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## Error message during installation of Service Pack 22.1.5

- **Product:** Aleph
  - **Product Version:** 22
  - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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### Description

When installing the latest v22 service pack (22.1.5 ) the following error occurs:

**RTS Error occurred. Details in SP log file**

### Resolution

The problem source is a new version of openssl (as part of 3rd party products update).

In order to avoid problems during SP installation update your 3rd party products (using UTIL SP 6-10) before installing Aleph SP 22.1.5.

If you try to install SP 22.1.5 without updating 3rd party products you might encounter a problem during installation.

In that case the SP installation will be rolled back and Aleph will continue to work with the previous SP (22.1.4).

After updating 3rd party products, Aleph SP 22.1.5 can be re-installed.

### Additional Information

The Service Pack installation 22.1.5 requires the upgrade to OpenSSL version openssl-1.0.1p which is included in the Third Party upgrade. Lower versions of OpenSSL might cause the described problems.

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