



How to Troubleshoot When I Failed to Install EZStation?

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Product	SMB	Date	9/26/2023

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Description

Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

Operating Steps

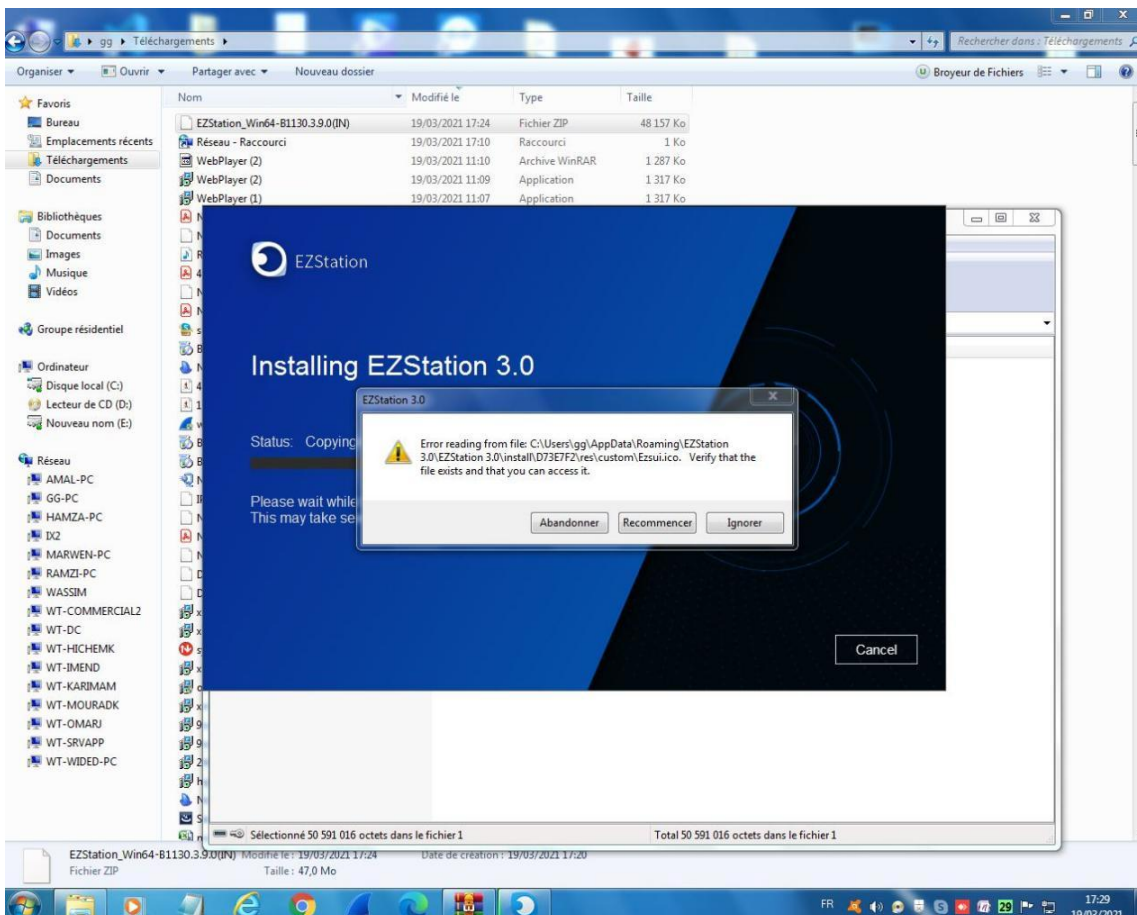
When you encounter an EZStation installation issue, you can follow the solutions below according to the error message. There are mainly 2 types of error messages:

1. Error reading from C.....
2. api-ms-win-crt-runtime-|1-1-0.dll

Solution to error message “Error reading from C.....”

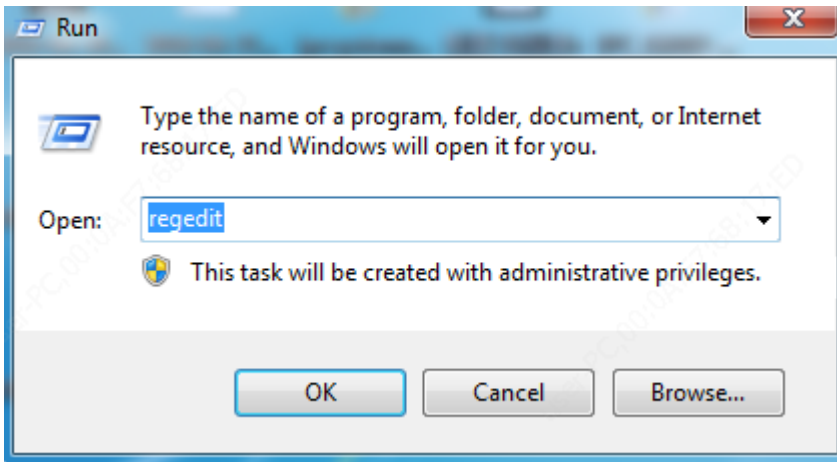
If you get the error message showing in the picture below during the installation process of EZStation, please delete the following regedit file on your computer:

`HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Caphyon\Advanced Installer\LZMA`

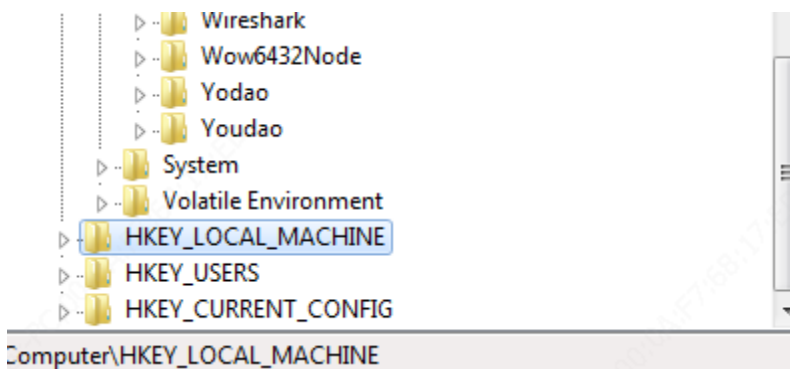


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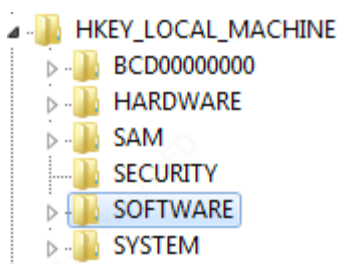
Step 1 Press **Ctrl** and **R** on your computer to open Run, and then type **regedit** and click OK to continue.



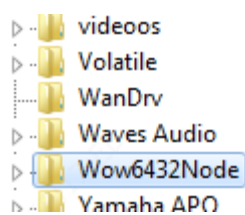
Step 2 Find **HKEY_LOCAL_MACHINE** and double click on it.



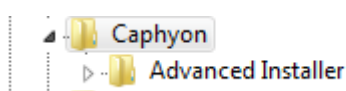
Step 3 Find **SOFTWARE** and double click on it.



Step 4 Find **Wow6432Node** and double click on it.

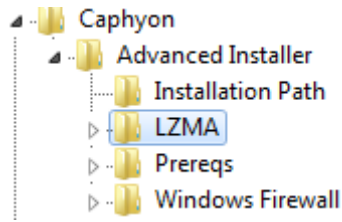


Step 5 Find **Caphyon/Advanced Installer** and double click on it



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Step 6 Delete **LZMA** under **Advanced Installer**



Step 7 Try to install EZStation again.

Solution to error message “*api-ms-win-crt-runtime-1-1-0.dll*”

Microsoft component is missing. Please contact Microsoft or google search for how to get this component properly installed, then install EZStation again.