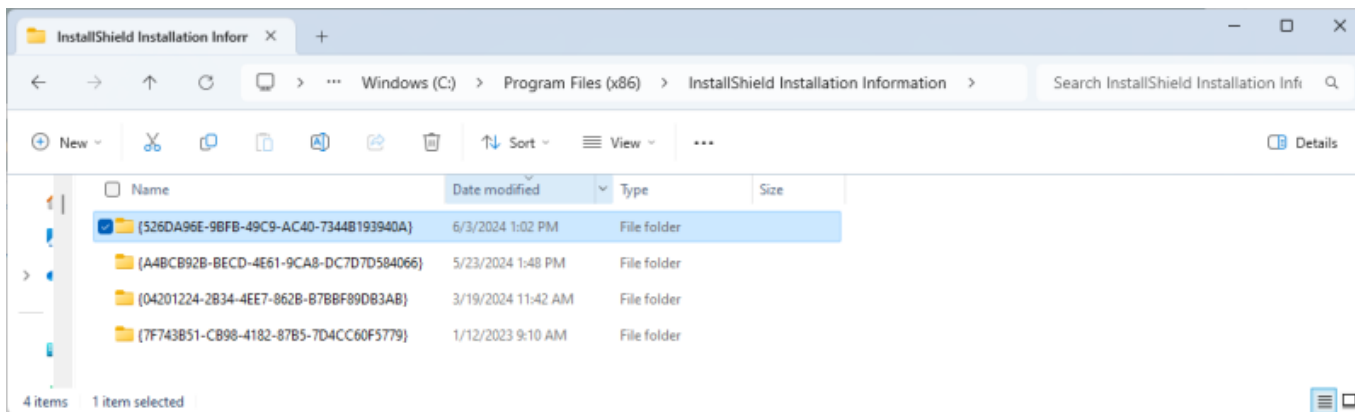


# Installer Logs

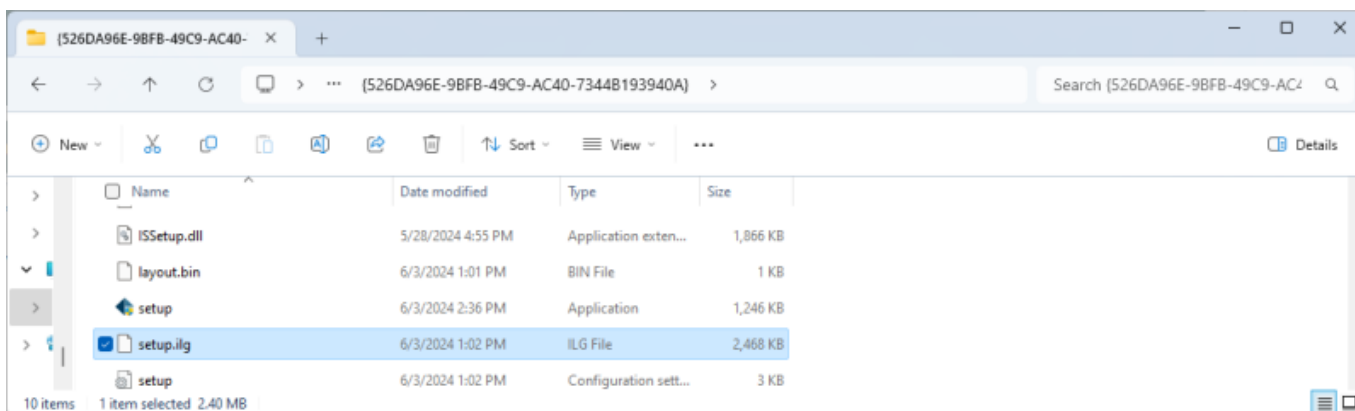
If your exe installer is failing, send the logs to CI Support. To do so, open the **File Explorer** and navigate to:

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.

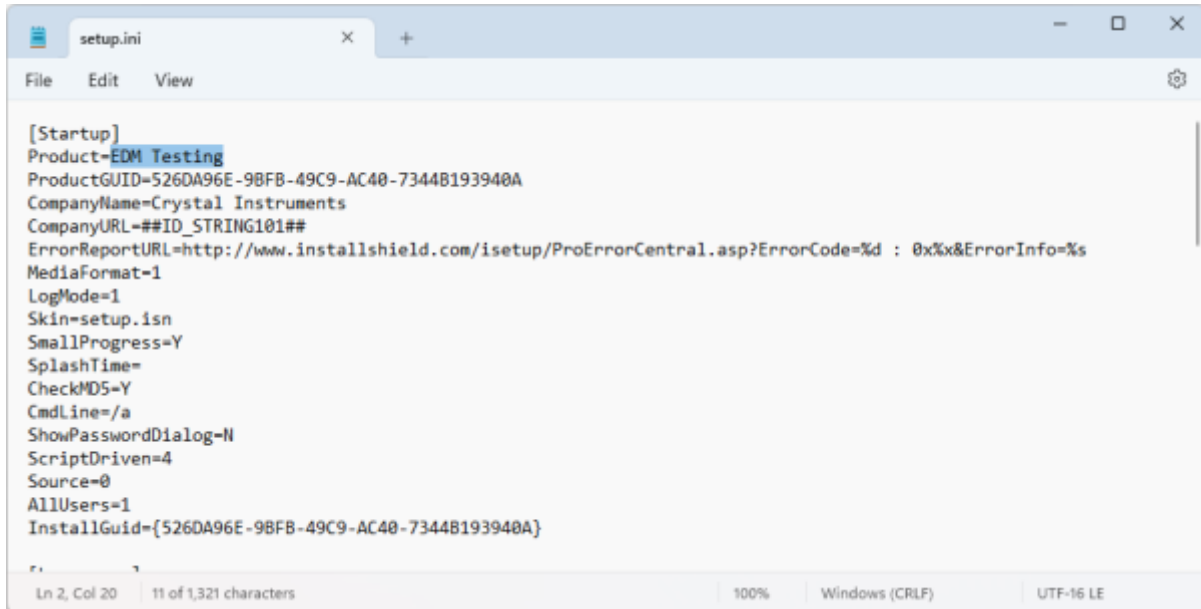
Pick the folder that corresponds to your installer. You can sort by **Date modified** and select the most recently modified folder.



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**



```
[Startup]
Product=EDM Testing
ProductGUID=526DA96E-98FB-49C9-AC40-7344B193940A
CompanyName=Crystal Instruments
CompanyURL=##ID_STRING101##
ErrorReportURL=http://www.installshield.com/isetup/ProErrorCentral.asp?ErrorCode=%d : 0x%x&ErrorInfo=%s
MediaFormat=1
LogMode=1
Skin=setup.isn
SmallProgress=Y
SplashTime=
CheckMD5=Y
CmdLine=/a
ShowPasswordDialog=N
ScriptDriven=4
Source=0
AllUsers=1
InstallGuid={526DA96E-98FB-49C9-AC40-7344B193940A}
```

From:  
<https://help.go-ci.com/> - **Crystal Instruments Help**

Permanent link:  
<https://help.go-ci.com/general:installer>

Last update: **2024/06/05 20:46**