

What to do if you fail to install a new EA Infoport version and need to run the original version



If EA Infoport fails to start after updating to a new version, it can be caused by two reasons. The problem may have occurred during the update itself, for example because not all the necessary files were copied, disk space ran out, or the InfoportLauncher program terminated prematurely (or for other reasons).

The second group of problems can be a situation where the installation itself succeeded, but the new version of Infoport has a bug that prevents it from running correctly.

A quick solution to both types of problems is to revert to the original version, which was working on the server until the update.

The easiest way to do this is to modify the configuration (parameters) of the InfoportLauncher program. The standard setting for the "-Version" parameter is the string "***". This means that the program tries to obtain and install the latest version of Infoport, without any restriction (applies both to installation from ftp and file).

It is also necessary to delete the file with the new version that is not functional.

If we replace the asterisks with a specific (still functional) version, InfoportLauncher will not attempt to update, but will run the specific version.

Revision #2

Created 31 July 2026 16:05:56 by Jitka Kalíšová

Updated 31 July 2026 16:07:18 by Jitka Kalíšová