



**HEXAGON**  
GEOSPATIAL



# GEOMEDIA MOTION VIDEO ANALYST PROFESSIONAL

## INSTALLATION GUIDE

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# Overview of GeoMedia Motion Video Analyst Professional Installation

The *GeoMedia® Motion Video Analyst Professional Installation Guide* provides basic information for installing your software.

## Documentation for GeoMedia Motion Video Analyst Professional

The following documents are installed (or are available for installation) with the product, or they are provided on the delivery media:

Document	Description
<i>GeoMedia Motion Video Analyst Professional Release Guide</i>	A PDF file that lists the enhancements, the product defects that have been fixed, and the supported software configurations (required and optional) for the current release of the product.
<i>GeoMedia Motion Video Analyst Professional Installation Guide</i>	A PDF file that contains instructions for installing the product.
<i>GeoMedia Motion Video Analyst Professional Help Topics</i>	A CHM file that contains instructions for using the tools and commands.
<i>GeoMedia Motion Video Analyst Professional System Administrator Guide</i>	A PDF file that contains instructions for tasks that a system administrator would perform to configure and manage your system.
<i>GeoMedia Motion Video Analyst Professional User Guide</i>	A PDF file that contains instructions for using the tools and commands. For this release, the content of this document matches that of the Help Topics.

To access the documents, select each by name from **Start > All Programs > Hexagon GeoMedia Motion Video Analyst Professional 2018**. Adobe Reader is required to view the PDF files in Windows 7. Adobe Reader can be downloaded from <http://get.adobe.com/reader>.



## Installing Prerequisite Products before Using Hexagon Geospatial Setup Manager

Hexagon Geospatial Setup Manager (*Setup.exe*) lets you install GeoMedia Motion Video Analyst Professional. However, before you install this product, you must have the following prerequisite products already installed, in the following order:

- Microsoft Windows operating system
- Microsoft .NET Framework 3.5 - Only necessary to install if Windows 10 is your operating system. See below for information on how to install .NET 3.5.
- Optional:
  - TerraShare Client and 32-bit Oracle Client
- or-
- SQL Server or SQL Server Express
- GeoMedia Desktop

After installing these prerequisite products you can install GeoMedia Motion Video Analyst Professional.

### Operating System

The required operating system is Microsoft Windows 7 Pro or Ultimate SP1 64-bit or Windows 10 Pro 64-bit + Windows DVD Player app.

- If Windows 7 *N* is your operating system, Windows Media Player for Windows 7 is required.
- If Windows 10 is your operating system, the following are required:
  - Cumulative Update for Windows 10 Version 10.0.10586 (release 1511): December 17, 2015 or higher (*KB3124200* <https://support.microsoft.com/en-us/kb/3124200>). You can use **Control Panel > Administrative Tools > System Information** to verify the version number that is on your system.
  - Windows DVD Player app, available from the Microsoft Apps Store.

NVIDIA graphics and driver version 341.05 (CUDA 6.5) or higher is required for GPU acceleration of dehaze processing.

## Microsoft .NET Framework 3.5

Microsoft .NET Framework 3.5 is not loaded with the Windows 8.1 or 10 Pro operating system. To add the .NET Framework 3.5 feature to these operating systems:

1. Insert the Windows 10 Pro installation disk into the DVD drive
2. Run a Command Prompt as Administrator
3. Type the following in the Command Prompt window and hit Enter:

```
Dism /online /enable-feature /featurename:NetFx3 /All /Source:DRIVE:\sources\sxs /LimitAccess
```

where **DRIVE** is the drive letter of the DVD drive, for example, D.

## GeoMedia Desktop

GeoMedia Motion Video Analyst Professional requires GeoMedia Desktop 2018.

The video playback and analysis functionality provided by GeoMedia Motion Video Analyst Professional is only available within the GeoMedia Desktop runtime environment. GeoMedia Motion Video Analyst Professional will run with the GeoMedia Essentials, Advantage, or Professional product tiers.

If you are using TerraShare, the 32-bit Oracle client software must be loaded before installing GeoMedia Desktop. Load GeoMedia Desktop from your GeoMedia Desktop 2018 installation media. See the *GeoMedia Installation Guide* for more specific details and instructions.

Once you have installed all of the prerequisites, and any of the optional products described in the next section, you can load GeoMedia Motion Video Analyst Professional onto your system using the Hexagon Geospatial Setup Manager as described in a later section.

## Installing Optional Products before Using Hexagon Geospatial Setup Manager

If you are using a TerraShare video warehouse with GeoMedia Motion Video Analyst Professional, you can install the following optional products:

- TerraShare Client
- Oracle 32-bit Client

### Setup Manager

---

You install both of these products **before** installing GeoMedia Desktop and GeoMedia Motion Video Analyst Professional.

If you are using a SQL Server video warehouse with GeoMedia Motion Video Analyst Professional, you can install the following optional product:

- SQL Server or SQL Server Express

### TerraShare Client

GeoMedia Motion Video Analyst Professional uses TerraShare Client to store and to retrieve video information in an Oracle-based TerraShare video warehouse, including telemetry, clipmarks, and registrations. The TerraShare Data Server for GeoMedia is used by GeoMedia Motion Video Analyst Professional to query and to display video map features and attributes that are stored in a TerraShare video warehouse. To use a TerraShare video warehouse with GeoMedia Motion Video Analyst Professional, the TerraShare Client must be loaded before installing GeoMedia Desktop, and a TerraShare Server Proxy must be loaded to establish a connection to your TerraShare server.

#### **To install TerraShare Client:**

Load the TerraShare Client from your TerraShare installation media.

See the *TerraShare Administrator's Guide* for specific details and instructions for loading a TerraShare Server Proxy.

### Oracle Client

GeoMedia Motion Video Analyst Professional uses 32-bit Oracle client. The Oracle Object Model data server, provided with GeoMedia Desktop, is used by GeoMedia Motion Video Analyst Professional to connect to and to manipulate video information stored in a TerraShare video warehouse. To use the Oracle Object Model data server, the 32-bit Oracle client software must be loaded before installing GeoMedia Desktop.

Load the 32-bit Oracle client from your Oracle installation media. See the Oracle installation documentation for more specific details and instructions.



While loading the 32-bit Oracle client on a Windows 7 operating system, the following two Oracle system checks might fail:

- **Checking operating system requirements...**
- **Checking service pack requirements...**

To override and to load the failed components, turn on the check boxes (located between the **Type** and the **Status** columns) for these items in the list shown on the **Product-Specific Prerequisite Checks** page and then proceed with the Setup Wizard.

## SQL Server

GeoMedia Motion Video Analyst Professional uses SQL Server or SQL Server Express to store and to retrieve video information in an SQL Server-based video warehouse, including telemetry, clipmarks, and registrations. The SQL Server or SQL Server Spatial data server, provided with GeoMedia Desktop, is used by GeoMedia Motion Video Analyst Professional to query and to display video map features and attributes that are stored in a SQL Server video warehouse.

Load SQL Server from your SQL Server installation media. See the SQL Server installation documentation for more specific details and instructions.

## Hexagon Geospatial Setup Manager

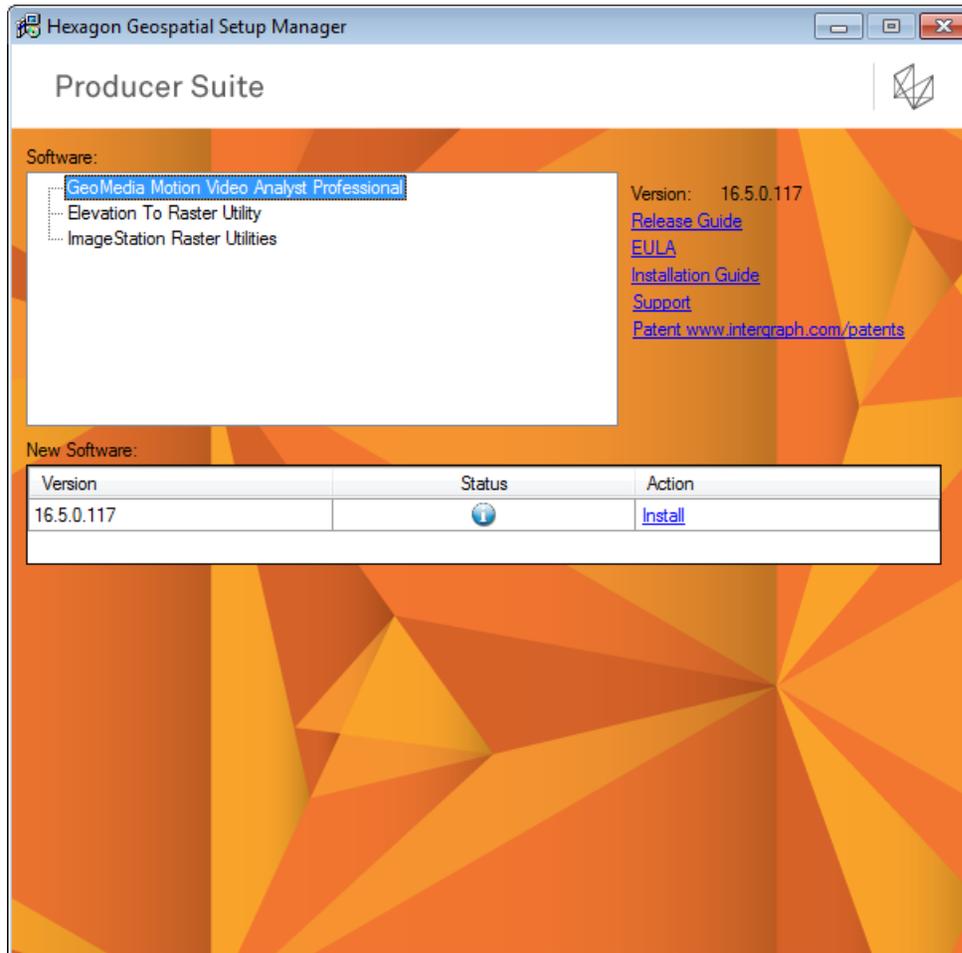
**Hexagon Geospatial Setup Manager** (*Setup.exe*) is a tool that you use to install and maintain Hexagon Geospatial software. Once the software is installed, you can also use the tool to perform the following software maintenance tasks:

- Modify
- Repair
- Remove

You can also use **Hexagon Geospatial Setup Manager** to run the installation process in batch or silent mode.

## Hexagon Geospatial Setup Manager User Interface

The **Hexagon Geospatial Setup Manager** dialog box opens when you double click *Setup.exe* to start the installation process.



## Dialog Box Options

### Software

The **Software** box displays the list of products that you can install. Select these one at a time to install software or modify, repair, or remove software. When you select a product, the user interface updates to display the current status of the software installation, which is reflected in the **New Software** or **Installed Software** list.

### Version

To the right of the **Software** box is the **Version** number of the selected product.

### Documentation Links

Listed under the **Version** number are links that provide access to information about the selected software. The **Support** link takes you directly to the Hexagon Geospatial website. If a document is not available for the selected software, the corresponding link is disabled.



The documentation is available in English or in other languages if localized versions of the documents are available. These documents are stored in the `\<SoftwareDeploymentFolderName>\Program Files\Hexagon\<SoftwareProgramFolder>[\<SubFolder>]\<LCID>` folder. A configurable fallback language (English) folder is specified for cases when the documents have not been localized.

### Patent Link

If the software has one or more patents, the **Patent** link is available and takes you to the Intergraph website where you can view the patent documents.

### New Software or Installed Software

If no software products have been installed, the **New Software** box is displayed so you can install new software. Once software is installed, the label of this box changes to **Installed Software**. The **Version**, **Status**, and **Action** columns are explained below:

Version	Status	Action
<p>If you are installing software, this field displays the version available for installation.</p> <p>If you are modifying, repairing, or removing software, this field displays the version currently installed on your computer. This is a read-only field.</p>	<p>Displays an icon reflecting the status of the software you selected. See the <b>Icons</b> section below for more information.</p>	<p>The links displayed under <b>Action</b> change to reflect what actions you can perform during the installation or modify, repair, or remove process.</p>

### Icons

The following icons appear in the **Status** list. These icons and their corresponding tooltips change to reflect the current status of the installation or modify, repair, or remove process.

Icon	New or Installed Software	Configuration	Complementary Software
	<p>Indicates the selected software is not installed.</p> <p>Or</p> <p>Indicates an installation failure. Check the Event Log for information.</p>	<p>Indicates the installed application of the selected software is not configured.</p> <p>Or</p> <p>Indicates a configuration failure. Check the Event Log for information.</p>	<p>Indicates the complementary software is available but is not installed.</p> <p>Or</p> <p>Indicates an installation failure. Check the Event Log for information.</p>
	Installation is in progress.	Configuration is in progress.	Installation is in progress.
	Installation is successful.	Configuration is successful.	Installation is successful.

## Installing Software with Hexagon Geospatial Setup Manager

### **To install software with Hexagon Geospatial Setup Manager:**

1. From your delivery media, right click *Setup.exe* and select **Run as administrator**.
2. In the **Software** list box, select the appropriate software from the list.
3. *Optional:* Click a link to the right of the **Software** list box to open and review documentation as required for the selected software.
4. In the **New Software** box, click **Install** under **Action**.

*The installation process begins for the selected software by displaying the splash screen and starting the InstallShield Wizard.*



Once software is installed, the **New Software** title changes to **Installed Software**, and the **Action** column displays **Modify, repair, or remove** for the selected software.

5. Click  to close the **Hexagon Geospatial Setup Manager**.

## Licensing GeoMedia Motion Video Analyst Professional

With the Power Portfolio 2018 release, licenses are no longer based on Certificate-file based technology. Instead, licenses are based on Activation IDs so that customers can activate their products without having to provide Host IDs or other hardware-related parameters. Customers can also re-host without emailing the licensing team to assist. The Power Portfolio 2018 release also includes improved tools to make it easier to install licenses, set up license servers, and provide more professional error handling. Finally, the Power Portfolio 2018 release has improved customer notification in the products, such as an “end of subscription” message in the Start-up screen. These more secure and automated processes, along with a new licensing portal, provide a better customer experience.

You can install **Geospatial Licensing 2018** from the Supporting Software section of the product delivery media and use **Geospatial Licensing Administrator 2018** to set up and manage a concurrent license server and other license resources. See the **Geospatial Licensing 2018** Help file for more information.

Please visit our *licensing web site* (<https://www.hexagongeospatial.com/resources/support/licensing>) to generate or to manage your licenses. There are help topics on this page to assist you if you have difficulty in generating or managing your license. There are also useful eTraining videos at bottom of this page.

## Starting the Software

To start working with the GeoMedia Motion Video Analyst Professional command set, start GeoMedia, open a GeoWorkspace, and select **Video Pro** from the GeoMedia ribbon bar to display the GeoMedia Motion Video Analyst Professional menu.

## Repairing and Removing the Software Using Hexagon Geospatial Setup Manager

### **To repair or remove the software:**

1. From the delivery media, run *Setup.exe*.
2. In the **Installation/Upgrade** box **Action** list, click **Edit**.
3. On the GeoMedia Motion Video Analyst Professional installation wizard, click **Repair** or **Remove** and follow the prompts.

## Installing Software in Batch or Silent Mode

This topic contains information and background useful for those who might want to use the Windows command line to deploy GeoMedia Motion Video Analyst Professional and its related Update or Service Packs installers. Using the command line to deploy a product is often useful for those who want to execute silent installations or uninstallations of Windows Installer-based installers. To enable logging during an installation or uninstallation, there are some guidelines to follow, as noted in the *Troubleshooting Installation Problems Using Logs* topic.

This document assumes that you possess a basic knowledge of Windows command line scripting techniques, and are familiar with both Windows environment variables and the concepts of variables and properties.

## Installing and Configuring GeoMedia Motion Video Analyst Professional

### Prerequisite Installations

GeoMedia Desktop 2018



### Basic Parameters for Hexagon Geospatial Setup Manager

To start the Hexagon Geospatial Setup Manager, which is *Setup.exe* in the root directory of your media, use the following syntax format for all commands:

```
setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" Operation
OptionalArguments
```

*Operation* and *OptionalArguments* are explained in the *Operation and Optional Arguments Parameters Table*.

### Operation and Optional Arguments Parameters Table

Operation	Description	Optional Arguments
/n[i r s x]	Install/modify/upgrade, repair, status of install, remove software	Parameters to be passed to product setup, for example: ACCEPT_EULA=1
/u[s]	Launches customer-authored complementary software setup within the script.	Parameters to be passed to complementary software setup.

### Installing GeoMedia Motion Video Analyst Professional – Silent Mode

There are a variety of scripting languages you can use to set up unattended installation. All the examples here demonstrate the batch script commands an administrator would need to install or modify GeoMedia Motion Video Analyst Professional.

These batch script commands should be run from the root directory of the DVD or extracted zip file that contains the installation.

To install GeoMedia Motion Video Analyst Professional, you need to start the Hexagon Geospatial Setup Manager.

#### To Install

```
setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /ni ACCEPT_EULA=1
```

### Complete Set of Parameters for Hexagon Geospatial Setup Manager

Parameters that are available for Hexagon Geospatial Setup Manager are listed in the following tables.



Option	Parameters	Description
/s		Specifies silent mode

Option	Parameters	Description
/n	[i r s x] OR [i] PROPERTY=VALUE	Installs/modifies/upgrades, repairs, returns installation status, or uninstalls the specified product. The /n option requires the /s option above.
		i Used to install new software, modify a current installation, or upgrade a previous installation. It is a default parameter. Windows Installer public property values can be appended at the end of this parameter. Spaces are not allowed between property name, =, and property value.  When a property value contains spaces, you must enclose that property value with a backslash and double quotation mark (\").  Example: INSTALLDIR=\"c:\Test Installations\"
		r Repairs existing software installation in silent mode.
		s Returns installation status. Valid exit code values are as follows: <ul style="list-style-type: none"> <li>▪ 0 – Not installed.</li> <li>▪ 1 – Installed version is up-to-date.</li> <li>▪ 2 – Installed version is lower.</li> <li>▪ 3 – Installed version is higher.</li> <li>▪ -1 – Unable to find installation status.</li> </ul>

Option	Parameters	Description
	x	Uninstalls software in silent mode.
	product public properties	<p>The following are the public properties:</p> <p>INSTALLDIR - Destination folder for the installation.</p> <p>ACCEPT_EULA - End user license agreement flag.</p> <ul style="list-style-type: none"> <li>▪ 0 - The EULA is not accepted. This is the default value.</li> <li>▪ 1 - The user has read and accepted the EULA. The software does not install until the value is 1.</li> </ul>
	Windows Installer public properties	<p>Some commonly used standard Windows Installer public properties are as follows:</p> <p>ADDLOCAL-Installs a list of selectable features delimited by commas, or ALL. Features are listed in the <i>GeoMedia Motion Video Analyst Professional Installer Features</i> table. Feature names are case sensitive.</p> <p>REMOVE-Uninstalls a list of selectable features delimited by commas, or ALL. Features are listed in the <i>GeoMedia Motion Video Analyst Professional Installer Features</i> table. Feature names are case sensitive.</p>

Option	Parameters	Description
/u	[s] OR [<ParameterList>] ]	<p>Launches customer-authored complementary software setup within the script Repository\SubfolderName\ComplementarySoftwareSetup.wsf or returns the complementary setup install status. Requires the /s option above.</p> <p>A complementary software setup program can support installation, repair, upgrade, and removal, including</p>

Option	Parameters	Description
		<p>silent/batch mode support based on its requirements, and defines its own parameter list. A complementary software setup program can take parameters using command line arguments or a file (for example, .xml, .config or any other file type). The file name and location can be an input command line argument.</p> <p>See the <i>Complementary Software</i> section later in this appendix.</p> <p>When a property value contains spaces, you must enclose that property value with a backslash and double quotation mark (\").</p> <p>Example:</p> <pre>INSTALLDIR=\"c:\Test Installations\"</pre>
	s	<p>Returns complementary software setup status. Valid exit code values are as follows:</p> <ul style="list-style-type: none"> <li>▪ 0 – Not configured.</li> <li>▪ 1 – Configured.</li> <li>▪ -1 – Unable to find complementary software install status.</li> </ul>

### Installing GeoMedia Motion Video Analyst Professional – Batch Script

The following is the usage of an example batch script:

```
C:\Temp\InstallMVA.bat FileShareName
```

Where, FileShareName is the file share name containing the GeoMedia Motion Video Analyst Professional DVD image.

#### Example Batch Script

To perform a silent install of GeoMedia Motion Video Analyst Professional by using a batch (.bat) file, copy the following code to a new file named *InstallMVA.bat*, and store it under *C:\Temp* folder.

```
@ECHO OFF
```

```
NET USE T: %1%
T:
setup.exe /s "GeoMedia" /ns
IF %ERRORLEVEL% EQU 0 GOTO Install
ECHO Install status: %ERRORLEVEL% Expecting 0.
ECHO GeoMedia must be installed before installing GeoMedia Motion Video Analyst
Professional.
GOTO EOF

:Install
ECHO Installing...
setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /ni ACCEPT_EULA=1
setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /ns
IF %ERRORLEVEL% EQU 1 GOTO EOF
ECHO Install status: %ERRORLEVEL% Expecting 1.
ECHO GeoMedia Motion Video Analyst Professional did not install properly.

:EOF
C:
NET USE T: /DELETE /Y
EXIT /B 0
```

## Additional Examples

You can modify the basic silent install syntax to perform additional installer functions such as removing or repairing software.

### Remove Software

To completely uninstall GeoMedia Motion Video Analyst Professional:

```
Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /nx
```

### Override the Default Installation Location

To install GeoMedia Motion Video Analyst Professional at the 'C:\Test Installations' folder:

```
Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /ni ACCEPT_EULA=1
  INSTALLDIR="c:\Test Installations\"
```

### Get Install Status

To get the install status of GeoMedia Motion Video Analyst Professional:

```
Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /ns
  echo GeoMedia Motion Video Analyst Professional install status is %ERRORLEVEL%
```

### Uninstall a Removable Update

To uninstall a removable update (Engineering Patch, Service Pack, and Minor Release) of GeoMedia Motion Video Analyst Professional:

```
Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /ni
  MSIPATCHREMOVE=UpdateID
```

The UpdateID is listed in `.\GMVAPI\Program\UpdateInfo.txt`.

### Repair an Existing Installation

To repair an existing installation of GeoMedia Motion Video Analyst Professional:

```
Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /nr
```

## GeoMedia Motion Video Analyst Professional Installer Features

Feature codes can be employed to install specific portions of the application. They are used in conjunction with the ADDLOCAL and REMOVE parameters listed in *Complete Set of Parameters for Hexagon Geospatial Setup Manager* table.

Feature ID	Subfeature of	Description	Required
GeoMedia Motion Video Analyst Professional		Installs the required files needed to run GeoMedia Motion Video Analyst Professional.	Yes

### Complementary Software

This information applies if you have received complementary software along with your distribution of GeoMedia Motion Video Analyst Professional.

#### Install

To install the complementary software:

```
Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /ui
```

#### Get Setup Status

To get the complementary software setup status of GeoMedia Motion Video Analyst Professional:

Pseudo code only; syntax depends on the scripting language.

```
RetVal = Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /us
```

#### Uninstall Setup

To uninstall the complementary software setup of GeoMedia Motion Video Analyst Professional:

```
Setup.exe /s "GeoMedia_Motion_Video_Analyst_Professional" /u /x
```

## Troubleshooting Installation Using Logs

When an installer fails, there are a few options to get more information and act upon it:

- Create a Log file for the installation -- This can be requested by using a registry key or by specifying command-line parameters.
- Examine (and possibly Export) the Application Event Log -- This gives you access to OS events generated during installation and configuration of a product.

You can generate MSI (Windows Installer) and Application Event Logs.

**NOTE** Turning on MSI Logging from the registry, rather than from the command line, is recommended.

## Enabling Microsoft Windows Installer (MSI) Logging

You can enable MSI logging for every installation action that happens on your system.

1. From the Microsoft Windows **Start** menu, click **Run**, and type **regedit** to open the Registry Editor.
2. Find or add the following subkey Installer in the Windows registry: **HKEY\_LOCAL\_MACHINE > Software > Policies > Microsoft > Windows > Installer**.

**NOTE** You may need to create the **Installer** key.

- a. Insert Debug as a REG\_DWORD, and set its value to 7.
- b. Insert Logging as a REG\_SZ, and set its value to voicewarmup.

Once the registry strings above have been created, every time you install, repair, modify, or remove, a log file will be created in the directory identified by your TEMP environment variable.

## Creating an MSI Log for One Specific Installation

**NOTE** Turning on MSI Logging from the command line is a last choice effort.

It is highly preferred to use the registry key above to enable MSI logging because it allows you to use your standard install, uninstall, and repair workflows. The workflow below should only be used in special circumstances, for example, if you are not allowed to update the system registry, or you really only want to create the one MSI log, and you are confident you can reproduce your exact problem on the command line.

You can request a log for one specific installation if you know the specific command-line parameters that are required to reproduce your problem. You must be quite careful because entering wrong parameters (like omitting the ACCEPT\_EULA switch required by the Install in Silent Mode process) can cause your command-line installation to fail for reasons unrelated to the problem you are investigating.

### Logging the Installation of Product XYZ

```
msiexec /l*v "C:\LogInstallation\logs\InstallationXYZ.log" /i  
"C:\msi\XYZ.MSI ACCEPT_EULA=1"
```

### Logging the Patching of a Product that Already Has Been Installed

It is also possible to log the installation of an MSP (a patch or hot-fix).

```
msiexec /l*v MyProdMSP.log /p MyProduct.msp REINSTALL=ALL REINSTALLMODE=omus /qbb
```

## Viewing and Exporting Application Event Log Information

Installation and configuration of software products generates some events that are seen by the Microsoft Windows Operating System itself. This type of logging is always available – you do not need to enable it. You can find it by launching the Event Viewer, and can save the events out for someone else to analyze.

1. Select **Start > Search programs and files**, and then type *eventvwr* to start the Event Viewer.
2. On the left, select **Windows Logs > Application**.
3. On the right, click **Save All Events As**.
4. Save the file as type **Event Files (\*.evtx)**.

## Hexagon Geospatial Setup Manager Logging

As noted above, logging from the registry key is highly preferred. In the case where logging from the command line is necessary, try one of these examples:

```
Setup.exe /s {SoftwareProductName} /ni ACCEPT_EULA=1 /L* MyLogFileName.log  
Setup.exe /s {SoftwareProductName} /ni ACCEPT_EULA=1 /V"/L* MyLogFileName.log"
```

where {SoftwareProductName} is one of the Installable Applications under SoftwareProductName identified in Installable Application Names Table in Installing ProductName in Silent Mode document.

## Tips for Resolving Issues in Installation Log

### Component Based Servicing Log

The Component-Based Servicing Log can be helpful if you get a message like this in your Installation log:

MSI (s) (44:14) []: Assembly Error (sxs): To get more diagnostic information, enable the Component Based Servicing Log.

The Component Based Servicing Log is located in %windir%\logs\cbs\cbs.log  
(C:\Windows\Logs\CBS)

To get the cbs log you may first need to set:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Component Based Servicing  
EnableLog=dword:00000001
```



### Windows Installer SDK Tools

Wilogutl.exe assists the analysis of log files from a Windows Installer installation, and it displays suggested solutions to errors that are found in a log file. You can use it to debug installation, repair and removal of a product.

For more information go to <http://msdn2.microsoft.com/en-us/library/aa372811.aspx>  
(<http://msdn2.microsoft.com/en-us/library/aa372811.aspx> (see  
<http://msdn2.microsoft.com/en-us/library/aa372811.aspx> -  
<http://msdn2.microsoft.com/en-us/library/aa372811.aspx>)).

# Technical Support and Information

Hexagon Geospatial® provides several ways to access information and to contact support, including self-help tools, Hexagon Geospatial Community, Hexagon Geospatial Developer Network, and phone support.

## **Hexagon Geospatial Community**

You can find support-related discussion boards and knowledge bases across the Hexagon Geospatial products on the *Hexagon Geospatial Community* <http://community.hexagongeospatial.com>. Find more information about the community on a *Community blog* <http://blog.hexagongeospatial.com/join-the-community/>.

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## **Knowledge and Support**

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Find more information about HGDN on a *Community blog* <http://community.hexagongeospatial.com/t5/About-the-Community/HGDN-Subscription/ba-p/3597>.

## **eTraining**

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