



Technical Note TN-761

Problems with installing Windows Programming Software onto Windows 2000™ & Windows XP™

30th January 2003

Applicability

This Technical Note applies to all T2000, TOP and T800 Windows programming software.

Information

Tait has received several reports of Tait Windows Programming Applications not working when installed onto the Microsoft Windows 2000™ and Windows XP™ Operating Systems.

After some investigation it has been found that the cause of these problems is that the applications were being installed using a “Log On” that does not have administration rights. The result of this is that the installer does not have complete access to the registry and therefore some .dll’s (library files) were not installed correctly and cannot be accessed when the Application is run.

A User with administration rights must log onto a computer running Windows 2000™ or Windows XP™ before installing Tait Windows Programming Software.

In all future releases of Windows Programming Applications, the installer will check what rights it has during the installation process. If the program can’t write to the registry during installation, a warning dialogue box will appear informing the user of the problem and discontinuing the installation process.

Compliance

None

CSO Instruction

CSO’s – Please inform all logistics, sales and technical staff, and dealers of this Technical Note

Issuing authority

Name and position of issuing officer	Paul Anderson Customer Support Engineer - Mobiles		
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