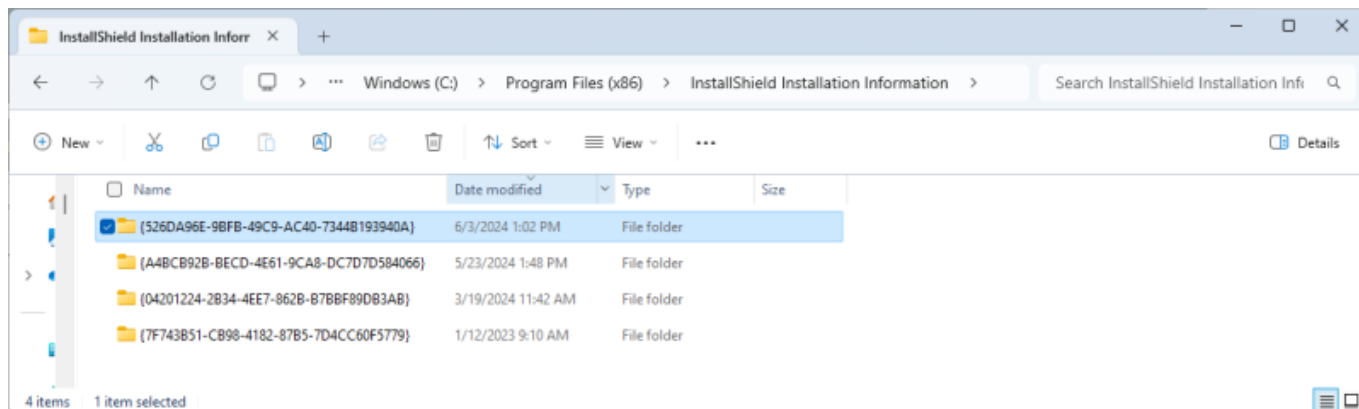


Installer Logs

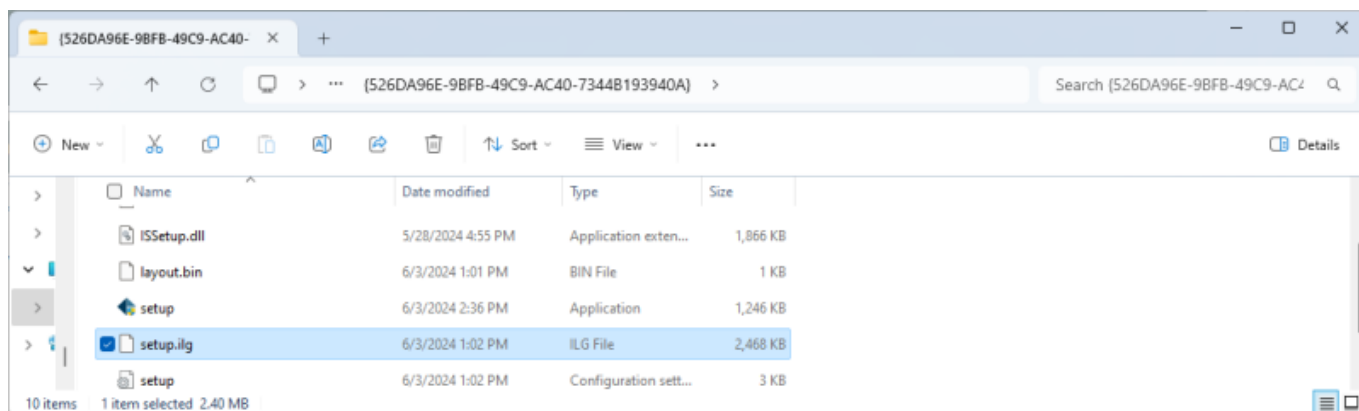
If your exe installer is failing, send the logs to CI Support. To do so, open the **File Explorer** and navigate to:

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.

Next, 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)

From:

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

Permanent link:

<https://help.go-ci.com/general:installer?rev=1717619738>

Last update: **2024/06/05 20:35**