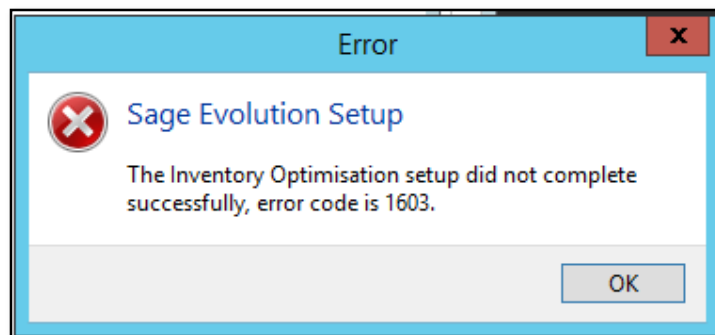


Article Outline	'The Inventory Optimisation setup did not complete successfully, error code is 1603' install error	
Article Date	2017/10/27	
Knowledge Type	Solving an error message	
Knowledge Activity	Installation	
Application Version	V7.20.4.000	
Application Edition	<input type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	Inventory Optimisation	
Secondary Module	Inventory Optimisation	
Knowledge Source	Incoming Customer Query	

Description of Error message

The following type of error message may display when installing the Inventory Optimisation add-on module. Notice especially the phrase 'error code is 1603' which may also be relevant to other add-on modules such as Inventory issue, Advanced Procurement, Alert Management, Mail Merge etc.



Solution / Details

The following steps explain how to resolve the abovementioned query:

1. The local PC where the above installation is attempted on may not have **MS NetFramework version 3.5** installed/activated.
2. In that case, preferably with the assistance of your local IT consultant, install MS NetFramework 3.5 for the specific operating system of the local PC.
3. Even if MS.Net Framework **4.5** or higher has already been installed, you may still install **3.5**, without first uninstalling 4.5 (but please consult with your local IT expert on this).
4. Restart the PC.
5. Reinstall the addon module.

Disclaimer: These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a query (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles make reference to a specific Sage Evolution version, however the thought process can be generalised. Please note the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If this article did not resolve your query please contact the Sage Evolution Support Department directly on: +27 (0) 86 112 6837.