

Technical Note - TN1016w

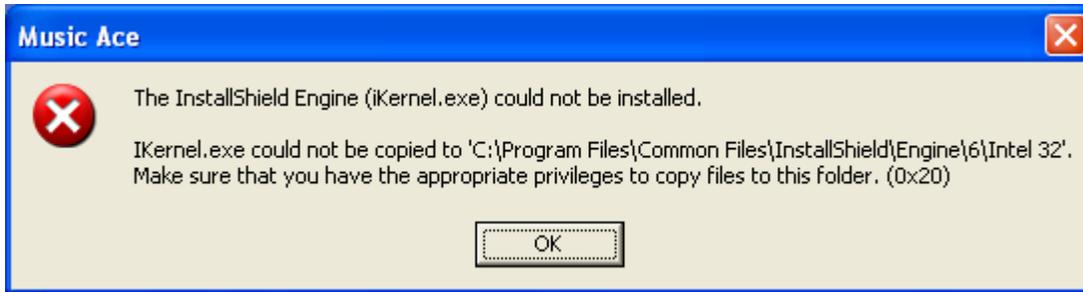
Solving “The InstallShield Engine (iKernel.exe) could not be installed” error

Scope

This technical note applies to all Music Ace programs running on Windows systems.

Overview

When installing a Music Ace product on a Windows system you may encounter the following error message:



This error will prevent correct installation of the Music Ace product. This technical note contains a procedure for eliminating this error.

Cause

If you are getting an error with installing ikernel.exe, a denial of access, or any other initialization error, you may not have sufficient COM permissions on your machine.

Procedure

Windows 2000 and earlier

1. Select **Start > Run**.
2. Type **DCOMcnfg.exe**. This launches the Distributed COM Configuration Properties dialog box.
3. Click the **Default Security** tab.
4. Click the **Edit Default** button in the Default Access Permissions section.
5. Make sure you, as the user, have **Allow Access** next to your name.
6. If you do not have Allow Access next to your name, either modify an existing profile or create a new one that has the necessary permissions.
7. Apply all the changes
8. Restart the computer for changes to take effect.
9. Run the Music Ace installation again.

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Solving “The InstallShield Engine (iKernal.exe) could not be installed” error

Windows XP/Windows 2003 Server

1. Select **Start > Run**.
2. Type **dcomcnfg**. Click No for any warning screens that appear. This launches the Component Services dialog.
3. Double-click **Component Services**.
4. Double-click **Computers**. My Computer will be listed in the right pane.
5. Right-click My Computer and select **Properties**. The My Computer Properties dialog opens.
6. Select the **COM Security** tab.
7. In the Access Permissions section, click **Edit Default**. The Access Permission dialog opens.
8. In the Group or user names section, click on “SELF”.
9. In the Permissions for SELF section, make sure both the “Local Access” and “Remote Access” check boxes are checked.
10. Click OK
11. Click Apply
12. Click OK
13. Close the **Component Services** dialog.
14. Run your installation again.

