

In addition to many bug fixes in the English MINITAB 14.13 software, the installation process has changed considerably. To assist in the transition to this new installation process, MINITAB's Technical Support Department decided to pass along information that we think will be helpful to you. This information involves the installation available on the (full version) English MINITAB 14.13 CD, but not the downloadable electronic version or the upgrade version installations.

Contents:

- Notable Items and Changed Dialog Boxes
- Expected Errors and Warning Messages
- Known Issues
- Other Information

Notable Items and Changed Dialog Boxes:

Elevated Privileges

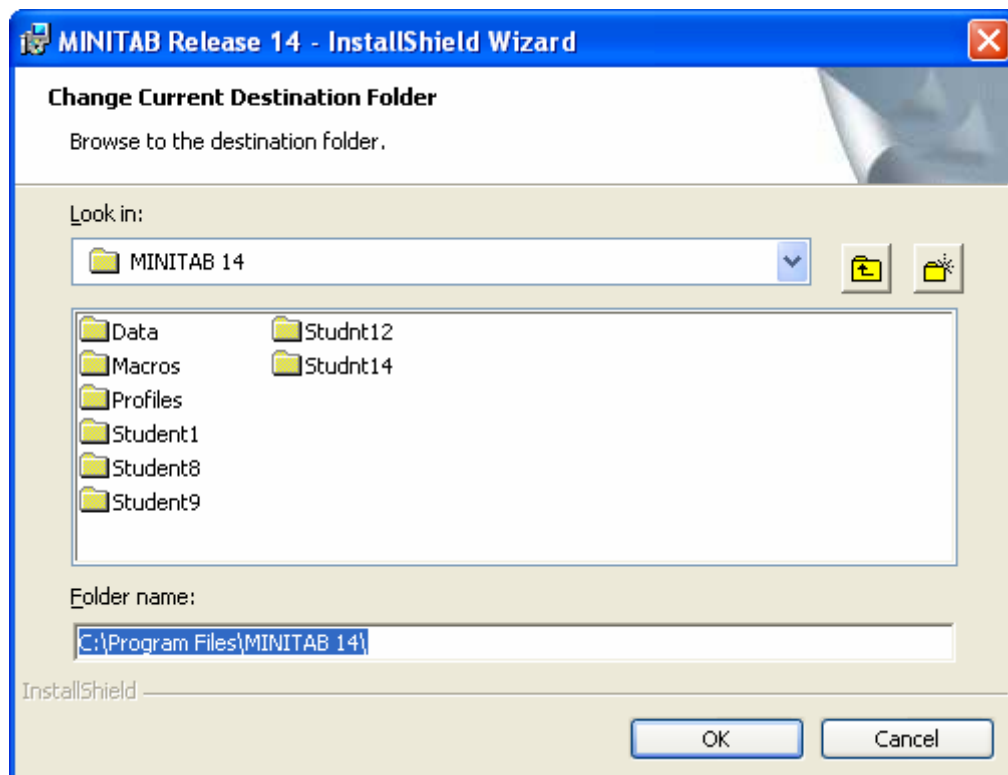
- Note: The MINITAB installation process now requires either Administrative or Elevated Windows user privileges

Check for Internet Explorer 4

- Note: The MINITAB installation now checks for Internet Explorer 4.0 or greater since it is required for MINITAB Help

Change Current Destination Folder Dialog Box

- This dialog box is for when specifying a non-default destination for the installation

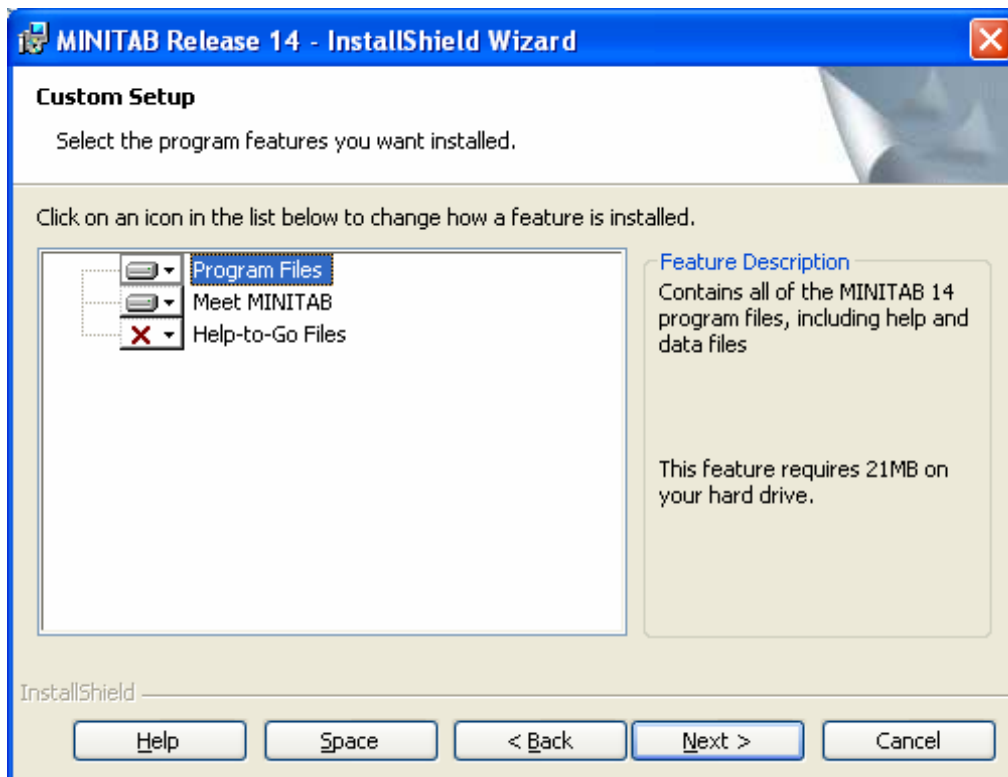


- Note: The dialog box looks and works slightly different than in previous releases

- Note: New folders can be created using the Create New Folder icon
- Known Issue: There is no ability in this dialog box to “browse” to network locations that are not mapped drives. However, network locations can be used (using a UNC path) when specifying a folder name. It will need to be typed into the box near the bottom of the dialog box. For example: [\\server\folder](#). This issue also applies to the Change License File Path dialog box in the Annual Version installation.

Custom Setup Dialog Box

- This dialog box is available when choosing a Custom setup during the installation



- Note: The number of items (“features”) has changed with the new installation
- Note: The red “X” icon indicates features that will not be installed; the “hard drive” icon indicates features that will be installed
- Note: If returning to this dialog box to install an additional feature (for example to install the Help-to-Go feature) all features must be selected (have the “hard drive” icon), otherwise features with a red “X” icon will be uninstalled
- Note: There is a SPACE button available on this dialog box that will show the space required for each feature component, as well as the available space on each local or mapped drive

MSI File Installation

- Note: The installation can be started using the MINITAB Release 14.msi file instead of just from the Setup.exe file. This is especially helpful to network administrators who wish to invisibly install MINITAB using a systems management server.

Printing the License Agreement

- Note: The MINITAB License Agreement can now be printed during the installation process

Expected Errors and Warning Messages:

Non-admin Error

- **Message:** “To run the MINITAB installation, you must have administrator privileges. Please adjust your settings and restart the installation.”
- **Problem:** User is not running with elevated privileges
- **Solution:** Must have privileges set properly to install 14.13

Existing Product Error

- **Message:** “You have a previous version of MINITAB 14 on your system. Please uninstall your previous version and restart the installation.”
- **Problem:** A version of MINITAB 14 already exists on the machine
- **Solution:** Must remove this version before installing 14.13

Windows 95 Error

- **Message:** “Target operating system, Windows 95, not supported. Setup will now terminate.”
- **Problem:** User is running Windows 95 operating system
- **Solution:** Must upgrade operating system or install on another machine

Serial Number Error

- **Message:** “You must enter a valid serial number, which is printed on your CD envelope.”
- **Problem:** An invalid or no serial number was entered in the Serial Number field
- **Solution:** Enter a valid serial number
- **Known Issue:** When returning to the Serial Number field in the dialog box from this error message, the cursor is not in the text box by default

Annual License Information Error 1

- **Message:** “To continue, you must type the Site ID Header exactly as it appears on the Site ID Specification letter.”
- **Problem:** Nothing was entered in the Site ID Header field
- **Solution:** The user must enter data into the field to continue

Annual License Information Error 2

- **Message:** “The Site ID Code consists of 15 characters. Type it exactly as it appears on the Site ID Specification letter.”
- **Problem:** An incorrect number of digits (including no digits) have been entered in the Site ID Code field
- **Solution:** The user must enter the 15 digit code to continue

Annual License Information Error 3

- **Message:** “You cannot save the license file in a new folder. Please browse to an existing folder.”
- **Problem:** A path that does not already exist has been entered for the license path
- **Solution:** The user may not create a new folder to house the annual license file
- **Note:** An installation destination path specified in the Change Current Destination Folder Dialog Box will work, even if it did not exist prior to installation

Custom Install – No Feature Error

- Message: “To complete the installation, you must choose at least one feature.”
- Problem: No features have been selected when doing a “Custom” installation
- Solution: The user must select at least one feature when installing

Known issues:

Desktop Icon Choice

- Problem: Only on Windows 98 operating systems, even if a selection is made to NOT put a MINITAB icon on the desktop, a MINITAB icon will be put on the desktop
- Work-around: The user can delete the icon that is put on the desktop

License path when using the BACK button

- Problem: Only with the Annual version installation when using the BACK button to review prior dialog box entries, all entries in the prior dialog boxes will be preserved EXCEPT the License Information File Path
- Work-around: The user must re-type or re-select the License Information File path

File remaining when interrupting (CANCEL button) an installation

- Problem: When interrupting an installation by using the CANCEL button and not continuing, a file (MINITAB.CFG) file will be left in the destination folder
- Work-around: The user can remove the file and folder manually or resume the installation at a later time

Rebooting after 3rd party installation

- Problem: If a 3rd party installation (Adobe Acrobat Reader or Internet Explorer) indicates that a reboot is required and the user chooses to “restart now”, then the user will be unable to return to the MINITAB installation and the installation will cease to function
- Work-around: The user needs to choose to reboot later, complete the MINITAB installation and then reboot the machine

Generic Windows Icon

- Problem: After installing MINITAB, if an icon was placed on the desktop, it may appear as a generic Windows icon
- Work-around: The user must restart the computer or log off and log back on

ReadMe file link not working

- Problem: With Windows XP or Windows 2000 only, the ReadMe file link on the Add/Remove Programs screen does not work
- Work-around: The user can access the ReadMe file directly from the CD or from the MINITAB 14 Start Menu folder

Desktop and Start Menu shortcuts remain after uninstall

- Problem: With the copy-protected version (hard lock version) only, the desktop icon and shortcuts on the Start Menu will not be removed by an uninstallation
- Work-around: The user can manually delete the icon and shortcuts.

Other information:

Websites that will contain useful information about error messages:

- InstallShield Developer Support
<http://support.installshield.com/setup.asp>
- InstallShield Consumer Support
<http://consumer.installshield.com/>
- Microsoft MSDN Library
<http://msdn.microsoft.com/>

When reporting installation problems, please include the following information:

- Operating system (including language)
- Installation Type: Standard, annual, copy-protected, upgrade, etc.
- Media: CD, web, network, etc.
- Release number of software (14.13, 14.12, etc.)
- Exact wording of error messages, including all numbers and codes, etc. (or a screen capture)
- Identify where in the installation process that the failure occurred

If you have any questions, please feel free to contact us via the following methods:

US Office: Minitab Inc.

Phone: 814-231-2682 9am-5pm EST Monday through Friday

Customer Center: <http://customer.minitab.com/>

Email: Techsupport@minitab.com

UK Office: Minitab Ltd.

Phone: +44 (0)24 7643 7507 9am-5pm GMT Monday through Friday

Customer Center: <http://customer.minitab.com/>

Email: Techsupport@minitab.co.uk

Sincerely,

Minitab Technical Support