



TM1 Technical Bulletin

Error 1328 Encountered When Applying TM1 Updates/Hot Fixes

Date: May 1, 2007

Relevant TM1 Versions: 9.1 and later

This bulletin describes an error you may encounter when attempting to apply a hot fix or update to TM1 versions 9.1 and later.

Error Message Text

Error 1328. Error applying patch to file C:\Config.Msi\PT*.tmp

Explanation of Error

The error message indicates that you haven't installed the Applix TM1 version for which the hot fix or update is applicable. Each Applix TM1 hot fix or update applies to a specific parent version of TM1.

Applix TM1 hot fixes and updates are distributed as executable files. The filename will contain the parent version to which the hot fix/update is applicable. For example:

- TM1 9.1 Hot Fix 2 is distributed as 9.1HF2.exe. This hot fix applies only to TM1 9.1.
- TM1 9.1 SP2 Hot Fix 2 is distributed as 9.1SP2HF2.exe. This hot fix applies only to TM1 9.1 SP2.

Solution

You can resolve this error by installing the Applix TM1 version for which the hot fix or update is applicable. For example, you must install TM1 9.1 SP2 before you install 9.1 SP2 Hot Fix 2.

To verify your currently installed version of TM1:

1. Open the Add or Remove Programs window.
2. Select **Applix TM1**.
3. Click the **Click here for support information** link.



