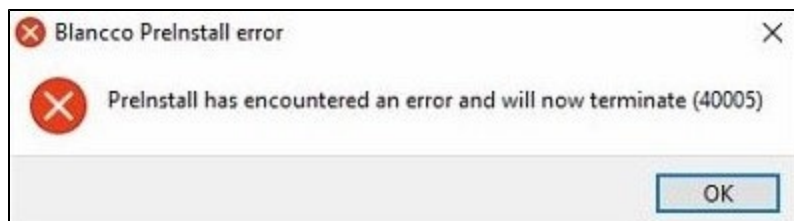


Error 40005 is encountered when performing the installation of the PreInstall package

| Created date | Updated date | Affects version | Fix version |
|--------------|--------------|-------------------------|-------------|
| 09 Mar 2021 | | PreInstall all versions | N/A |

Problem

When performing the installation of the Blancco PreInstall package the installation fails with the below error message displayed.



Cause

When creating the PreInstall package there are two .exe files that can be used x64 and Win32, if the x64 .exe is used the above error is encountered, the reason for this is that the x64 .exe should only be used when creating a package for use with 64-bit WinPE.

Resolution

Recreate the PreInstall package using the Win32 .exe file which will prevent the error from occurring.