Is your installation perhaps starting in 32bit and/or compatibility mode? Right click on the icon, properties, to investigate. It looks to me like it's confused about whether to run in 32 or 64bit mode.

Then of course there's the "have you tried turning it on and off" category suggestion: Are you running any virus scanners, if so, disable them (also for the install). And finally the suggestion to verify file permissions on all files, make sure they're owned by you.

Are there perhaps files left over from an IDL 8.x install (sorry for suggesting that but that might cause issues)?

 Cheers

- Balt