An error occurred during customization install...

Wed, 08/25/2010 - 18:38 — Chris

A few people have been running into an issue when reinstalling the add-in.

ERROR MESSAGE SNIPIT:

An error occurred during customization install. To remedy this problem, click Details for more information and contact your system administrator.

Error details:

Specified argument was out of range of valid values.
Parameter name: entryValue

OR

Value does not fall within the expected range.

CAUSE(S):

Sometimes installing another add-in can cause an issue or repeated installations can eventually corrupt the cache. You can thank Microsoft's ClickOnce installation method.

The sledgehammer fix is to clear the ClickOnce cache. I'm sure there are more surgical ways to do it, but we haven't discovered them yet. If you know them, please share...

SOLUTION:

How to clear the ClickOnce cache.

Here's a pointer to an article that sums up the instruction: [Link] [1]

And here's a step by step solution:

1. Uninstall the Organizer add-in - [Instructions] [2]
2. Remove any other add-ins, since they will most likely be affected
3. Open an explorer window to the ClickOnce cache folder, for XP: C:\Documents and Settings\<user>\Local Settings\Apps\2.0, for Vista and Windows 7, 8, 10: C:\Users\<user>\AppData\Local\Apps\2.0
    1. This can be a little tricky (at least in Vista & Windows 7) - here's some useful steps:
    2. Press the Windows button
    3. In the Start Search text box type Explorer, press Enter
    4. This will start a Windows Explorer Window
    5. In the Windows Explorer Address Box – the top text box, type C:\Users and press Enter
    6. Double click on your username
    7. Click on the Windows Explorer Address Box (like above), then add “\AppData” to the directory path, press Enter
    8. You should now be able to navigate to the folder specified above.
4. Go to the 'Apps' directory and delete the '2.0' folder
5. Reinstall the add-in

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‹ Help! Can't Install [3] Lost purchase key › [4]

- Organizer Forum [5]

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Links:
[1] http://amiraryani.wordpress.com/2009/07/10/clickonceaddindeploymentmanager-system-argumentexception-value-does-not-fall-within-the-expected-range/
[2] http://www.ceptara.com/products/organizer/documentation
[3] http://www.ceptara.com/node/386
[4] http://www.ceptara.com/node/956
[5] http://www.ceptara.com/forum/2

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