



Question:

What should I do if I get the following error during the installation of **HSP Update Tool, MDA V8.x** or **INCA**:

**Installation of component Visual C++ 2015 Update 2 Redistributable (x64) failed.
Error Code 1638.**



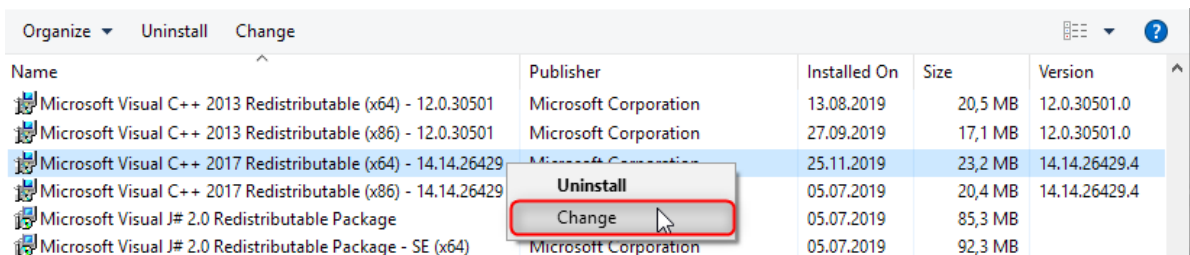
Answer:

On some computers, the Microsoft component Visual C++ 2017 Redistributable is not properly registered. When installing HSP Update Tool, MDA or INCA, the installer checks whether the component is available by reading the Windows registry entries. If this is not available, it will attempt to install the VC++ 2015 package. But since a newer version already exists, this will be rejected by the operating system.

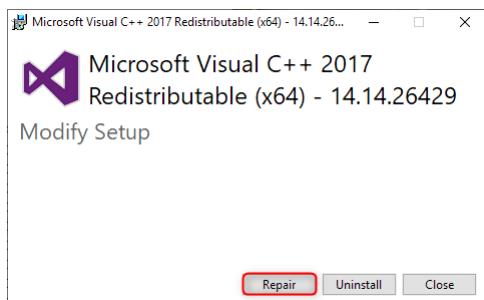
After a successful repair by re-registering the **MS Visual C++ 2017 Redistributable** component, the installation of **HSP Update Tool, MDA** or **INCA** will be successful.

Please perform the following steps with administration rights:

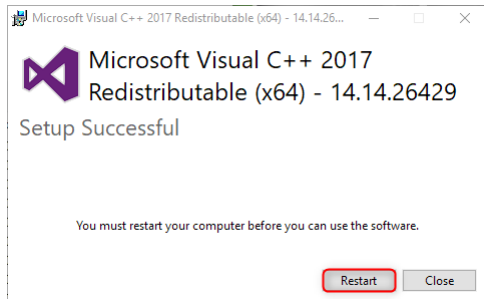
1. Open the **Control Panel**
2. Open **Programs and Features**
3. Right click on the **MS Visual C++ 2017 Redistributable (x64)** component and click on **Change**



4. Click the **Repair** button to repair the component



5. After the successful repair a restart is necessary. Please close the window and do not restart at this time.



6. Afterwards perform the same process with the **MS Visual C++ 2017 Redistributable (x86)** component. Only after this successful repair, a restart has to be executed.
7. After this process, please your preferred installation like **HSP Update Tool**, **MDA** or **INCA**.



Additional information:

If the same problem still exists, but you only have installed the components **MS Visual C++ 2015 Redistributable**, then the same procedure above is to be performed for the components **MS Visual C++ 2017 Redistributables (x86)** and **(x64)**.



In case of further questions:

Please feel free to contact our Support Center, if you have further questions.

Here you can find all information: <http://www.etas.com/en/hotlines.php?langS=true&>

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