

YKSITYISKOHDAT

← **OMAT TAPAUKSET** ([HTTPS://SUPPORT.UBI.COM/FI-FI/CASES](https://support.ubi.com/fi-fi/cases))

SULJE TAPAUS



ASIANUMERO 06070770

LUOTU SU, 25 MAALIS 2018 15:40 UTC+2

PÄIVITETTY SU, 11 MARRAS 2018 22:40 UTC+2

TILA MENEILLÄÄN *Työskentelemme tukipyynnösi kanssa*

ALUSTA PC

PELI/TUOTE ANNO 1404: VENICE

KATEGORIA TEKNISIÄ ONGELMIA

Kysymyksesi:

After purchasing Anno 1404 i tried to install the official path (applies to both 25-11-2010 and 08-03-2010 patches) but the patch installers state no game has been installed. How could I fix this?

To avoid unnecessary steps I can let you know that I do not have Windows registry entries for HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{3D9CF3CA-3AB0-4A82-9853-D7C43FD1D775} or HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{6A09EC92-016B-4032-8CF1-6840B20C254A}

Additionally, I have tried running the patches from different directories, including the Ubisoft\Related Designs\ANNO 1404\ directory, and with different permissions and with and without anti-virus.

Haluatko lisätä lisätiedot?

(4000 merkkiä jäljellä)

LISÄÄ KOMMENTTI



Lisää asiakirjoja (<https://support.ubi.com/fi-fi/cases/06070770#documents>)

VIESTINTÄHISTORIA

LAAJENNA KAIKKI KOMMENTIT



JuusoFIN
su, 11 marras 2018 22:40 UTC+2

Okay now. This is the original problem. The Toolset complains it does not find an installed game. Please see any of these messages for the same complaint/statement:

- 25 mar 2018 15:40 UTC+2
- 4 apr 2018 10:19 UTC+2
- 6 apr 2018 15:11 UTC+2
- 22 sep 2018 18:30 UTC+2
- 12 oct 2018 19:40 UTC+2

Stating to download and move them to the installation folder does not help. This has been tried multiple times. Please forward this to some team with actual technical knowledge of the matter.

From past experience I could suggest that the problem is arising from one of the following but I do not know which nor do I have the technical knowledge to fix it for why I have contacted your support:
-The original CD installation directory was different and the patches have not been updated to look for the installation files elsewhere
-Same but with registry entries

This matter has been open for almost nine months now and the "solution" you have provided has been essentially the same one for five times. Clearly, the current level of technical knowledge is insufficient and the matter must be further escalated.



RitaL @ Ubisoft Support
to, 8 marras 2018 17:57 UTC+2

Hello JuusoFIN,

I apologise for the delay getting back to you. I hear you are unable to access the World Editor in-game for Anno 1404 . To get the tools in the game, please make sure you have Anno 1404 fully installed only via Uplay and there are no traces of Steam files relating to the game. Please download Toolset 1.2 (ToolOne + World Editor) following the link below:

http://static2.cdn.ubi.com/emea/gamesites/anno/anno1404/ANN1404_AddonTools_1_2.zip

Move then the downloaded file to the Anno 1404 game folder and run the file. The tools should be now available in the game for you.

Should you have any further questions, please do not hesitate getting back in touch with us.

Kind Regards
Rita
Ubisoft Support

Tarjoamme myös puhelintukea numerossa +358 97 25 19 323.
Olemme avoinna arkisin klo 14.00 - 20.00



JuusoFIN
ti, 6 marras 2018 15:36 UTC+2

Hi,

Alright. How can I access the WorldEditorn then as it does not have its own icon in the game folder nor is there any in-game utility to launch it?



RitaL @ Ubisoft Support
ti, 6 marras 2018 15:09 UTC+2

Hello JuusoFIN,

Thank you for your reply and sending us recording of your steps. What we can see is that there is no patch available as the game comes with the latest version from the very beginning you download it. Therefore you should have the Toolset patches in the version you currently have. I would suggest that you launch the game normally from Uplay to see if you are able to continue playing without any further issues.

Should you have any further problems with the game, please send us following system files from your PC:

<https://support.ubi.com/fi-FI/faqs/000026442/Submit-Dxdiag-and-Msinfo/>

Please do not hesitate contact us if you have any additional questions.



JuusoFIN
to, 1 marras 2018 20:05 UTC+2



Steps recorder file attached.

Back in the day when I had Anno 1404 on CD these files ran without an error and created a new utility application which could be launched separately from Anno 1404 or the Venice addon as standalone programs (if I recall correctly, and are used to edit in-game content). This holds at least for the most up-to date version of Anno 1701 on Steam.



SallaV @ Ubisoft Support
to, 1 marras 2018 19:11 UTC+2



Hello JuusoFIN,

Thank you for updating the situation for us.

We would like to inform you that after installing the game from UPlac PC you don't need to install any patches manually as they are already included in the game. UPlay PC automatically updates latest patches to your game.

As we are still unsure what is the main issue or what is causing it at this point, we would you like to ask you try to record the issue to us.

In order fully understand the issue, please follow these steps:

- Type the word PSR in the Windows search section and press the "enter" key.
- You will see a Tool bar with a red record button. From the moment you press it, the system start to record all the steps you do.
- Please do all the steps that you normally do until you get the error which is why you contacted us.
- Once this is done and issue has occurred and recoreded succesfully, you can close the game and end recording.
- The application will ask you where to save the newly created .zip file. Choose "My desktop" as the path.
- Once the file has been created, all you have to do is go to our Support site, open the case history and attach the file to this case.

If you have any further questions, please don't hesitate to contact us.

Kind regards,
Salla
Ubisoft Support



JuusoFIN
ke, 31 loka 2018 17:45 UTC+2



Hello,

I removed the Steam, GOG.com, and Uplay versions of the game, removed any registry entries, and reinstalled Anno after rebooting. I proceeded to launch the game after which I tried installing the patches. The previous problem persists for both patches. MSInfo & DxDiag attached.



SallaV @ Ubisoft Support
ke, 31 loka 2018 16:56 UTC+2



Hello JuusoFIN,

Thank you for your updates and I'm sorry to hear that you issue still persists.

I'm deeply sorry that we haven't been able to solve this issue for you just yet and it has been taking very long to reply to you.

Meanwhile we've been looking at your case with our specialist team and found some new workaround for you to try.

We noticed that you've had GOG.com version of the game installed on your PC. This might cause the conflict why your game is not getting patched as this should happen automatically.

In this case, I'd like to ask you to uninstall both versions of the game and then load the game directly from Uplay.

Before loading and reinstalling the game from Uplay, please check your registers to make sure that there is

absolutely no trace of Anno 1404.
Delete all the traces of the game if needed.

I hope this would fix your issue and if not, message us back with latest MSInfo & DxDiag-files.

If you have any further questions, please don't hesitate to contact us.
Mikäli tarvitset, voimme tarjota asiakaspalvelua myös suomeksi.

Tarjoamme myös puhelintukea numerossa +358 97 25 19 323.
Olemme avoinna arkisin klo 14.00 - 20.00

Kind regards,
Salla
Ubisoft Support



JuusoFIN
pe, 12 loka 2018 19:40 UTC+2



Neither of the patches work and return the attached error message (20181012.png); registry entry screen captures attached (20181012b.png)



RitaL @ Ubisoft Support
ke, 10 loka 2018 18:21 UTC+2



Hello JuusoFIN,

I am sorry for the delay getting back to you. Good to hear you can access Venice now. I would suggest that you try to manually download the Toolset -patches again by following the link below:

<https://support.ubi.com/fi-FI/Faqs/000013835/Patches-for-Anno-1404-Venice-1364550396484>

If this download failed as well, please send us screenshot of the error and check again the Windows registry. We will investigate this further once you have updated your ticket.

Please do not hesitate coming back to us in the meantime if you have any additional questions.

Best Regards
Rita
Ubisoft Support

Tarjoamme myös puhelintukea numerossa +358 97 25 19 323.
Olemme avoinna arkisin klo 14.00 - 20.00



JuusoFIN
la, 22 syys 2018 18:30 UTC+2



Yes I am able to access Venice. No, neither of the patches is installed (see first message)



RitaL @ Ubisoft Support
to, 20 syys 2018 10:55 UTC+2



Hello JuusoFIN,

I apologise for the delay in our reply to you. Are you able to play and access the ANNO 1404: Venice game now and do you have the Toolset -patches (25-11-2010 and 08-03-2010)?

Please do let us know if you need further assistance or have any questions, we are happy to continue helping you.

Kind Regards
Rita
Ubisoft Support



JuusoFIN
ti, 11 syys 2018 15:54 UTC+2



Hello,

No I do not receive any error messages.



RitaL @ Ubisoft Support
ti, 11 syys 2018 10:46 UTC+2

Hello JuusoFIN,

I am sorry for the delay getting back to you. Thank you for sending the screenshot from the installation folder. If you can start the Anno 1404 from there, can you please advise also what happens after, do you get any error message and if yes, please send us a screenshot of this as well? Once we have received the information from you, I will re-escalate the case to be look into by our game team.

In the meantime if you have any other questions, please do not hesitate contact us again.

Best Regards
Rita
Ubisoft Support



JuusoFIN
pe, 31 elo 2018 10:55 UTC+2

Hello,

Yes, I am able to launch the game from the installation folder.

Screen capture attached.



RitaL @ Ubisoft Support
pe, 31 elo 2018 09:22 UTC+2

Hello JuusoFIN,

Thank you for your reply and that you have found the entry in the Windows registry. Are you able to launch the game from the installation folder? If not, please let us know if you get any error message or notification when trying to launch the game? Additionally, can you take us a screenshot of the registry from your PC? Once we get more information from you, we can continue investigating further.

Should you have any other questions in the meantime, please let us know.

Best Regards
Rita
Ubisoft Support



JuusoFIN
pe, 31 elo 2018 08:43 UTC+2

Hello,

There is an entry for the given registry.



RitaL @ Ubisoft Support
ke, 29 elo 2018 13:47 UTC+2

Hello JuusoFIN,

I am very sorry we have not updated your query earlier and thank you for your patience while we looked into your issue. Our game team has investigated your case and it could be due to Anno 1404 been corrupted in the installation. We would advice you to check if the game actually created an entry in the windows registry as following:

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Ubisoft\Anno 1404

If the entry is missing, please uninstall the game and then reinstall via Uplay and with admin rights:

<https://support.ubi.com/fi-FI/faqs/000025662/Run-applications-with-administrator-rights>

Should you have any further issues or questions, please do not hesitate contact us again.

Kind Regards
Rita
Ubisoft Support



JuusoFIN
to, 16 elo 2018 13:35 UTC+2

Any updates on the matter?



JuusoFIN
ti, 26 kesä 2018 00:31 UTC+2

Any updates on the matter?



JoanaBP @ Ubisoft Support
la, 21 huhti 2018 17:49 UTC+2

Hello JuusoFIN,

My name is Jo and I will be assisting you with your case.

I will now send this to the dedicated team for further investigation. We will reply to this ticket when we have an update.

Please let me know if I can assist you with anything else as I will be here to help you if you need.

Kind Regards,
Jo
Ubisoft Customer Support



JuusoFIN
la, 21 huhti 2018 13:28 UTC+2

Requested files uploaded



CarlosN @ Ubisoft Support
la, 21 huhti 2018 11:14 UTC+2

Hello JuusoFIN,

My name is Carlos Filipe and I will be assisting you with this issue.

We're investigating this issue for you. For us to better understand what is causing this problem, please send us your dxdiag and msinfo files and also your log files after launching your game? You can find them in the following folders:

DXDIAG: <https://support.ubi.com/en-gb/faqs/000021185/Sending-a-Dxdiag-to-Support/>
MSINFO: <https://support.ubi.com/en-gb/faqs/000021216/Sending-a-msinfo-report-to-Support/>

The log files are present in the following folders:

C: \ Program Files\Ubisoft\Ubisoft Game Launcher\Logs

or

C: \ Program Files(x86)\Ubisoft\Ubisoft Game Launcher\Logs

If you have any further question regarding this issue please don't hesitate to reply back, I will be more than happy to help.

Kind regards,
Carlos Filipe
Ubisoft Customer Support



DavidO @ Ubisoft Support
to, 19 huhti 2018 15:20 UTC+2

Hello again JuusoFIN,

Thank you for reaching back to us and providing the requested screenshots to address this matter. My name is David and I'll be handling your case. First of all, please allow me to apologise for the time that it has taken us to reply to your ticket. We are doing our best to improve our service, to ensure our responses are as quick as possible.

I will forward this case to our specialised teams for further investigation. I ask you to wait for our reply after its completion.

Thank you for understanding.

Best regards,
David
Ubisoft Customer Support



JuusoFIN
la, 14 huhti 2018 20:30 UTC+2



Not closed, waiting for an update



PedroA @ Ubisoft Support
ti, 10 huhti 2018 11:36 UTC+2



Hello JuusoFIN,

Welcome back to the Ubisoft Customer Support. My name is Pedro and I'm here to help you further. Sorry for the delay in getting back to you, I hope this email finds you well.

Concerning your on-going issue with Anno 1404, I understand that you're missing the Toolset patches from 25/11/2010 and 08/03/2010. At this moment, we are currently investigating your case and as soon as we have an update for you, we'll return and update you on this matter, but rest assured that your case is being handled and we hope to get back to you as soon as possible with newly useful information.

Allow me to apologise for the inconvenience on this matter, and thank you in advance for your patience throughout.

In the meantime, should you have any other questions or require assistance in any other matter, we will be happy to help you.

Kind regards,
Pedro
Ubisoft Customer Support



JuusoFIN
pe, 6 huhti 2018 15:11 UTC+2



Hi,

these game updaters work fine but do not add the Toolset -patches (25-11-2010 and 08-03-2010) which are the core problem. Moving the previously provided patches from Ubi's CDN to the game's tools/ directory after executing gu.exe and gu_addon.exe doesn't allow for the patch installation either.



MauroR @ Ubisoft Support
pe, 6 huhti 2018 12:35 UTC+2



Hello JuusoFIN,

Thank you for your advise.
My name is Mauro and I will be assisting you.

Allow me to start by apologising for the time that I have taken to get back to you on this ticket. We are doing our best to improve our service to ensure our responses are as quick as possible.

If the you're unable to install the patches manually, could you please use the game updater in the installation directory?

The files are called "gu.exe" and "gu_addon.exe".
When the files are executed, the game should just patch itself unless the game is already on the newest version.

I hope the steps above resolve your enquiry, if so, you may receive a survey via email in a few days after your ticket closes.
Your opinion is very important to us, so in this case we would love to receive your feedback regarding our service. If you can, please take a few minutes to rate the support you received in this case.

Feel free to ask any other questions you may have.

Kind Regards,
Mauro
Ubisoft Customer Support



JuusoFIN
ke, 4 huhti 2018 10:19 UTC+2



Hello,

the patches from Ubi's CDN are exactly the same as tried earlier and thus the result with these was the same. Additionally, reinstalling the game had no effect on the outcome



DiogoD @ Ubisoft Support
la, 31 maaliskuu 2018 12:16 UTC+2



Hi there JuusoFIN,

Welcome back to Ubisoft Customer Support. My name is Diogo and I will be assisting you with your case.

I'm sorry to hear that you are being unable to apply the patches to ANNO 1404.

Please download patches from these links, they are the 1.3 patch and the 3.1 patch respectively, and please try it again.

http://static3.cdn.ubi.com/anno_1404/anno1404_1.3.exe

http://static3.cdn.ubi.com/anno_1404/anno1404_goldedition_3.1.exe

If the issue persists, please uninstall and reinstall ANNO 1404 and repeat the process.

Please let me know if I can assist you with anything else as I will be here to help you if you need.

Kind Regards,
Diogo
Ubisoft Customer Support



JuusoFIN
pe, 30 maaliskuu 2018 11:14 UTC+2



Case 06070730 is a separate issue and this does not solve the current issue.



SandraB @ Ubisoft Support
pe, 30 maaliskuu 2018 11:04 UTC+2



Hello JuusoFIN,

Thank you for contacting Ubisoft Customer Support. My name is Sandra and I will be assisting you with your case.

As I noticed this situation will be handled on case number #<06070730>, I would like to inform you I will be closing the current case (case number [06070770]).

Should you have questions in regards to this or any other issues, do contact us again by opening a new case. We are happy to be of assistance.

Please feel free to contact us further if you have an additional questions and we will be happy to assist you.

Best Wishes,
Sandra
Ubisoft Customer Support



JuusoFIN
su, 25 maaliskuu 2018 15:40 UTC+2



After purchasing Anno 1404 i tried to install the official path (applies to both 25-11-2010 and 08-03-2010 patches) but the patch installers state no game has been installed. How could I fix this?

To avoid unnecessary steps I can let you know that I do not have Windows registry entries for
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\ Windows\CurrentVersion\Uninstall\
{3D9CF3CA-3AB0-4A82-9853-D7C43FD1D775} or
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\ Windows\CurrentVersion\Uninstall\
{6A09EC92-016B-4032-8CF1-6840B20C254A}

Additionally, I have tried running the patches from different directories, including the Ubisoft\Related Designs\ANNO 1404\ directory, and with different permissions and with and without anti-virus.

ASIAKIRJAT



Untitled.png

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000bf4zUAUQ)



DxDiag.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000eWxHqUAK)



20181031a.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000eWxHgUAK)



20181101.zip

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000eXKpYUAW)



uni.png

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000dX01iUAC)



DxDiag.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000bpp5iUAA)



20181012b.png

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000eFerAUAS)



service_log.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000bpp67UAA)



msinfo.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000bpp5xUAA)



launcher_log.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000bpp5sUAA)



network_info.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000bpp62UAA)



game_starter_log.txt

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000bpp5nUAA)



20181012.png

(https://csattachment.ubi.com/home/attachment?lang=fi&ticketId=5000M00000kaBTcQAM&attachmentId=00P0M00000eFeqpUAC)

+ LISÄÄ TIEDOSTOJA

LÄHETÄ LIITTEITÄ



YHDISTÄ UBISOFTIIN

UBISOFT CLUB (HTTPS://CLUB.UBI.COM/)



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