

Installer Error 1603

Applies to

RightFax 10.5, 10.6

Summary

In RightFax, when you attempt to run an automated installation of the FaxUtil client on a 64-bit machine, setup fails, and the installation log shows 'CustomAction CreateFaxCtrl returned actual error code 1603' accompanied by a more detailed 'Failed to create FaxCtrl printer: RFMSIAdd2 returned 126.' message.

Error Message:

```

Calling custom action RFClientCustomActions!RFClientCustomActions.CustomActions.CreateFaxCtrl
CreateFaxCtrl
CreateFaxCtrl - Start Spooler
CreateFaxCtrl - Create Printer
Exception thrown by custom action:
System.Reflection.TargetInvocationException: Exception has been thrown by the target of an invocation. --->
System.Exception: Failed to create FaxCtrl printer: RFMSIAdd2 returned 126. ---> System.Exception: RFMSIAdd2
returned 126.
at RightFax.Install.ClientInstallConfig.CreateFaxCtrlPrinter(String rightFaxServerName, EzTrace trace)
--- End of inner exception stack trace ---
at RightFax.Install.ClientInstallConfig.CreateFaxCtrlPrinter(String rightFaxServerName, EzTrace trace)
at RFClientCustomActions.CustomActions.CreateFaxCtrl(Session session)
--- End of inner exception stack trace ---
at System.RuntimeMethodHandle.InvokeMethod(Object target, Object arguments, Signature sig, Boolean
constructor)
at System.Reflection.RuntimeMethodInfo.UnsafeInvokeInternal(Object obj, Object parameters, Object arguments)
at System.Reflection.RuntimeMethodInfo.Invoke(Object obj, BindingFlags invokeAttr, Binder binder, Object
parameters, CultureInfo culture)
at Microsoft.Deployment.WindowsInstaller.CustomActionProxy.InvokeCustomAction(Int32 sessionHandle, String
entryPoint, IntPtr remotingDelegatePtr)
CustomAction CreateFaxCtrl returned actual error code 1603 (note this may not be 100% accurate if translation
happened inside sandbox)
Action ended 13:25:28: CreateFaxCtrl. Return value 3.
Action ended 13:25:28: INSTALL. Return value 3.
    
```

Resolution

For client machines running 64-bit operating systems, install the RightFax Print Processor x64.msi before installing the RightFax client. For more information, see the "RightFax 10.6 Installation Guide".

Cause

This error occurs because the RightFax Print Processor for 64-bit Operating Systems is not installed.



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About Advantage

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Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

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