

Doc Type	Tech Notes
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## Unable to install Application Server and load AppServerInstallUI.dll

### SUMMARY

While attempting to install any of the System Platforms product you might see the following error message:

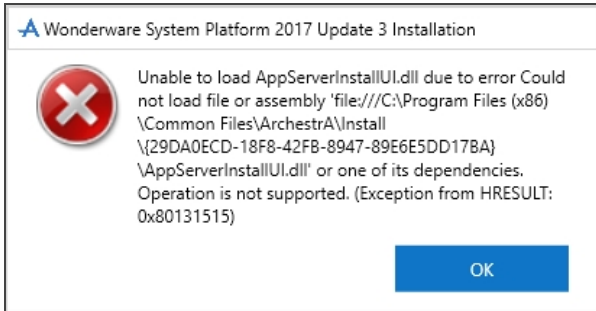


Figure 1: Error at Install time

### SITUATION

In some scenarios, due to local Server Security policies, when you download file from the GCS site, or you copy/paste these files into the Server, they can be marked as **blocked** by the Operating System. Before extracting these files (usually installation files), be sure that the compressed file is unblocked.

To do this look at the **Properties** of the compressed file and see if it is **Blocked** or **Unblocked**.

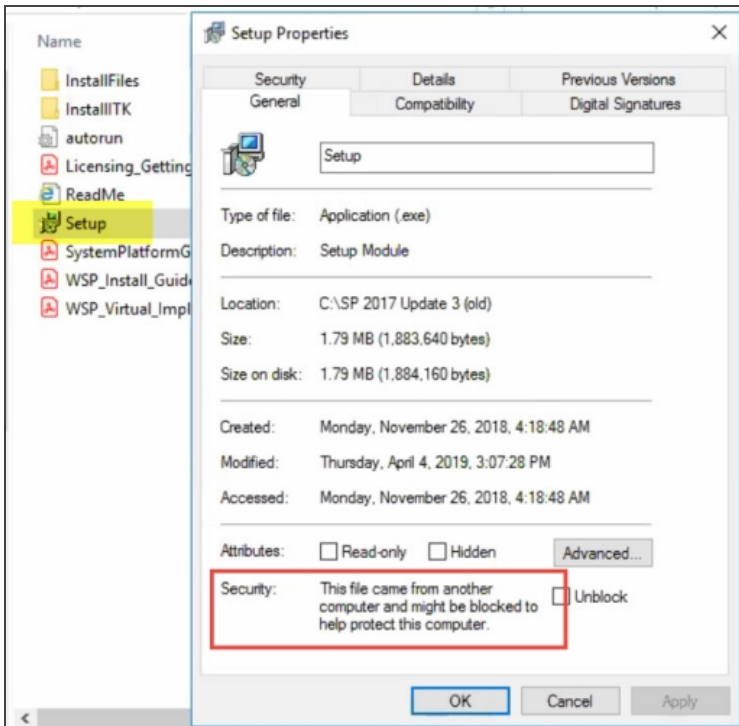


Figure 2: Compressed file is blocked

## SYMPTOMS

- Installation failure

## ACTION

To **Unblock** a compressed file:

1. Right-click the file in Windows Explorer and click **Properties**.

The **Properties** window for the file appears, displaying the **General** tab.

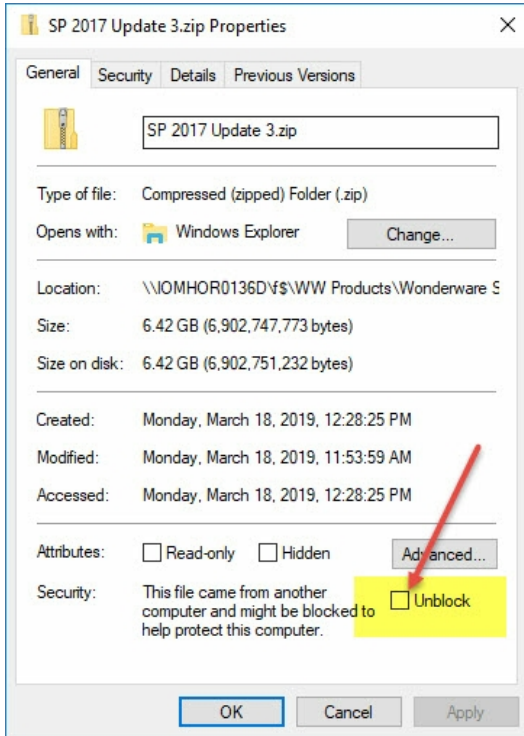


Figure 3: Unblock compressed file

2. If the file is not blocked, the **Unblock** button does not appear, and you can open and use the file properly.
3. If the file is blocked, the **Unblock** button appears.
4. Click **Unblock**, and then click **OK**.

## ATTACHMENTS

[http://okmgcs.km.invensys.com/resources/sites/KPKA/content/live/TN/10000/TN10255/en\\_US/~secure/{ "SECUREDRESOURCE": "Y" }](http://okmgcs.km.invensys.com/resources/sites/KPKA/content/live/TN/10000/TN10255/en_US/~secure/{ )