

SETUP.exe

This document gives you a short overview about

- Where to find the setup log files?
- Which command line arguments can be used?
- Which error codes are returned?

Setup Log

Every setup execution writes a log file to below default locations:

Windows Vista onwards:

`%PROGRAMDATA%\ETAS\SETUP\Logs\[Date_Time]_Setup.log`

Windows XP:

`%ALLUSERPROFILE%\ETAS\SETUP\Logs\[Date_Time]_Setup.log`

Also, backup logs for the previous installation can be found

Windows Vista onwards:

`%PROGRAMDATA%\ETAS\SETUP\BACKUP\BACKUP_Logs.[Date_Time].zip (OR)`

Windows XP:

`%ALLUSERPROFILE%\ETAS\SETUP\BACKUP\BACKUP_Logs.[Date_Time].zip`

Command Line Arguments

- | | | |
|-----------------------------------|---|--|
| <code>/? Or /Help</code> | : | Displays help window with supported command line arguments and package details which can be customized. |
| <code>/Silent</code> | : | Installation / repair / uninstallation is executed in silent mode. System tray notifications show the status. |
| <code>/VerySilent</code> | : | Installation / repair / uninstallation is executed in very silent mode. System tray notifications are disabled. Recommended for use with automated deployment tools such as SCCM. |
| <code>/EULAAccepted</code> | : | Specify this argument in silent mode to accept the End User License Agreement. You can find the EULA in the subfolder <code>EULA</code> . |
| <code>/SafetyHintsAccepted</code> | : | Specify this argument in silent mode to accept the safety hints. You can find the Safety hints in the subfolder <code>SafetyHints</code> . |
| <code>/NoRestart</code> | : | Specify this argument to omit a system restart that might be required in between installation or at end of installation, uninstallation or repair. In silent mode either <code>/NoRestart</code> or <code>/AllowRestart</code> parameter must be specified. Setup will return exit code 65566 when a restart is skipped. |

(or)

- `/AllowRestart` : Specify this argument to allow an automatic system restart that might be required in between installation or at end of installation, uninstallation or repair.
- If a system restart is performed in between installation, then the `setup.exe` will resume the installation after restart automatically.
- A restart will be done without further notice in silent mode. In silent mode either `/NoRestart` or `/AllowRestart` parameter must be specified. Setup will return exit code 65565 or 65571 if a restart is done.
- `/RestartDelayTime:<Minutes>` : Delays the automatic system restart by specified time in minutes, if restart is required. Specify this argument in combination with `/AllowRestart`
- `/NoAutoResume` : Recommended for use with automated deployment tools such as SCCM to take control of automatic system restarts and resume in case of interrupted installations.
- Specify this to omit an automatic system restart in between the installation and automatic resume after the system restart.
- If `setup.exe` returns exit code 65565, then the deployment tool must perform system restart and also run the `setup.exe` again after performing the system restart to complete the installation.
- If `setup.exe` returns exit code 65571, then the deployment tool must perform system restart only.
- `/NoAutoResume` can't be combined with `/NoRestart` or `/AllowRestart`
- `/Uninstall` : Triggers an uninstallation
- `/UninstallPreviousVersion` : Specify this argument in silent mode if you want to automatically uninstall a previous lower or higher version which is currently installed. If a previous version is found, and if you do not specify this option, `setup.exe` will abort with an error.
- `/Repair` : Triggers a repair in silent mode.
Triggers maintenance mode in non-silent mode.
- `/LogLevel:<Level>` : Specify the required log level which needs to be logged. Allowed levels are given below.
- `<Level>`
- | | |
|-------------|---|
| Information | :Errors, warnings and information (default) |
| Warning | :Errors and warnings |
| Error | :Only errors |
| Debug | :Includes information and extra debugging |

- MSIDebug : information
:Includes debug and additional MSI verbose log for each Package
- `/SetupLanguage:<Language>` : Specify this to change the default language in user interface. Allowed languages are given below.
- `<Language>` : English / German / French / Korean / Japanese / Chinese

Package Customizations

- `/DefaultSettings` : Allows to specify a custom InstallationDefaultSettings.xml. You can specify a relative path if the file is relative to the setup.exe, otherwise you have to specify an absolute path. This can't be used with `/Package` command.

(or)

- `/Package` : Specify this command to customize the package specific settings. The packages which can be customized are displayed in the help window. This can't be used with `/DefaultSettings` command.
- `Name=<PackageName>` : Specify the Name of the package, this is a mandatory parameter, if not specified the `/Package` command will be ignored.

Below are optional parameters for `/Package` command, default values will be used if not specified.

- `Action=<Install/Skip>` : Specify if the optional package has to be installed or skipped.
- `VariableName=<Value>` : Specify the variable name and value which needs to be customized. Multiple variables can be passed separated by semi-colon.
- `InstallOptionalFeatures=<Feature>` : Specify the optional features which have to be installed. Multiple feature names can be passed separated by commas. This must not be specified with `SkipOptionalFeatures`
- `SkipOptionalFeatures=<Feature>` : Specify the optional features which have to be skipped. Multiple feature names can be passed separated by commas. This must not be specified with `InstallOptionalFeatures`

Usage:

```
/Package:"Name=<PackageName>; Action=<Install/Skip>; VariableName=<Value>;...; InstallOptionalFeatures=<Feature1>,<Feature2>"
```

(Or)

```
/Package:"Name=<PackageName>; Action=<Install/Skip>; VariableName=<Value>;...; SkipOptionalFeatures=<Feature1>,<Feature2>"
```

Examples:

```
Setup.exe /DefaultSettings:"D:\myCustomSettings.xml" /LogLevel:Error
```

Triggers an installation and will use your own default settings for the installation and only errors are logged.

```
Setup.exe /Silent /EULAAccepted /DefaultSettings:"D:\myCustomSettings.xml"  
/NoRestart
```

Triggers a silent installation and will use your own default settings for the installation, restart of the system will be ignored even if it is required.

```
Setup.exe /Silent /EULAAccepted /DefaultSettings:"D:\myCustomSettings.xml"  
/AllowRestart /LogLevel:MSIDebug
```

Triggers a silent installation and will use your own default settings for the installation, restart of the system will be done automatically if required, additional debug log files are created for each MSI package.

```
Setup.exe /uninstall /LogLevel:Debug
```

Triggers an uninstallation and writes additional debug logs.

```
Setup.exe /repair /silent /AllowRestart
```

Triggers a silent repair of installed setup, system will be restarted if required automatically.

```
Setup.exe /repair
```

Triggers maintenance mode of installed setup from which to choose what action to perform.

```
Setup.exe /Silent /EULAAccepted /Package:"Name=MyPackageName; Action=Install;  
PRODINSTDIR=D:\ETAS\InstallPath; InstallOptionalFeatures=Feature1,Feature2"  
/NoRestart
```

Triggers a silent installation with specified package customization. The folder paths must not end with `\'.

```
Setup.exe /Silent /EULAAccepted /AllowRestart /RestartDelayTime:5
```

Triggers a silent installation and postpones the restart by 5 minutes if restart is required.

```
Setup.exe /VerySilent /EULAAccepted /NoAutoResume
```

Triggers a very silent installation without any notifications to the user and also disables automatic system restart in between installation and automatic resume after restart. For usage with automated deployment tools such as SCCM.

Error reporting by email:

By default, ETAS Generic Software Installer has error reporting enabled. In case an installation failure occurs, then this will prepare an email with the product information, error details and related log files attached. This email is made ready to be sent using the default email client on your system. You could then decide if it has to be sent or not, change recipients and add additional information if required. With this information ETAS Customer Support team will be able to support you to resolve the issue.

Enable / Disable Error Reporting:

To enable or disable error reporting, set the variable 'ENABLE_ERROR_REPORTING' in 'InstallationDefaultSettings.xml' file. It is enabled by default.

Set it to 'Yes' for enabling.

Set it to 'No' for disabling.

Example (disable error reporting):

```
<Variable
  name="ENABLE_ERROR_REPORTING"
  defaultValue="No"
  validation="none" />
```

Change Email Recipients:

To change the recipients of the error report email, set the variable 'EMAIL_ERROR_REPORT_TO' in 'InstallationDefaultSettings.xml'. Multiple email addresses can be specified separated by commas.

Example:

```
<Variable
  name="EMAIL_ERROR_REPORT_TO"
  defaultValue="mcd.support.de@etas.com,customer.support@etas.com"
  validation="none" />
```

3rd Party Prerequisites Installation

Each ETAS product may need one or more 3rd party prerequisites. ETAS Generic Software Installer ensures that these prerequisites are installed first before installing the product. Some of the 3rd party prerequisites may need a system restart to complete the installation, to ensure that the product can be installed smoothly the installation is paused to perform an intermediate system restart and resumed after the restart. The behavior of intermediate system restart and resume can be controlled using command line arguments '`/NoRestart`' or '`/AllowRestart`' or '`/NoAutoResume`'. When `setup.exe` is started with user interface or non-silent mode, then by default '`/AllowRestart`' parameter is used. Refer to [Command Line Arguments](#) for details.

Manual installation of 3rd Party Prerequisites

You may choose to install the 3rd party prerequisites manually due to security reasons. 3rd Party Prerequisites installers are placed in a sub folder named "3rdParty" in "Packages" folder parallel to `setup.exe`. These prerequisites could be installed separately, either manually or through automated deployment scripts and the folder 3rdParty can be removed from ETAS Product Installer.

When the 3rdParty folder is removed, ETAS Generic Software Installer verifies if the removed prerequisites are already installed and proceeds to install the product only if all prerequisites are installed already.

Error Codes

Setup.exe returns code 0 if execution has been completed successfully.

Setup.exe returns anything <> 0 if an error occurred.

The following error codes are returned when you run setup.exe in silent mode.

Error Code	Description
0	Installation completed successfully.
65536	Another ETAS Product installation is already in progress. Please complete that installation before proceeding with this installation.
65537	InstallationDefaultSettings.xml could not be read, please check if the file is valid or contact your package vendor.
65538	You did not accept the End User License Agreement (EULA), please specify '/EULAAccepted' in the command line arguments. See setup.pdf for examples.
65539	Installation or Uninstallation of a package is blocked by a blocker check. Setup cannot continue, please check the log files at %ProgramData%\ETAS\SETUP\Logs for more details to unblock the setup.
65540	The specified 'InstallationDefaultSettings.xml' file does not exist.
65541	A path in your 'InstallationDefaultSettings.xml' file is invalid.
65542	Your Operating System is not supported by this installer, please see the release notes for the list of supported operating systems or contact the customer support team.
65543	User cancelled the setup, you may run the setup again later.
65544	You do not have administrative rights on this system. Please contact your system administrator.
65545	You did not accept the Safety Hints, please specify '/SafetyHintsAccepted' in the command line arguments. See setup.pdf for examples.
65546	Unknown error. Please check the log files at %ProgramData%\ETAS\SETUP\Logs for more details.
65547	Validation of a variable failed. Please check value of variables in the InstallationDefaultSettings.xml file.
65548	Setup was unable to cache the required data during installation. Please check if you have the required privileges or contact your system administrator.
65549	You have not specified '/NoRestart' or '/AllowRestart' or '/NoAutoResume' or specified all in command line arguments, please specify any one of these parameters in the command line arguments. See setup.pdf for examples.
65550	Installation is successful. System restart could not be executed automatically, please restart the system manually. The installed application might not work as expected without a system restart.
65551	A previous version of this product is already installed, to enable automatic uninstallation of previous version specify '/UninstallPreviousVersion' in the command line arguments. See setup.pdf for details.
65552	Uninstall of previous version failed, please check the log files at

	%ProgramData%\ETAS\SETUP\Logs for more details.
65553	Length of path to parts of the installation exceeds the maximum path length supported by this operating system. Please run the setup from a different location.
65554	[OBSOLETE] Please run Setup.exe from the installation location or from the start menu to uninstall/repair the product.
65555	Automatic uninstallation of Hotfix or Service Pack failed. Please try to uninstall this from Programs and Features in Control Panel or contact customer support team.
65556	Automatic uninstallation of AddOn failed. Please try to uninstall this from Programs and Features in Control Panel or contact customer support team.
65557	Setup cannot proceed because there is not enough disk space for installation, please free up the disk space and try to install again.
65558	Executing a command failed, please check the log files at %ProgramData%\ETAS\SETUP\Logs for more details.
65559	Extracted file is corrupted, please check the installation source or contact your package vendor.
65560	Setup cannot continue due to unavailability of a third party package. A package is either missing from the installer or not already installed in this system. Please install the package manually or contact your package vendor.
65561	A system restart is pending from a previous installation or operating system updates. Please restart the system and run the setup again.
65562	Another installation is in progress, you must complete the other installation before continuing this one.
65563	Package is missing from the installer. Please check the installation source or contact your package vendor.
65564	[OBSOLETE] Product is already installed, silent maintenance mode is not supported. Please start the setup in user interface mode or use specific command line parameters. See setup.pdf for examples.
65565	A Package has requested system restart to complete the installation, setup will resume the installation after system restart is performed.
65566	Installation is successful. Please restart the system to complete the installation. The installed application might not work as expected without a system restart.
65567	Setup was unable to interrupt the installation to perform system restart requested by a package. Please uninstall this from Programs and Features in Control Panel or contact customer support team.
65568	Setup was unable to resume the installation after system restart. Please try to uninstall the product from Programs and Features in Control Panel or execute setup.exe /uninstall from command line.
65569	A system restart is pending from previous installation. Setup will resume the installation after system restart is performed.

65570	Setup cannot proceed because another version of the product is partially installed. Finish the previous installation to proceed further.
65571	Installation is successful. System restart is triggered to complete the installation.
65572	Invalid command line arguments, please see setup.pdf for usage and examples.
65573	Setup was interrupted due to system restart/logoff/shutdown.
65574	The installer file(s) are corrupted or modified or missing. Please check if the installer is copied correctly or contact the package vendor.

Other error codes are MSI related. You can find a list of Windows Installer error codes here:
<http://msdn.microsoft.com/en-us/library/Aa368542>

If you do not have internet access, the following list of error codes may be helpful.

Windows Installer / MSI Error codes (09th May 2018):

Error code	Value	Description
ERROR_SUCCESS	0	The action completed successfully.
ERROR_INVALID_DATA	13	The data is invalid.
ERROR_INVALID_PARAMETER	87	One of the parameters was invalid.
ERROR_CALL_NOT_IMPLEMENTED	120	This value is returned when a custom action attempts to call a function that cannot be called from custom actions. The function returns the value ERROR_CALL_NOT_IMPLEMENTED. Available beginning with Windows Installer version 3.0.
ERROR_APPHELP_BLOCK	1259	If Windows Installer determines a product may be incompatible with the current operating system, it displays a dialog box informing the user and asking whether to try to install anyway. This error code is returned if the user chooses not to try the installation.
ERROR_INSTALL_SERVICE_FAILURE	1601	The Windows Installer service could not be accessed. Contact your support personnel to verify that the Windows Installer service is properly registered.
ERROR_INSTALL_USEREXIT	1602	The user cancels installation.
ERROR_INSTALL_FAILURE	1603	A fatal error occurred during installation.
ERROR_INSTALL_SUSPEND	1604	Installation suspended, incomplete.

ERROR_UNKNOWN_PRODUCT	1605	This action is only valid for products that are currently installed.
ERROR_UNKNOWN_FEATURE	1606	The feature identifier is not registered.
ERROR_UNKNOWN_COMPONENT	1607	The component identifier is not registered.
ERROR_UNKNOWN_PROPERTY	1608	This is an unknown property.
ERROR_INVALID_HANDLE_STATE	1609	The handle is in an invalid state.
ERROR_BAD_CONFIGURATION	1610	The configuration data for this product is corrupt. Contact your support personnel.
ERROR_INDEX_ABSENT	1611	The component qualifier not present.
ERROR_INSTALL_SOURCE_ABSENT	1612	The installation source for this product is not available. Verify that the source exists and that you can access it.
ERROR_INSTALL_PACKAGE_VERSION	1613	This installation package cannot be installed by the Windows Installer service. You must install a Windows service pack that contains a newer version of the Windows Installer service.
ERROR_PRODUCT_UNINSTALLED	1614	The product is uninstalled.
ERROR_BAD_QUERY_SYNTAX	1615	The SQL query syntax is invalid or unsupported.
ERROR_INVALID_FIELD	1616	The record field does not exist.
ERROR_INSTALL_ALREADY_RUNNING	1618	Another installation is already in progress. Complete that installation before proceeding with this install. For information about the mutex, see MSIExecute Mutex .
ERROR_INSTALL_PACKAGE_OPEN_FAILED	1619	This installation package could not be opened. Verify that the package exists and is accessible, or contact the application vendor to verify that this is a valid Windows Installer package.
ERROR_INSTALL_PACKAGE_INVALID	1620	This installation package could not be opened. Contact the application vendor to verify that this is a valid Windows Installer package.
ERROR_INSTALL_UI_FAILURE	1621	There was an error starting the Windows Installer service user interface. Contact your support

		personnel.
ERROR_INSTALL_LOG_FAILURE	1622	There was an error opening installation log file. Verify that the specified log file location exists and is writable.
ERROR_INSTALL_LANGUAGE_UNSUPPORTED	1623	This language of this installation package is not supported by your system.
ERROR_INSTALL_TRANSFORM_FAILURE	1624	There was an error applying transforms. Verify that the specified transform paths are valid.
ERROR_INSTALL_PACKAGE_REJECTED	1625	This installation is forbidden by system policy. Contact your system administrator.
ERROR_FUNCTION_NOT_CALLED	1626	The function could not be executed.
ERROR_FUNCTION_FAILED	1627	The function failed during execution.
ERROR_INVALID_TABLE	1628	An invalid or unknown table was specified.
ERROR_DATATYPE_MISMATCH	1629	The data supplied is the wrong type.
ERROR_UNSUPPORTED_TYPE	1630	Data of this type is not supported.
ERROR_CREATE_FAILED	1631	The Windows Installer service failed to start. Contact your support personnel.
ERROR_INSTALL_TEMP_UNWRITABLE	1632	The Temp folder is either full or inaccessible. Verify that the Temp folder exists and that you can write to it.
ERROR_INSTALL_PLATFORM_UNSUPPORTED	1633	This installation package is not supported on this platform. Contact your application vendor.
ERROR_INSTALL_NOTUSED	1634	Component is not used on this machine.
ERROR_PATCH_PACKAGE_OPEN_FAILED	1635	This patch package could not be opened. Verify that the patch package exists and is accessible, or contact the application vendor to verify that this is a valid Windows Installer patch package.
ERROR_PATCH_PACKAGE_INVALID	1636	This patch package could not be opened. Contact the application vendor to verify that this is a valid Windows Installer patch package.
ERROR_PATCH_PACKAGE_UNSUPPORTED	1637	This patch package cannot be processed by the Windows Installer service. You must install a Windows

		service pack that contains a newer version of the Windows Installer service.
ERROR_PRODUCT_VERSION	1638	Another version of this product is already installed. Installation of this version cannot continue. To configure or remove the existing version of this product, use Add/Remove Programs in Control Panel .
ERROR_INVALID_COMMAND_LINE	1639	Invalid command line argument. Consult the Windows Installer SDK for detailed command-line help.
ERROR_INSTALL_REMOTE_DISALLOWED	1640	The current user is not permitted to perform installations from a client session of a server running the Terminal Server role service.
ERROR_SUCCESS_REBOOT_INITIATED	1641	The installer has initiated a restart. This message is indicative of a success.
ERROR_PATCH_TARGET_NOT_FOUND	1642	The installer cannot install the upgrade patch because the program being upgraded may be missing or the upgrade patch updates a different version of the program. Verify that the program to be upgraded exists on your computer and that you have the correct upgrade patch.
ERROR_PATCH_PACKAGE_REJECTED	1643	The patch package is not permitted by system policy.
ERROR_INSTALL_TRANSFORM_REJECTED	1644	One or more customizations are not permitted by system policy.
ERROR_INSTALL_REMOTE_PROHIBITED	1645	Windows Installer does not permit installation from a Remote Desktop Connection.
ERROR_PATCH_REMOVAL_UNSUPPORTED	1646	The patch package is not a removable patch package. Available beginning with Windows Installer version 3.0.
ERROR_UNKNOWN_PATCH	1647	The patch is not applied to this product. Available beginning with Windows Installer version 3.0.
ERROR_PATCH_NO_SEQUENCE	1648	No valid sequence could be found for the set of patches. Available beginning with Windows Installer version 3.0.

ERROR_PATCH_REMOVAL_DISALLOWED	1649	Patch removal was disallowed by policy. Available beginning with Windows Installer version 3.0.
ERROR_INVALID_PATCH_XML	1650	The XML patch data is invalid. Available beginning with Windows Installer version 3.0.
ERROR_PATCH_MANAGED_ADVERTISED_PRODUCT	1651	Administrative user failed to apply patch for a per-user managed or a per-machine application that is in advertise state. Available beginning with Windows Installer version 3.0.
ERROR_INSTALL_SERVICE_SAFEBOOT	1652	Windows Installer is not accessible when the computer is in Safe Mode. Exit Safe Mode and try again or try using System Restore to return your computer to a previous state. Available beginning with Windows Installer version 4.0.
ERROR_ROLLBACK_DISABLED	1653	Could not perform a multiple-package transaction because rollback has been disabled. Multiple-Package Installations cannot run if rollback is disabled. Available beginning with Windows Installer version 4.5.
ERROR_INSTALL_REJECTED	1654	The app that you are trying to run is not supported on this version of Windows. A Windows Installer package, patch, or transform that has not been signed by Microsoft cannot be installed on an ARM computer.
ERROR_SUCCESS_REBOOT_REQUIRED	3010	A restart is required to complete the install. This message is indicative of a success. This does not include installs where the ForceReboot action is run.

Win32 Error codes:

Error code	Value	Description
ERROR_FILE_NOT_FOUND	2	The file could not be found.
ERROR_ACCESS_DENIED	5	You do not have permission to execute/access this file.