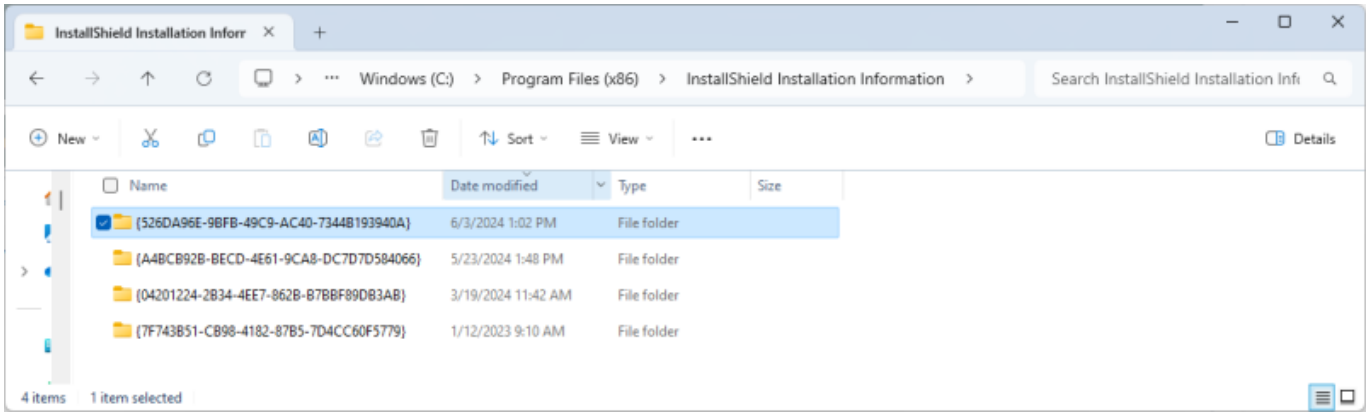
Installer Logs

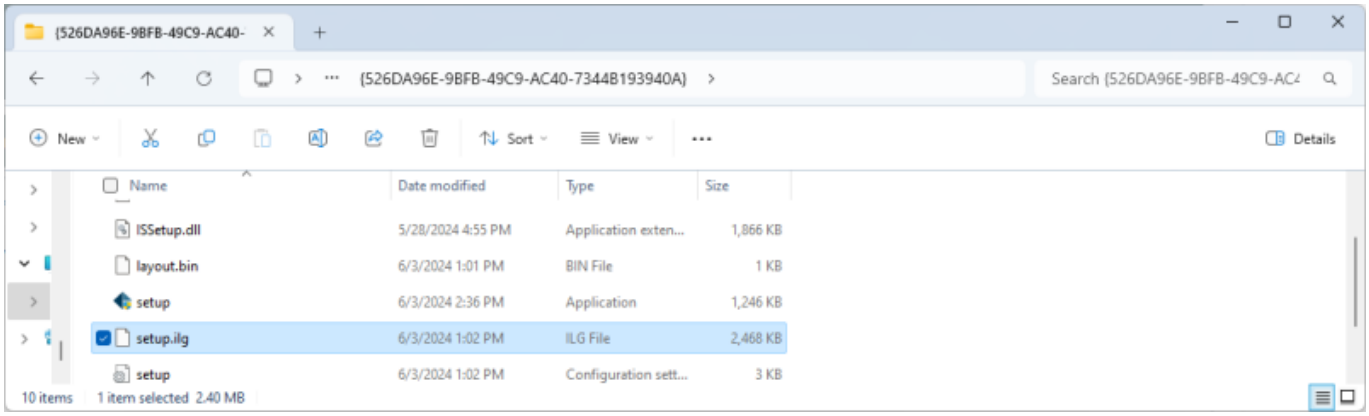
If your exe installer is failing, send the logs to CI Support. To do so, open the **File Explorer** and navigate to:

`C:\Program Files (x86)\InstallShield Installation Information`



Note: the `InstallShield Installation Information` folder is a hidden folder, so you need to type or paste this path directly into the **File Explorer** window.

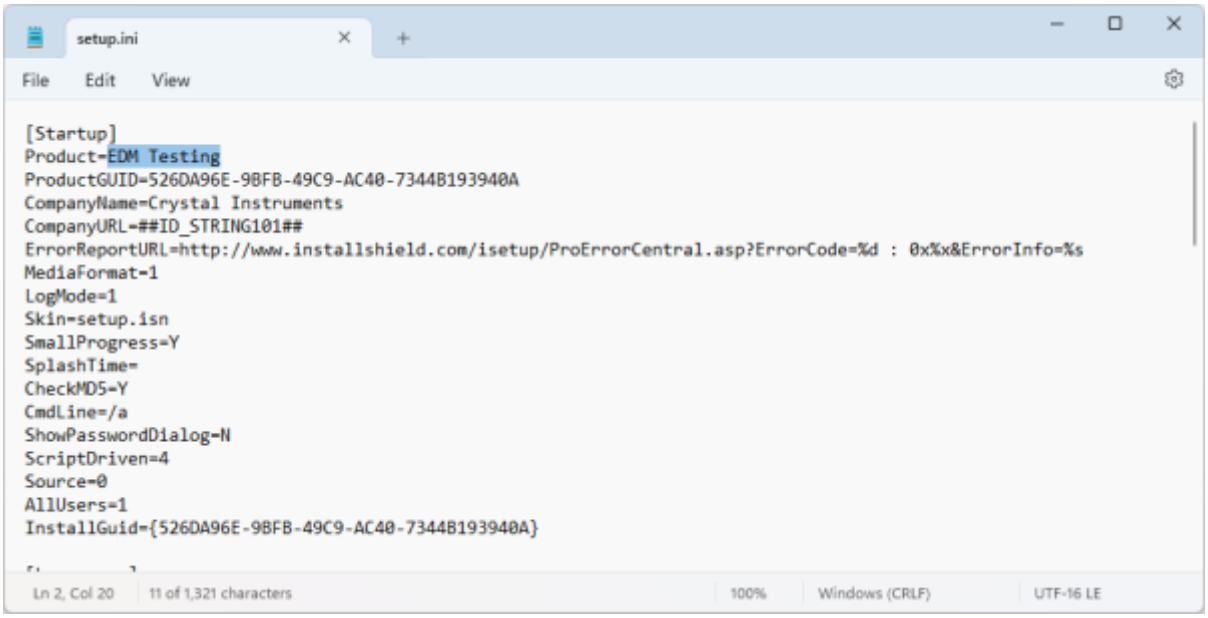
Pick the folder that corresponds to your installer. You can sort by **Date modified** and select the most recently modified folder.



Then, copy the `setup.ilg` file and send that to **CI Support** (`support@go-ci.com`)

Checking setup.ini

If you're not sure you picked the correct folder, you can confirm the correct folder by opening `setup.ini` and checking the product name: **Product=EDM Testing**



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Permanent link:
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