Installing Logicom Software

LOGICOM
E&P

Instructions for installing REP, LogIC, Q-SCAL, Core-chop and other Logicom E&P software

Standalone PC installation

1. Download the latest version of the program from www.logicomep.com/downloads.htm.

2. Run the installer
   a. For Windows XP 32-bit, just follow the prompts
   b. For later versions of Windows (64-bit, Vista or Windows7) follow the prompts, but when you are asked where to install the program make sure that it goes in a separate folder (e.g. c:\logicomep\rep5 or c:\logicom\LogIC) NOT into the "Program files" folder structure.

3. The installation creates a shortcut to the program in the list of programs in your Windows Start Menu. Use this to start the software. You will see a licence screen:
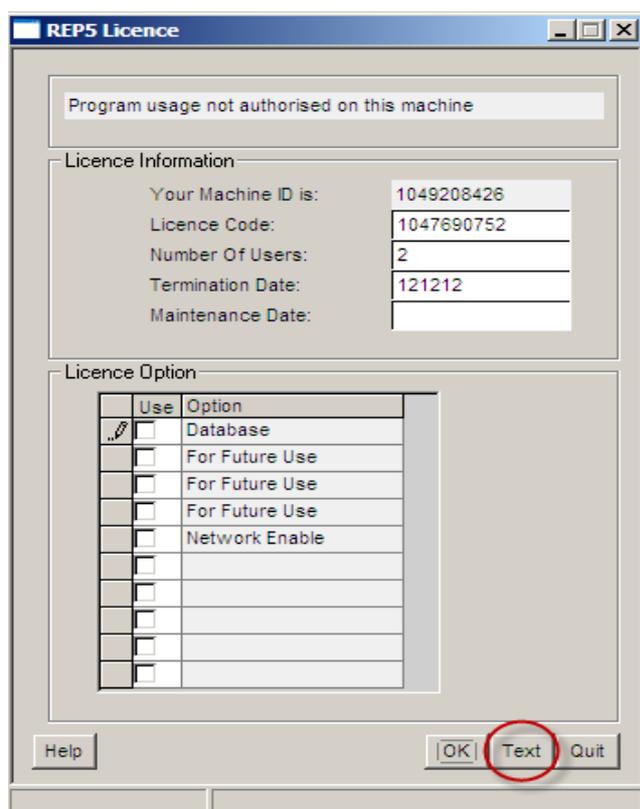
Note that different software will have different Licence options (the example above is for REP). If you are installing LogIC to try out the NMR, Image or Acoustics modules, be sure to let us know. Also let us know if you wish to install a network version of any of the software.

4. Click the "Text" button and a text editor window will be displayed like this:
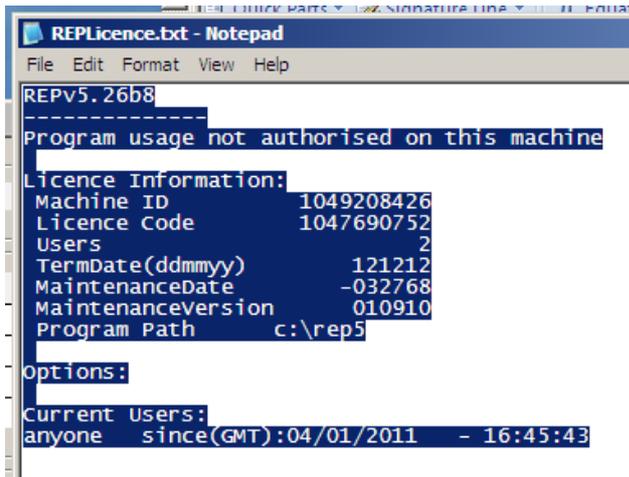

```
REPLicence.txt - Notepad
File  Edit  Format  View  Help
REPv5.26b8
---------------
Program usage not authorised on this machine

Licence Information:
 Machine ID          1049208426
 Licence Code        1047690752
 Users                        2
 TermDate(ddmmyy)        121212
 MaintenanceDate        -032768
 MaintenanceVersion      010910
 Program Path       c:\rep5

Options:

Current Users:
anyone    since(GMT):04/01/2011   - 16:45:43
```

Either (a) swipe the text, and copy it into an e-mail, or (b) use File→Save to save the text file and attach it to an email. Send the e-mail to to support@logicomep.com. We will mail back the codes to type into the licence screen (UK working hours apply!).

If, for some reason, a text file is not displayed, return to the licence screen, press "Alt+PrtSc" and paste the image of the licence screen itself into the e-mail.

5. You can then quit the program until you receive your codes. When you receive them restart the software, enter the numbers and if applicable tick the appropriate check boxes. Click OK. The licence screen will disappear and the program will start. If the licence screen does not disappear, click the "Text" button again and e-mail us the new details so that we can confirm that everything has been entered correctly.

Important notes

Some new PC's do not have Microsoft's latest development libraries installed as standard. This causes a variety of errors when you try to start the programs, the most common of which looks something like this:


```
rep5.exe - Application Error                                    [x]

  ⊗   The application failed to initialize properly (0xc0000034). Click on OK to terminate the application.

                      Example
                        OK
```

It will probably have an error number of "0xc0000034" or "0xc0150002". If this happens look in the program installation folder for a program called "vcredist_x86.exe". Run this and then start the program again. If this fails to solve the problem, e-mail support@logicomep.com for further guidance.

With Windows Vista and later versions, there are some other potential post-installation problems:

When you start the program, you may get a "Program Path Environment not set" error. This is usually because the installation was run by someone other than the user (e.g. an IT administrator).

When you try to click on the "text" button to obtain the licence information, you may get an "error 146" message. Again, this may be because the installation was run by an administrator.

With any of the above problems ask your IT dept to contact support@logicomep.com and we will send more detailed instructions on how to fix the error.

Local Area Network Installation

For a Local Network installation, you will need to download the small "network client installer for REP" (or LogIC etc.) from www.logicomep.com/downloads.htm). The process is similar except that the main program installer is run on the server and the network client installer is run on your PC. It is best to involve your IT department in this process. Ask them to contact support@logicomep.com and we will send more detailed instructions.

Wide Area Network Installation

For a Wide Area Network installation, the process is similar except that the main program installer is run on the server AND on each individual PC. Then a configuration file needs to be edited on each PC. It is best to involve your IT department in this process. Ask them to contact support@logicomep.com and we will send more detailed instructions.

WINDOWS-7 Notes

There are some "bugs" in Windows7 that we trip over in our software. Some are yet to be solved, others have workarounds. Here's what we know, so far:

Saving a file with the browser dialogue has two potential problems:

1 Attempting to save into the "Documents" structure fails. The workaround for this is to save directly into a folder on the C: drive (but not the root folder!), then use Windows Explorer to copy/move the file afterwards. This problem has been seen in other applications (including Outlook).

2 Attempting to save a new file fails at first. The workaround is either to be *very* patient (e.g wait for 5 mins with the dialogue open!!!!) or to use Windows Explorer to create/rename a file with the same name to the target folder and to overwrite it. Other programmers have reported this issue and we are in contact with Microsoft about how to solve it.