

OCRIS INSTALLATION AND ACTIVATION – KNOWN ISSUES

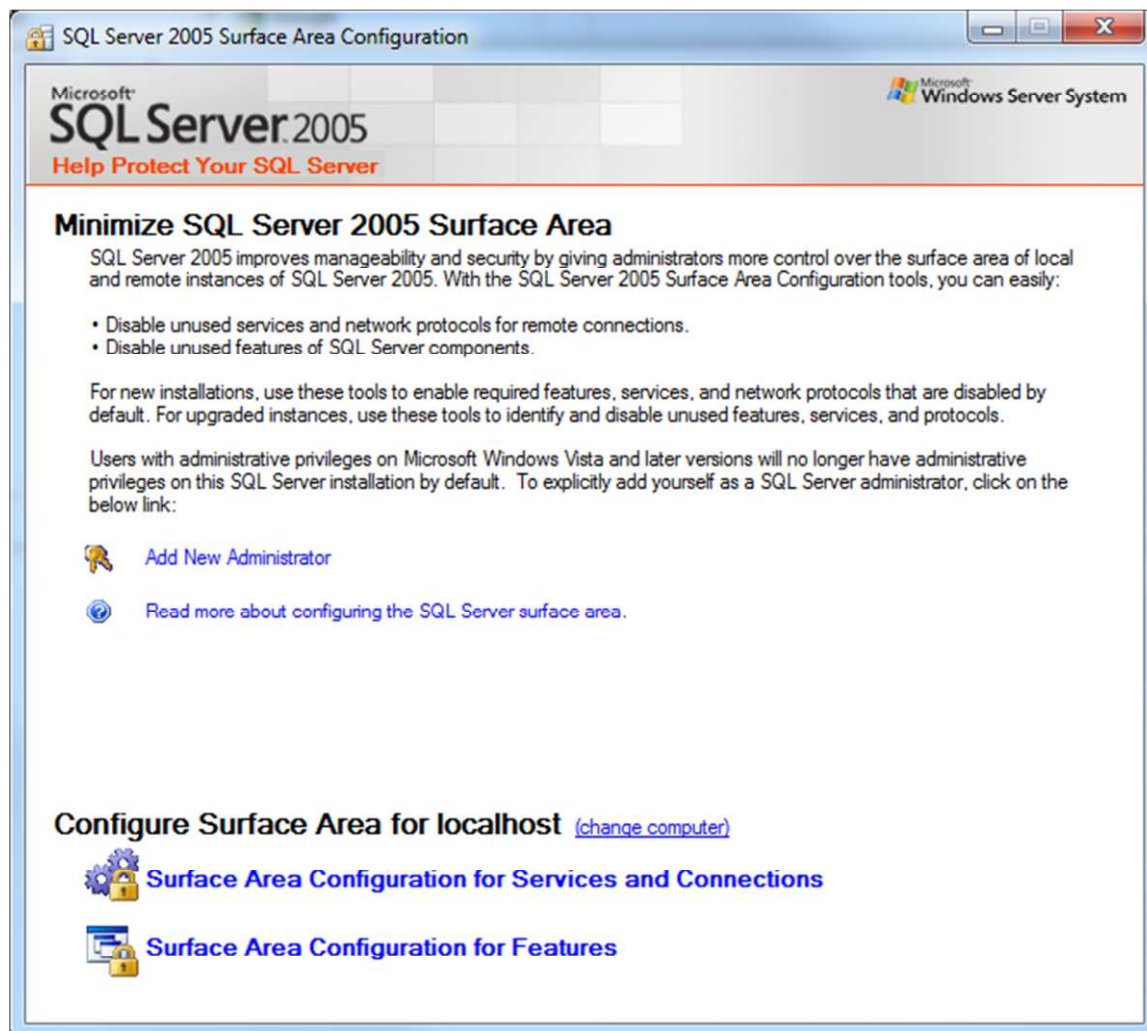
SQL SERVER EXPRESS – USER ADMIN RIGHTS

After installing SQL Server Express, you may need to ensure that your login has appropriate Admin rights on SQL Server.

To do this (you may need a user with full admin rights on the machine):

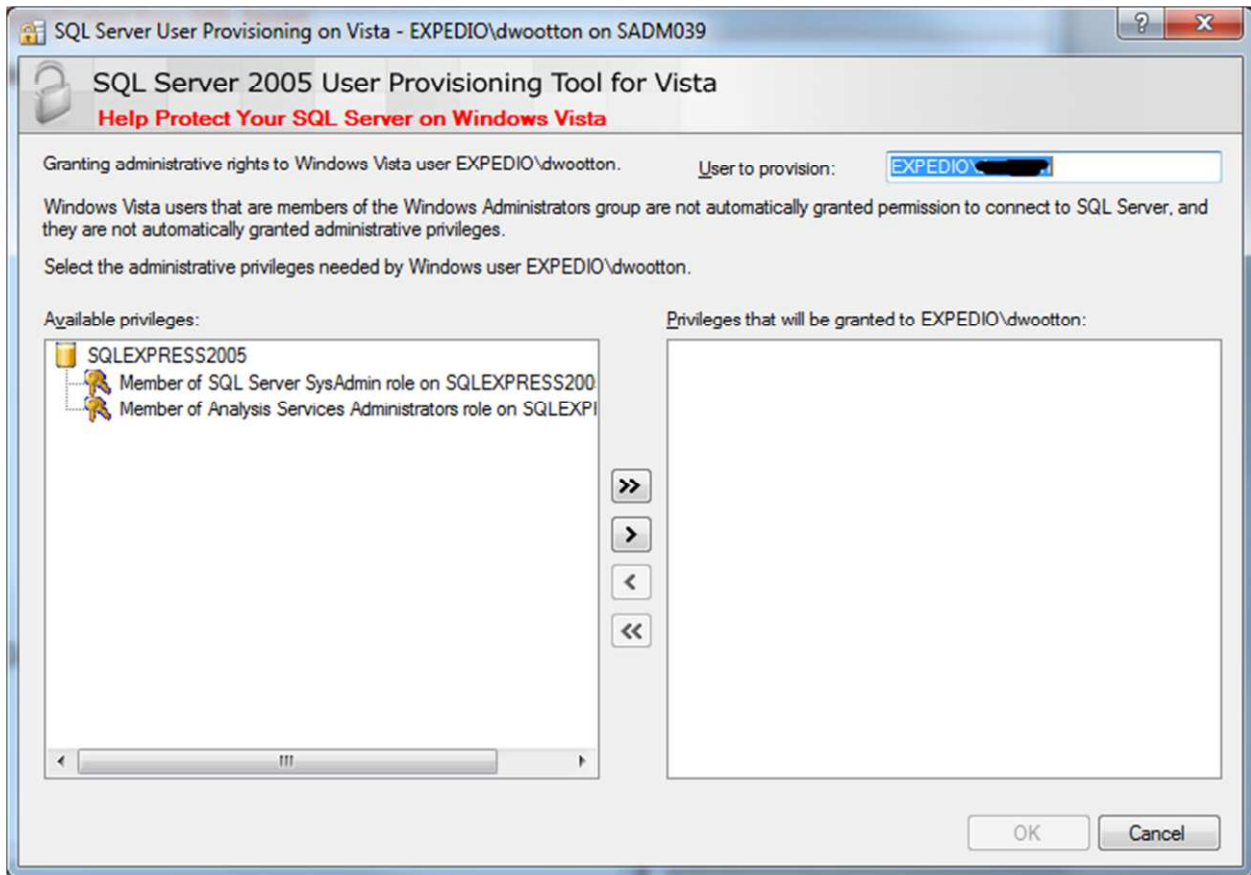
Start->SQL Server 2005->Configuration Tools-Surface Area Configuration

You will see the following screen



Select the '**Add New Administrator**' option

You will see the following screen:



Ensure that the correct 'User to Provision' name is specified – i.e. your own login.

Select the '**Member of SQL Server SysAdmin**' option from the list in the left-hand window pane, and click on the '>' button to show your selection in the right-hand window pane.

Click on '**OK**' to grant the required privileges to your logon.

RUNNING THE INSTALLER 'AS ADMINISTRATOR'

Typically, this problem will only occur on Windows 7 or Vista installs.

If you have problems with installing or activating OCRIS or with creating a database within OCRIS - you need to make sure you have sufficient local administrator rights for the user profile that you are using.

RUNNING OCRIS 'AS ADMINISTRATOR'

Typically, this problem will only occur on Windows 7 or Vista installs.

If you have 'permissions' problems running OCRIS - even if you are defined as an Administrator on the machine, you may need to right click on the OCRIS program file (typically C:\Program Files\Ocris\Ocris.exe) and select the option to 'run as administrator'.

NOTE: If you run programs 'as Administrator', Windows may show a 'pop-up' window asking you to confirm you want to run the program. You can use the UAC notification 'slider' control to stop this pop-up appearing (by moving the slider to a 'lower' setting).

If you encounter further problems, please contact Expedio using the contact details below, or by using the **OCRIS HELP > CUSTOMER FEEDBACK** menu option (this will send an email to Expedio support if your machine is connected to the internet).

w: www.expedio.com.au

e: ocris@expedio.com.au

t: (+618) 9486 7884

f: (+618) 9486 7885