

MBX PRODUCTS VERSION 5.00.02 HOTFIX #1

December 23, 2004

(Revised November 18, 2005)

Applies to:

All Schneider and Cyberlogic editions of the MBX Suite CDs version 5.00.00, 5.00.01, and version 5.00.02 CDs manufactured prior to December 23, 2004 (On Schneider CDs version 5.00.02, look for December 2004 date printed on the label).

Symptoms:

After installing a product from an MBX Suite 5.00 CD, the product fails to run. In the MBX Demo you may get the following error:

```
Error code: 0x0000045A (1114)
```

```
A dynamic link library (DLL) initialization routine failed.
```

Cause:

During installation, most Microsoft products, including Windows operating systems, save the user name and company name on the local computer for later use. The problem occurs when these names are set to a space character or include double-quote (") characters. This interferes with the proper operation of the Windows Installer service, resulting in an incomplete installation of the MBX product.

Affected Systems:

Some factory preinstalled images of Windows XP from Dell and HP have been identified to demonstrate this problem. However, the problem may potentially show up on other systems and includes all versions of Windows.

Resolution:

Microsoft products that use the ACME toolkit for their Setup programs save the user information in the Registry under the following key:

```
HKEY_CURRENT_USER\Software\Microsoft\MS Setup(ACME)\User Info
```

The **DefName** and **DefCompany** values must be changed to something other than a space character and cannot include double-quote (") characters. If the above key does not exist, check the default user information key for Windows:

Windows 95/98/Me:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion
```

Windows NT/2000/XP:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion
```

In these cases, the **RegisteredOwner** and **RegisteredOrganization** values must be changed to something other than a space character and cannot include double-quote (") characters.

To properly install an MBX product from the MBX Suite CD, perform the following steps:

1. Check the following Registry key:

```
HKEY_CURRENT_USER\Software\Microsoft\MS Setup(ACME)\User Info
```

If this key does not exist, continue with step 3.

2. Change the values of DefName and DefCompany to the correct names. Continue with step 5.
3. For Windows 95/98/Me, check the following Registry key:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion
```

For Windows NT/2000/XP, check the following Registry key:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion
```

4. Change the values of RegisteredOwner and RegisteredOrganization to the correct names.
5. Using Add/Remove Programs in the Windows Control Panel, uninstall any products installed from the MBX Suite 5.00 CD.
6. Reinstall the products from the MBX Suite 5.00 CD.