



Daniel Kohn <dekohn@gmail.com>

LEGO Service {SrvReqNo:[8008752198]} | EN - US

1 message

LEGO Service <SERVICE@lego.com>

Fri, Sep 14, 2018 at 1:44 PM

Reply-To: SERVICE@lego.com

To: dekohn@memphis.edu

**CUSTOMER SERVICE**

Call us toll-free:
LEGO® Shop: (800) 453-4652
Customer Service: (800) 835-4386

Or find out more on LEGO.com/service

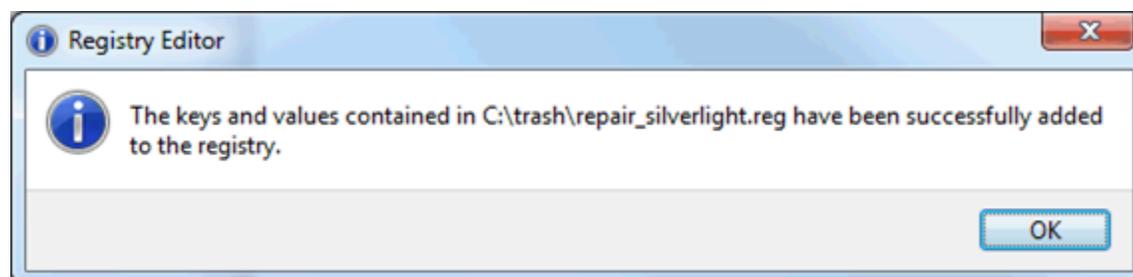
Dear Daniel,

Thanks for getting in touch with us earlier. My name is Christian and I'm with LEGO Tech Support. I tried to reach out to you by phone but wasn't able to get ahold of you - I hope you at least got my voicemail!

We're sorry about the issues you've been experiencing running your LEGO® software. I've done some digging into what might be causing the problem and it seems like your Silverlight codes are not running properly. There are a couple things we can try. Uninstalling and reinstalling Silverlight generally fixes this. If it does not, do the following:

Try navigating to <http://tennis.uxclip.com/> in IE. Can you play the tennis game?

If tennis does work, download the file at https://dl.dropboxusercontent.com/u/5049193/repair_silverlight.reg (if that link does not work, you can also try this one here: <https://fileshare.corp.lego.com/t/94wizxeq>) then double click it. Windows will give you several warnings dialogs, but this file just changes one silverlight registry key, so will be fine. Allow it to continue. It should give you a dialog like this when done:



Then try launching the app again. If this fixes the problem, then the cause is almost certainly a setting in Microsoft System Center Configuration Manager (MSCCM). The fix will likely be temporary until MSCCM runs again. See below in "Content Control software" for details on how to configure MSCCM.

Content control software can interfere with Silverlight, our launcher communication system (sockets), or both. We should typically begin by asking the user if they have any of the following software installed (LEGO will likely start to do this as well). Note the user may not know they have the software installed (parent or school admin could have installed it), so it is important to look at the symptoms for each of these even if user doesn't think it is installed.

Microsoft System Center Configuration Manager

Resolution is to change setting in configuration manager called:

"Computer Agent: Allow Silverlight applications to run in elevated trust mode". The setting is documented at <http://blogs.technet.com/b/configmgrteam/archive/2012/09/12/announcement-configuration-manager-documentation-library-update-for-august-2012.aspx> - search for the phrase "Silverlight applications"

Have even seen where this is a problem even though the manager is configured to allow elevated trust mode. A process monitor log at boot shows ccmexec.exe writing two registry entries, HKLM\SOFTWARE\Microsoft\Silverlight\AllowLaunchOfElevatedTrustApps and HKLM\SOFTWARE\Microsoft\Silverlight\AllowElevatedTrustAppsInBrowser, to 0, breaking our app. It does this every boot even after uninstalling/reinstalling Silverlight.

I know that was a lot of content, but I've run this solution by the team and we think this will fix the issue! If you continue to experience the same problem, Daniel, please don't hesitate to let us know - we're always happy to help.

We want to make sure we're doing a good job for you, so you'll always find the link to a four-question survey in our emails. Please tell us how we did today:

[LEGO Survey link](#)

Please let us know if you need anything else.

Kind regards,

Christian
LEGO® Service

Did You Know?

Although the very first wheel was invented over 5000 years ago, the first LEGO® wheels were made in 1961.

Just use the "Reply" button on your email program to reply – but please don't change the subject line or your email could get lost.



LEGO System A/S, Aastvej 1, 7190 Billund, Denmark - Registry Court: Retten i Kolding, Domhusgade 24, 6000 Kolding, Denmark - Commercial Register Number: CVR 47458714 - General Managers: Ulrik Gernow Chairman: Carsten

 **pastedImage1**
27K