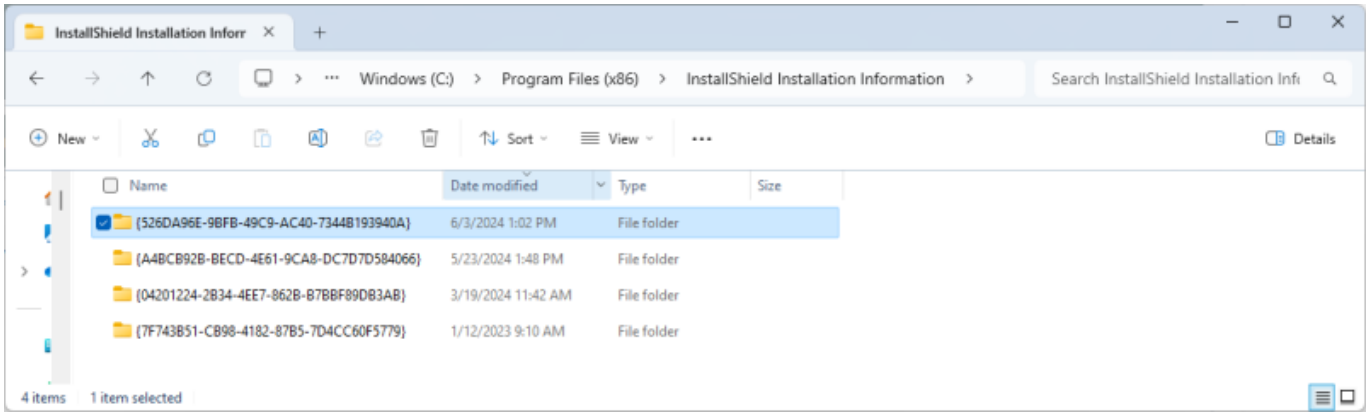
Installer Logs

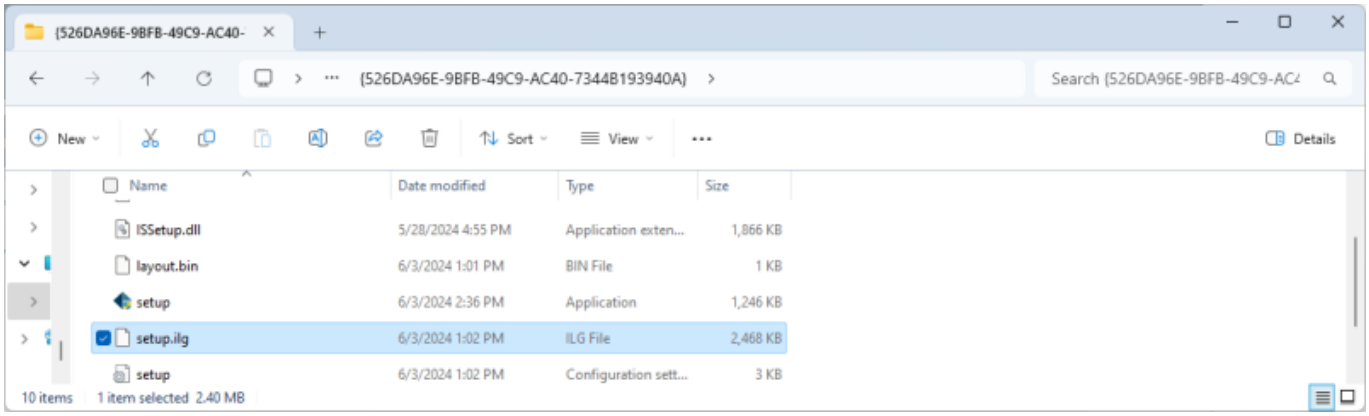
If your exe installer is failing, send the logs to CI Support. To do so, open the **File Explorer** and navigate to:

`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**