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Subject: rsc64 issue

Issue: The current install package for Insight Remote Support Advanced - A.05.45 RS Advanced 04-16-10 (with WEBES 6.0) includes the HP Remote Support Configuration Collector (RSCC). The RSCC fails to install on Windows 2008 R2. The MSI (rsc64.msi) rejects the version identifier 601. The MSI rejects Windows 2008 R2.

Does anyone know how we get HP to repackage the installer package to include VersionNT 601 to it will run on R2?

HP Insight Remote Support Software Installation

Updates are complete. Click NEXT to continue.

Component Name	Install
RSSWM Infrastructure Package v. A.05.40.001	Install Succeeded
Insight Remote Support Advanced Release Notes A.05.40 (April 2010)	Install Succeeded
Remote Support Common Components (MC3) A.05.40	Install Succeeded
Remote Support Client A.05.40.18	Install Succeeded
Event Log Monitoring Collector 6.0 installation depot for x86/x64 Windows servers	Install Succeeded
Remote Support Configuration Collector Extension (RSCCE) A.05.40.02.9116	Install Succeeded
Remote Support Eligible Systems List A.05.40.30	Install Succeeded
Web-Based Enterprise Services (WEBES) v6.0	Install Succeeded
Remote Support Configuration Collector (RSCC) A.05.40.18.025	Install Failed

Notes: 1) The overall log directory can be found in: C:\Program Files (x86)\HP\CM\RSSWM_Pkg_Logs
2) This solution will not work correctly unless all of the components are installed successfully.

File Name	Date/Time	Subject	Size
rsc32.msi	2/16/2010 6:03 PM	Windows Installer P...	552 KB
rsc64.msi	2/16/2010 6:03 PM	Windows Installer P...	552 KB



