

Workstation and VMplayer

How to install Workstation 7 and VMplayer 3 on Windows

work in progress !

In the past installing Workstation on a Windows host was a straight forward action.
In most cases just doubleclicking the installer as a local admin was enough to get the job done.

This has changed since Workstation 7 and VMplayer 3 🤔

With earlier version the setup either worked or failed.

Nowadays it can also happen that the setup is a partial success only.
Even when the installer claims to be successful the following problems may occur:

- Workstation only works with an admin account and disabled UAC
- bridged network is defunct
- connecting USB-devices to a VM does not work
- the keyboard of the host may not work anymore !!!

Some of this problems can be avoided if the setup is started after creating the following conditions:

If the setup has already failed before also do this before trying again:

- run the cleanup-tool from [kb 1308](#)
- run the setup with /clean switch
- after having used both cleanup tools reboot

Checklist: - not all of this is necessary in all cases - but following ALL THIS STEPS gives you a good chance for a successful installation.

- before the installation disable UAC and reboot
- all Desktop-firewalls should be disabled
- all Antivirus tools should be disabled
- USB-lockdown tools should be disabled
- existing processes named fixcamera.exe have to be killed
- all physical nics should be active and connected
- do not use VPN-clients
- the setup.exe should be placed in an **empty directory** using a short path like
C:\wsinstall

Clean up the %temp% directory

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- as local admin open a cmd and type `explorer %temp%`
- an explorer Window should open inside your %temp% directory - delete everything that starts with vm*

Now a few reboots later the setup has to be done by a local admin sitting in front of the box. Do not use RDP or other remote control-tools. Right click the setup.exe and click run as administrator.

If the setup just displays a blank Window

- 32 bit host - open a cmd as admin and run
`regsvr32 jscript.dll`
`regsvr32 vbscript.dll`
- 64 bit host - open a cmd as admin and run
`cd C:\windows\syswow64`
`regsvr32 C:\windows\system32\jscript.dll`
`regsvr32 C:\windows\system32\vbscript.dll`

During setup no other Windows should be open so that popups will be noticed and answered in time.

Now cross your fingers ...

When setup is done - reboot.

When all this fails extract the setup executable with

`VMware-Workstation-*.exe /e tempdir`

then directly launch the msi-installer

[more trouble-shooting tips](#)

Known incompatible Thirdparty Software:

HP Protect Tools
[nProtect GameGuard](#)

How to verify correct installation of driver-files ?

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Open a cmd as administrator and run this batch:

```
dir /b %systemroot%\system32\drivers\hcmon.sys > report.txt
dir /b %systemroot%\system32\drivers\vm*.sys >> report.txt
dir /b %systemroot%\system32\vn*. * >> report.txt
dir /b %systemroot%\system32\vm*. * >> report.txt
report.txt
```

This should then popup a textfile with a list of drivers.
You should have all of the files listed on a 32 bit host:

```
hcmon.sys
vmci.sys
VMkbd.sys
vmnet.sys
vmnetadapter.sys
vmnetbridge.sys
vmnetuserif.sys
vmx86.sys
vnetinst.dll
vnetlib.dll
vmnat.exe
vmnc.dll
vmnetbridge.dll
vmnetdhcp.exe
```

You should have all of the files listed on a 64 bit host:

```
hcmon.sys
vmci.sys
VMkbd.sys
vmnet.sys
vmnetadapter.sys
vmnetbridge.sys
vmnetuserif.sys
vmx86.sys
vnetinst.dll
vnetlib64.dll
vmnat.exe
vmnc.dll
vmnetbridge.dll
vmnetdhcp.exe
```

If any of the files is missing the installation failed.

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How to verify correct installation of the services ?

Open a cmd as administrator and run this batch

```
reg query hklm\system\currentcontrolset\services > checkinstall.txt  
checkinstall.txt
```

this should popup a textfile with a long list of services.
You must have all of these:

```
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\hcmon  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\ufad-ws60  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMAuthdService  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\vmci  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\vmkbd  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMnetAdapter  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMnetBridge  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMnetDHCP  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMnetuserif  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMUSBArbService  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMware  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\VMware NAT Service  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\vmx86  
HKEY_LOCAL_MACHINE\system\currentcontrolset\services\vstor2-ws60
```

To check if this services can be controlled run this batch:

```
net start hcmon  
net start VMAuthdService  
net start vmci  
net start vmkbd  
net start VMnetAdapter  
net start VMnetBridge  
net start VMnetDHCP  
net start VMnetuserif  
net start VMUSBArbService  
net start "VMware NAT Service"  
net start vmx86  
net start vstor2-ws60  
pause
```

This batch tries to start all the services and in a full operational installation you should get a message like

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"The requested service has already been started" for all of this services.

How to verify correct installation of the "pseudo accounts" ?

open a cmd as administrator and run this batch:

```
reg query HKEY_LOCAL_MACHINE\SAM\SAM\Domains\Account\Aliases\Names\__vmware__  
> report.txt  
reg query  
HKEY_LOCAL_MACHINE\SAM\SAM\Domains\Account\Users\Names\__vmware_user__ >>  
report.txt  
report.txt
```

This should popup a textfile that looks like this:

```
HKEY_LOCAL_MACHINE\SAM\SAM\Domains\Account\Aliases\Names\__vmware__  
(Default) REG_NONE  
  
HKEY_LOCAL_MACHINE\SAM\SAM\Domains\Account\Users\Names\__vmware_user__  
(Default) REG_NONE
```

If you get anything else the setup may have failed.

How to verify correct function of the VMware USB arbitrator-service:

Open a cmd as administrator and type

```
net start hcmon
```

You should get a message like

```
"The requested service has already been started"
```

Next type

```
net start vmusbarbservice
```

You should get a message like

```
"The requested service has already been started"
```

Now plugin a USB-device and open regedit as administrator.

Navigate to the key

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VMUSBArbService\Enumerati  
on
```

it should list the newly connected USB-device

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How to verify correct function of the VMware Bridge Service:

Open a cmd as administrator and type

```
net start vmnetbridge
```

You should get a message like

"The requested service has already been started"

Next type

```
net start vmnetbridge
```

You should get a message like

"The requested service has already been started"

Again using "run as administrator" launch the Virtual Network Editor (vmnetcfg.exe)

Hilight VMnet0 - it will be set to "Auto-bridging" right now - and select the physical network card you want to use for vmnet0 or "bridged".

In case you have more then one physical network card select vmnet2 and assign the next physical nic.

Do this for all network-cards you want to use in bridged mode.

if this is not possible the installation has failed.

If assigning the nic worked click "apply" and close vmnetcfg.

Open regedit and navigate to the key

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VMnetBridge\Parameters\Adapters

If you only find a REG_DWORD entry named "Test" assigning vmnets has failed.

Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VMnetBridge\Parameters\Adapters]

"Test"=dword:00000000

if you find something like this it looks good.

Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VMnetBridge\Parameters\Adapters]

"Test"=dword:00000000

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VMnetBridge\Parameters\Adapters\{199B4017-BE3C-4CCF-91B0-4D902B25670D}]

"VMnet"=dword:00000000

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```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VMnetBridge\Parameters  
\Adapters\{2DAB0BC8-7175-4600-B73D-7E74CEE51F7D}]  
"VMnet"=dword:00000002
```

You can check the assigned network cards by looking up the instance IDs - the values marked {...}

in the key HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services
The same value also exists as service - you can look up the IP there.

Some VPN-clients do not work well with the vmnetbridge-service

Known problems: if you have Internet Explorer 9 beta installed - uninstall it before trying the setup

<http://communities.vmware.com/thread/298034>

Unique solution ID: #1113

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