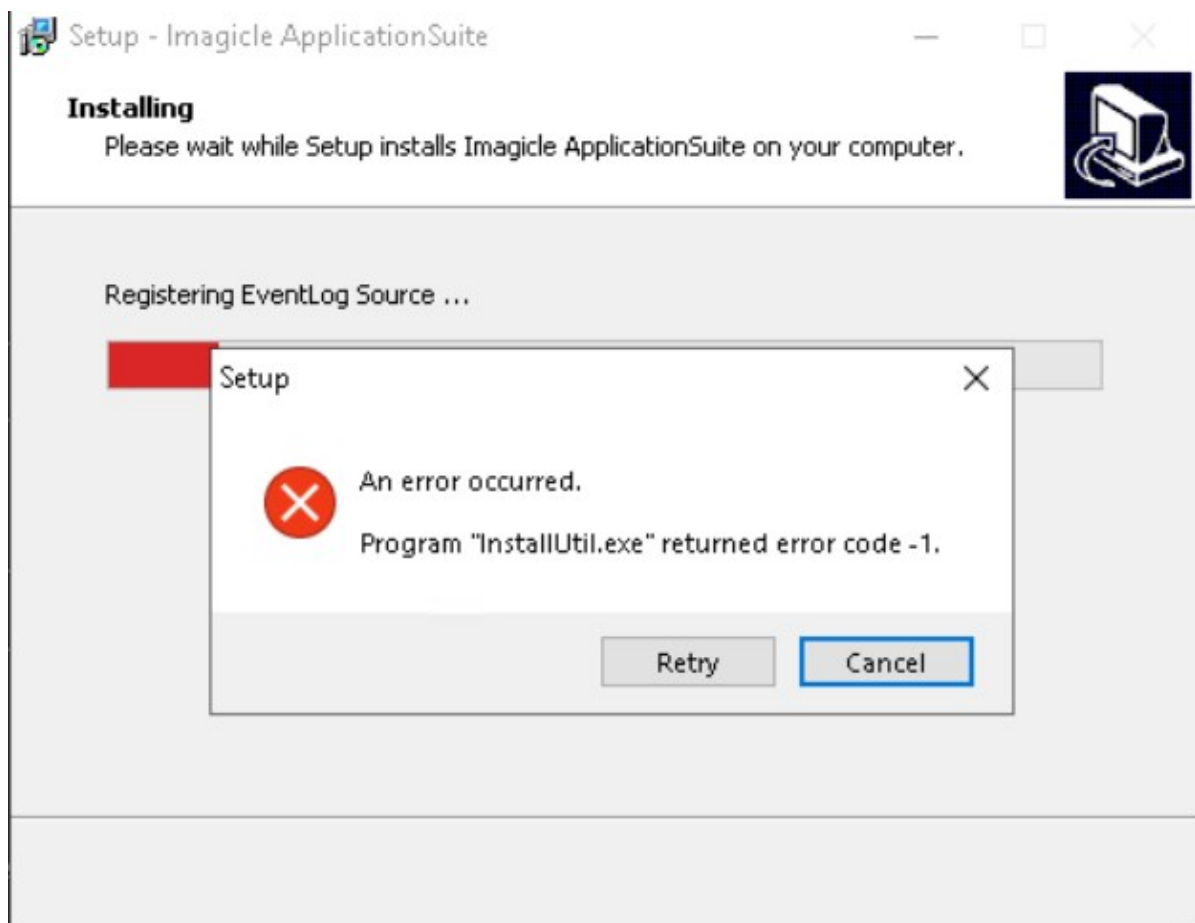
Applies to

Any IAS Version

Description

While running the IAS installer you could encounter the following error:

Program "InstallUtil.exe" returned error code -1

Cause

The `%TEMP%` system environment variable may be pointing to a folder that doesn't exist. To check if this is the case, try running this command on a Windows command line:

```
>cd %TEMP%
The system cannot find the path specified.
```

If the command shows the same error, follow the steps described below.

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Solution

1. Open a Windows command line and run the command

```
>echo %TEMP%
C:\Users\ADMINI~1\AppData\Local\Temp\1
```
2. Create the folder shown in the command output
3. If the Setup error is still opened, just click on the "Retry" button. Otherwise run the setup again.

Cause

Sometimes the problem is related to the Windows performance counters. Windows keeps some counters cache in the registry and if this cache becomes corrupted (has blank lines), you get the above error.

Solution

To fix the problem, is necessary rebuilds the performance counters cache.

1. Open a Windows command line and run the command

```
cd C:\Windows\System32
lodctr /r
```

and

```
cd C:\Windows\SysWOW64
lodctr /r
```
2. If the Setup error is still opened, just click on the "Retry" button. Otherwise run the setup again.