# Custom Action Definition: Suspending RISA32 Service

The RISA License Manager merge module installs and registers the RISALicenseManagerCOM.dll. To avoid problems with file locking, applications that use this COM object must be temporarily stopped during the installation.

The RISA32 service loads and locks the RISALicenseManagerCOM.dll.

The service control capability built into Advanced Installer is capable of natively stopping and restarting the service. We had hoped to use this directly, but discovered it has a serious limitation: it requires the service to be present and aborts the installation if it is not. (This service is present only if the ADAPT PTRC application is installed on the user’s machine.)

Therefore, we will need to implement two custom actions to stop and start the RISA32 service.

ServiceControlStopRISA32

1. This is a Deferred Execution Custom Action
   1. Placed after “Preparing” and before “Remove Resources”?
2. If service RISA32 exists stop it
   1. If you fail to stop the service, return ActionResult.Failure. (installation should abort)
   2. If you stopped the service or the service does not exist, return ActionResult.Success

ServiceControlStartRISA32

1. This is a Deferred Execution Custom Action
   1. Placed after “Add Resources” and before “Finish Execution”?
2. If service RISA32 exists start it
   1. If you fail to start the service, return ActionResult.Success
   2. If the service does not exist, or you are able to start the service, return ActionResult.Success
   3. (basically always success)