(ERROR_600) Installation error. Please contact the developer.
Posted by Mrslord@mrslord.com - 22 Jul 2014 14:07

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When I installed this product the magento connect manager console showed:

Package installed:

 community Latitudweb_Salesanalytics 1.1.0.3

Cleaning cache

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Exception during cache and session cleaning

When I refreshed the page I got:

Exception during cache and session cleaning: Error in file: "/var/www/html.shop.mrslord.co.uk/app/code/community/Latitudweb/Salesanalytics/data/salesanalytics_setup/data-install-1.0.0.php" - SQLSTATE[23000]: Integrity constraint violation: 1062 Duplicate entry '1' for key 'PRIMARY'

When I run a report I get:

(ERROR_600) Installation error. Please contact the developer.

I have tried uninstalling/installing again, but I get the same error.

Please advise how I can get this package installed and working.

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Re: (ERROR_600) Installation error. Please contact the developer.
Posted by fededece100 - 04 Aug 2014 15:07

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We have the same problem.

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Re: (ERROR_600) Installation error. Please contact the developer.
Posted by latitudweb - 04 Aug 2014 16:10

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Dear colleagues,

This issue arises when the subscription and/or regisration keys don't match on your system and on our keys server.

Please, send us an email to support@latitudweb.com and we'll send you the suitable keys to work the issue out.

Kind regards.

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Re: (ERROR_600) Installation error. Please contact the developer.
Posted by latitudweb - 14 Aug 2014 17:53

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Dear colleagues,

This issue is raised when your installation subscription keys don't match those on our system and the Sales Analytics tool has been previously installed, this installation has not been correctly fulfilled, and then a new installation is performed over the previous one.

When this issue is raised, the best way to work it out is to perform a clean installation, as described here: analytictools.latitudweb.com/forum/27-FA...an-installation.html

This way, you clean the Sales Analytics tables, and avoid the "Integrity constraint violation: 1062 Duplicate entry '1' for key" issue.

You can download the latest Sales Analytics version 1.1.1 here: analytictools.latitudweb.com/downloads/d...to/categories/6.html

It includes new Inventory reports and some bug fixes: analytictools.latitudweb.com/products/sa...gento/changelog.html

Kind regards.

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