

# FAQs | cymex®5 via MSI (Microsoft Installer)

2025-06-02 | cymex®5 support



**WITTENSTEIN**

alpha

# FAQs | installation of cymex®5 via MSI (Microsoft Installer)

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for further questions contact [cymex@wittenstein.de](mailto:cymex@wittenstein.de)

# FAQs | installation/update of cymex®5 via MSI (Microsoft Installer)

(installation of cymex®5 (MSI version))

## How to download cymex®5 (MSI version) ?

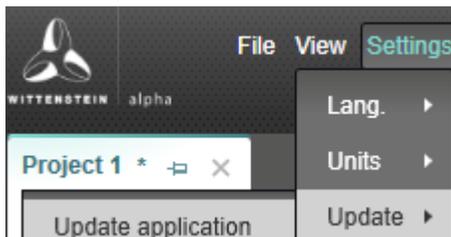
Download the current version of cymex®5 (MSI version) from

<https://cymex5.wittenstein-group.com/stable/setup/cymex5-setup.exe>

Then start the \*.exe and proceed as guided by MSI installation routine.

## How to update cymex®5 (MSI version) ?

When starting cymex®5 the cymex®5 user is automatically informed whenever an update of cymex®5 is available and guided respectively. Alternatively update cymex®5 in the cymex®5 program via „Settings / Update / Update application“ and proceed as guided by MSI installation routine.



# FAQs | installation of cymex®5 via MSI (Microsoft Installer)

(installation of cymex®5 (MSI Version))

warning (Microsoft Defender) when downloading cymex®5:

„cymex5-setup.exe isn't commonly downloaded. Make sure you trust cymex5-setup.exe before you open it.“

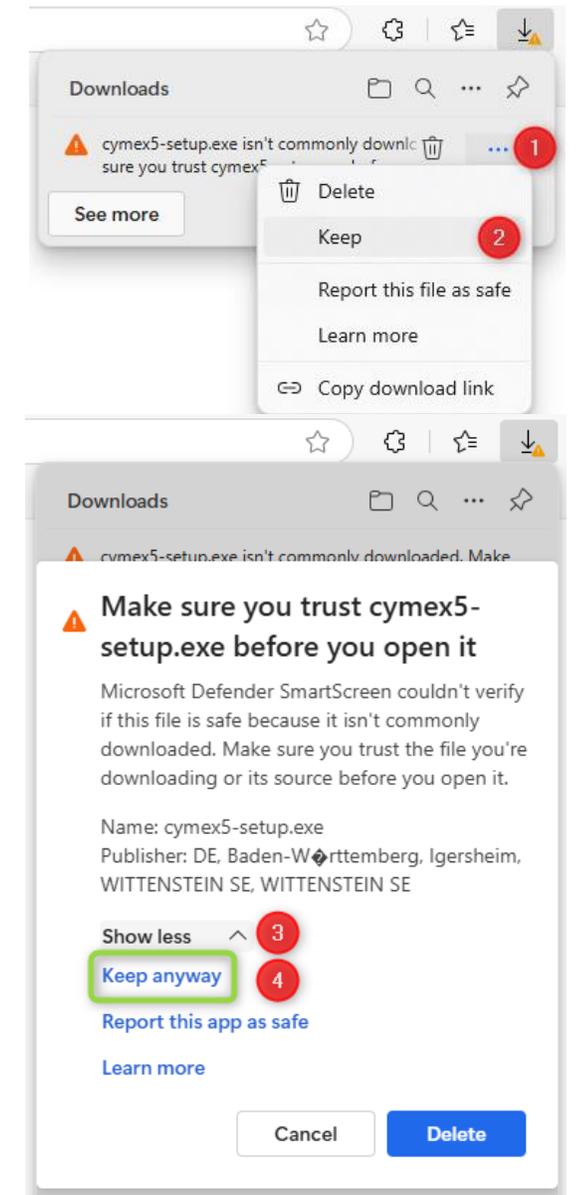
**our support here:**

Choose „...“ (1), „Keep“ (2), then „See more“ (3) and finally „Keep anyway“ (4) to continue the download.

**please:**

select „Report this file as safe“ and transfer your report so that this Microsoft Defender warning won't pop up in the future.

See also <https://feedback.smartscreen.microsoft.com/smartscreenfaq.aspx>



# FAQs | installation of cymex®5 via MSI (Microsoft Installer)

(installation of cymex®5 (MSI Version))

warning when downloading cymex®5: Windows protected your PC

<blue window> „Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.“

with a possible click on „more info“

## **our support here:**

Select „more info“ and „Run anyway“ and continue the download

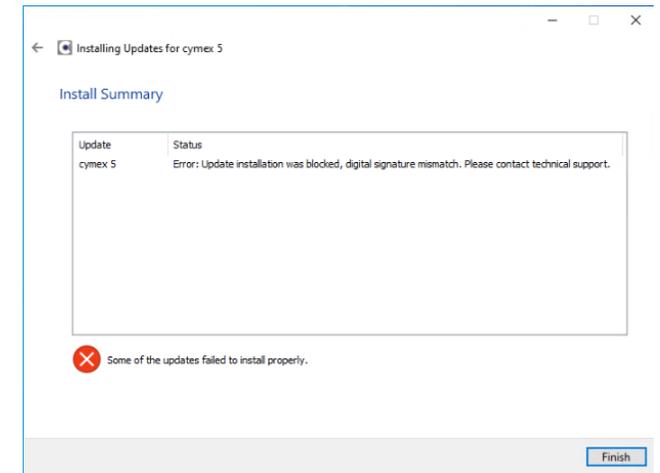
See also <https://feedback.smartscreen.microsoft.com/smartscreenfaq.aspx>

# FAQs | update of cymex®5 via MSI (Microsoft Installer)

(during update started out of cymex®5)

error message that cymex®5 update was blocked. How to proceed?

- during update started from cymex®5 the following error may occur:  
„error: Update installation was blocked, digital signature mismatch..  
Please contact technical support...”



## our support here:

- click „Finish“ in MSI window „Installing Updates for cymex 5“ => the MSI Update window will close in your cymex®5
- close your cymex®5
- download cymex®5 via <https://alpha.wittenstein.de/en-en/cymex-5/> and install it
- start your cymex®5 again

# FAQs | cymex®5 via MSI (Microsoft Installer)

(after installation)

How to customize your cymex®5 application \*.cyp to your new cymex®5 (MSI version) ?

After the installation of your new cymex®5 (MSI version) your cymex®5 application \*.cyp's are not automatically associated with this new cymex®5 (MSI version).

⇒ if you double click a \*.cyp, your outdated cymex®5 ClickOnce version will open.

## **our support here:**

set the default app for your \*.cyp format manually. See

<https://support.microsoft.com/en-us/windows/change-default-apps-in-windows-e5d82cad-17d1-c53b-3505-f10a32e1894d>

=> As the new default app for your \*.cyp format select your  
“%LocalAppData%\Wittenstein\Apps\cymex5\cymex5.exe”

# FAQs | cymex®5 via MSI (Microsoft Installer)

(after installation)

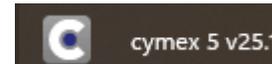
The short cut on the taskbar for your cymex®5 (MSI version) does not work. How to proceed?

=> After the installation of your new cymex®5 (MSI version) you may not be able to start your new cymex®5 (MSI version) from your taskbar.



**Our support here:** you should be able to start your new cymex®5 (MSI version)

from your Windows START / < all apps >/ cymex 5 vx.x, e.g.



And you should be able to pin your cymex 5 vx.x app in Windows START to your taskbar with a right mouse-click / “More” / “Pin to taskbar”.