



How to solve 'this update is not compatible with your current version' error when updating to 3.3.0

Description

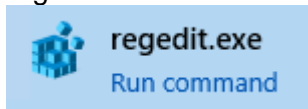
This guide explains how to solve the error message 'this update is not compatible with your current version' when you are trying to upgrade your TEOS environment to version 3.3.0. Please note that your current TEOS version needs to be 3.2.0. This can be checked in the web interface on the "Server Management" page.

Requirements

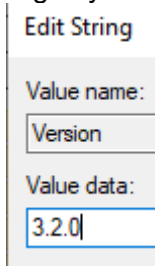
- Have an active TEOS Manage installation running version 3.2.0
- Have admin rights on the webserver

How to solve 'this update is not compatible with your current version' error when updating to 3.3.0.

1. To solve this issue we need to check a registry value, this can be done by opening regedit.exe



2. Navigate to the following registry location:
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\TEOS\TEOS Manage\Settings
3. In this folder there should be a registry value named "Version".
4. Double check if the value for this registry entry is the same as the version mentioned on the "Server Management" page in the web interface.
5. Adjust the registry value in case the "Server Management" page mentions 3.2.0 but the registry value mentions 3.1.0.



6. Save the registry value. Now retry to start the TEOS 3.3.0 update installer.

If the issue has been solved you can continue and install the TEOS update, please contact our support department at support@teos.support in case the issue persists.

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