Troubleshooting InstruNet Software Installation

Please review the following notes if you are having trouble installing instruNet software version >= 1.40.

Windows 95
Version 1.40 CD is not compatible w/ Windows 95, since the enclosed .Net framework is not compatible w/ Windows 95. Version >= 2.0 CD fixes this problem via an Options dialog that enables the user to select "don't install .net framework". All instruNet software runs without the framework except the Visual Basic programs (e.g. VB Scope, VB Instrument, Direct To Excel).

Windows NT SP < 6a
If you are installing instruNet software on a Windows NT 4.0 computer, please make sure you have installed SP 6a (service pack), or later (limitation of .Net Framework).

Internet Explorer <5.01
If you are running Internet Explorer Web Browser <5.01 (limitation of .Net Framework), please install the latest IE via :

   http://www.microsoft.com/windows/ie/default.asp

Installation of the .Net Framework Fails
If the instruNet installation fails while installing the .Net Framework, stop the instruNet installation, install this framework via the Microsoft web site, and then install the instruNet software. The instruNet installer contains the .Net framework, yet if one is having trouble installing it, then the Microsoft.Net installation web site is better equipped for dealing w/ compatibility issues. Alternatively, with instruNet >= v2.0 software, one can specify in an Options dialog during the installation that the framework not be used. All instruNet software runs without the framework except the Visual Basic programs (e.g. VB Scope, VB Instrument, Direct To Excel). The .Net framework is available at:

   Download Version 1.0
 http://www.microsoft.com/downloads/details.aspx?FamilyId=D7158DEE-A83F-4E21-B05A-009D06457787&displaylang=en

   .Net Framework Homepage
   http://msdn.microsoft.com/netframework/downloads/howtoget.asp

Reinstallation of v1.40 CD gives "instmsiW.exe not found" or "1155" Error
If you reinstall instruNet v1.40 on the same computer, and you get an "instmsiW.exe not found" or 1155 error on the 2nd installation, then stop the instruNet installation, open the Control Panel, run "add/remove programs", find ".Net Framework", Remove it, Restart your computer, and then run the instruNet installation. If the "instmsiW.exe not found" error occurs again, then email support@instruNet.com and request the "instmsiW.exe" file. It will be emailed to you, and you will need to execute it before running the instruNet installer. Version >= v2.0 CD fixes this problem.

Installer Appears to Freeze During Installation
Installation might take up to 1 hour, especially with older computers that require more files (e.g. Windows <= 2K computers with "Microsoft .Net Framework").   If you become concerned your computer has frozen, please check your hard disk light -- if it is blinking, you are Ok. When the instruNet installation is complete, an "instruNet World" Icon appears on your desktop and an alert notifies you of the success.