

Installation: When I try to install HVE, the process is stalling just before it starts copying files to the computer.

Q: When I try to install HVE, the process is stalling just before it starts copying files to the computer. I've installed the same CD on other computers in my office, but for some reason it will not continue on this particular computer. Why?

A: We have recently received a couple of reports about this behavior and the recommended solution is to start your computer in Safe Mode (press and hold F8 as your computer starts) and then perform the installation. It seems that even though you manually turn off firewall and anti-virus programs on your computer in regular mode, they can still block a copying process of files. Safe mode forces your anti-virus to behave 'properly', thereby allowing you complete the installation. Once the program is installed it should not be a problem for installing future updates.

Unique solution ID: #1095

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Last update: 2013-07-17 01:31