



Cyberlogic Knowledge Base

KB2017-04: INSTALLATION WITH MISSING REGISTRATION INFORMATION

In some cases, it may appear that a Cyberlogic product installed successfully, but the product registration information is missing and several Cyberlogic services do not function.

This article explains how to successfully install your Cyberlogic product in these cases.

Applies To:

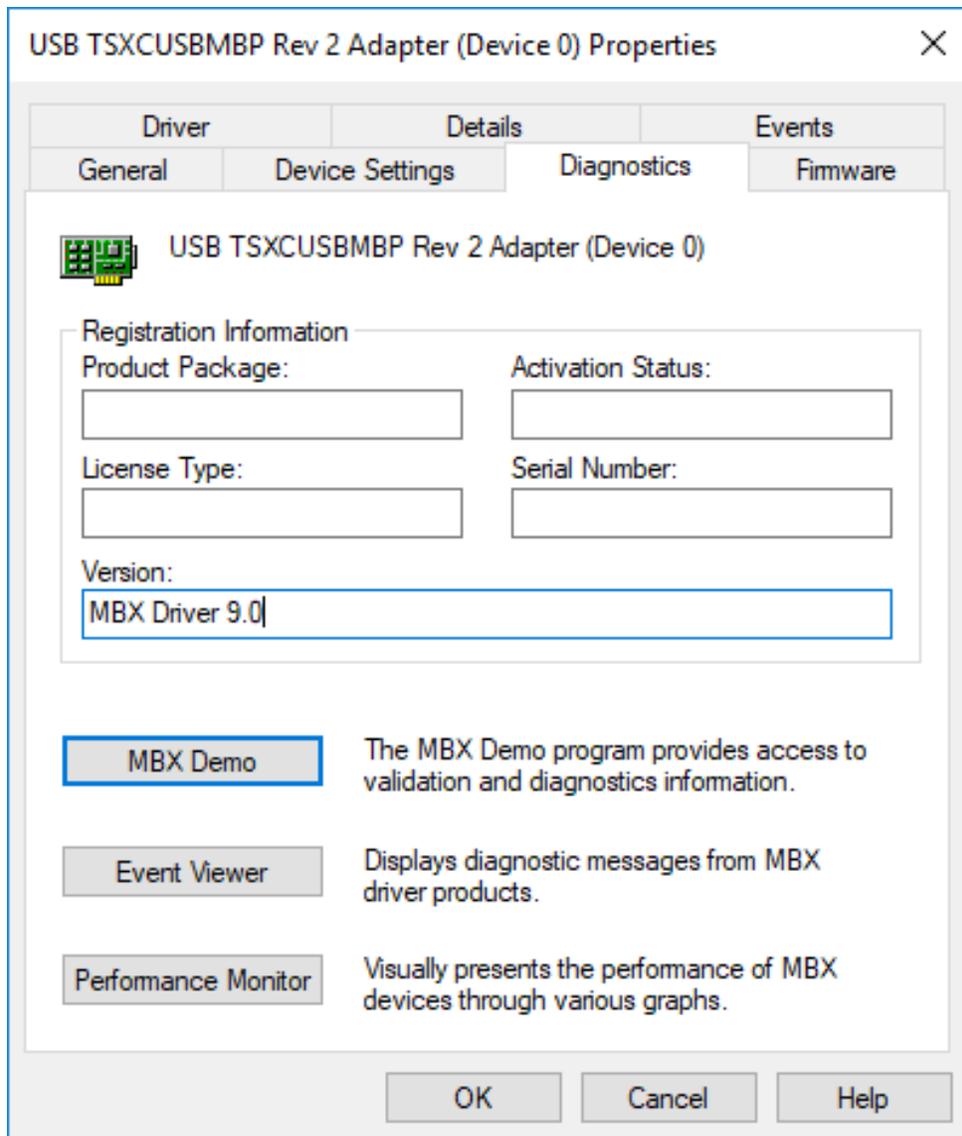
This article applies to all versions of the Cyberlogic software suites. This includes the Schneider editions of the MBX Driver Suite. The issue is most likely to happen when installing these products on the latest versions of Windows, such as Windows 10 and Windows Server 2016.

Issues:

Unlike most software products, all Cyberlogic product suites require administrative rights for installation. This is because many Cyberlogic components, such as services and kernel mode drivers, require these elevated rights during the installation process.

However, while logged in as an administrator, the programs you execute **may not run with the fullest privileges possible**. This is because of a security measure introduced in recent editions of Windows to mitigate risks associated with the common practice of running Windows under an administrator account. Consequently, you may not have sufficient rights to install security-prone components, such as Windows services and kernel mode drivers.

Although the Cyberlogic product installation may appear to have been completed successfully, you may notice that the registration information on one of the diagnostic screens is missing. The following screen is an example from the MBX Driver Suite.



In addition, since many Cyberlogic services are missing, the product does not function properly.

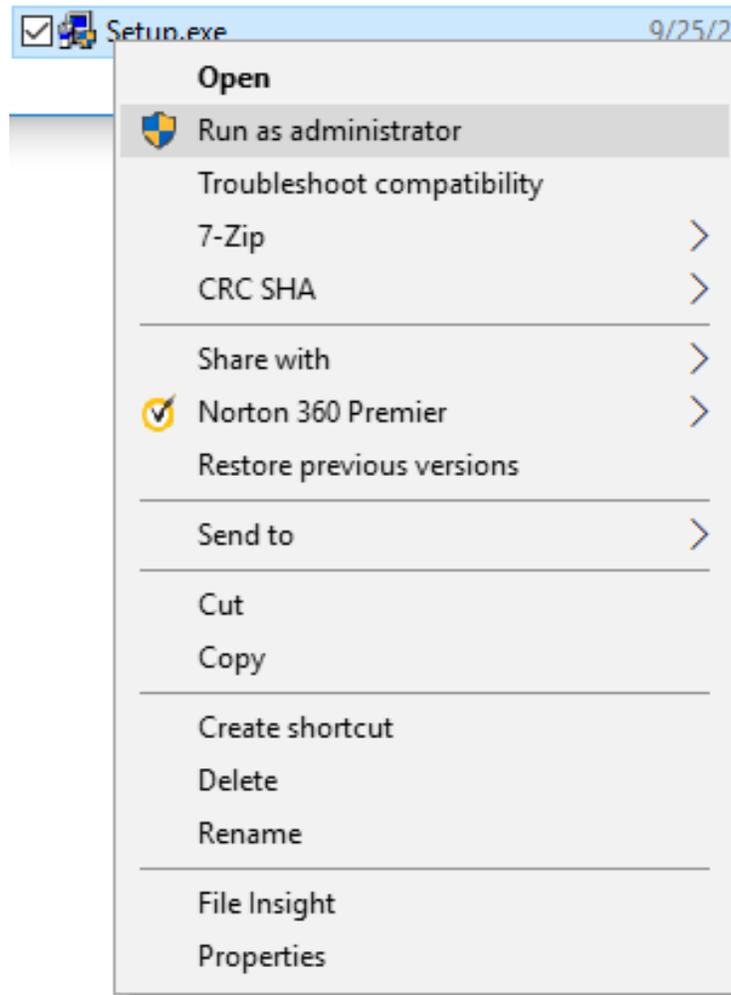
Resolution:

The solution to the above problem is to select **Run as administrator** when launching the installation of a Cyberlogic product.

When you select **Run as administrator** and you are logged in as an administrator, the installation is launched with the original unrestricted administrative rights. If you are not an administrator, you will be prompted for an administrator account, and the installation will run under that account.

The following procedure describes the steps you must follow to perform the installation:

1. If the Cyberlogic suite is already installed, uninstall it before continuing with the procedure.
2. In the root directory of the installation media, locate the setup.exe application.
3. Right-click on the setup.exe and select **Run as administrator**.



4. When the User Account Control dialog requesting permission appears, select Yes to start the installation.

Note

If you are not an administrator, you will be prompted for an administrator account. The installation will run under that account.

Technical Support:

If you have any questions or problems with this procedure, please contact Cyberlogic's Technical Support group by emailing techsupport@cyberlogic.com, or by calling 248-631-2288.

Cyberlogic's website, www.cyberlogic.com, has information on related products, news, software downloads and contact information.

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