

Problem:

Blank “Password” screen appears at beginning of InstallShield Wizard; input devices (e.g. keyboard) seem unable to operate normally in this blank screen. Thus it appears impossible to input the necessary password in order to advance to the next screen in the wizard – effectively stopping the installation process.

**Error Message/
Description:**

It has been reported on occasion that a blank “Password” screen has sometimes appeared at the start of the Sterling Technologies Inc. InstallShield Wizard – especially in instances where there is a multi-monitor configuration being used. The input devices (e.g. keyboard) seem unable to operate normally, as the center or “work area” of this “Password” screen appears blank, apparently disabled. Therefore it appears impossible for users to input the necessary password in order to advance to the next screen in the wizard – effectively stopping the installation process.

Solution:

Although in these instances the “Password” screen of the Sterling InstallShield appears blank and apparently disabled, it is not. The input devices (e.g. keyboard) ARE able to operate in the center or “work area” section of this “Password” screen, but a little bit of keyboard dexterity and ingenuity is required to work-around this display problem in the InstallShield wizard.

What you need to do is, press the “Tab” key until the focus is set on the “Cancel” button located at the bottom-right of the “Password” screen. Once you see this “Cancel” button highlighted, press the “Tab” key two (2) more times. Although you will not see any display output on the face of this screen, and the center work-space will still appear blanked-out, the focus will in fact be set into the rectangular “Password” entry bar. Then type in the correct password and press Enter. Although you will not SEE any display feedback (*****) inside the password bar indicating you’ve entered the password, the password entered will nonetheless be accepted by the InstallShield wizard, and the installation process will proceed normally from there.