Installing the ICNA Audit Tool Software and the 1706 Error

When the ICNA Audit Tool software (IcnaTool) is installed it must be installed by a user with administrator privileges. If necessary the software will install a number of additional components. These components are only installed if they have not already been installed by other software.

When the installation has completed you may be prompted to reboot the machine. When the machine reboots you should log in as a user with administrator privileges. The IcnaTool should now run successfully for this user.

When the administrator logs off and a user logs on then two problems may occur.
1. The system tries to complete an installation for the additional components and fails. The user is then presented with a dialog box showing an error number 1706.
2. The user is able to run the IcnaTool but when they log in they cannot open the database and they get numerous messages telling them that the database cannot be opened.

The 1706 Error

If you see the 1706 error message then this is because a windows component is trying to be registered for this user but the user does not have permission for the registration. This is a bug with Windows Installer.(see www.installsite.org/pages/en/bugs_msi.htm for more details).

The workaround is:
- Log on as administrator
- Select "Run" from the start menu and enter "gpedit.msc"
- Go to "Computer Configuration", "Administrative Templates", "Windows Components", "Windows Installer" and select the "Enable user to use media source while elevated" property. Double click on this property, select "Enable" and click OK.
- Now log on as the user and ensure that the ICNA installation CD is in the correct drive.
- Start IcnaTool and the installation should complete (you may receive 1 error message from the Jet 4.0 SP but this is OK).
- The IcnaTool should now be ready to use. If necessary you may log on as administrator and use gpedit.msc to reset the policy to its previous state.
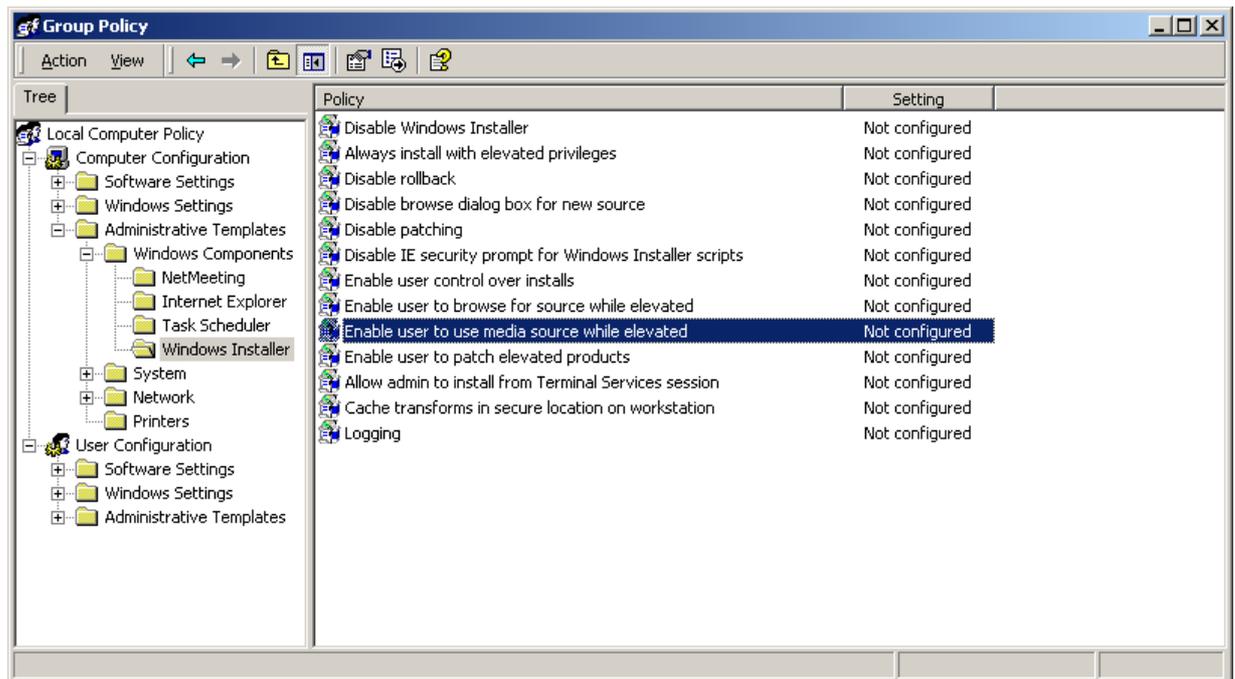
The Cannot Open Database Error

The IcnaTool needs the database and template files to be located where all users have read and write access. By default these are installed at "C:\Documents and Settings\All Users\Application Data\IcnaData". Some users do not have read and write access to these files. This means that the tool cannot open the database and many errors are generated when the IcnaTool software is started.

To rectify this problem:
- Log on as administrator and create a folder that all users can access. Note this folder must be called the same for all users (e.g. X:\IcnaData).
- Copy all the files from the IcnaData folder to your chosen folder and ensure that all users have read and write access to these files.
- Start the IcnaTool and use the ID "IcnaAdmin" and the password "IcnaTool".
- From the system menu select "Set database folder" and select your new folder and click OK.
- Exit from IcnaTool
- Log on as a user
- Start IcnaTool with ID "IcnaAdmin" and password "IcnaTool". The database should now open correctly.