

Program did not Install Properly on a Vista Operating System

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Applies to: Windows Vista Systems

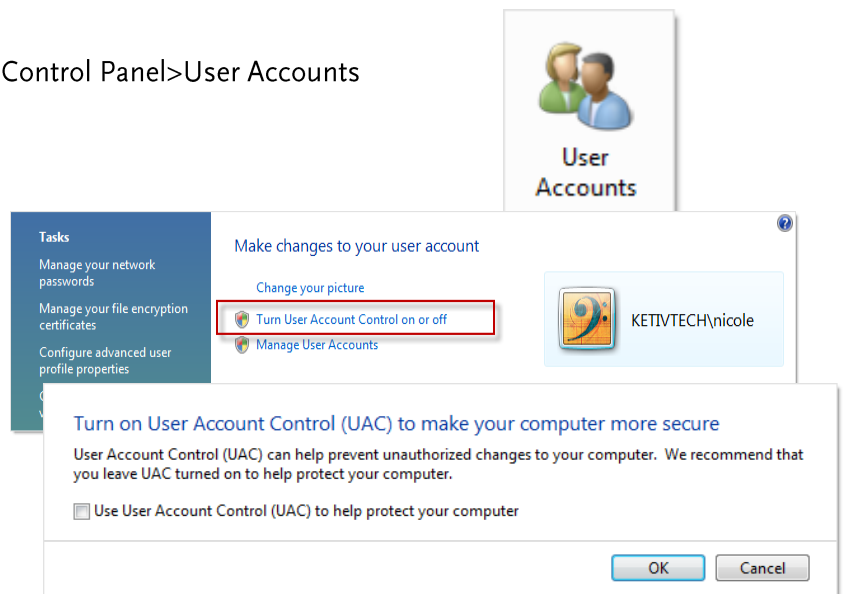
Challenge

After installing software, an add-in or service pack, the software will not run properly or is missing components. Vista has a function called User Access Control which blocks unexpected .dll's and other applications. We have found this application to interfere with many of Autodesk's product and recommended that you disable it.

Solution

To disable the UAC or User Access Control, go to Control Panel>User Accounts

Select Turn User Account Control on or off >
Uncheck Use User Account Control (UAC)



You may be asked to reboot your system for this setting to take effect.

If you are concerned about security we recommend that you have a subscription based virus detector. We at KETIV use Trend Micro and it does not seem to conflict with our Autodesk Products.

For more technical solutions visit www.ketivtech.com/support