

Customer information

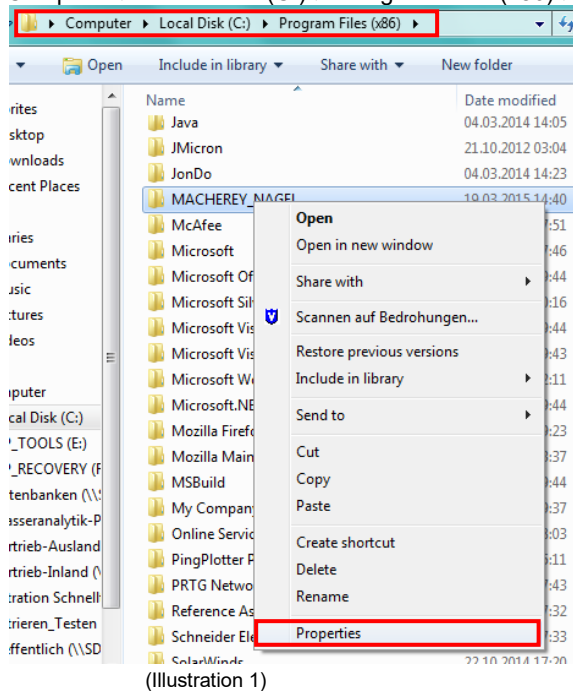
Version 4

Troubleshooting for installation of MACHEREY-NAGEL Software on Windows Operating Systems

For an error-free function of MACHEREY-NAGEL software in combination with latest Windows versions (Windows 10, Windows 8, Windows 7, Windows Vista) relevant writing permissions in the installation directory of the respective software must be provided. The following instruction describes exemplarily for Windows 7, how to set the correct writing permissions.

Note: This procedure must be done for every user who is registered at the computer and wants to work with the software from MACHEREY-NAGEL.

- Install the respective Software with administrator permissions on the computer (the default installation directory will be MACHEREY_NAGEL or MACHEREY-NAGEL within the program files folder on the local disk.
- Confirm the permission settings (Illustration 1):
 Computer ► Local Disk (C:) ► Program Files (x86) ► MACHEREY_NAGEL (right mouse click) ► Properties

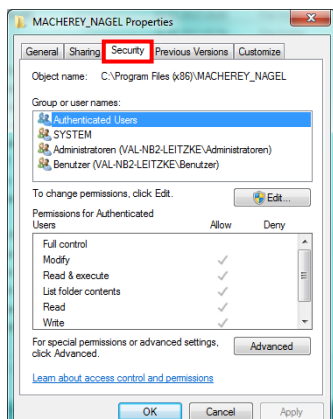


(Illustration 1)

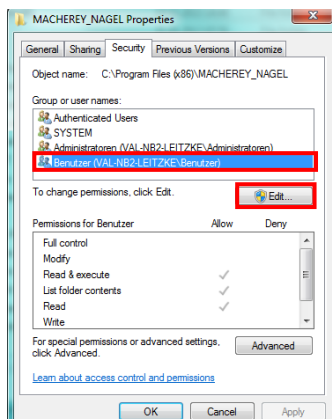
Select the tab "Security" (Illustration 2).

In the field of "Group or user names" please select the user "Benutzer (<Ihr Benutzername>\Benutzer)" and push the button "Edit..." afterwards (Illustration 3).

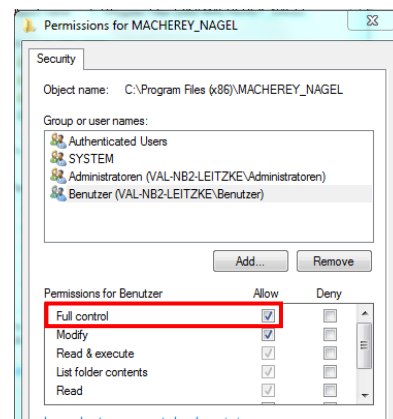
Please set a checkmark for the user "Benutzer (<Ihr Benutzername>\Benutzer)" in the box "Full control" in column "Allow" (Illustration 4).



(Illustration 2)



(Illustration 3)

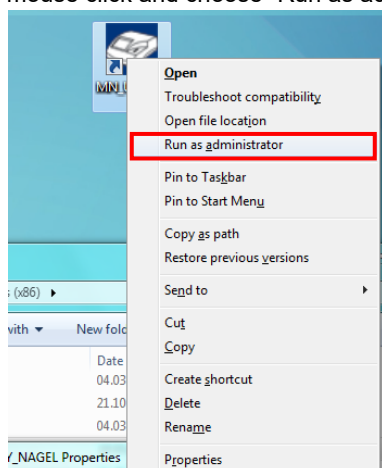


(Illustration 4)

Confirm the entry with the button “Accept“ and close the window with the button “OK“.

We recommend to check, if the changes have been retained. Please open “Properties” with a right mouse click again and check whether the checkmark for “Full control” is set or not.

- For the very first time, please start the software by opening the shortcut on your desktop with SHIFT-button + right mouse click and choose “Run as administrator” (Illustration 5):



(Illustration 5)

Contact

If you have further questions, please do not hesitate to contact us:

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