

Folio 4.3 Installation Error Numbers

Error 1102

The installation is unable to retrieve the FolioViews installation path from the registry.

Solution

To correct this behaviour, you have two options:

1. Apply the cleanup utility to delete FolioViews along with all its settings. Once this process is complete, attempt the installation again. Download the cleanup utility from the Folio support page.
2. Clean up the FolioViews registry keys manually:
 - Delete Folio uninstall key from registry. This key is located at
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{6C4AC360-DA0F-11D5-85E1-0002B31028BF}
Or for French products, delete the following key:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{22896550-be54-11d5-85d4-009027123537}
 - Delete registry value PathFolioViewsEnu for Folio 4.3 products. This value is found at
HKEY_LOCAL_MACHINE\Software\CarswellMaintenance
 - Delete registry value PathFolioViewsEnu. This value is found at
HKEY_CURRENT_USER\Software\CarswellMaintenance
 - Attempt the installation again
3. Apply the cleanup utility to the affected products. Download this utility from the Folio support page. If this process doesn't work, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.

Error 1500

Unable to create the target directory.

Solution

The directory tree is probably read-only. Try providing write access to the installation directory.

Error 2100

The installation is unable to retrieve the product Program Group from the registry.

Solution

Apply the cleanup utility to the affected products. Download this utility from the Folio support page. If this process doesn't work, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.

Error 2102

There is no product installation on the machine, although an installation key exists in the Windows Registry.

Folio 4.3 installation key:

HKEY_LOCAL_MACHINE\Software\CarswellMaintenance\Enu\InstalledProducts\[Product Name] exists.

If the problem occurs with a French product, the applicable key is

HKEY_LOCAL_MACHINE\Software\CarswellMaintenance\Fra\InstalledProducts\[Product Name].

Folio 4.2 and 4.3 installation key:

HKEY_CURRENT_USER\Software\CarswellMaintenance\Enu\InstalledProducts\[Product Name] exists.

If the problem occurs with a French product, the applicable key is

HKEY_CURRENT_USER\Software\CarswellMaintenance\Fra\InstalledProducts\[Product Name].

Solution

To correct this error, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.

Error 2500

Unable to create the target directory.

Solution

The directory tree is probably read-only. Try providing write access to the installation directory.

Error 3102

Folio 4.3 installation:

The installation cannot detect the product version under

HKEY_CURRENT_USER\Software\CarswellMaintenance\ Enu\InstalledProducts and HKEY_LOCAL_MACHINE\Software\CarswellMaintenance\ Enu\InstalledProducts, although the product uninstall key has been detected (if the problem occurs with a French product, the applicable keys are HKEY_LOCAL_MACHINE\Software\CarswellMaintenance\ Enu\InstalledProducts

\"[Product Name] and HKEY_CURRENT_USER\\Software\\CarswellMaintenance\\Fra\\InstalledProducts\"[Product Name]).

Folio 4.2 installation:

The installation cannot detect the product version under HKEY_CURRENT_USER\\Software\\CarswellMaintenance\\Enu\\InstalledProducts[Product Name], although the product uninstall key has been detected (if the problem occurs with a French product, the applicable key is HKEY_CURRENT_USER\\Software\\CarswellMaintenance\\Fra\\InstalledProducts\"[Product Name]).

Solution

To correct this behaviour, you have two options:

1. Be sure you have logged onto your PC with the same username used to install the product.

If you want to install the product with another username:

1. uninstall the product with the old username
 2. provide Admin rights to the new username
 3. log in to your PC with new username
 4. install the product.
2. Please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.

Error 3103

Unable to retrieve the Uninstall value of FolioViews from registry.

Solution

To correct this behaviour, you have two options:

1. Apply the cleanup utility to the affected products and to FolioViews. Download this utility from the Folio support page. Attempt the installation again.
2. If this process doesn't work, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.

Error 3104

Unable to retrieve FolioViews installation path from registry.

Solution

Be sure you have logged onto your PC with the same username used to install the product. (However, if you cannot do so, please proceed to step 2)

1. If you want to install the product with another username:
 1. uninstall the product with the old username
 2. provide Admin rights to the new username
 3. log in to your PC with new username
 4. install the product.
 2. Delete the FolioViews uninstall key from the registry. It is located at
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{6C4AC360-DA0F-11D5-85E1-0002B31028BF}. (If the problem occurs with a French product, the applicable key is
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{22896550-be54-11d5-85d4-009027123537}).
 3. If you have difficulty applying fix #2 (or if it doesn't work), apply the cleanup utility to the affected products and to FolioViews. Download this utility from the Folio support page. Attempt the installation again.
 4. If the cleanup utility doesn't fix the problem, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.
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Error 3105

Unable to retrieve the product Setup Type from registry

Solution

Be sure you have logged onto your PC with the same username used to install the product. (However, if you cannot do so, please proceed to step 2)

1. If you want to install the product with another username:
 1. uninstall the product with the old username
 2. provide Admin rights to the new username
 3. log in to your PC with new username
 4. install the product.
 2. Apply the cleanup utility to the affected products and to FolioViews. Download this utility from the Folio support page. Attempt the installation again.
 3. If the cleanup utility doesn't fix the problem, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.
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Error 3107

Unable to retrieve FolioViews installation path from registry.

Solution

Be sure you have logged onto your PC with the same username used to install the product. (However, if you cannot do so, please start from step 3)

1. If you want to install the product with another username:

1. uninstall the product with the old username
 2. provide Admin rights to the new username
 3. log in to your PC with new username
 4. install the product.
2. Delete the FolioViews uninstall key from the registry. It is located at
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\
CurrentVersion\Uninstall\{6C4AC360-DA0F-11D5-85E1-0002B31028BF}. (If the
problem occurs with a French product, the applicable key is
KEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\
CurrentVersion\Uninstall\{22896550-be54-11d5-85d4-009027123537}).
 3. If you have difficulty applying fix #2 (or if it doesn't work), apply the cleanup utility to the affected
products and to FolioViews. Download this utility from the Folio support page. Attempt the
installation again.
 4. If the cleanup utility doesn't fix the problem, please follow the instructions for cleaning the registry
manually. Access these instructions from the Folio support page.
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Error 3200

Unable to write into the registry.

Solution

Ask your system administrator to give you write access to the registry.

(Note: in order to install our products, users need to have Administrator rights to their PCs)

Error 3202

Unable to write the Operation Mode to run FolioViews in the registry.

Solution

Apply the cleanup utility to the affected products and FolioViews. Download this utility from the Folio support page. If this process doesn't work, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.

Error 3500

The system is a 16-bit, cannot handle that system type.

Solution

Our products are 32-bit applications. They cannot be run in a 16-bit environment.

Error 3525 (or 3507)

Unable to launch FolioViews setup (Setup.inx file).

Solution

To correct this behaviour, you have two options:

If you have WindowsXP Service Pack 1, you can apply the following Microsoft patch by performing these steps:

1. Download and run the patch from <http://support.microsoft.com/default.aspx?scid=kb%3Ben-us%3B329623> or <http://support.installshield.com/kb/view.asp?PCODE=ALL&articleid=Q107997>
2. Apply the cleanup utility to the affected products. Download this utility from the Folio support page. If this process doesn't work, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.
3. Attempt the installation again.
4. In all other cases, apply the cleanup utility to the affected products. Download this utility from the Folio support page. If this process doesn't work, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page. Attempt the installation again.

Error 3551

Installation fails to create `carswell.bat` file in the Startup directory.

Solution

Ensure that 'AllUsers' Startup directory has *write access*.

The location (of the Startup directory) differs according to the Operating System. For example:

C:\Documents and Settings\All Users\Start Menu\Programs\Startup.

For Windows 98: C:\windows\Start Menu\Programs\Startup.

Error 4100

Unable to retrieve the TEMP value of Folio Views run Mode from registry.

Solution

To correct this behaviour, you have three options:

1. Try to run the installation again. If the same error pops up, please apply step 2.

2. Use Cleanup Utility to the affected products and FolioViews. Download this utility from the Folio support page.
 3. If step 2 doesn't resolve the problem, please follow the instructions for cleaning the registry manually. Access these instructions from the Folio support page.
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Error 4400

Unable to register `CarswellEnu.dll/CarswellFra.dll` for customization of FolioViews.

Solution

Try to run the following command line:

- Start
- Run
- Input `regsvr32 [FolioViewsDirectory]\CarswellEnu.dll` (If the problem occurs with a French product, input `regsvr32 [FolioViewsDirectory]\CarswellFra.dll`)