

**You are probably on Windows 7 now as before XP.**

**You need to start the program as administrator. Yes I know you are an administrator account/profile but with older program Windows 7 sometimes looks at it from different eyes.**

**You need to right click on the .exe and choose run as administrator.**

### **Here is more of an explanation.**

This product is discontinued but this was a solution we were giving to people who had upgraded to Windows 7 last X-Mas and it did work. Windows 7 compatibility option is hit or miss.

Upgraded their system or OS to Windows 7 some older software that may come up with pop up stating they have to be administrator to run this program. This is confusing since most users are administrators already on their machines.

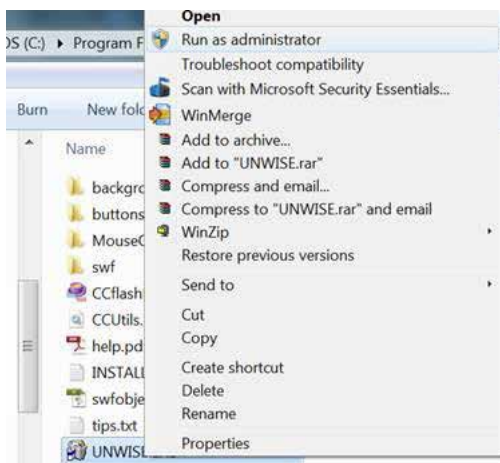
### **Option 1**

**Q:** When I plug this into my computer the Image Viewer comes up but it says that I have to be an administrator to run this program. I am the admin and the only user. I double-checked to make sure I was logged on as admin and I was.

**A:** With Windows 7 you sometimes have to find the .exe file right click on it and run as administrator, even if you are logged in as administrator.

*Keep in mind Boston does not have a disk here so can't tell you what the exe file name is. It may be called Imageviewer.exe or DPFMATE.exe or something similar. They should be able to find it in program files or on the startup menu.*

The issue we have with these is that it is an auto pop up when they plug it in so **we are not sure** if they do the run as administrator step before they plug it in **if it will work or not**. These are all **discontinued SOD** and we do not support any longer but you may want to suggest this in the spirit of the holiday season.



Example of right click only not the actual file name

### **Option 2**

They may also try the compatibility mode in Windows 7.

Here is a link to one site that explains this very well.

<http://www.sevenforums.com/tutorials/316-compatibility-mode.html>

Regards,  
Customer Service