Frequently Asked Question

How to clear CICON installation error on Windows 8 OS?

Α

Install "Microsoft Visual C++ 2008 Redistributable Package (x86) first and then reinstall CICON.

When you install CICON without "Microsoft Visual C++ 2008 Redistributable Package (x86)" on your Windows 8 OS, you will get this installation error message as shown below.

| Self-Registration Error | | | | |
|---|--|--|--|--|
| The following files did not self-register or unregister: 1. C:\CIMON\CICON ENG\COMSerial.dll The application has failed to start because its side-by-side configuration is incorrect. Please see the application event log or use the command-line sxstrace.exe tool for more detail. | | | | |
| 2. C:\CIMON\CICON ENG\COMUsb.dll The application has failed to start because its side-by-side configuration is incorrect. Please see the application event log or use the command-line sxstrace.exe tool for more detail. | | | | |
| 3. C:\CIMON\CICON ENG\COMDialup.dll The application has failed to start because its side-by-side configuration is incorrect. Please see the application event log or use the command-line sxstrace.exe tool for more detail. | | | | |
| 4. C:\CIMON\CICON ENG\COMEthernet.dll The application has failed to start because its side-by-side configuration is incorrect. Please see the application event log or use the command-line sxstrace.exe tool for more detail. | | | | |
| To continue, click OK; otherwise, click Cancel. | | | | |
| OK Cancel | | | | |

If not properly installed, you will also get this error message when you activate "CICON.EXE."



| | C:\CIMON\CICON ENG\CICON.exe | × |
|---|---|---|
| 8 | C:\CIMON\CICON ENG\CICON.exe The application has failed to start because its side-by-side configuration is incorrect. Please see the application event log or use the command-line sxstrace.exe tool for more detail. | |
| | ОК | |

The reason for these error messages is that for operating systems such as Windows XP, Windows Vista and Windows 7, the Microsoft Visual C++ package is automatically installed when trying to install CICON. However, for Windows 8, there are a few occasions when this package is NOT automatically installed. In this case, you should download the package directly from Microsoft.

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| Microsoft Visual C++ 2008 Redistributable Package (| x86) |
| Select Language: English V Download | Free PC updates |
| The Microsoft Visual C++ 2008 Redistributable Package (x86) installs runtime components of Visual C++ Libraries required to run applications developed with Visual C++ on a computer that does not have Visual C++ 2008 installed. | Security patches Software updates Service packs Hardware drivers |
| + Details | |
| System Requirements | Microsoft suggests |
| Install Instructions | Get things done from |

After the download, begin the installation process as shown below.

| 📲 Microsoft Vigual C. J. 2008 Padistributable Sature 👘 🗖 | Frequently Asked Question | | | |
|---|---------------------------|--|--|--|
| 17 Microsoft Visual C++ 2008 Redistributable Setup – – | × | | | |
| Welcome to Microsoft Visual C++ 2008 Redistributable Setup | | | | |
| This wizard will guide you through the installation process. | | | | |
| Next > Cancel | | | | |
| License Terms | | | | |
| Po sure to carefully read and understand all the rights and restrictions described in the | | | | |
| license terms. You must accept the license terms before you can install the software. | | | | |
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| | view installed updates | To uninstall a program, select it from the list and then click Uninstall, Change, or Repair. | | | | | |
|------------|----------------------------|--|-----------------------------|--------------|---------|------------|----|
| 🧿 Τι of | urn Windows features on or | | | | | | 1 |
| | off | Organize 🔻 | | | | • 🔞 | |
| | | Name | Publisher | Installed On | Size | Version | |
| | | C CICON_ENG | CIMON CO., LDT. | 7/10/2015 | | 6.00 | |
| | | 😹 Intel® Graphics Driver | Intel Corporation | 9/18/2014 | 74.2 MB | 10.18.10.3 | 57 |
| | | Solution State | Intel Corporation | 9/18/2014 | | 1.0.0.1050 | |
| | | Microsoft Visual C++ 2008 Redistributable - x86 9.0.21022 | Microsoft Corporation | 7/10/2015 | 6.67 MB | 9.0.21022 |] |
| | | 🐯 PenMount Windows Universal Driver V2.4.2.325 | PenMount | 9/18/2014 | | | ٦ |
| | | 🚜 Realtek Ethernet Controller Driver | Realtek | 9/18/2014 | | 8.20.815.2 | 11 |
| | | 🚧 Realtek High Definition Audio Driver | Realtek Semiconductor Corp. | 9/18/2014 | | 6.0.1.7090 | |
| | | NinClon 5 | Clonix | 9/18/2014 | | 5.0.0.3 | |
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| | | Currently installed programs Total size: 80.8 MB | | | | | 1 |
| | | 8 programs installed | | | | | |
| | | | | | | | |



After the installation of "Microsoft Visual C++ 2008 Redistributable Package (x86)," reinstall the CICON software.

