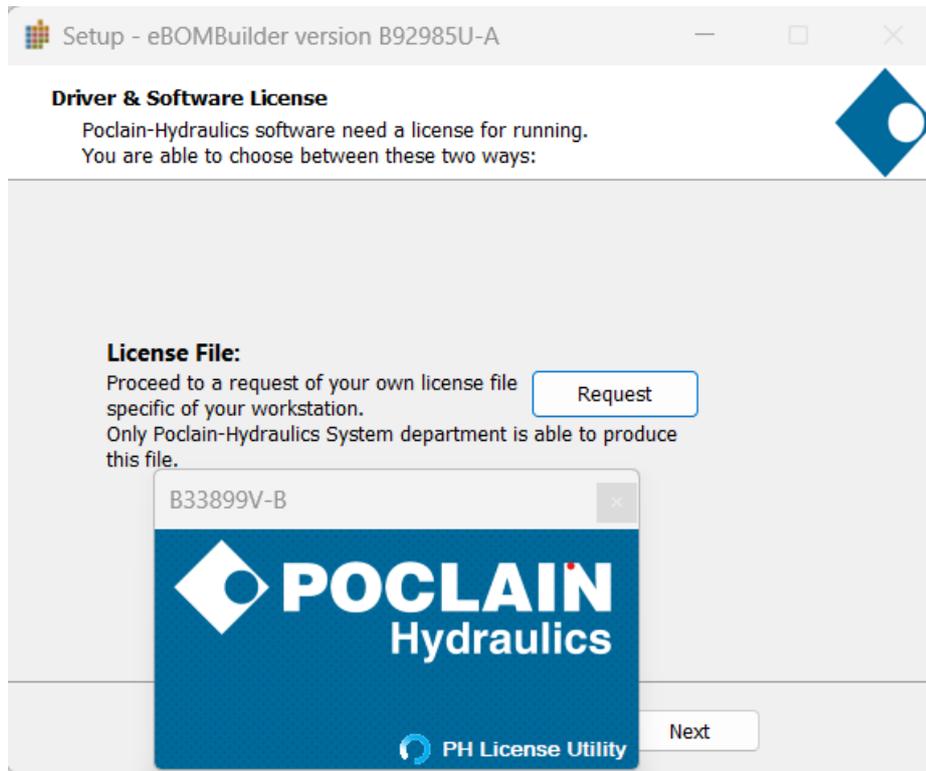


Problem:

You are on this screen and the installer does not generate the Computer Identifier:

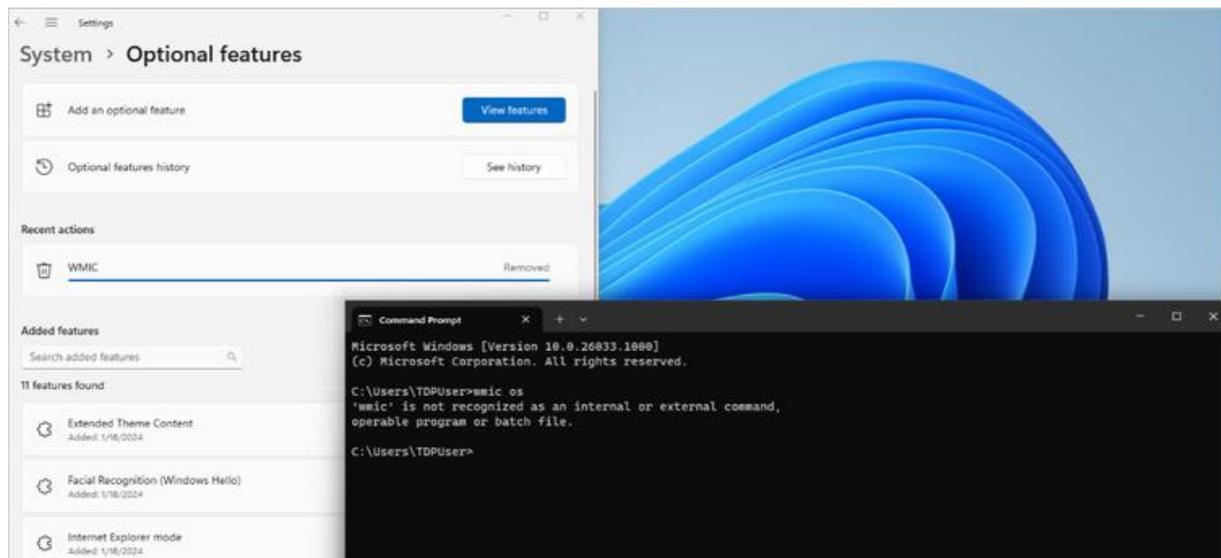


Possible cause:

Windows WMIC service is not Installed or started

Symptoms of a missing WMIC FoD

If WMIC.exe is missing from your setup, you'll see this error message when you attempt a WMIC command in the command prompt: *'wmic' is not recognized as an internal or external command, operable program, or batch file.*



A command prompt returns an error message after an attempted WMIC command. That's expected behavior if WMIC is missing, disabled, or uninstalled from your system.

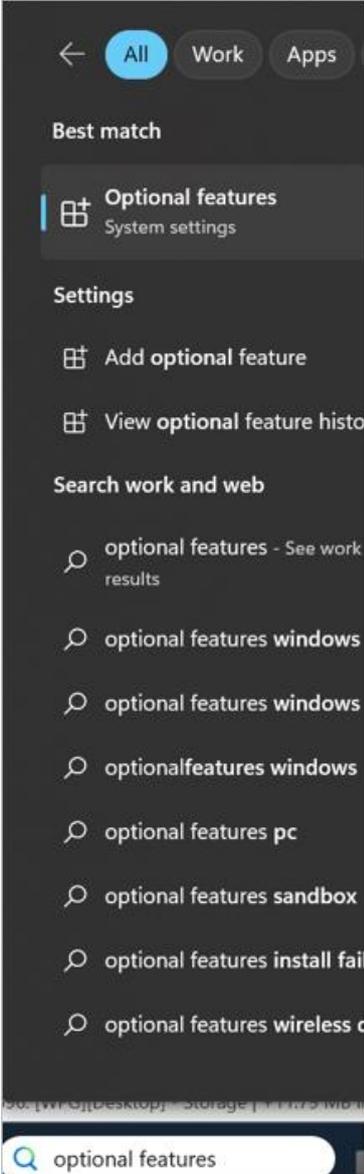
Resolution

Locate optional features in Windows Settings

FoDs are listed as optional features in Windows Settings. You can view the history of optional features that have been installed on the system and manage these components by adding, removing, or altering existing features.

There are two easy ways to locate optional features:

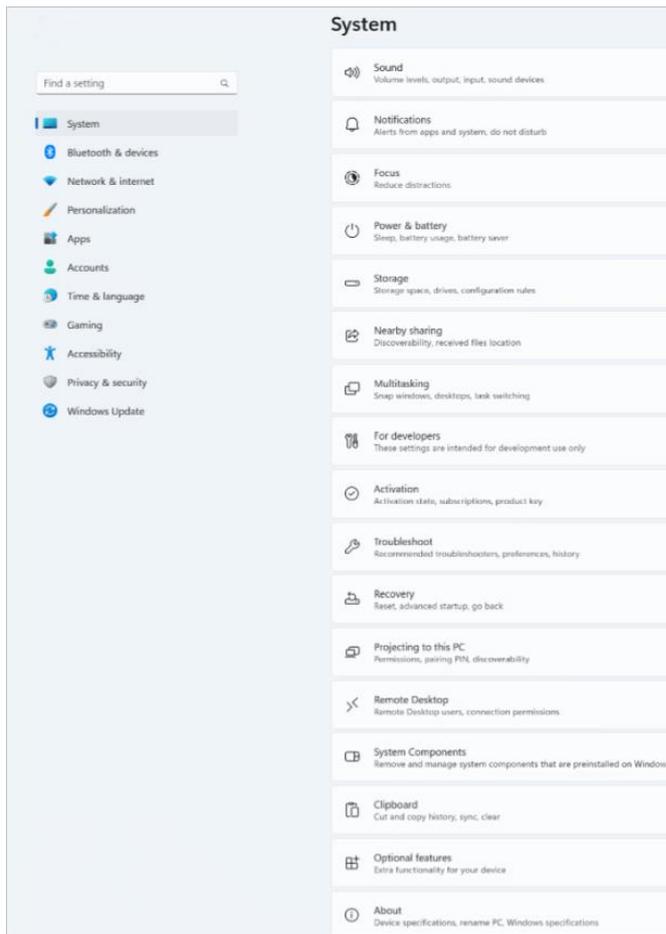
Option 1. Search for "Optional features" directly from the taskbar's search menu.



Direct search for “optional features” from the taskbar.

Option 2. Locate optional features in Windows System settings. To do this:

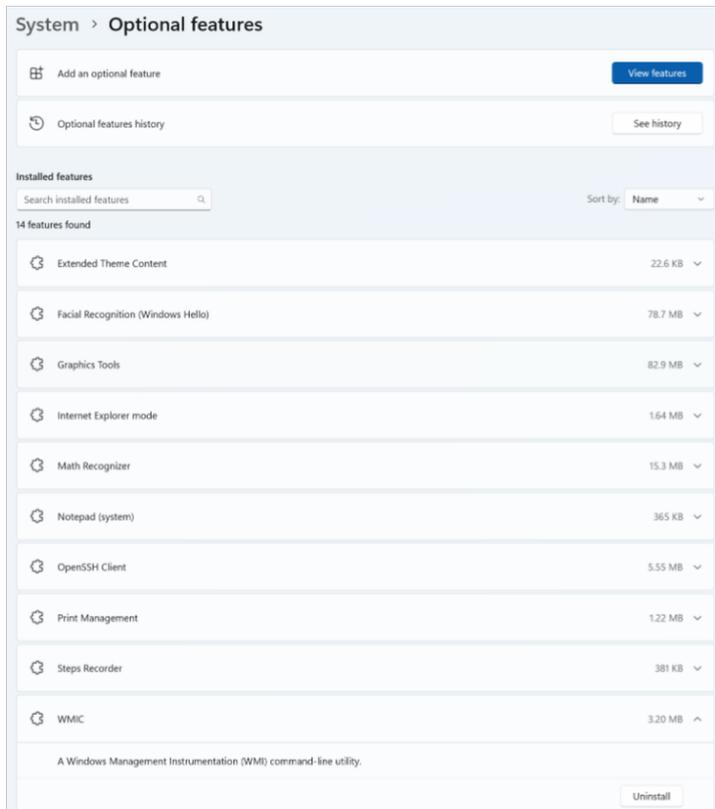
1. Select **Start** (or the **Windows** icon on your keyboard or the taskbar).
2. Select the **Settings** app to open it.
3. Select the **System** tab.
4. Locate and select **Optional features** toward the bottom of all system features.



Locate Optional features in Windows Settings>System.

Install and manage WMIC FoD

From the **Optional features** menu, you're ready to view, install, uninstall, and manage FoDs like WMIC. Not sure if WMIC is already installed? Search through or sort the **Installed features** section to find WMIC.

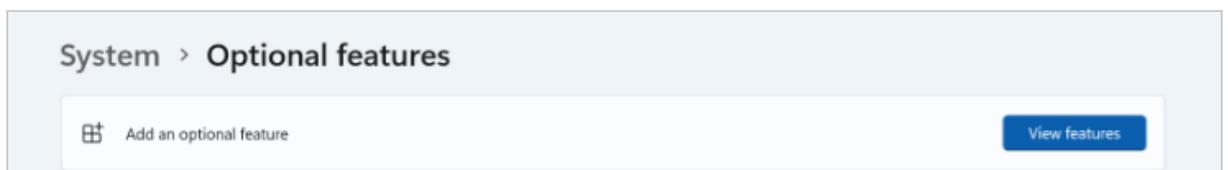


WMIC appears in the list of Installed features of the Optional features tab.

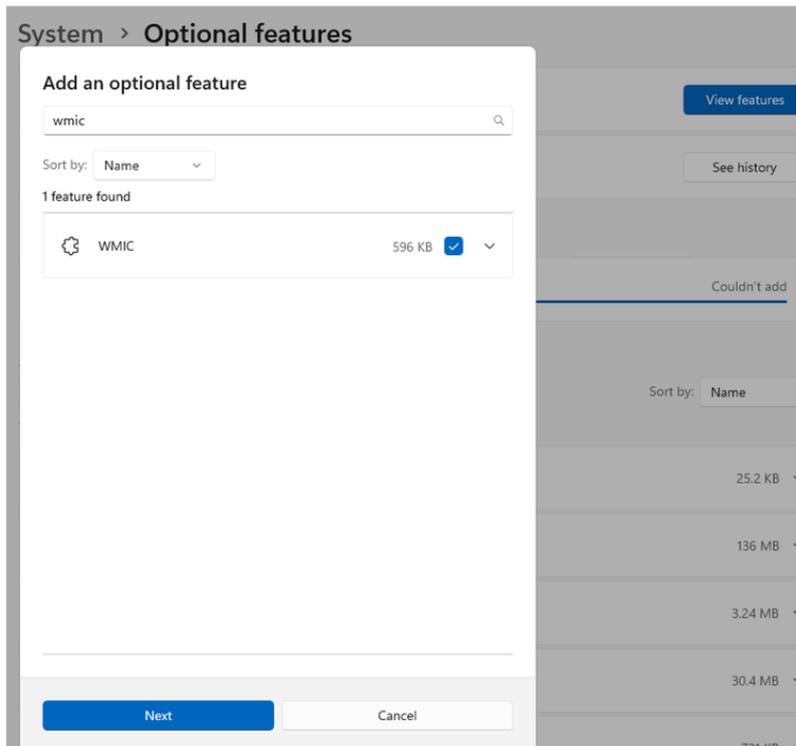
If WMIC is already one of your optional features, you'll see it in the list of **Installed features** with an option to **Uninstall** or **Remove** it.

If WMIC isn't on the list of **Installed features**, you can easily add it by taking these steps:

1. At the top of the **Optional features** tab, locate **Add an optional feature**.
2. In that field, select **View features**. This will open a pop-up window.



3. In the pop-up window to **Add an optional feature**, type “WMIC” into the search box.
4. When WMIC appears in the results below, select it by checking the box next to it. (Note: WMIC will not appear in the results if it’s already installed.)
5. Select **Next** to install WMIC feature in the same pop-up window.



The pop-up window to add an optional feature shows WMIC as a selected feature.

Restart your computer and restart the license application process, either by starting the software or by restarting the software installation