Installing LogicomE&P software – FAQs

Logicom E&P products have been successfully installed on a variety of versions of Windows (XP, XP64, Vista, Vista64, Windows7, W7-64) and Citrix, but there are some common questions that can arise during the installation process.

1   Where is the best folder to install to?

2   Why can't I select a mounted drive for my network client installation?

3   Why won't the program run after I've installed it?

1   <u>Where is the best folder to install to?</u>

Recent versions of Windows have an extra security feature on certain folders that "lock" them after an installation is completed, which can prevent some operations from performing correctly. The main culprit for this is the "Program Files" (or "Program Files (x86)") folder structure. It is therefore strongly recommended to avoid this folder structure and to use a separate folder when installing our products. For example, use "c:\logicomEP\rep5". If your IT administrators have installed the software for you, ask them to check that your user login has full read/write/create/delete permissions for the following installation folders and subfolders:

For REP:

...\dbdefs   (e.g." c:\logicomEP\rep5\dbdefs" and all subfolders)

...\users   (e.g." c:\logicomEP\rep5\users")

For LogIC:

...\sitelib   (e.g." c:\logicomEP\LogIC\sitelib" and all subfolders)

...\userlib   (e.g." c: \logicomEP\LogIC\userlib")

2   <u>Why can't I select a mounted network drive for my installation?</u>

There is a bug in some recent versions of Windows that prevents a mapped network drive from being used by our installation procedures. If the installation dialogue that selects the drive letter does not include any network drives, type the full UNC path to the installation folder (e.g. "\\server\apps\rep5") into the relevant field.

3   Why won't the program run after I've installed it?

Microsoft, in their infinite wisdom, have decided not to issue new versions of their standard development libraries as part of their Windows Update process. As a result, some PCs will display this window (or similar) the first time you try to run one of our products:
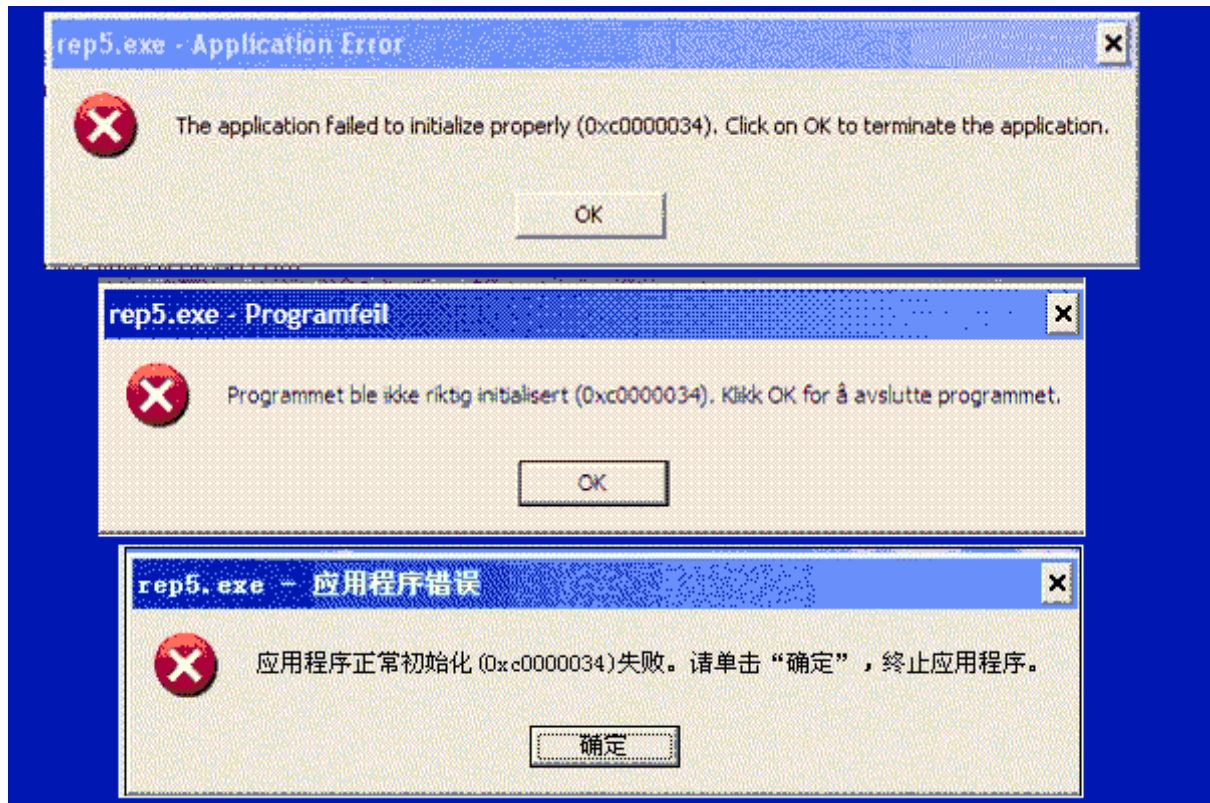
The error number may be different (0xc00001502 is another common one). The solution is to run a "patch" routine called vcredist_x86.exe. You should find this routine in the installed folder. It only needs to be run once on any PC that gives this error. If you are still having problems after running this patch, please let us know.

Also, you may see the following window when you first run REP:

programme path environment is not set!

OK

The fundamental reason for this is simple, but the solution is dependent on which version of Windows is being used and whether the installation was carried out by an "administrator", rather than the eventual user. So, if this happens to you, email support@logicomep.com with details of:

1   Which version of Windows you are using
2   Whether the installation was carried out by an "administrator"
3   What the "administrator" login name is
4   What your "user" name is

And we will reply in detail.

If you have any other problems installing our products, please contact support@logicomep.com.