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Title	Can't install AVEVA Edge due to an incompatible version of System Platform
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ISSUE

The AVEVA Edge installation wizard may encounter an error stating that a version of System Platform that is incompatible with the version of Edge has been detected and halts the installation. The incompatible version of System Platform needs to be fully removed before AVEVA Edge can be installed. However, the issue may persist after fully uninstalling the incompatible System Platform because of some leftovers in the machine's Registry.

ENVIRONMENT

The aforementioned problem arises when attempting to install the full AVEVA Edge software, specifically version 2020 or a more recent release, on a compatible Windows station where an older version of System Platform was previously installed. For more comprehensive information regarding supported Windows versions, please consult the relevant chapter titled "Install the full AVEVA Edge software" in the AVEVA Edge Technical Reference manual.

RESOLUTION

The AVEVA Edge installation package checks for some System Platform GUIDs in the machine's Registry. If you don't have any incompatible System Platform versions installed on the computer, please make sure you remove all GUIDs indicated in the following table before installing AVEVA Edge.

Key: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\<GUID>

Release	GUID
WSP 2014	{FE5CF6E2-07D0-44D7-BD96-E33CDAA51585}
WSP 2014 R2	{A501B9FE-D95E-462F-BB41-CEED910F9172}
WSP 2014 R2 SP1	{0CB19193-D2D0-4187-911C-4103F7559C76}
WSP 2017	{48B5E2B2-4F2B-4492-A1CB-3B9412969761}
WSP 2017 U1	{EAA02114-77B9-444B-9AA9-13936F5FDBEA}
WSP 2017 U2	{55A8EAC7-5138-4235-8379-D3B80EBC9AC9}
WSP 2017 U3	{29DA0ECD-18F8-42FB-8947-89E6E5DD17BA}
WSP 2017 U3 SP1	{FD33DA3D-F7F8-47F6-9F59-149635A87C14}
WSP 2020	{9235213D-E75B-453B-8980-FEC873BBB4C8}

CAUSE

Various AVEVA products leverage common libraries for their functioning. One such example is the installation of Industrial Graphics by AVEVA Edge, which can potentially result in conflicts when another AVEVA product has previously installed a distinct version of the Industrial Graphics libraries. To mitigate such conflicts, it is recommended to adhere to the best practice of ensuring that all AVEVA products installed on a given machine are precisely of the same version, encompassing both the Release and Service Pack numbers.