

Installing MiCC on Windows 2012 or Windows 10

INFORMATION

Installing MiCC or IVR onto a Windows 2012 or Windows 10 carries with it a few unexpected challenges. Below we've outlined the main two points:

- The CCM Installer believes UAC is enabled, even after it is correctly disabled.
- Visual C 2010 Runtime Libraries fail to install.

Disabling User Access Control:

When you disable UAC in Windows 2012, the system no longer writes the expected registry key to identify that it has been done, as such our installer believes that it is still enabled.

1. On your keyboard hit the **Windows** button. Right-click on the screen and left-click **All Apps**. Click on **Run**, and type **regedit.exe**
2. browse to
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System.
3. Find the key named **EnableLUA**.
4. Right-click this key and **Modify**. Change the value to **0**.
5. Reboot the computer (it will likely prompt you to do this).

Visual C 2010 Runtime Libraries install error:

Windows 2012 comes with a slightly newer version of the Visual C Runtime Libraries already installed. This can cause our bundled installer to halt with the error message "Asia". If this occurs, please do the following:

1. Verify the log file indicated in the error message to ensure this is why it is failing.
2. Remove the Microsoft Visual C 2010 Redistributable from **Programs and Features**.
3. Restart the installation.

APPLIES TO

MiCC 6.0.0.0 and above

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