

When using a full install to upgrade RTL_NTWK it installs MSDE when it shouldn't

When using the full 1.3.14 RTL_NTWK build to upgrade an existing Retail Network installation which does NOT have the DB component installed, the QLocal InstallShield setup launches the MSDE installation and installs MSDE on the user's system. This should not happen, since the MSDE object is associated with the DB component. The result is that MSDE is installed on the customer's system but is completely unusable by QLocal.

Q Local continues to operate as expected UNLESS the user attempts to add the DB component to their machine (see details below).

InstallShield will install MSDE when it shouldn't in the following two scenarios:

- 1) User does a RTL_NTWK install of one or both non-DB components.
- 2) User uses the full CD version of a later release to perform upgrade.

First scenario, InstallShield apparently makes no effort to install the DB component, but for reasons unknown, it launches the MSDE install associated with that component anyway. No one on the InstallShield community forums seems to know why this is happening.

As for the adverse affects to the user, this is mostly just a nuisance. Testing shows that networked QLocal will continue to work correctly, using the DB on the remote machine and ignoring the local MSDE instance. The only real problems occur if the customer attempts to add the DB component to their machine.

Second scenario, if a user tries to intentionally add the DB component to the install, the attempt fails. Also, if the user uninstalls QLocal and then attempts to install the DB component, that also fails --- InstallShield seems to be trying to install two MSDE instances simultaneously, which suggests that the initial, rogue installation of MSDE never completed.

In all cases, the user can manually remove the rogue MSDE via Add/Remove Programs, and then it appears that they can work or add the DB component with no problem.

Article ID: 4274

Last updated: 16 Dec, 2010

Software Support -> — Q — -> Q Local -> General Information -> When using a full install to upgrade RTL_NTWK it installs MSDE when it shouldn't

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4274>