

## Public Support - Support Request #4436

### Install displaytoolbox on Ubuntu not possible in addons

2018-10-15 17:52 - hidden

<b>Status:</b>	Closed		
<b>Priority:</b>	Normal		
<b>Category:</b>			
<b>Customer:</b>	ETAS	<b>Product Issue Numbers:</b>	<a href="https://www.cip.audi.de/jira/browse/ADIS-TB-833">https://www.cip.audi.de/jira/browse/ADIS-TB-833</a>
<b>Department:</b>	ESW	<b>Affected Products:</b>	ADTF 3.3.3, ADTF Display Toolbox 3.1.0
<b>Requester's Priority:</b>	Normal	<b>Platform:</b>	Ubuntu 16.04 64bit
<b>Support Level:</b>	2nd Level	<b>Topic:</b>	DisplayTB::Common
<b>Resolution:</b>	Known Problem	<b>FAQ Links:</b>	

#### Description

##### Supportanfrage

First try with using the default settings:

By installing and using this software you will accept these additional License Agreements.

Do you accept all the terms of the preceding license agreement?  
(yes/[no]):yes

Performing system checks ...  
supported platform ... ok

Please choose your installation type:  
1: Install into the ADTF addons directory  
2: Install into a separate directory  
([1]/2): 1

Please enter the directory where ADTF is installed  
([/home/user/adtf]):

Unable to find ADTF installation at /home/user/displaytoolbox

Next try with typing the installation directory:

Do you accept all the terms of the preceding license agreement?  
(yes/[no]):yes

Performing system checks ...  
supported platform ... ok

Please choose your installation type:  
1: Install into the ADTF addons directory  
2: Install into a separate directory  
([1]/2): 1

Please enter the directory where ADTF is installed  
([/home/user/adtf]):/home/user/adtf

Found ADTF installation at /home/user/adtf

This ADTF version (Version 3.3.3) does not meet the requirements! At least ADTF version 3.3.0 is required. Will now exit ...  
user@virtubuntu:~/adttinst\$

I find no way to get it installed in the adtf/addons

## Lösung

Known Problem -> ADISTB-833

Workaround: Install and copy manually

## History

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### #1 - 2018-10-16 08:22 - hidden

- Status changed from New to In Progress
- Private changed from Yes to No
- Topic set to DisplayTB::Common

### #2 - 2018-10-16 08:23 - hidden

- Status changed from In Progress to Customer Feedback Required
- Resolution set to Known Problem

Hi Kirsten,

ja, das sollte aber bekannt sein, siehe Change Log oder auch [ADTF Display Toolbox 3.1.0 is now available](#).  
Da der Installer künftig ja entfällt, wird das Problem indirekt behoben werden.

Workaround für aktuell steht in der Release News.

### #3 - 2018-10-16 08:37 - hidden

Hi Florian,

ok, hab an der falschen Stelle gesucht. Sorry.

### #4 - 2018-10-16 08:55 - hidden

- Description updated
- Status changed from Customer Feedback Required to To Be Closed
- Product Issue Numbers set to <https://www.cip.audi.de/jira/browse/ADISTB-833>

### #5 - 2018-10-16 08:55 - hidden

- Status changed from To Be Closed to Closed