



LogIC Installation guide

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Note:
To change the product logo for your own print manual or PDF, click "Tools > Manual Designer" and modify the print manual template.

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1 Introduction

Installing LogIC

This is a brief guide to installing LogIC from Logicom E&P Limited. It is intended for administrators, or users with administrative privileges on their PC.

As a brief overview, the following table shows how the available installers can be combined to allow a variety of setups to be configured:

Type of setup	Initial Installation Method	To add a new client PC	Update Method
Single PC	Run main installer on PC	Run main installer on PC	Run new main installer on PC
Local Area Network	Run main installer to shareable folder on licence server [1] Run LAN client installer on PCs [2]	Run LAN client installer on PCs [2]	Run new main installer on licence server
Single PC on Wide Area Network (e.g. VPN)	Run main installer to shareable folder on licence server [1] Run main installer on PC Run WAN client installer on PC [2]	Run main installer on PC Run WAN client installer on PC [2]	Run new main installer on licence server Run new main installer on PC Run WAN client installer on PC [2]
Multi-site with single licence server	Run main installer to shareable folder on licence server [1] Run main installer to shareable folder on LAN servers [1] Run LAN client installer on PC [2] Run WAN client installer on PC [3]	Run LAN client installer on PC [2] Run WAN client installer on PC [3]	Run new main installer on licence server Run new main installer on LAN servers

Notes:

[1] The "sitelib" and "userlib" subfolders must be given "Full Control" permissions for "Everyone". The rest of the installation can be "read/execute only".

[2] During the LAN/WAN client setup installation, you will be prompted for the server installation folder. You must enter the network installation folder **as "seen" by the client PC** (e.g. \\local_server\apps\LogIC)

[3] When installing a WAN client in a multi-site configuration, the licence server folder should be entered (e.g. \\remote_server\apps\LogIC)

1.1 Technical Details

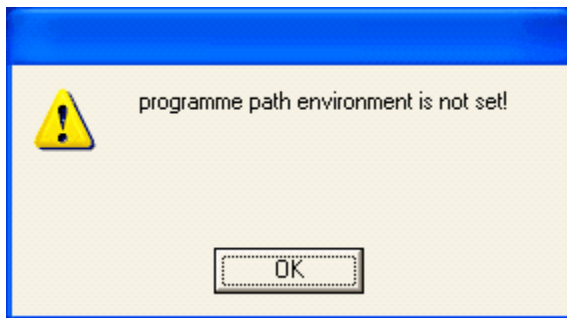
Some aspects of the licensing process must remain confidential, but essentially, the key file is the LogIC.INI file. This contains pointers to folders that are necessary for LogIC to run.

From the point of view of the licensing, the key entry is the "sitelib=" line. This will point to a folder, either on the PC (for a standalone installation) or on a server (for a LAN or WAN installation).

The location of the INI file depends on the version of Windows that is in use. The program searches in the following order, for folders called:

1. C:\users\\AppData\Local\LogicomEP\LogIC
2. C:\documents and settings\\local settings\program data\LogicomEP\LogIC
3. C:\windows

If it cannot locate the INI file in any of these folders, the following error will be displayed:



There are two common reasons for this error:

1. The installer failed to complete
2. The installer was run under a different login (usually an admin user)

If [1] occurred, then an error should have been displayed during the installation process - use Alt-PrntSc to capture the error message and email it to support@logicomep.com.

If [2], then the INI file needs to be copied from the admin user account to the equivalent folder for the eventual user. A checkbox option at the end of the installation runs a batch script to simplify this process:

```

cmd: C:\Windows\system32\cmd.exe
Which OS are you using? [1=XP, 2=other, Q=Quit] [1,2,Q]?

Other OS selected
C:\Users\kenny\AppData\Local
Name of other user [Q=Quit] test_user

Overwrite C:\Users\test_user\AppData\Local\LogicomEP\LogIC\logic.ini? <Yes/No/All>:
Opening LogIC.INI file for editing:
Recommend changing username= line to username=test_user
Press any key to continue . . . _

=====
You may need to create a shortcut to LogIC.exe on the desktop/start menu for
test_user
=====
Finished, press any key to close window

```

The prompts should be self explanatory but the process basically establishes whether the user settings are kept in:

"C:\documents and settings\\local settings\program data\LogicomEP\LogIC" (for XP)
 or
 "C:\users\\AppData\Local\LogicomEP\LogIC" (for Vista or later)

and it copies the LogIC.INI file from the administrators account to the eventual user's account. You are given an opportunity to edit the INI file to change the username= line, which is recommended to keep LogICs user settings (e.g. their list of recent files) separate from other users.

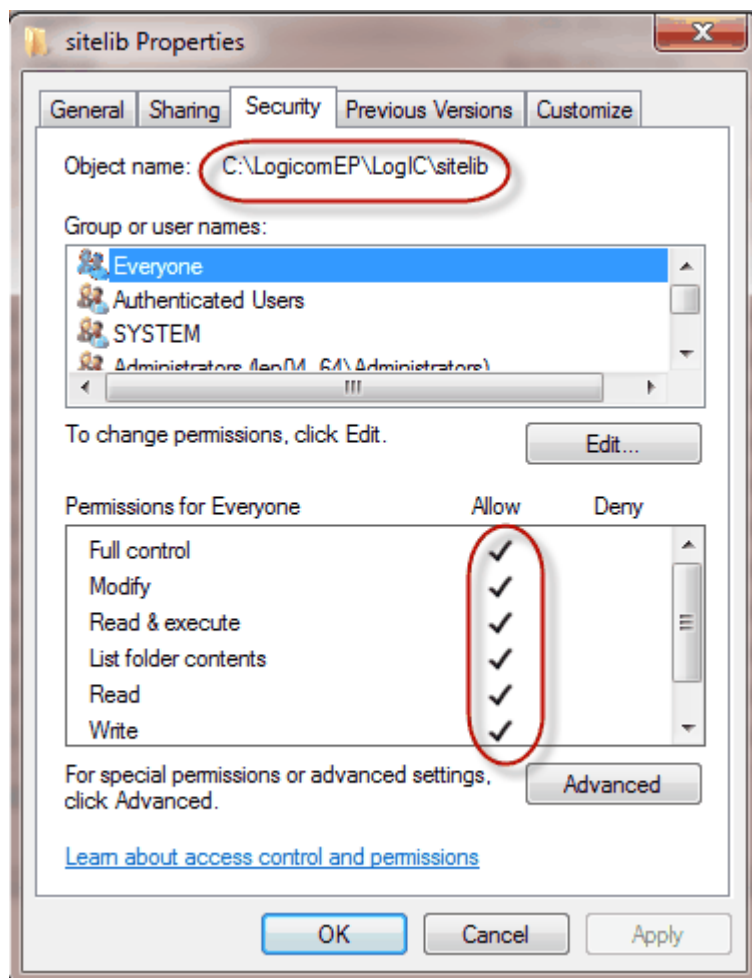
The installer should create a shortcut in the "all users" Start Menu so it's available to the eventual user, but if not (and under XP it won't!), then you will need to create the shortcut to LogIC.EXE manually.

Note that for "foreign language" versions of Windows, you may have to manually copy LogIC.INI from your admin account folder to C:\Windows.

1.2 Rare Issues

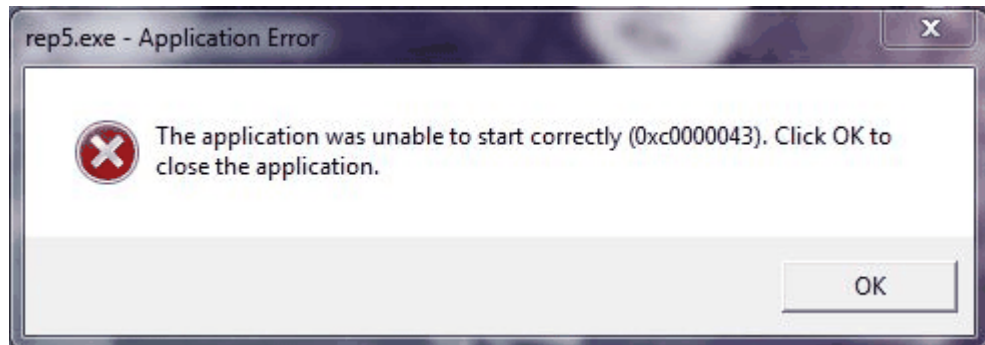
There are some issues that have been encountered previously, but only in isolated cases. They are detailed below, for reference purposes.

1. “error opening defaults file” – this can occur if the “username=” line is too long or contains an “illegal” character (e.g. “/”). Check and edit the LogIC.INI file.
2. “error opening site master file” followed by a crash. Assuming all the paths in the LogIC.INI file are correct, then this can be caused by a permissions issue on the “sitelib=” folder. RH click the “drivers” folder under “sitelib” and select properties. Make sure you have “full control” set on the security tab.



If you need to change this, you will need “admin” privileges and you will also need to change the “userlib=” folder. Try RH clicking your shortcut and choose “run as administrator” to see if that works as a fix.

3.



This appears to be caused by a major corruption of the installation, possibly by a virus checker. Look for the date of, say DUKPET.DLL and if it is very recent, look for a large number of .TMP files in the same folder. If this occurs, re-install, but do not uninstall first, then, if that works, delete the .TMP files.

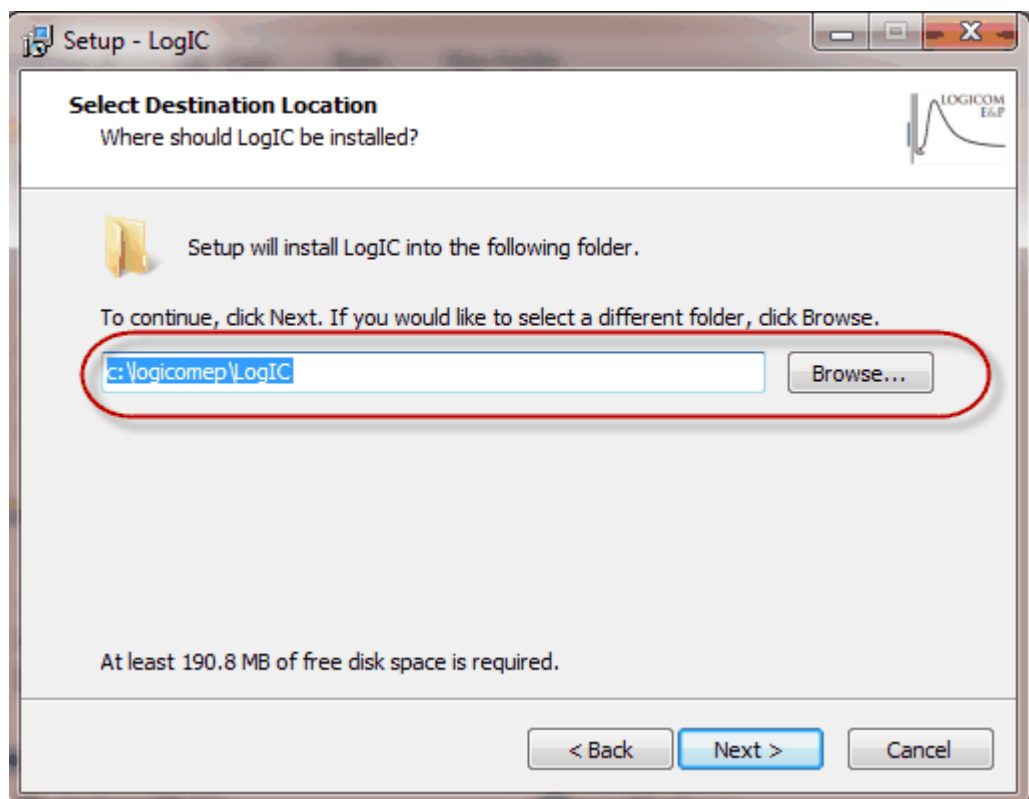
2 Single PC installation

To install LogIC on a single, standalone PC, follow these simple steps:

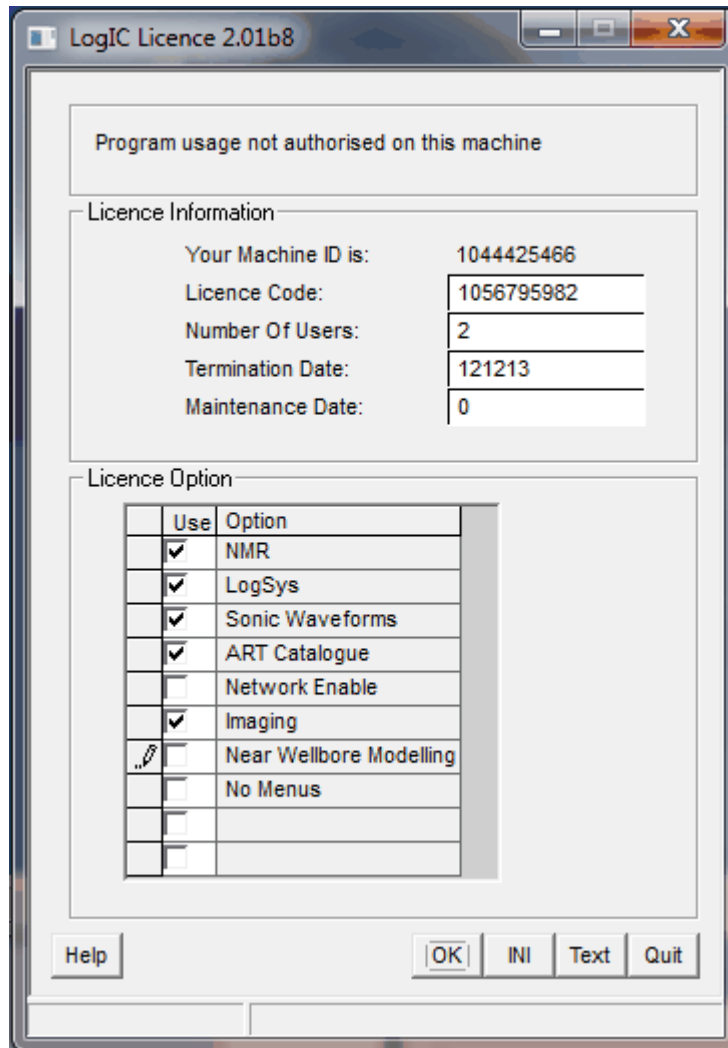
First, download the latest version of the installer from www.logicomep.com/downloads.htm. It will be approximately 45Mb and will have version information in its file name (for example LogIC201C1.exe).

Second, run the installer. it is recommended that when prompted for the target installation folder at the following screen, use one that is NOT under "Program Files" - for example, use

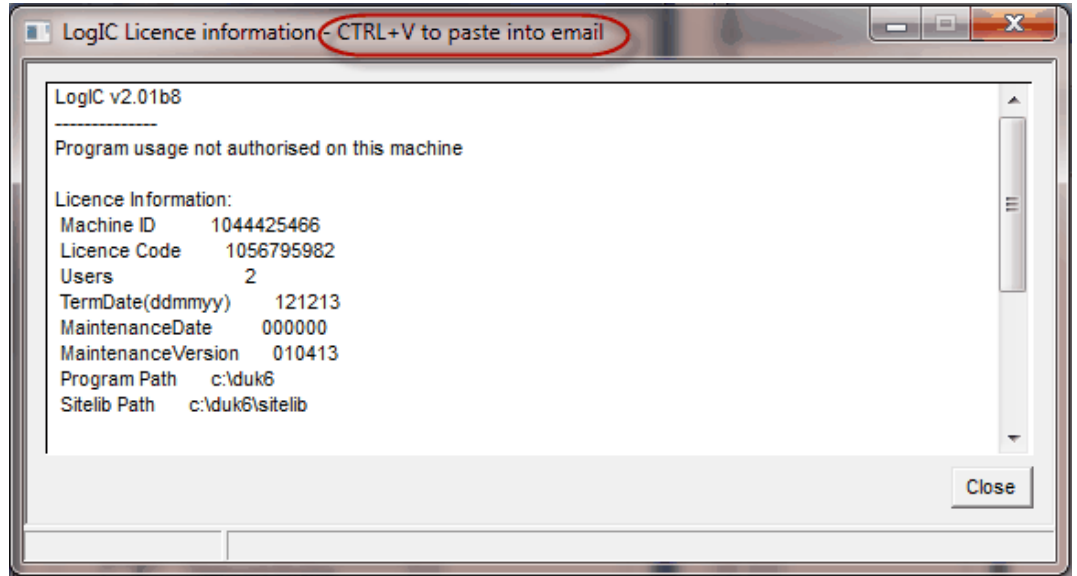
C:\logicomep\LogIC.



Third, the installer should create a shortcut in your Start Menu (but see [here](#) for instructions on what to do if you are an administrator doing the installation for another user). Use this to start LogIC and you should see a licence screen:



Fourth, click the "Text" button and you should see a text box open:



Then, open an email message and press CTRL-V to paste the text into it, and send it to support@logicmep.com, along with your company/university name (if it's not obvious from your email address!). We will reply with the necessary codes to get you started, pending any purchasing arrangements!

If, for any reason the text box does not appear, use Alt+PrtSc to copy the licence screen itself into your email.

You can then quit the program while you await our reply (UK working hours apply!).

When you receive your codes, restart LogIC, type in the licence code, users, termination date, maintenance date and any indicated options (only those should be selected or the licence will fail), then click OK and the licence screen should close - if it doesn't, re-click the "text" button as before and resend the results so we can verify the entries.

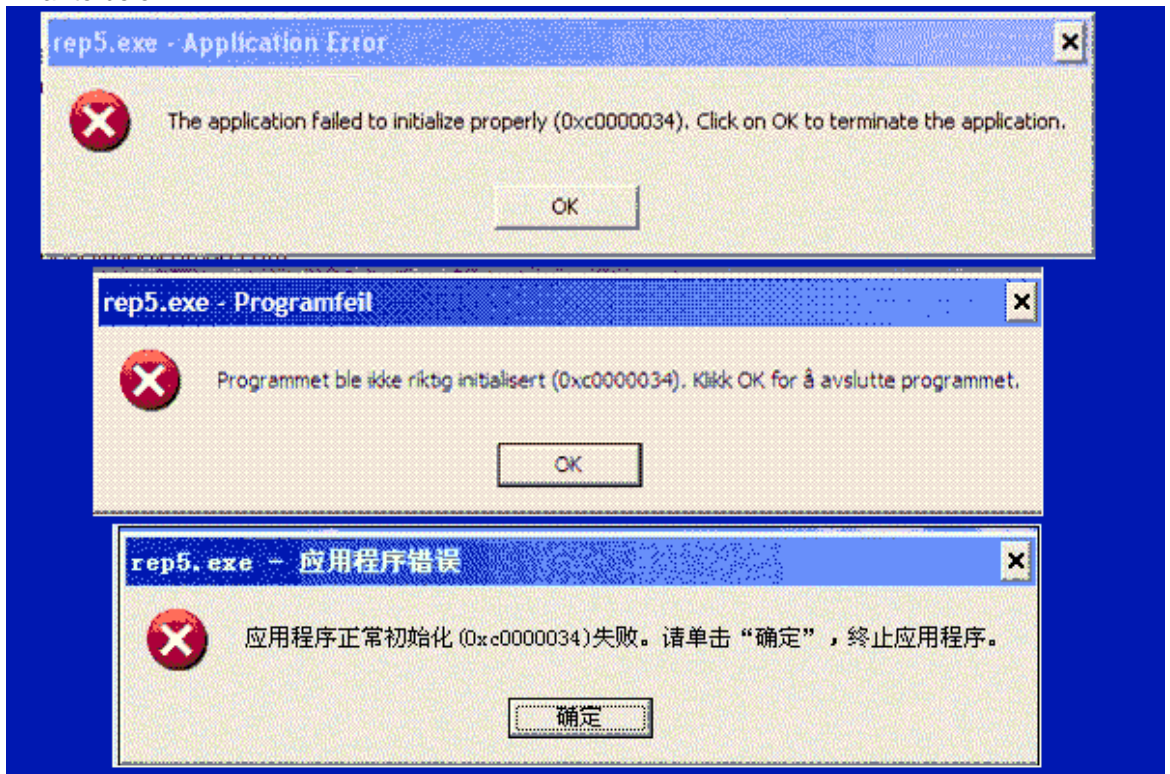
When it comes to updates, the following steps should be followed:

Do not uninstall the previous version - just run the new main installer and accept the defaults.

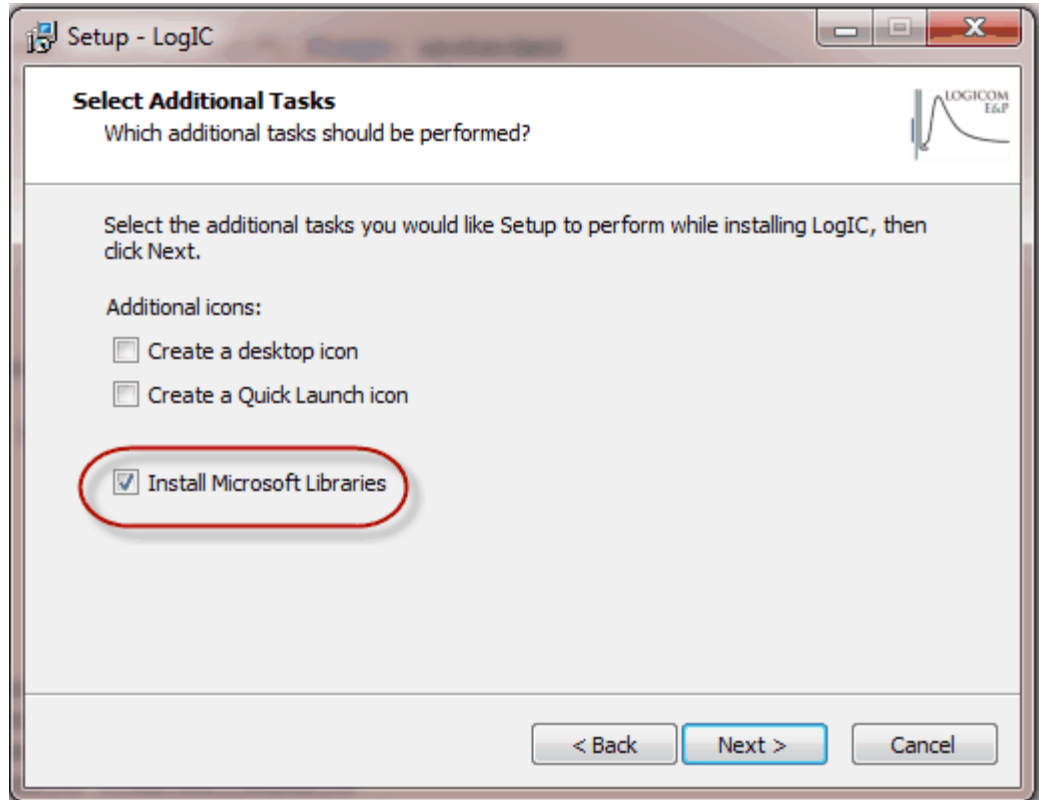
2.1 Problems and Solutions

Windows, in all its various flavours, throws up some interesting problems. Here are some favourites:

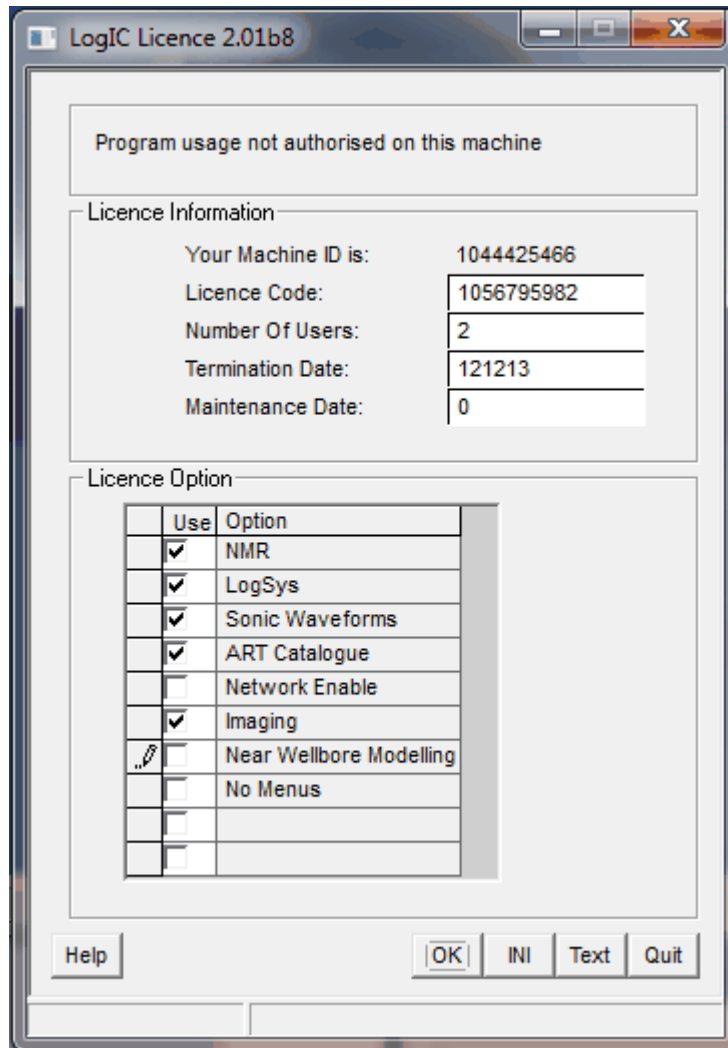
1. LogIC fails to start, either with an error 0xc0000034 or 0xc0150002 and displays an error screen similar to below.



If this occurs - rerun the installer and select the option labelled as "Fix error 0xc0150002" or "Install Microsoft Libraries"



2. The licence screen appears with an error message:



Various error messages are possible. In each case, click the "Text" button, paste the results into an email, then click the INI button and paste the results into the email and send it to support@logicomep.com.

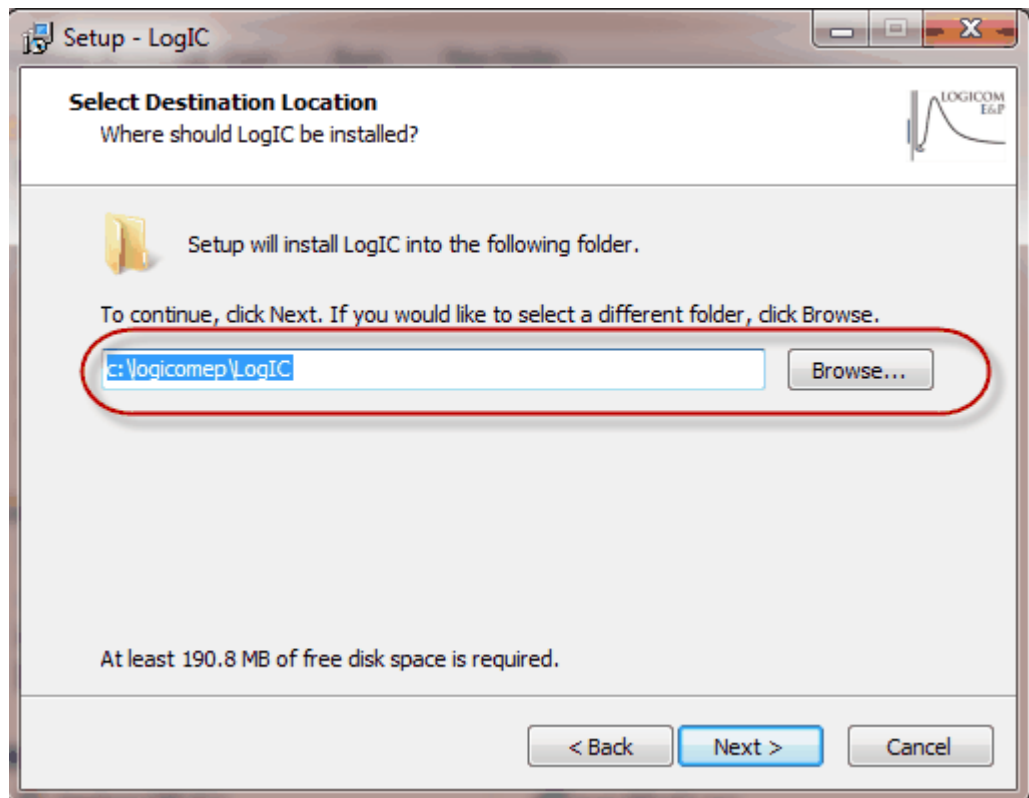
We will reply with relevant advice...

3 Local/Wide Area Network installation - server

First, download the latest version of the installer from www.logicomep.com/downloads.htm. It will be approximately 45Mb and will have version information in its name (for example LogIC201C1.exe).

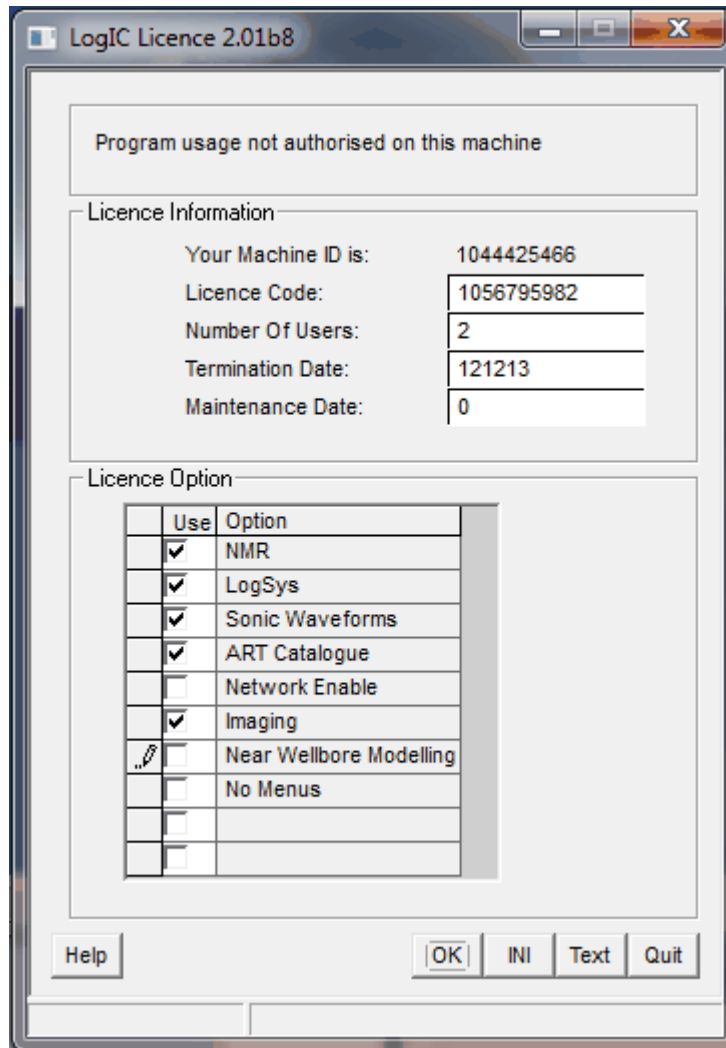
Second, run the installer on the intended server. it is recommended that when prompted for the target installation folder, use one that is NOT under "Program Files" - for example

C:\logicomep\LogIC.

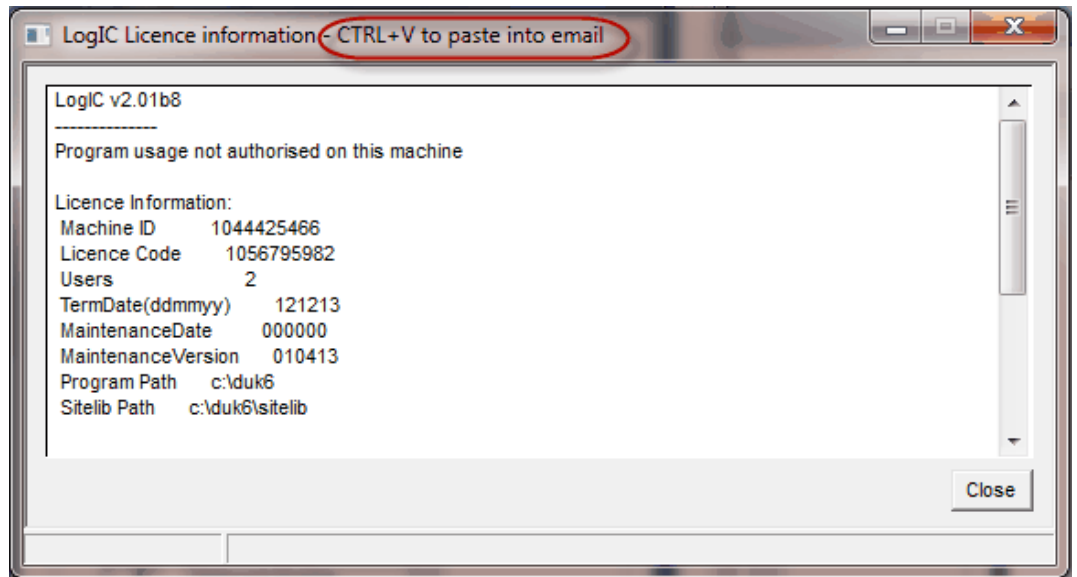


The installation can be run from a client PC (provided it has sufficient privileges), in which case select the network folder as seen from the client PC (e.g. \\server\apps\logicomep\LogIC). When selecting a network folder, you may have to type it in manually rather than using the "Browse" button. If you do use a client PC, it is important that you don't uninstall LogIC using that PC, or it will delete the installed files from the server.

Third, the installer should create a shortcut in the Start Menu. Use this to start LogIC and you should see a licence screen:



Fourth, click the "Text" button and you should see a text box open:



Then, open an email message and press CTRL-V to paste the text into it, and send it to support@logicomep.com, along with your company/university name (if it's not obvious from your email address!). We will reply with the necessary codes to get you started, pending any purchasing arrangements!

If, for any reason the text box does not appear, use Alt+PrtSc to copy the licence screen itself into your email.

You can then quit the program while you await our reply (UK working hours apply!).

When you receive your codes, restart LogIC, type in the licence code, users, termination date, maintenance date and any indicated options (only those should be selected or the licence will fail), then click OK and the licence screen should close - if it doesn't, re-click the "text" button as before and resend the results so we can verify the entries.

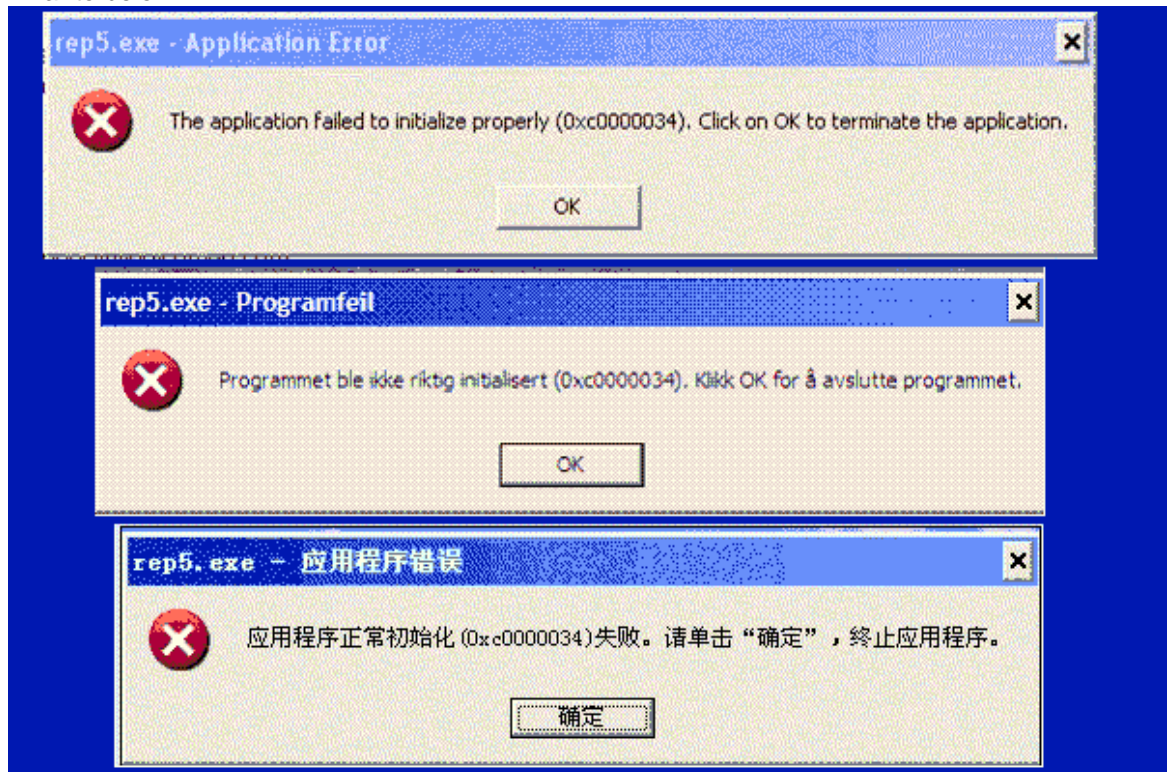
When it comes to updates, the following steps should be followed:

Do not uninstall the previous version - just run the new main installer and accept the defaults. Nothing else need be done for LAN clients.

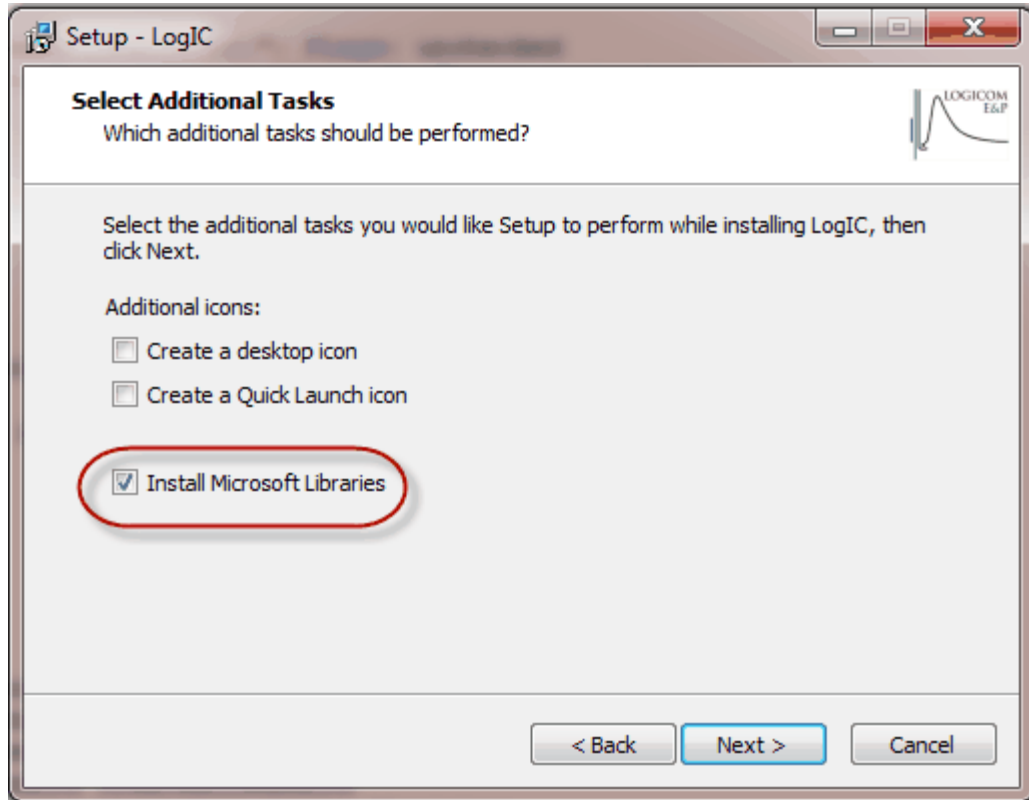
3.1 Problems and Solutions

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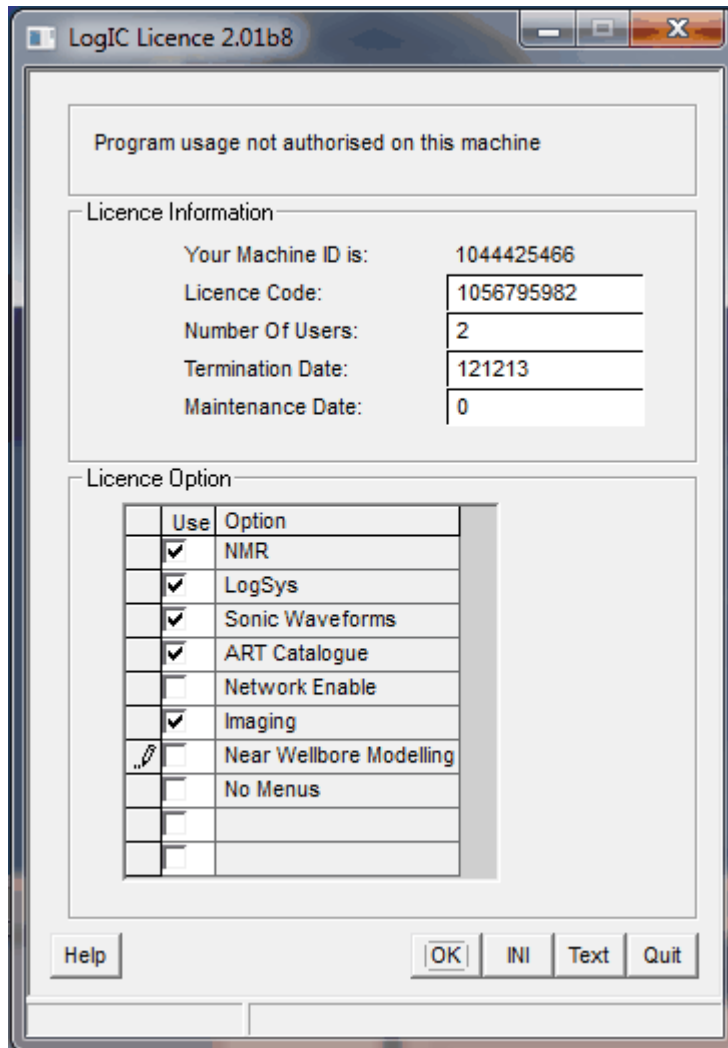
1. LogIC fails to start, either with an error 0xc0000034 or 0xc0150002 and displays an error screen similar to below.



If this occurs - rerun the installer and select the option labelled as "Fix error 0xc0150002" or "Install Microsoft Libraries"



2. The licence screen appears with an error message:



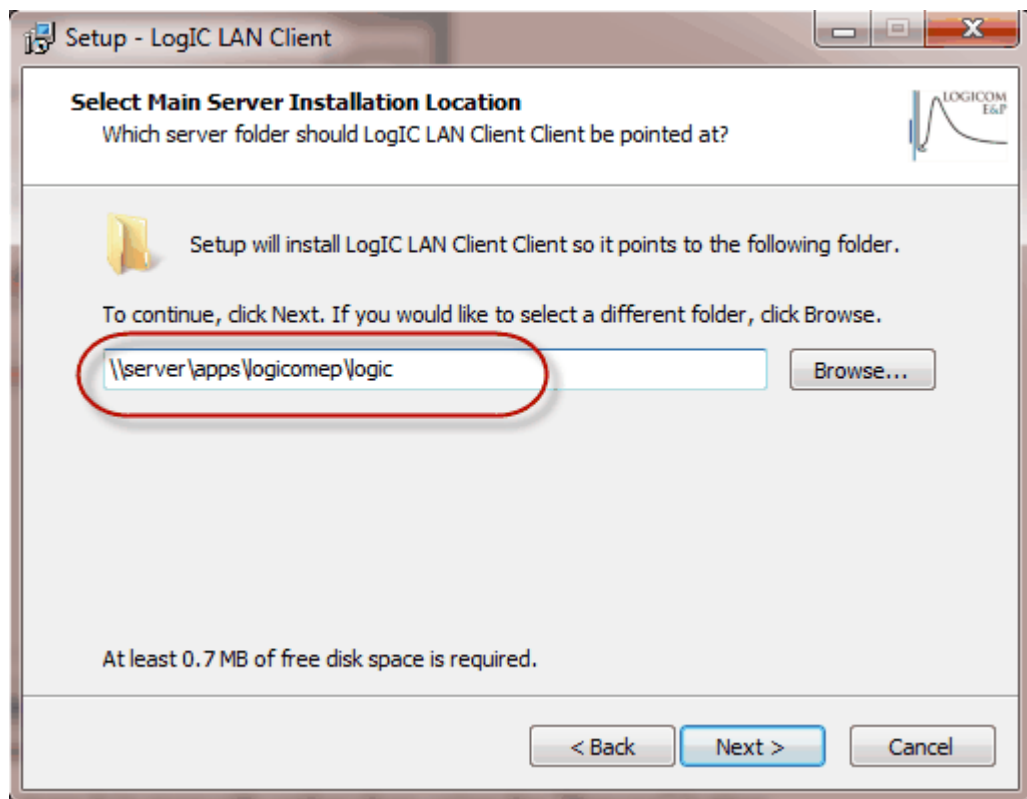
Various error messages are possible. In each case, click the "Text" button, paste the results into an email, then click the INI button and paste the results into the email and send it to support@logicomep.com.

We will reply with relevant advice...

4 Local Area Network installation - client

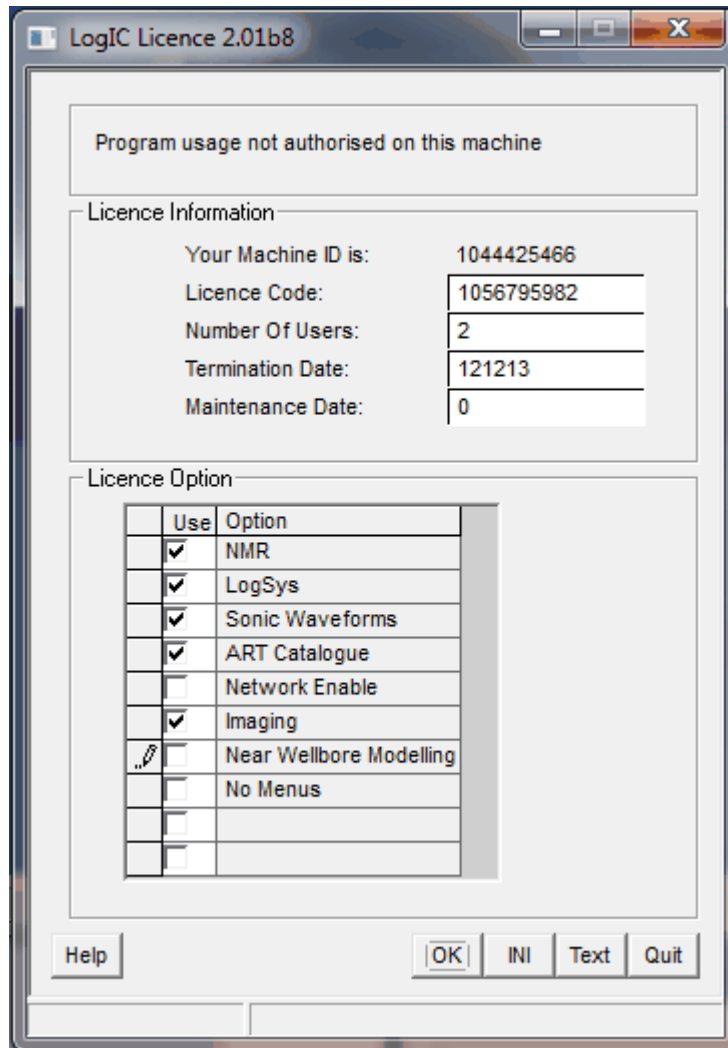
First, download the latest version of the LAN client installer from www.logicomep.com/downloads.htm. It will be approximately 2Mb.

Second, run the LAN client installer on the client PC. When prompted, select the network folder *as seen from the client PC* (e.g. \\server\apps\logicomep\LogIC).

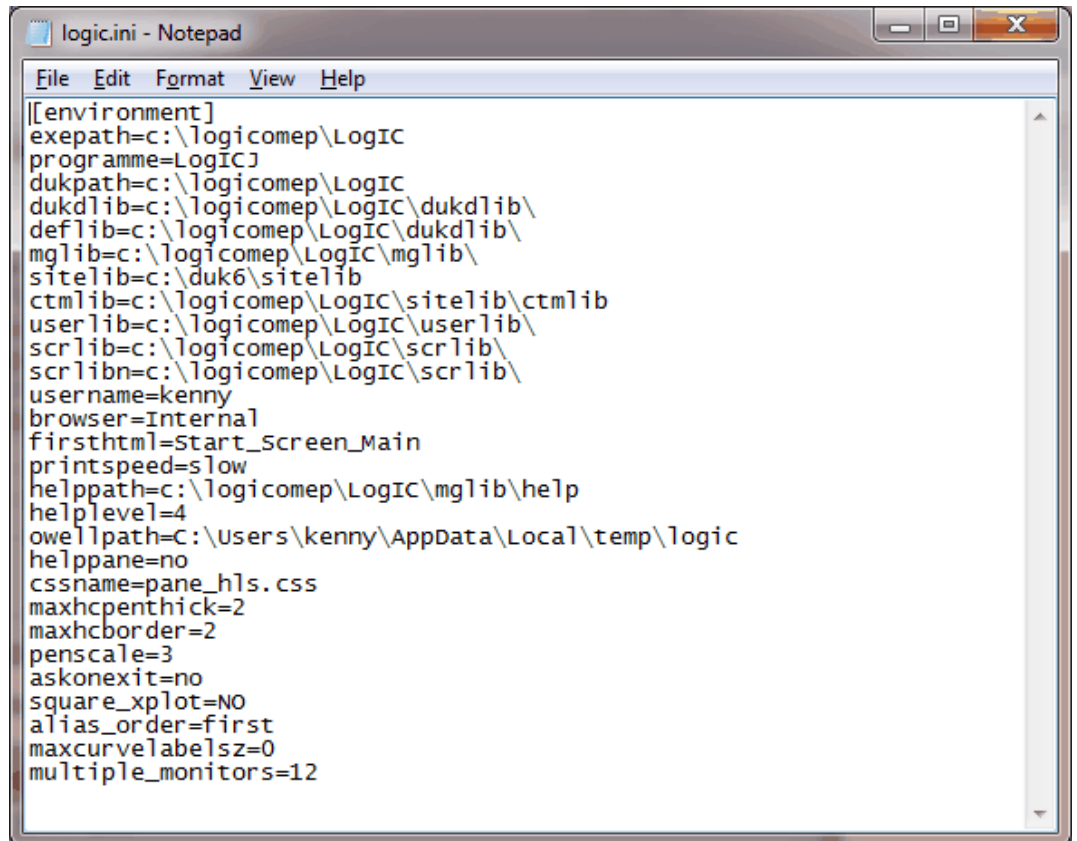


When selecting a network folder, you may have to type it in manually rather than using the "Browse" button.

Third, the installer should create a shortcut in the Start Menu. (but see [here](#) for instructions on what to do if you are an administrator doing the installation for another user). Use this to start LogIC and, if the server has been licenced successfully, LogIC should just start. If, however, you see a licence screen, with any message at the top *other than* "warning - final N weeks", click the INI button:



LogIC will close but leave a notepad window open:

A screenshot of a Notepad window titled "logic.ini - Notepad". The window contains the following text:

```
[environment]
exepath=c:\logicomep\LogIC
programme=LogICJ
dukpath=c:\logicomep\LogIC
dukdlb=c:\logicomep\LogIC\dukdlb\
deflib=c:\logicomep\LogIC\dukdlb\
mglib=c:\logicomep\LogIC\mglib\
sitelib=c:\duk6\sitelib
ctmlib=c:\logicomep\LogIC\sitelib\ctmlib
userlib=c:\logicomep\LogIC\userlib\
scrib=c:\logicomep\LogIC\scrib\
scribn=c:\logicomep\LogIC\scrib\
username=kenny
browser=Internal
firsthtml=Start_Screen_Main
printspeed=slow
helppath=c:\logicomep\LogIC\mglib\help
helplevel=4
owellpath=C:\Users\kenny\AppData\Local\temp\logic
helppane=no
cssname=pane_h1s.css
maxhcpenthick=2
maxhcborder=2
penscale=3
askonexit=no
square_xplot=NO
alias_order=first
maxcurve_labelsz=0
multiple_monitors=12
```

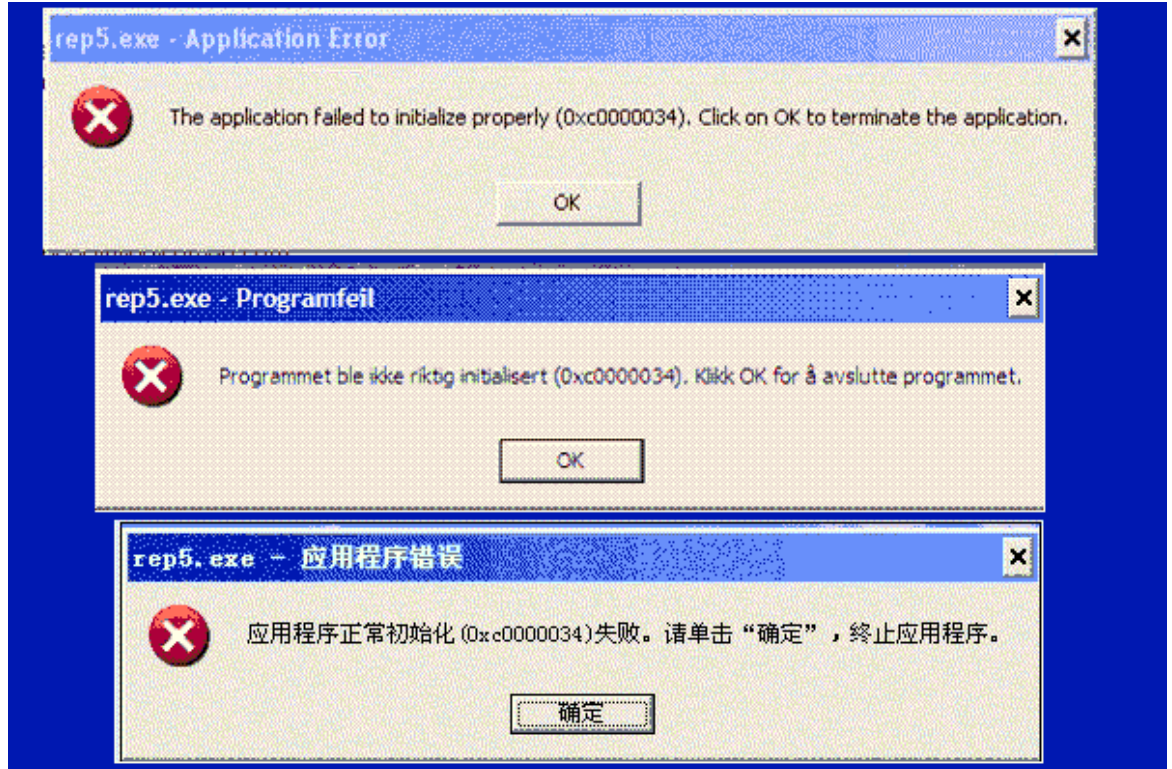
Swipe the contents, press CTRL-C, open an email message and press CTRL-V to paste the text into it, and send it to support@logicomep.com along with a screen grab (use Alt+PrtSc) of the licence screen itself. You should "cc" your IT contact so we can ask their assistance if necessary.

When it comes to updates, nothing should need to be done, all the action happens to the server installation.

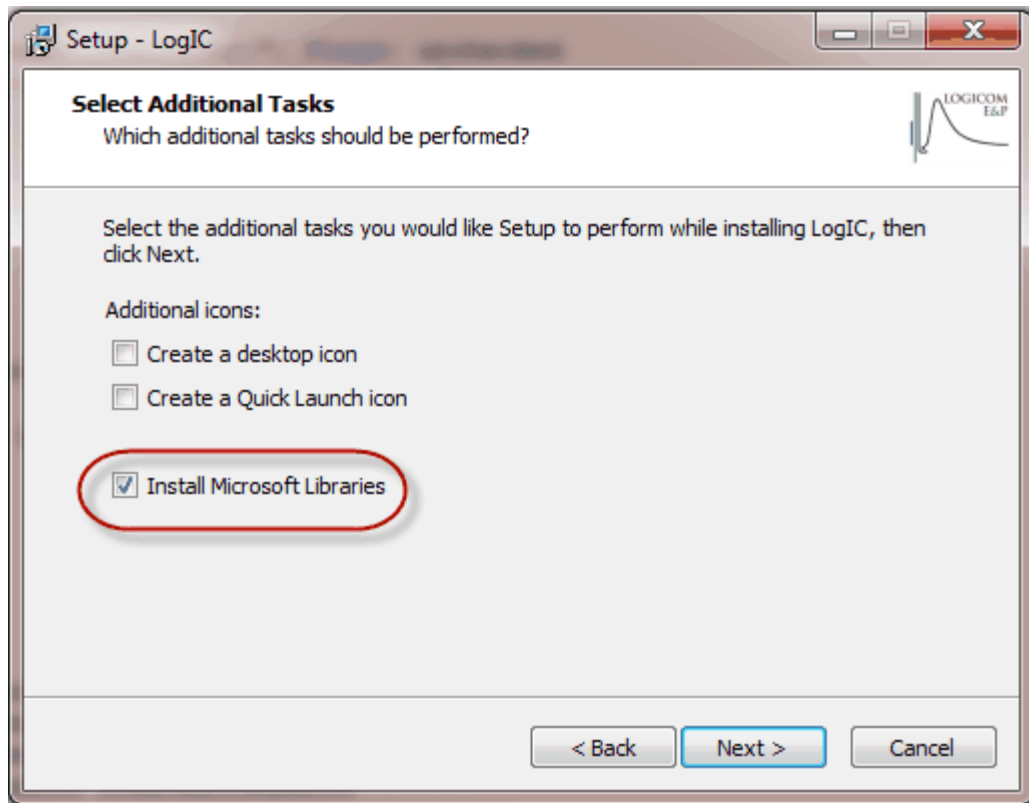
4.1 Problems and Solutions

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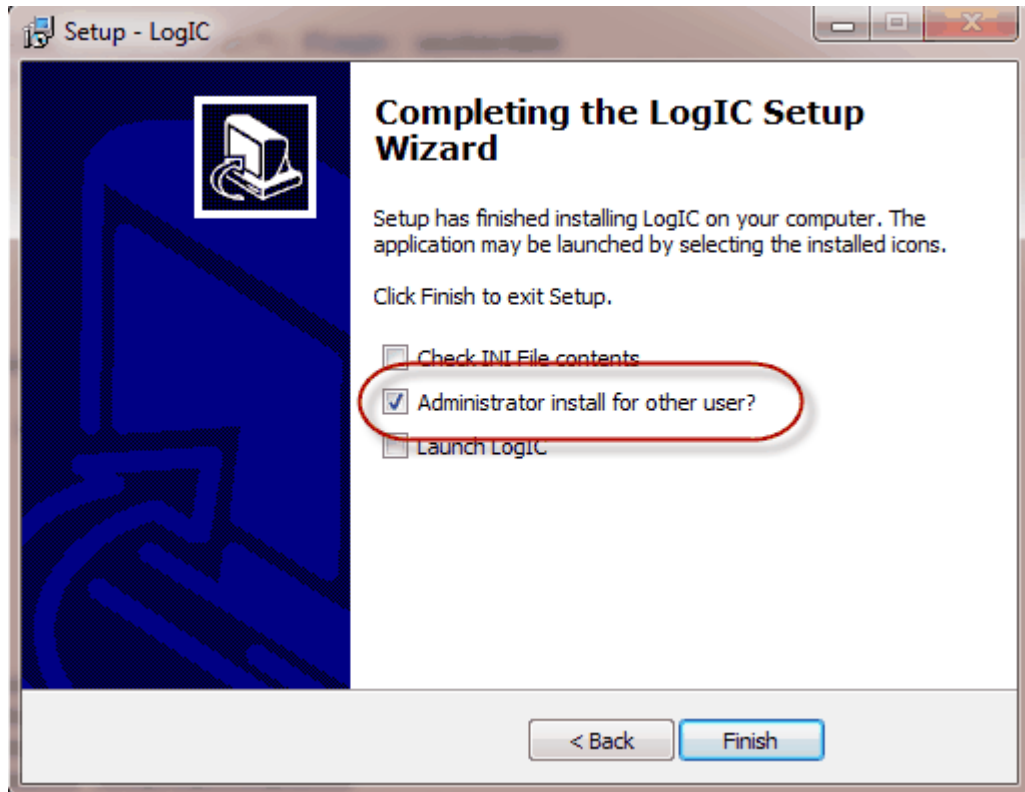
If this occurs - rerun the client installer and select the option labelled as "Fix error 0xc0150002" or "Install Microsoft Libraries"



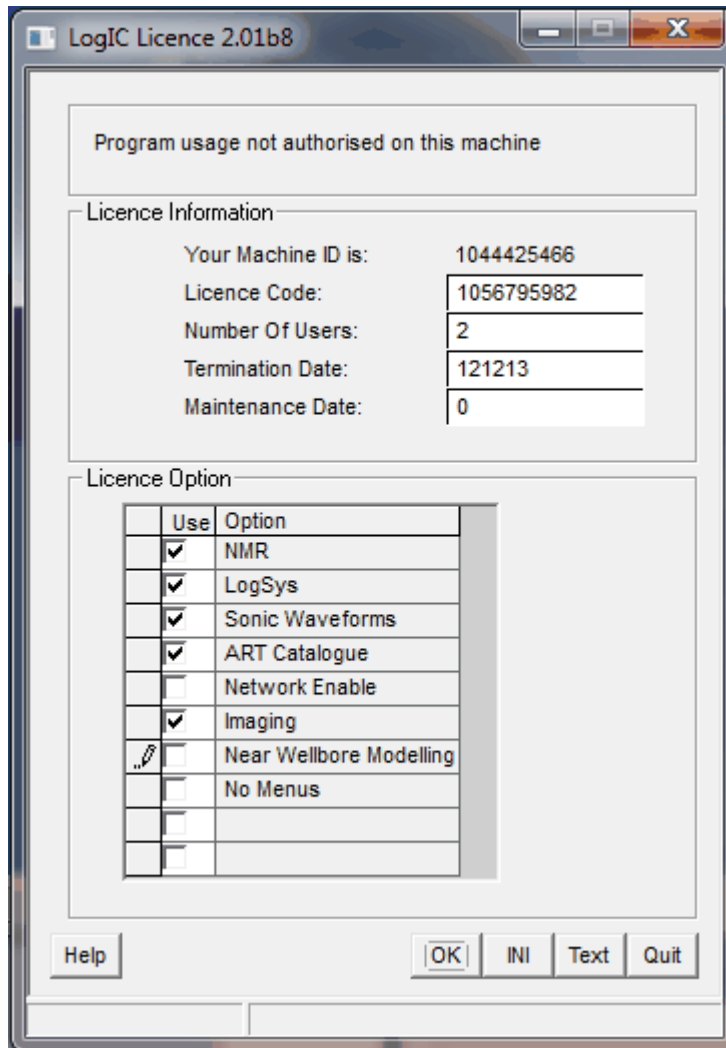
2. LogIC fails to start, with "programme path environment is not set" error:



This is usually because the installer was run by a different user (usually an administrator). If this occurs, ask the administrator to rerun the client installer under their login and select the "Administrator install for other user" option. This will run a DOS script to aid this process - see [here](#) for details.



3. The licence screen appears with an error message:



Various error messages are possible. In each case, click the "Text" button, paste the results into an email, then click the INI button and paste the results into the email and send it to support@logicomep.com.

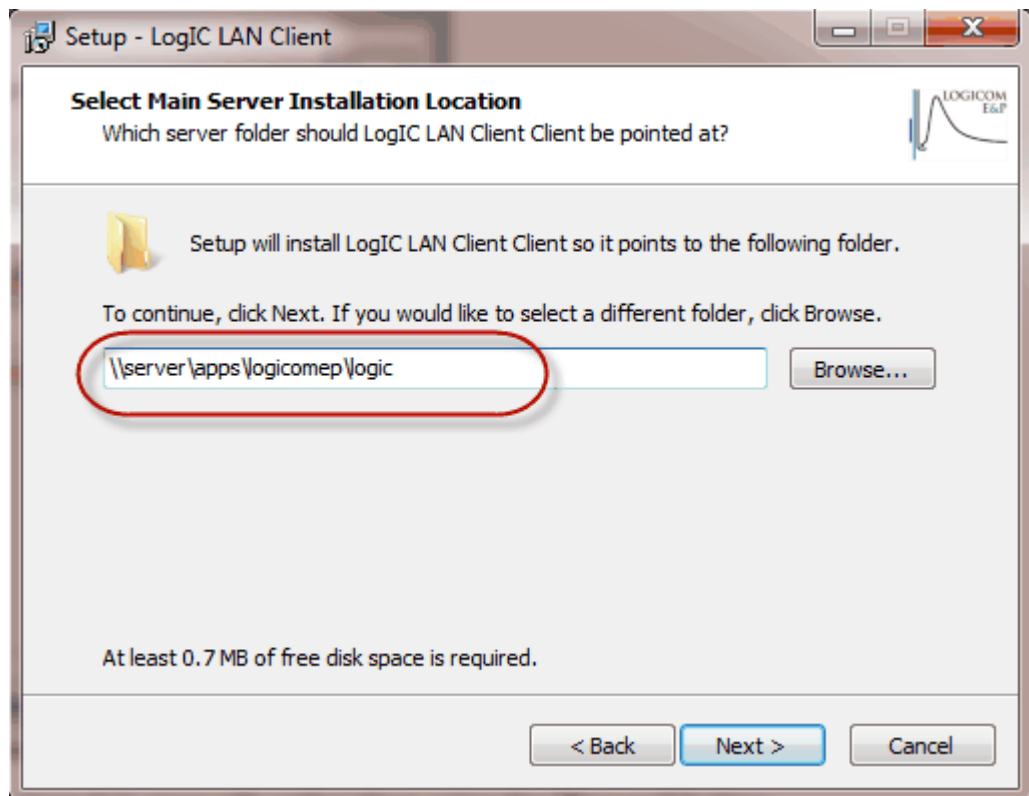
We will reply with relevant advice...

5 Wide Area Network installation - client

First, follow [the steps for a single PC installation](#), then continue with the following steps.

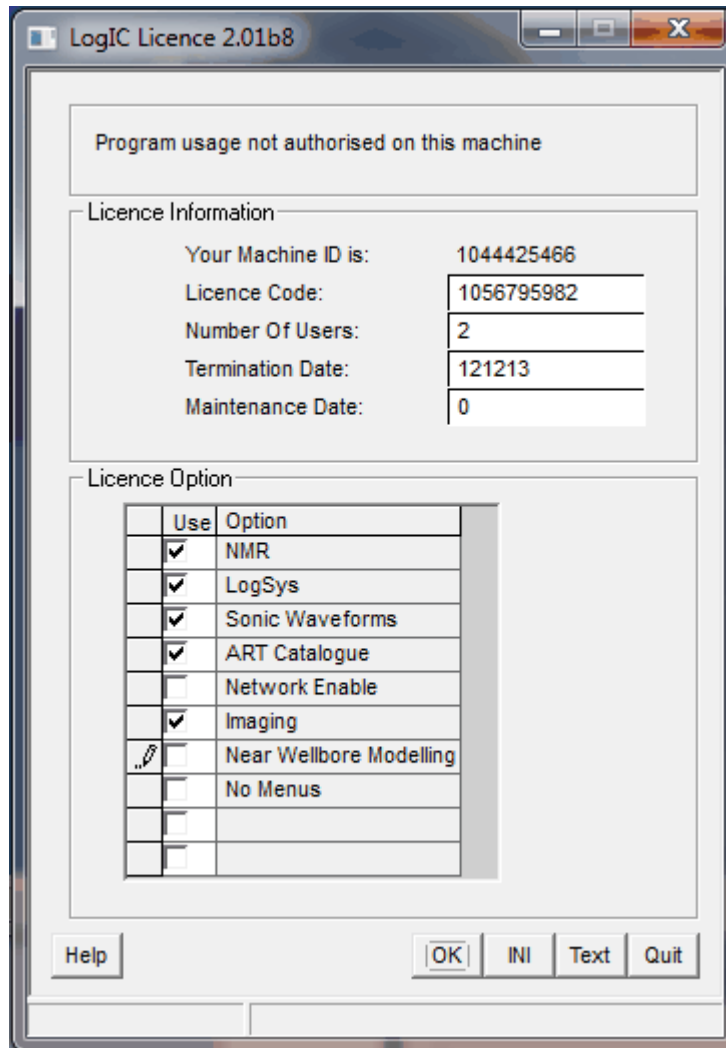
Second, download the latest version of the WAN client installer from www.logicomep.com/downloads.htm. It will be approximately 2Mb.

Third, run the WAN client installer on the client PC. When prompted, select the network folder *as seen from the client PC* (e.g. \\server\apps\logicomep\LogIC).

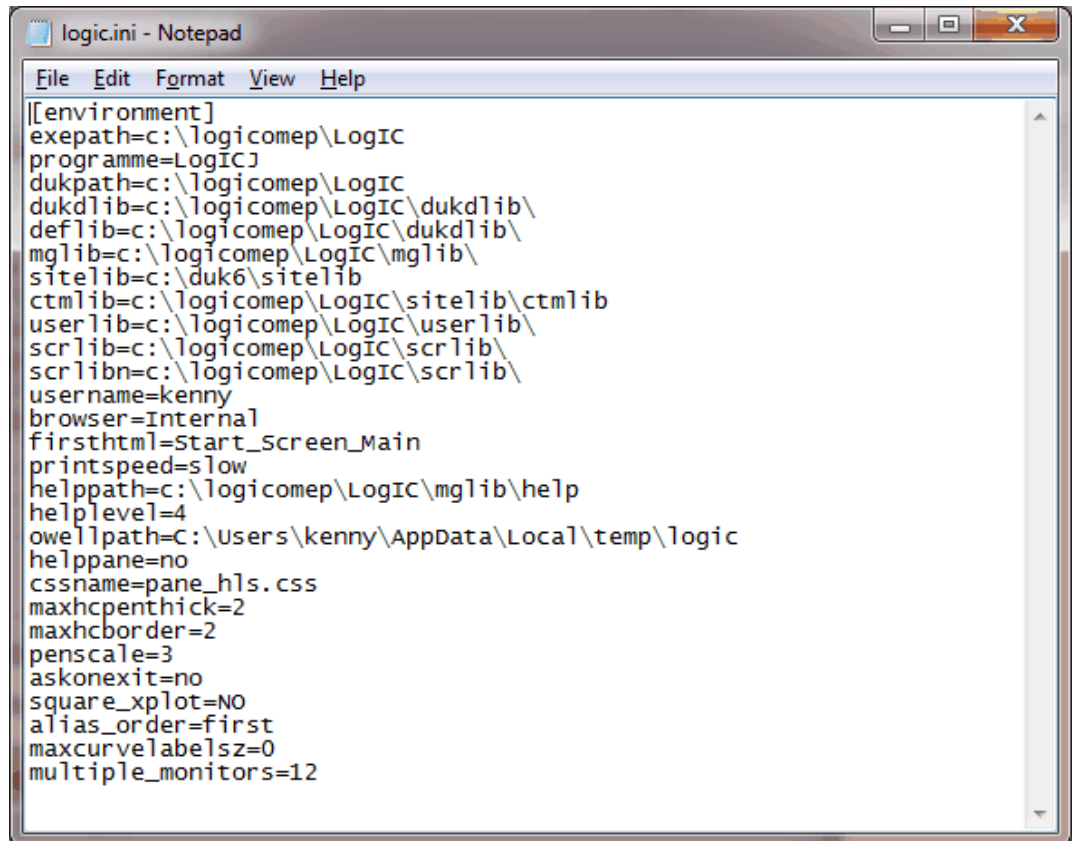


When selecting a network folder, you may have to type it in manually rather than using the "Browse" button.

Finally, the installer should create a shortcut in the Start Menu. (but see [here](#) for instructions on what to do if you are an administrator doing the installation for another user). Use this to start LogIC and, if the server has been licenced successfully, LogIC should just start. If, however, you see a licence screen, with any message at the top *other than* "warning - final N weeks", click the INI button:



LogIC will close but leave a notepad window open:

A screenshot of a Notepad window titled "logic.ini - Notepad". The window displays the following text:

```
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programme=LogICJ
dukpath=c:\logicomep\LogIC
dukdlb=c:\logicomep\LogIC\dukdlb\
deflib=c:\logicomep\LogIC\dukdlb\
mglib=c:\logicomep\LogIC\mglib\
sitelib=c:\duk6\sitelib
ctmlib=c:\logicomep\LogIC\sitelib\ctmlib
userlib=c:\logicomep\LogIC\userlib\
scrib=c:\logicomep\LogIC\scrib\
scribn=c:\logicomep\LogIC\scrib\
username=kenny
browser=Internal
firsthtml=Start_Screen_Main
printspeed=slow
helppath=c:\logicomep\LogIC\mglib\help
helplevel=4
owellpath=C:\Users\kenny\AppData\Local\temp\logic
helppane=no
cssname=pane_hls.css
maxhcpentthick=2
maxhcborder=2
penscale=3
askonexit=no
square_xplot=NO
alias_order=first
maxcurve_labelsz=0
multiple_monitors=12
```

Swipe the contents, press CTRL-C, open an email message and press CTRL-V to paste the text into it, and send it to support@logicomep.com along with a screen grab (use Alt+PrtSc) of the licence screen itself. You should "cc" your IT contact so we can ask their assistance if necessary.

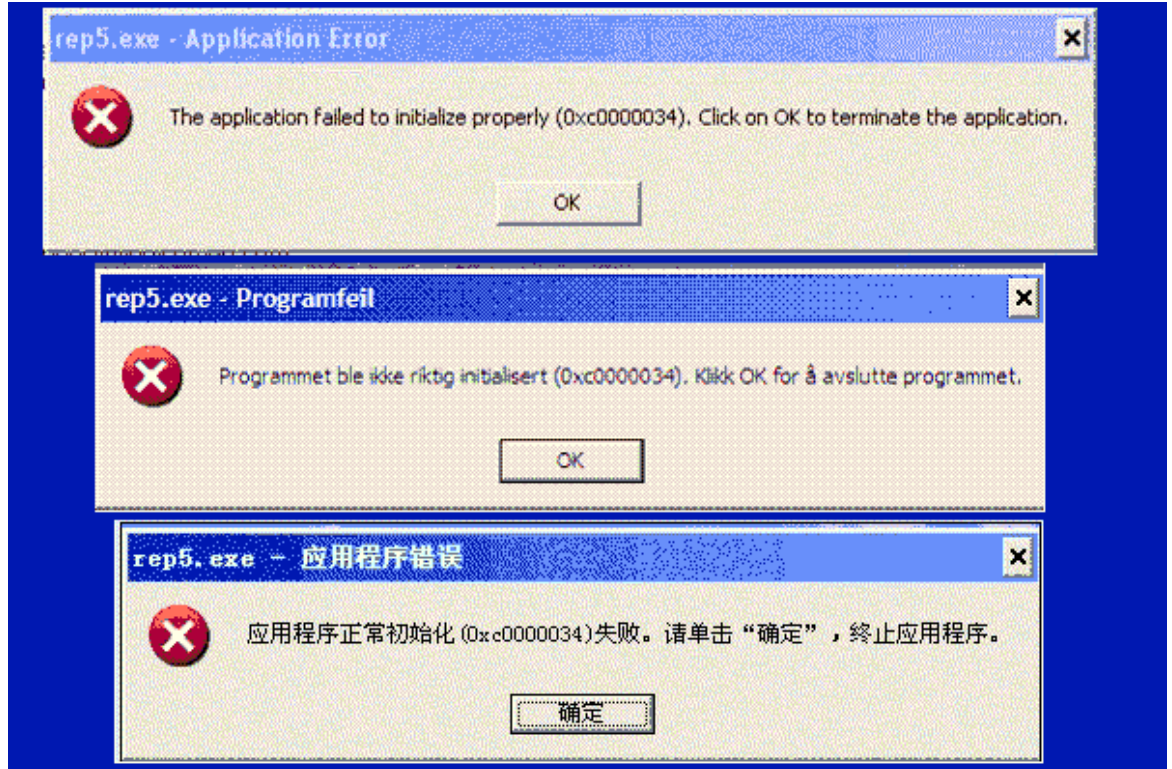
When it comes to updates, the following steps should be followed:

Do not uninstall the previous version - just run the new main installer and accept the defaults. Then run the WAN client installer and reselect the network path as above.

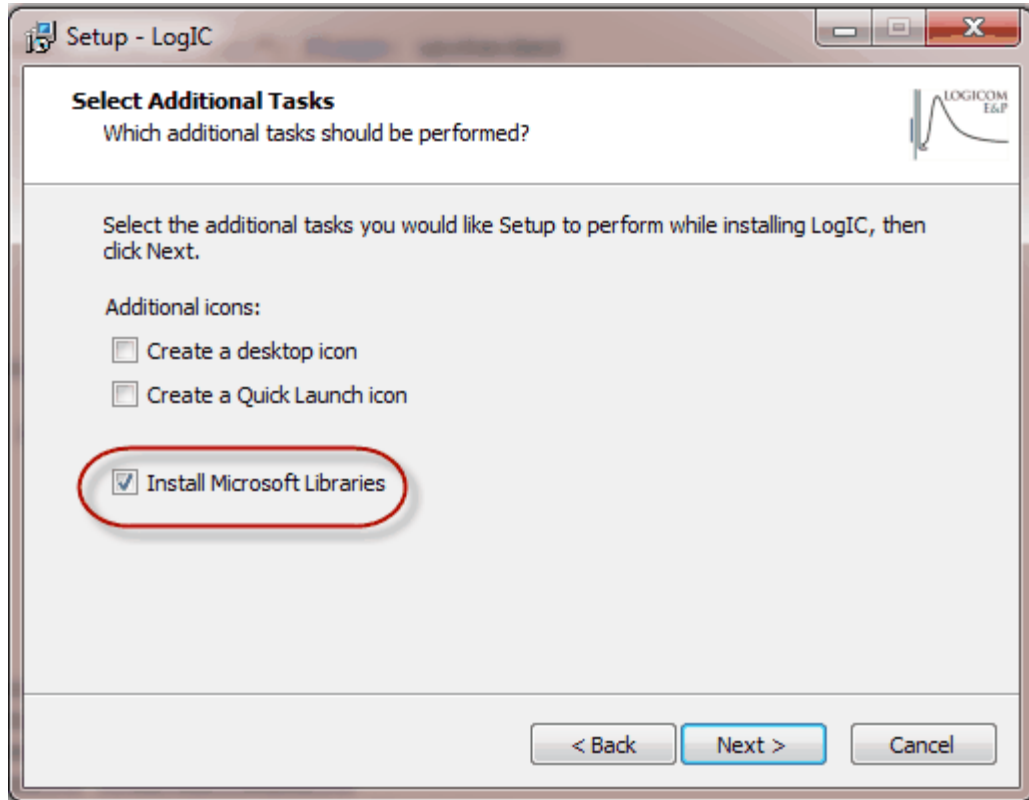
5.1 Problems and Solutions

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1. LogIC fails to start, either with an error 0xc0000034 or 0xc0150002 and displays an error screen similar to below.



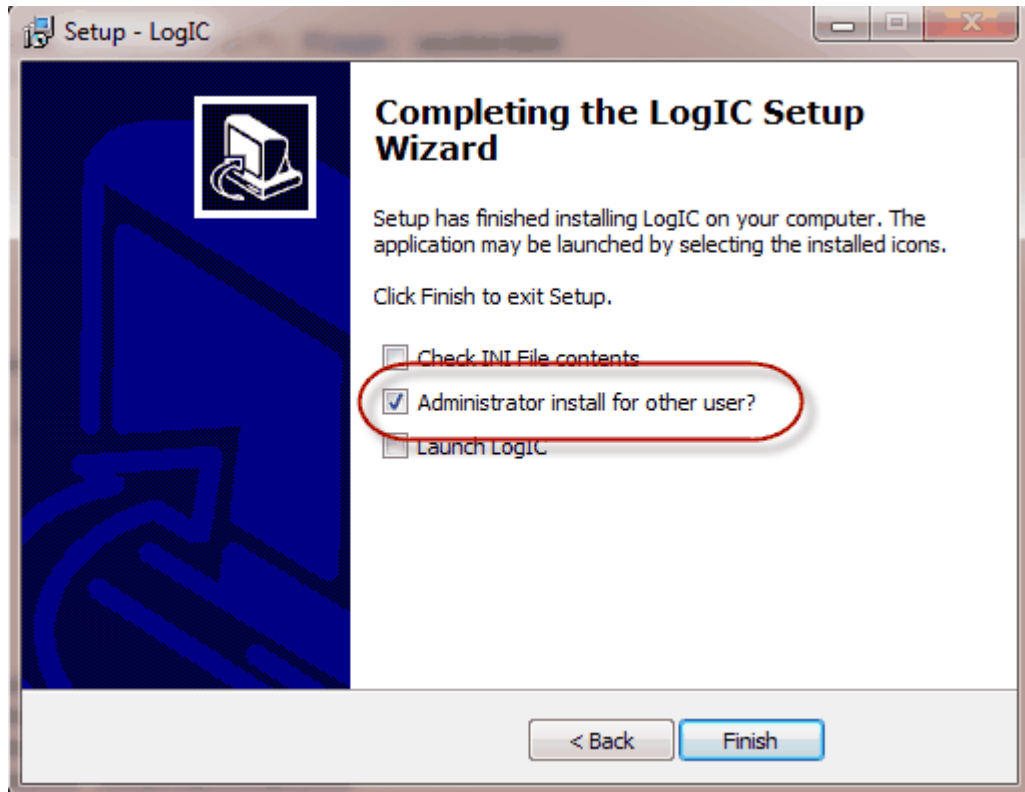
If this occurs - rerun the client installer and select the option labelled as "Fix error 0xc0150002" or "Install Microsoft Libraries"



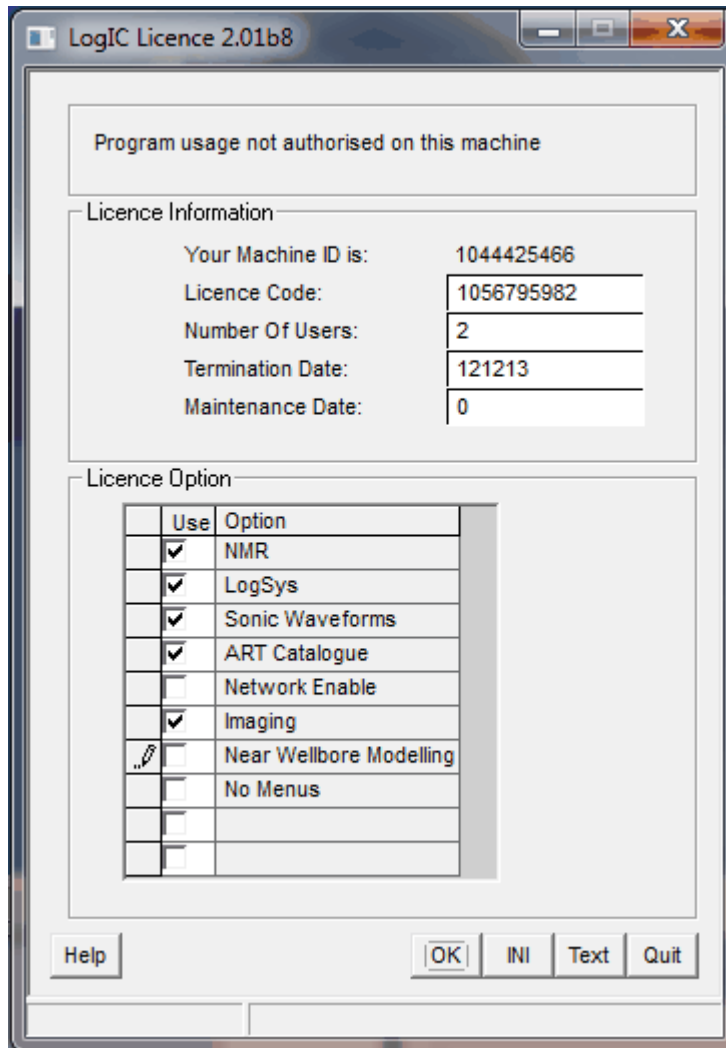
2. LogIC fails to start, with "programme path environment is not set" error:



This is usually because the installer was run by a different user (usually an administrator). If this occurs, ask the administrator to rerun the client installer under their login and select the "Administrator install for other user" option. This will run a DOS script to aid this process - see [here](#) for details.



3. The licence screen appears with an error message:



Various error messages are possible. In each case, click the "Text" button, paste the results into an email, then click the INI button and paste the results into the email and send it to support@logicomep.com.

We will reply with relevant advice...

6 Multi-site with single licence server

This is a complex setup and is best explained by an example:

Let us assume that you have two local area network servers, one called "jim" and one called "bones" that you have set up on your WAN such that users of 'jim's network see 'bones' as '\\bones'. First, decide which server will hold the licence ('jim' in this example) and go through the "[Local/Wide Area Network installation - server](#)" steps on both servers. The software is assumed to have been installed on \\jim\\apps\\LogIC and \\bones\\apps\\LogIC (possibly as X:\\apps\\LogIC if you've used drive mounting).

All the PCs in 'jim's network can follow the steps in the "[Local Area Network installation - client](#)" routine.

All the network connected PCs in 'bones' network will have to follow the steps in the "[Local Area Network installation - client](#)" routine, pointing the setup routine to \\bones\\apps\\LogIC, then follow the steps (*starting at the second step*) in the "[Wide Area Network installation - client](#)" routine, pointing the setup routine to \\jim\\apps\\LogIC

Any "floating PCs" should just follow the "[Wide Area Network installation - client](#)" routine, pointing the setup routine to \\jim\\apps\\LogIC

Now, a user on the 'bones' network (or a floating PC) should be able to use the licence - but see the comments about permissions as all the users on both networks will need full read/write/create/delete permissions for \\jim\\apps\\LogIC\\sitelib.

When it comes to updates, the following steps should be followed:

For the main licence server, run the main installer.

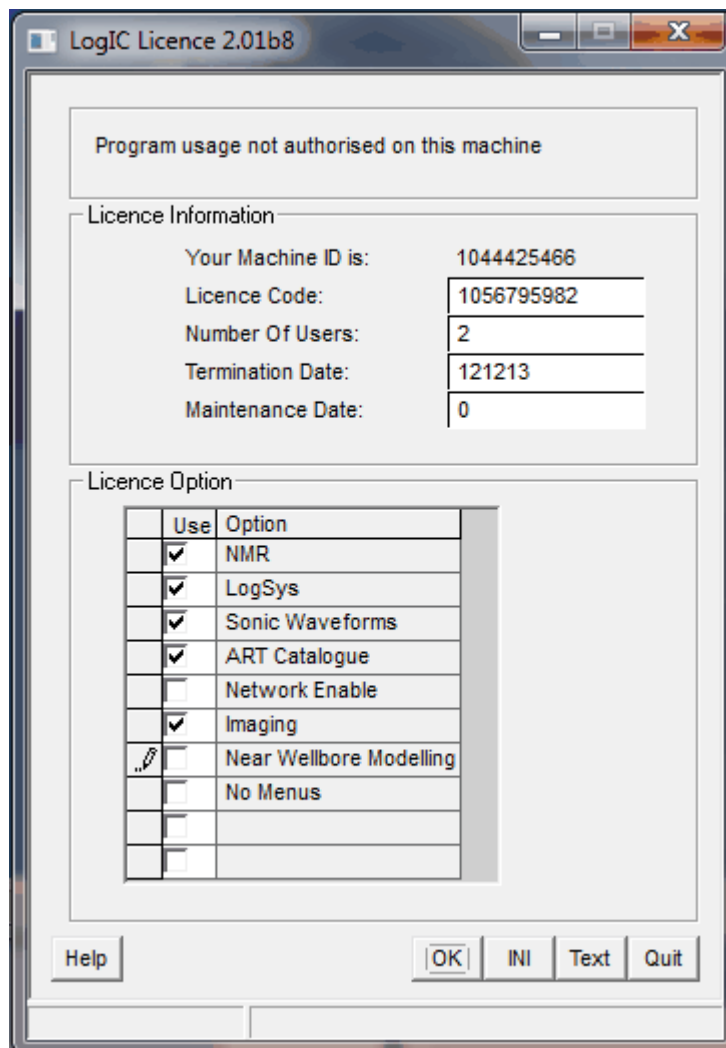
For any LAN servers, run the main installer

For any LAN-connected PCs, do nothing.

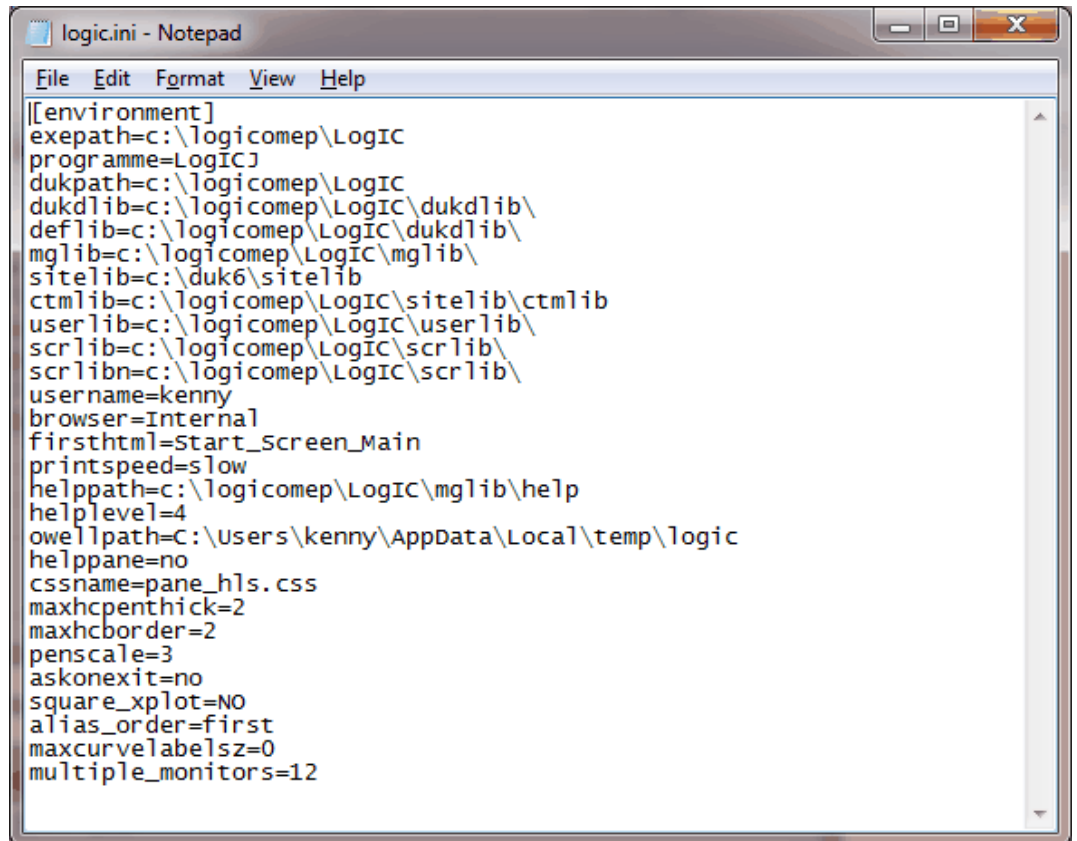
For any "floating PCs", run the main installer, then rerun the WAN client installer.

You should end up with a shortcut in the Start Menu. (but see [here](#) for instructions on what to do if you are an administrator doing the installation for another user). Use this to start LogIC and, if the server has been licenced successfully, LogIC should just start. If, however,

you see a licence screen, with any message at the top *other than* "warning - final N weeks", click the INI button:



LogIC will close but leave a notepad window open:

A screenshot of a Notepad window titled "logics.ini - Notepad". The window displays the following text:

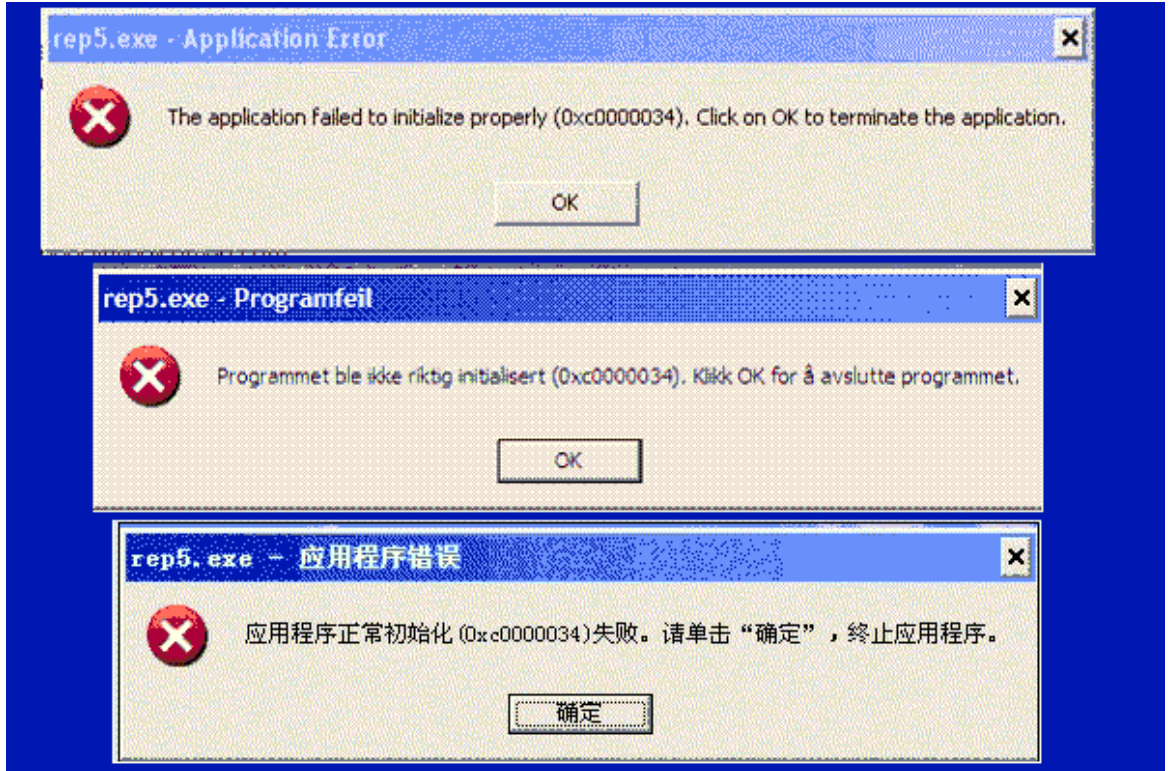
```
[environment]
exepath=c:\logicomep\LogIC
programme=LogICJ
dukpath=c:\logicomep\LogIC
dukdlb=c:\logicomep\LogIC\dukdlb\
deflib=c:\logicomep\LogIC\dukdlb\
mglib=c:\logicomep\LogIC\mglib\
sitelib=c:\duk6\sitelib
ctmlib=c:\logicomep\LogIC\sitelib\ctmlib
userlib=c:\logicomep\LogIC\userlib\
scrib=c:\logicomep\LogIC\scrib\
scribn=c:\logicomep\LogIC\scrib\
username=kenny
browser=Internal
firsthtml=Start_Screen_Main
printspeed=slow
helppath=c:\logicomep\LogIC\mglib\help
helplevel=4
owellpath=C:\Users\kenny\AppData\Local\temp\logic
helppane=no
cssname=pane_h1s.css
maxhcpentthick=2
maxhcborder=2
penscale=3
askonexit=no
square_xplot=NO
alias_order=first
maxcurve_labelsz=0
multiple_monitors=12
```

Swipe the contents, press CTRL-C, open an email message and press CTRL-V to paste the text into it, and send it to support@logicomep.com along with a screen grab (use Alt+PrtSc) of the licence screen itself. You should "cc" your IT contact so we can ask their assistance if necessary.

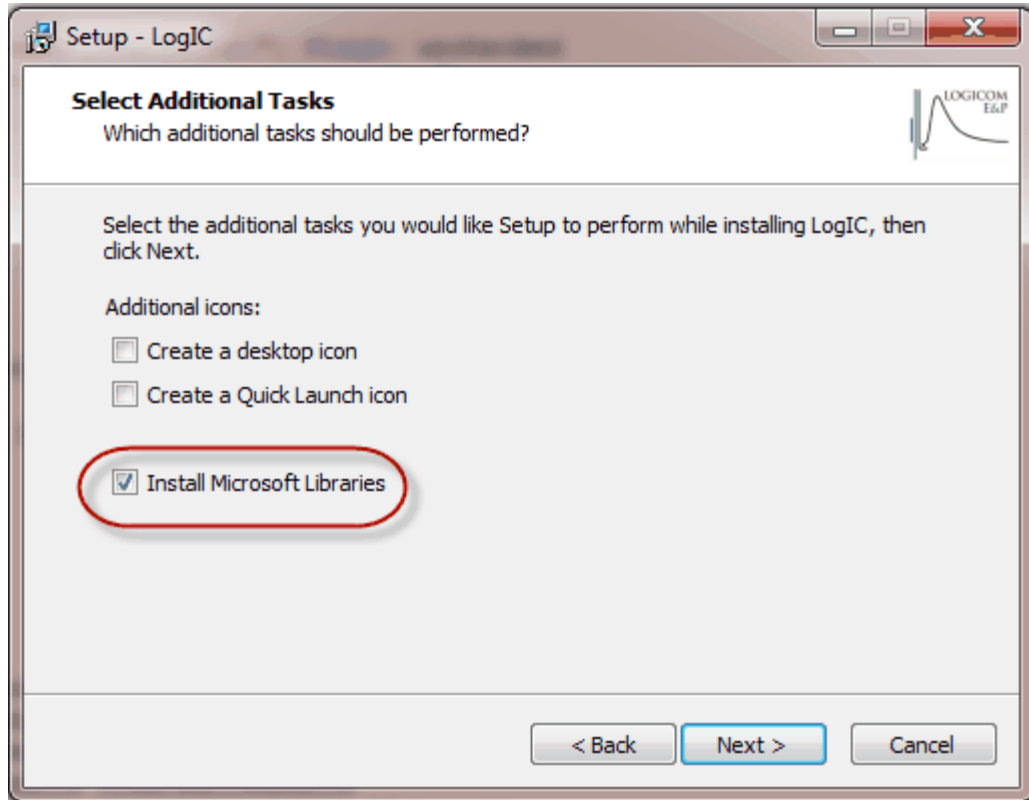
6.1 Problems and Solutions

Windows, in all its various flavours, throws up some interesting problems. Here are some favourites:

1. LogIC fails to start, either with an error 0xc0000034 or 0xc0150002 and displays an error screen similar to below.



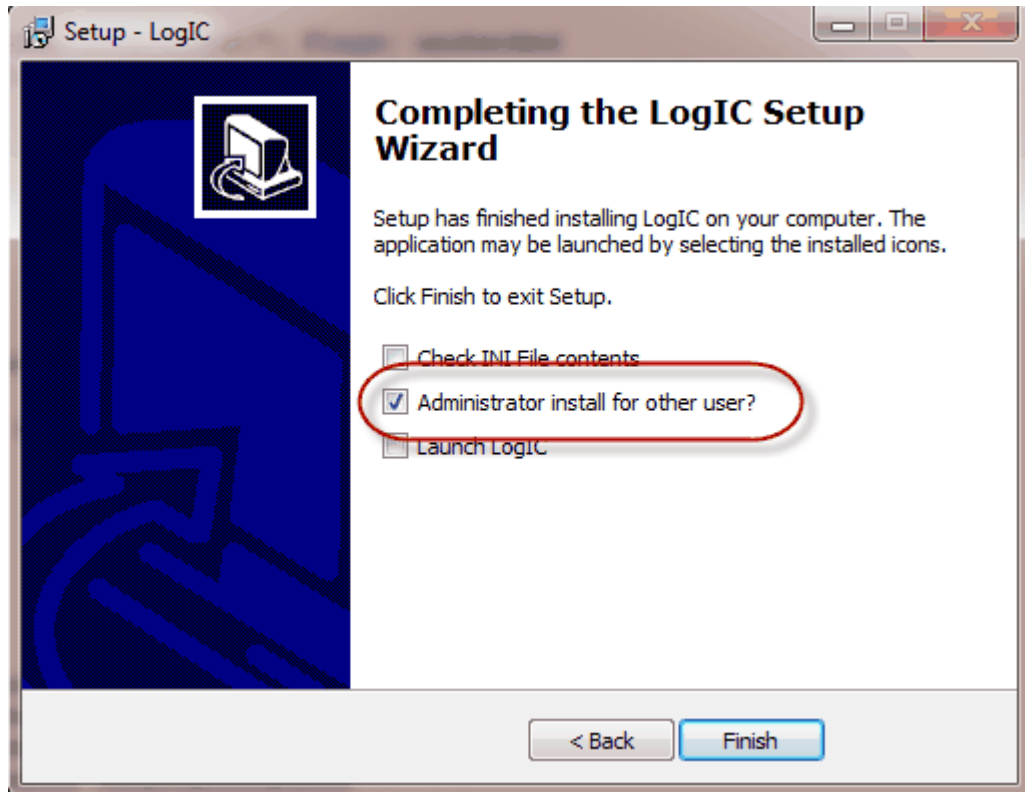
If this occurs - rerun the client installer and select the option labelled as "Fix error 0xc0150002" or "Install Microsoft Libraries"



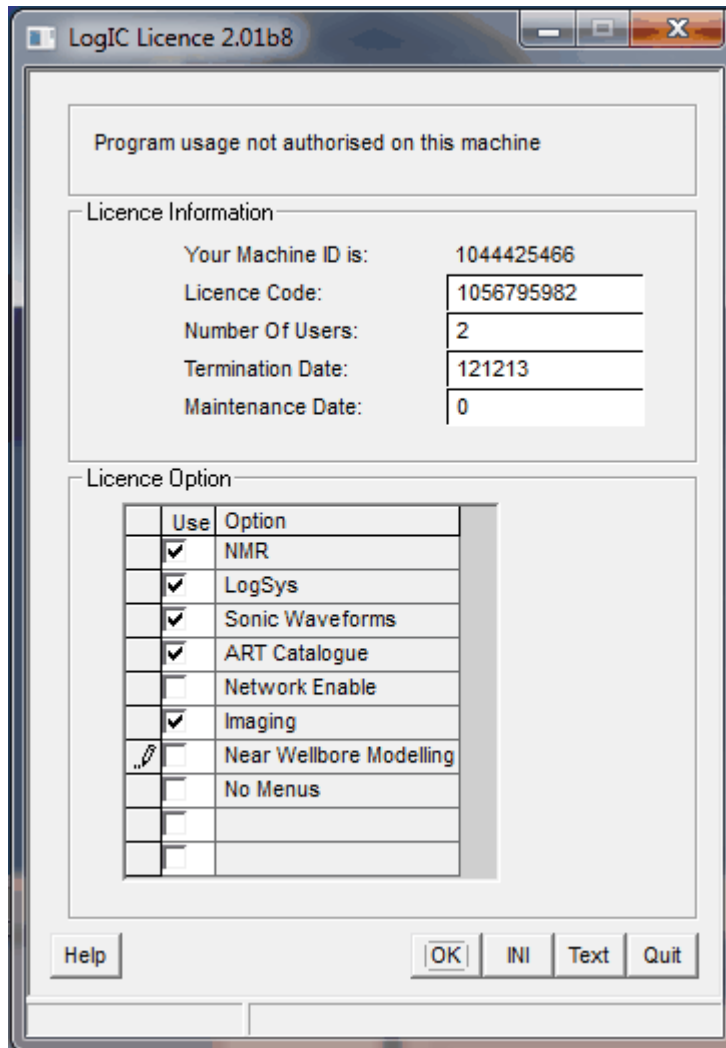
2. LogIC fails to start, with "programme path environment is not set" error:



This is usually because the installer was run by a different user (usually an administrator). If this occurs, ask the administrator to rerun the client installer under their login and select the "Administrator install for other user" option. This will run a DOS script to aid this process - see [here](#) for details.



3. The licence screen appears with an error message:



Various error messages are possible. In each case, click the "Text" button, paste the results into an email, then click the INI button and paste the results into the email and send it to support@logicomep.com.

We will reply with relevant advice...