

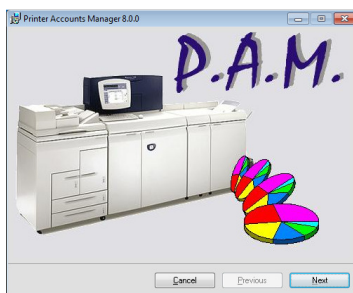
Installing 'Printer Accounts Manager' in Windows 7

There can be a number of problems when installing PAM in Windows 7. These are caused either by the tighter security introduced in this version of Windows, or by the restrictions implemented by the IT dept.

The program must be installed with Administrator rights. It helps if the logged on user is a Local administrator on the PC, but this is not necessary. The following procedure is the best way of ensuring that PAM is installed correctly.

Run the PAM install file as the **normal logged on user**.

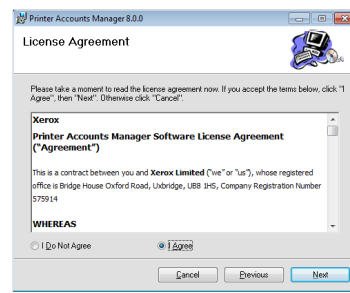
The following screens are displayed.



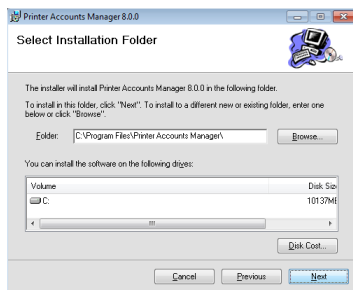
Initial Screen



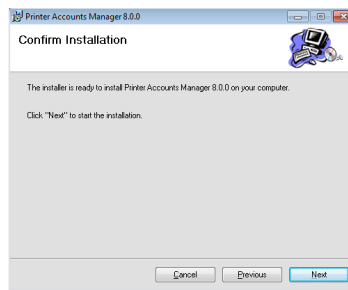
Welcome



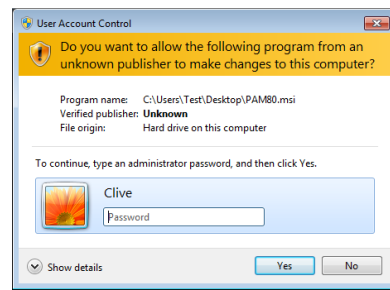
Read & Agree License



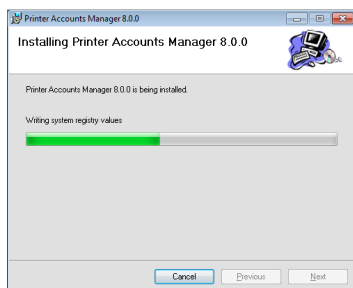
Install folder name can be changed but must be in the 'Program Files' section



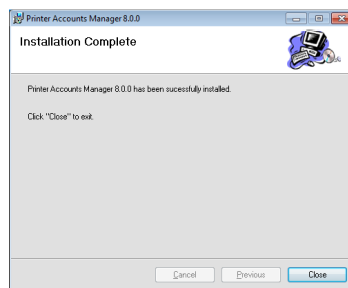
Confirm Install



(If UAC is on) Enter Admin Password

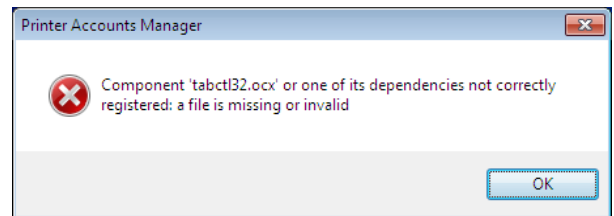
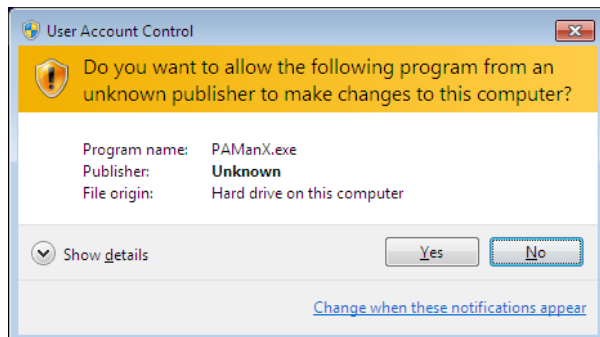


Installing



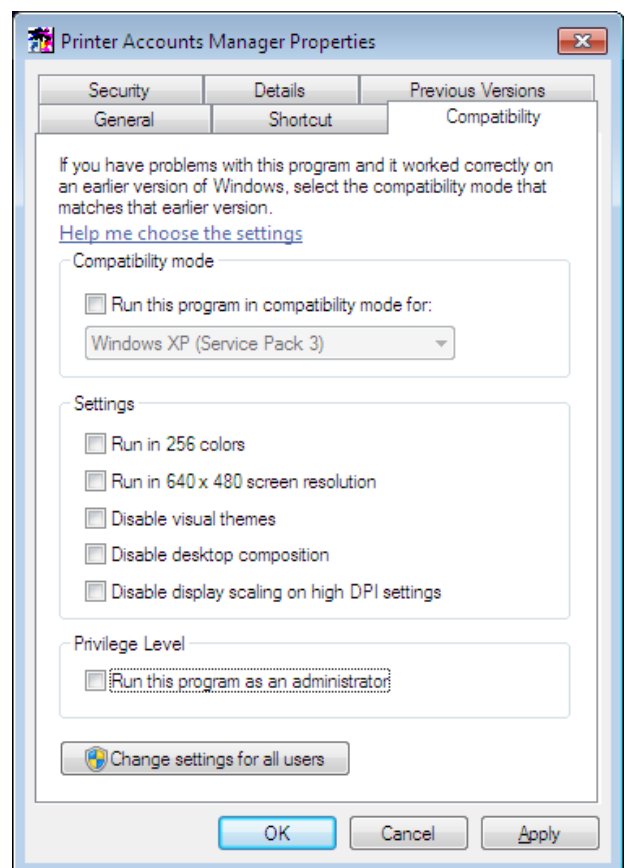
Complete

PAM can now be launched from the desktop icon. If you get the following screens then it is probably due to the program being run as an administrator



Right Click on the PAM icon and select the 'Compatibility' tab.

De-select the '**Run this program as an administrator**' check box. As shown on the right.



PAM should now run and can be registered. The program will automatically check what operating system is being used and configure itself accordingly, and if the 'Compatibility' file option is being used.

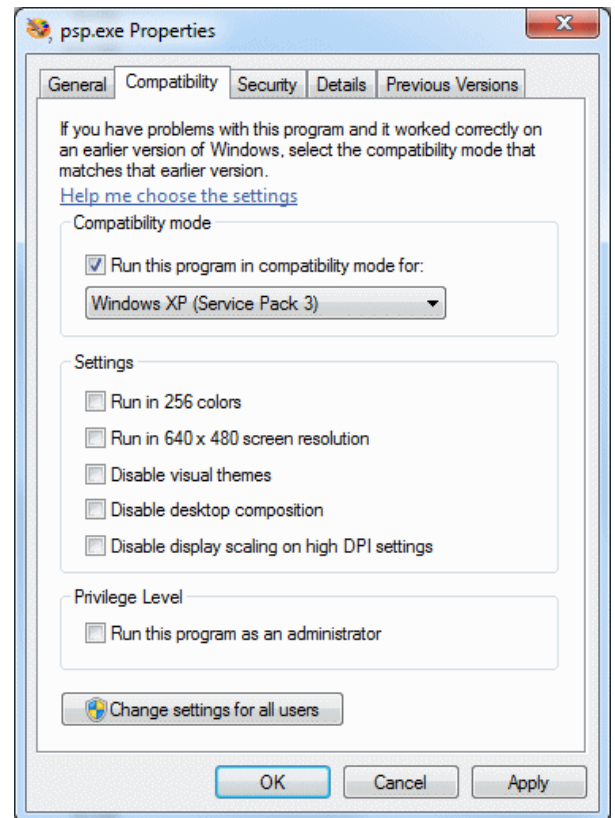
If you are still having problems then look at the information on the following pages.

Compatibility issues

Some of the compatibility issues are solved by running a program in the **compatibility mode**: this mode virtualizes the environment of an earlier Windows version. This solution can be applied quickly by right clicking a shortcut and to select **Troubleshoot compatibility**. Based on the answers in the wizard, a specific compatibility mode is applied. Applying compatibility mode can be activated manually as well by right clicking a shortcut, tab **Compatibility**. At the sub **Settings**, the user can experiment applying different settings and the sub **Privilege Level** can be used to run a program as an administrator. Unfortunately, it is not always a solution to compatibility problems.

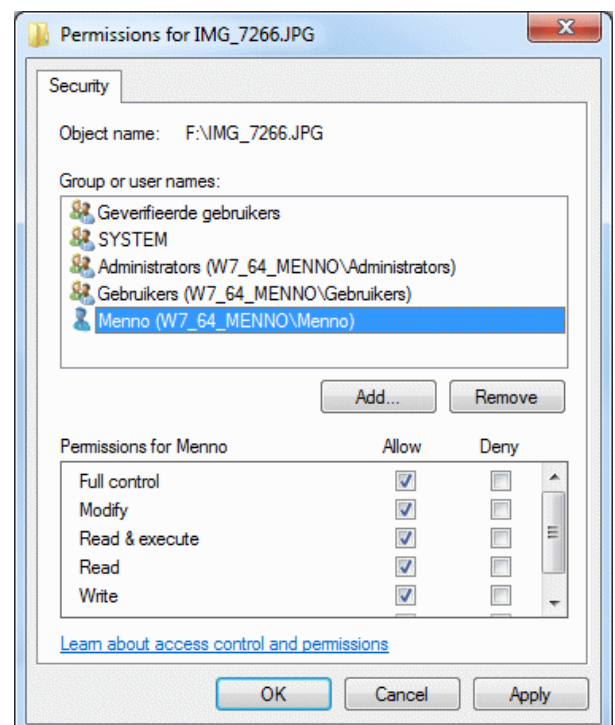
Run as administrator

Does an application not function properly or does it show an error message every time it is used, try to run it with additional administrator rights! By default, an application is not started with those additional rights, but this can be done manually by right clicking (the shortcut to) the application and to select **Run as administrator**. Those administrator rights can also be added by default by right clicking the shortcut to the application and to select **Properties**, tab **Shortcut**, button **Advanced** and to activate the option **Run as administrator**.



Limited permissions

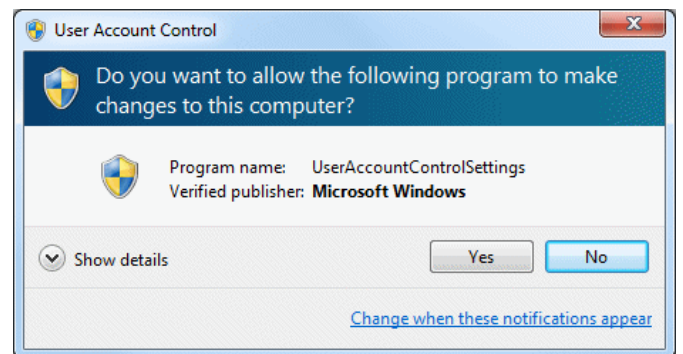
The issues concerning the limited permissions is related to the problem with the administrator rights. Without the permission to modify files in a certain location, an application is not able to save a file in this folder (as example, it is not possible to change or add files in the **C:\Program Files** without the permissions to do it). In most cases this problem can be solved by running an application with additional administrator rights. A better alternative is adding permissions to modify the concerning folder. This is done by right clicking the folder and to chose for **Properties**, tab **Security**, button **Edit** (or the button **Advanced**) and to activate the option **Full control** for the concerning user account.



User Account Control

For security reasons, don't disable **User Account Control** if problems can be solved by running a program as administrator.

User Account Control (UAC) in Windows 7 restricts the user and software to change major settings. This first hurdle must prevent the system to be infected by malicious software, but makes it more difficult to install and run software as well. Although UAC makes Windows safer, for many it is annoying. This security rule frequently interrupts all activity, because every change in system settings must be confirmed individually by the user. Unfortunately the frequency is very high, which causes the user to click them away as fast as possible. By clicking automatically to proceed malicious software will soon pass this security test and **User Account Control** won't be of any use. The executable files and system changes which have to be confirmed by **UAC** can be recognized by the shown administrator shield, which informs the user about the popup which will show up.



Changing the User Account Control settings

By default, UAC comes in action when programs try to apply essential changes to the system. As an unpleasant side effect, UAC temporarily secures the desktop when prompting for elevation. Switching to the secured desktop can be disabled by the Control Panel item **User Accounts**, option **Change User Account Control settings**: adjust the slider one level lower. UAC can be disabled as well by setting the slider to **Never notify** which can be very useful when programs frequently apply essential system changes. If there is no need to, it is better to leave UAC on.

