

Bulletin #: TB120402CG

Description: User Account Control and Clientcfg.cvw

Date: April 5, 2012

Severity: Low

Affected Products:

- CompleteView

Issue:

When CompleteView is installed on either Windows 7 or Windows Server 2008 R2 the customer may get an error from CompleteView stating it "...does not have the required permissions to the selected directory and may not be able to read or write the client configuration file."

The issue relates to the User Account Control setting. The file is written to the VirtualStore directory. The directory is C:\Users\"local_user"\AppData\Local\VirtualStore\Program Files\CompleteView. In the file path, replace the "local_user" with the user account under which CompleteView was installed.

Corrective Action:

There are two options when presented with this error. The first option is to disable User Account Controls from the Control Panel -> User Rights. The other option is to install and run CompleteView with a user having administrative rights.

Related Documentation:

None