

MICROSOFT VISTA PROBLEMS WITH INSTALLING LEARNKEY CDS

Symptoms:

You may run into a couple of different problems when using the LearnKey CDs on Windows Vista. These errors may include a false reading of your installed version of Windows Media Player, no sound card detected, and a bad image error.

Detailed Information:

Due to the security changes Microsoft has made on the Program Files directory, we recommend you install the LearnKey training into a different directory path. With the release of Vista, some dll file locations were changed that help identify the version of WMP, sound card settings, etc.

Solution:

1. If you have not yet installed the LearnKey CD skip to step 7
2. Click on Start
3. Click on Programs
4. Click on LearnKey
5. Click on Uninstall
6. Click on Uninstall LearnKey Training
7. Insert the LearnKey CD
8. Click I agree to the License Agreement
9. Edit the install path to delete the words "Program Files " and one of the backslashes
10. Continue with the installation, ignore any error messages that show up
11. Close the LearnKey training when it completes
12. Go to <http://www.LearnKey.com/downloads>
13. Scroll Down to the CD-Rom section.
14. Download the VistaVelocity_Upgrade_4_0_2_382.exe
(or a more recent version if available which would have a number higher than 382 at the end)
15. Install the downloaded file
16. Start the LearnKey training

Support Centre

to see other issues and resolutions
visit our Training Knowledge Base at:

www.wise.co.uk/support/

email us at **support@wise.co.uk**

or call us on **01438 453013**