

Re: eVC4 Installation

Source:

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.developer/2005-01/0934.html>

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Hi everybody,

Sorry for the confusion. The Microsoft Support page clearly shows that eVC 4 has no-charge setup support:

<http://support.microsoft.com/oas/default.aspx?&c1=501&gprid=1664>. It says:

Unlimited installation support is available by phone at no charge.

Just call the listed 800 number to request support. If the customer service rep isn't aware of this, point them to the web page.

Ah, the difficulties of technical problems and communication. When 'google' and I first spoke, he reported an error messages that indeed, I personally was not familiar with:

The instruction at "0x77f85f8b" referenced memory at "0x00000099" ...

Rare? Sure is. For example, there are no newsgroup postings about this address 0x77f85f8b. However, we eventually did find the original error message, apparently the first one he encountered (which was in the Event Viewer log) and one I recognized:

The instruction at "0x00409702" referenced memory at "0x00000546".

Yes, it was my team that tracked down the specific cause of this problem last summer. Google was up and running the same day that he contacted Microsoft Product Support Services. If anyone is interested in the details of this specific problem and the solution, search the eVC newsgroup archive for this topic:

"Setup.exe error at offset 00009392 or 00009702"

July 19, 2004

microsoft.public.windowsce.embedded.vc

<http://groups.google.com>

Note that 0x00409702 is the address at offset 00009702 (the original problem discussed in this thread). In google's case there were problems in addition to this one, hence he had to do a few more steps to get eVC to install completely. But he was up and running that same day.

So if you run into the Setup error about offset 00009392, try the suggested solution. I've worked with several customers that got this message, and none (except for google) had to do any extra steps. But there are always exceptions so don't get discouraged if the 00009392 problem is fixed, but another one pops up. Just take it one step at a time.

David the "Microsoft Guy"

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P.S: About the Registry's ApplicationGoo value for any executable named setup.exe: Microsoft Support does not advise deleting this key. I understand that it may break Windows 2000 application compatibility with some (but not all) Setup programs.

<google@daley.snurgle.org> wrote in message

news:1106154760.139657.159040@f14g2000cwb.googlegroups.com...

> *My solution -- which doesn't involve re-installing the OS, so that
> makes it better than any other solution I have read about.*

>

> *I was getting an error immediately after the splash screen. I ran
> RegMon (I probably downloaded it from sysinternal.com a long time ago)
> to watch the registry keys. I noticed the app was accessing these
> keys, that looked somewhat interesting:*

>

> *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Image
> File Execution Options\setup.exe\ApplicationGoo*

>

> *Not knowing what it did. I erased it.
> The setup then progressed farther than it had before, bringing up the
> first dialog, and then crashing when I hit "next".*

>

> *Then I saw setup was trying to access this key, but it didn't exist.
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
> NT\CurrentVersion\Perflib\Disable Performance Counters
> I saw a couple posts regarding this key, so tried adding it (DWORD) and
> set it to 1 and to 0, with no affect.*

>

> *I also played with this key
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\CEStudio\4.0\Setup\CE
> Studio\SetupWizard-1033-WKM\WizardState, but didn't see any changes.*

>

> *The rest of the 1656 keys that setup accesses before crashing didn't
> look very interesting, although I did rename and change a number of
> those keys, but had no effect, so I put them back.*

>

- > *After seeing a post by a "Microsoft guy" that said Microsoft offered*
- > *free support for installation of EVC4, I tried calling them, despite my*
- > *co-workers making fun of me, saying, "all they will do is search google*
- > *news, and tell you what they read there, so it isn't worth it..."*
- >
- > *The first lady I talked to was surprised to hear that I was claiming*
- > *they offered free support, but after being on the phone for 20 minutes,*
- > *I wore her down, and she entered the ticket into the system. However,*
- > *since all she had written down from my ticket was "eVC4: Setup error*
- > *'memory could not be 'read'", the first tech support guy had to call to*
- > *get more details.*
- > *I then got put into the queue, and was called by the same guy whose*
- > *post I had read about calling Microsoft for this problem for free.*
- > *He started out saying that he hadn't ever heard of this problem, but*
- > *after I pointed out that I had read his emails responding to this*
- > *issue, he did admit that it was "rare".*
- > *He didn't like that I had been playing with the registry keys, but*
- > *searched google for me for the address 0x00000099 that I was getting*
- > *the error on.*
- > *He asked me to put back the registry keys the way they were so he could*
- > *get the previous address, and search google for that.*
- >
- > *I did restore the registry changes, one at a time, and before I*
- > *replaced the ApplicationGoo key, just after erasing the Disable*
- > *Performance Counters key, setup went through and finished.*
- >
- > *So, the moral of the story is, erase random keys, and put them back in*
- > *a different order, while running setup 50 times, and eventually, it*
- > *might just work.*
- >
- > *Oh, I also uninstalled Platform Builder 4.2, Platform Builder 3.0, and*
- > *EVC3 in the process. After successfully installing EVC4, I was able to*
- > *reinstall the other products back again, and so far everything looks*
- > *good, although I haven't run EVC4 eight times, to run into the issue*
- > *mentioned in the release notes where EVC4 stops working after the 8th*
- > *time...*