Question:

- Installation or uninstallation failed
  - For example: ISOLAR-A V9.1.1.4 (Product version label: 9.1.1) installation or uninstallation failed
- An autogenerated mail like the following is generated:

Installation or Uninstallation failed, please see details below and attached.
GENESIS Version: 1.4.2.60
Error code: 65546
Error message:

- *Installation of Package 'ETAS License Manager (x86)' failed with error code '1603' and error message 'Fatal error during installation.'.*
- *Installation of component ETAS License Manager (x86) failed. Error Code 1603.*
- *A fatal error occurred during installation.*
- *Installation of component <product_name> failed. Error Code 0.*
- *The action completed successfully.*
- *Unknown error. Please check the log files at %AppData%\ETAS\SETUP for more details.*

  This is an autogenerated email, please do not change any content above.
  Please add your additional comments below if needed.

- In addition, there is a file attached to this mail containing a log file of the installation process.

Answer:

- This error code occurs for many reasons and also specific to the system.
- Have a look at the log file of the installation process for hints, warnings, errors especially in the last lines
  - The log file is located at **%AppData%\ETAS\SETUP**
  - For example: **C:\Users\<user_name>\AppData\Roaming\ETAS\SETUP**
  - Remark: The folder **AppData is hidden** per default

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- A common situation is that the ETAS License Manager is already installed and in use
  - Therefore the license service cannot be replaced with a newer version
  - In the log file there are entries like the following:
    - *The component 'ETAS License Manager (x86)' is already installed.*
  - Resolution: Please reboot your machine and as first step install the new software
- Another situation we saw frequently in the past: This error code occurred when the installation program was located on a shared network drive
  - Resolution: Copy the installer to a local drive of the machine and try installing again
- If this does not help there are other things to be considered:
  - The folder in which product is installing is encrypted (locked)
  - Installing in a drive which is accessed as substitute drive
  - SYSTEM account does not have Full Control permissions
  - Setup files were corrupted during extraction
  - Windows TEMP folders are full
  - Not enough disk space

In case of further questions:

You will find further FAQ here: www.etas.com/en/faq
Please feel free to contact our Support Center, if you have further questions.
Here you can find all information: http://www.etas.com/en/hotlines.php