

Technical Support

Technical Bulletin

Distribution: Application Engineers, Technical Support Engineers, Vision Solutions Engineers, Technical Documentation Group, Worldwide Sales	___ INTERNAL ONLY <u>X</u> Internal & Customers (as needed) ___ Internal & Customers (MANDATORY)
Bulletin No.: TB-07-003	
Date: September 17, 2007	
Product: VISIONPRO Rev: 4.4 (only)	

Title: Installation Error on Microsoft Windows XP and Vista

PURPOSE

This bulletin describes an installation problem with VisionPro 4.4 on some non-English versions of the Microsoft XP and Vista operating systems.

TECHNICAL DETAILS

During the installation of VisionPro on German or Spanish versions of the Microsoft XP and Vista operating system, the following installation error may occur as shown in Figure 1:

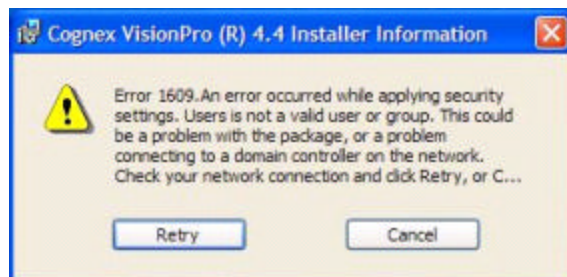


Figure 1: Installation Error Message

The full error message reads: "Error 1609 an error occurred while applying security settings. Users is not a valid user or group. This could be a problem with the package, or a problem connecting to a domain controller on the network. Check your network connection and click Retry, or Cancel to end the install."

The problem is known to occur on operating systems that do not contain a Local Account named USERS. Figure 2 shows Local Users and Group names from English XP, where the group called Users is listed. You can get to this dialog from Control Panel->User Accounts->Advanced to view the setting on your machine.

Technical Support

Technical Bulletin

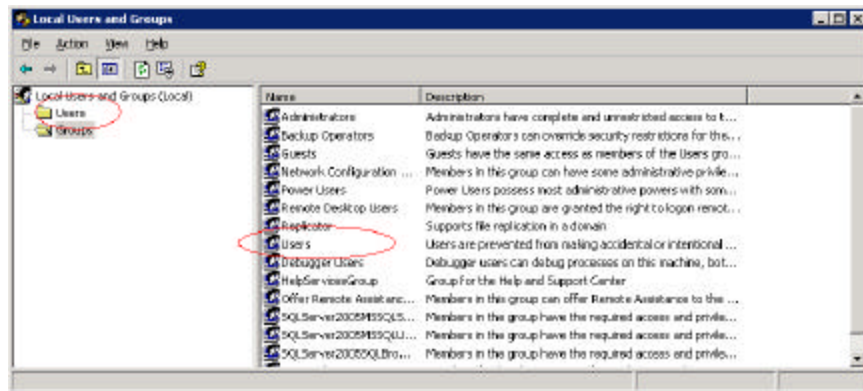


Figure 2: Local Groups

On some operating systems the Local Group called Users is not present or might be natively translated into the local language. This prevents the VisionPro 4.4 installer from completing its installation.

The problem has been observed on German and Spanish Microsoft XP and Vista operating systems. The problem has not been observed on English, Japanese, or Korean operating systems.

There are two known workarounds:

1. Disable the Sample Code option in the VisionPro 4.4 installer. By default the installer will automatically install VisionPro sample Code. The Error message only occurs when attempting to install the sample code. The Sample Code option can be disabled from the VisionPro 4.4 installation dialog shown in Figure 3.

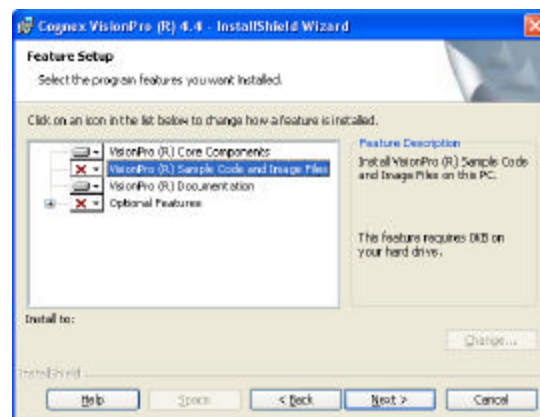


Figure 3: Sample code option

Technical Support

Technical Bulletin

In order to get the VisionPro sample code on to the PC, it can be manually copied from another PC that properly installed the sample code.

2. Add a Local User Account group called Users. Using Administrative privileges a new Local User account group may be created. When this Group account is present the VisionPro 4.4 installer will complete and properly install the sample code.

MOVING FORWARD

This installation problem is expected to be resolved in the next software release of VisionPro.