How to get past a hung installation: nothing happens after entering serial number and pressing NEXT

How to get past a hung installation:

When installing the D-KEFS program you will be asked to enter a serial number. Once you enter in the number and click next. The program should begin the install. If the install page does not display, this is what you will need to do.

Follow the steps below:

1. Disconnect your computer from the network. You can do this unplugging the network cable from your computer or if you are connected wirelessly just disable the radio.
2. Restart the install. To do this, navigate to "my computer" (or "Computer" if you are using Windows Vista). Then double click on your CD or CD/DVD drive. This should launch the CD.
3. You will need to reenter your Username, Company Name, and Serial Number information. Then click next.
4. A window will open and ask you to review the information provided. Please review and then click "Yes" if the information is correct. If it is not please click "No".
5. Another window will open with a message that the program could not find an internet connection. Would you like to retry. Please click "No"
6. Another window will display with a message that the program is unable to determine the number of installs. Click "OK"
7. The next screen will ask you to call one of the provided numbers to reach tech support. Please call 1-800-249-0659. On the screen you will see your Serial Number, and Install ID Number, and a box to enter in an Authorization Number. The Technical Support specialist will be able to provide you with the authorization number, after they receive this information.
8. Once the Technical Support Specialist gives you the Authorization number, and you enter the number in the box provided, click next. This should begin the install.

Additional Notes:

During the install of our products, the programs try to connect to our servers to verify the install count and the serial number provided. If this process is interrupted there are two outcomes. The most common result is that a window will open with a message that it can not connect to the internet (step 5 above). Depending on how your network is set up, you could enter in your serial number click next and then nothing happens. This is the result of the program being able to send the information to our servers, but the response (the Authorization Number) was unable to reach the program. The program will check for an internet connection before it sends the information to our servers. By disconnecting from the network, the program will not try to send the information over the internet. Instead it will prompt the installer to call Technical Support. The program needs the Authorization Number to install.