

INFOMANAGER WHITEPAPER

Running InfoManager3 on the Windows Vista Operating System

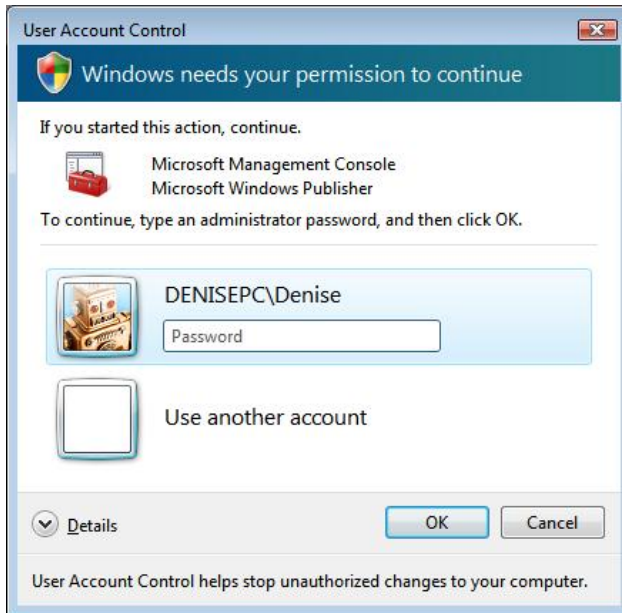
Have you seen the Apple computer ad that describes how impossible it is to accomplish many things in Windows Vista due to its overbearing security settings? Well, the most entertaining part of the ad ... is that it's true. While Vista's out-of-the-box install is certainly sexy and contains lots of eye candy, Microsoft's answer to all its security woes from the past are to lock down the Vista operating system environment so tight, that many of your everyday applications (InfoManager included) will have problems during install or while trying to run.



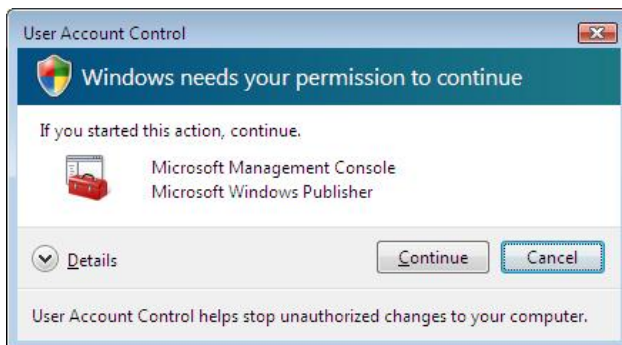
Fortunately for all of us, there's always a work-around.

During InfoManager's installation, several entries are made in the operating system's registry which are used to track version information, install parameters, etc. While InfoManager is running, it will on occasion attempt to read these entries from the registry in order to function properly. With Windows Vista, Microsoft decided that we all need protection from ourselves by not allowing this function by default. A new "feature" called **User Account Control (UAC)** is how they go about locking us out of the registry. UAC requires all users to log on and run in standard user privileges mode instead of as administrator with full administrative rights, thus preventing changes (even reads) from or to the registry. However, in a lot of cases, administrator rights are needed by end-users to perform certain tasks such as install or update programs and perform typical system-level task. Additionally, many other software applications (not just InfoManager) might also need administrator privileges to run properly without conflicts, as they are designed to write to system locations during normal operation, and a computer in this locked-down state (in which users operate in standard user mode) severely limits user productivity.

In Windows Vista, when a standard end-user requires administrator privileges to perform certain tasks such as attempting to install an application (InfoManager3) or write to registry, Windows Vista will display a UAC prompt to notify the user that an administrator's credentials are required to carry out the action. Even for domain or local administrators, When UAC is enabled, most applications, components and processes will run with a limited privilege, but have "elevation potential" or Administrator Approval Mode where administrators must give consent through a User Account Control consent prompt.



User Account Control Administrator Credential Prompt



User Account Control Consent Prompt

However, these security clearance and prompting messages may be troublesome to users, and at times annoying (remember the Apple Ad?) especially when you're the only person that uses the computer, and have installed all the latest anti-virus and anti-spyware utilities. User Account Control is enabled by default in Windows Vista, so you will have to turn off and disable the User Account Control to install and/or register InfoManager3.

NOTE: If you have already installed InfoManager3 on Vista, there is no need to uninstall. You simply need to follow the next steps to disable UAC, register the software with your InfoManager code(s) and the software will function properly.

If you have not yet installed InfoManager3, we recommend that you disable UAC then install & register InfoManager3.

Disabling UAC to Install or Register InfoManager3

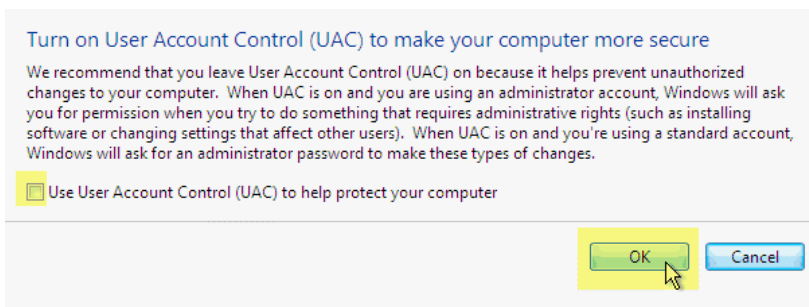
There are 2 methods by which you can disable UAC in Windows Vista. The first is to disable UAC for all users of the computer and the second is to disable UAC for just a single user account on the computer.

A. Disabling UAC for all users on the computer:

1. Click **Start** and then open **Control Panel**.
2. In the Control Panel, click **User Accounts and Family Safety**.
3. Click **User Accounts**.
4. Click **Turn User Account Control on or off**.



5. Clear the tick or check mark on the box beside the Use User Account Control (UAC) to help protect your computer option.

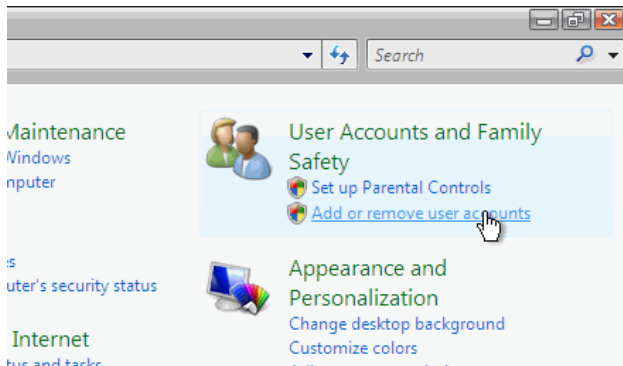


6. Click **OK**.
7. When prompted, restart the computer. Note that the changes will affect all users on the computer.
8. To enable the UAC, simply tick or select the checkbox again.

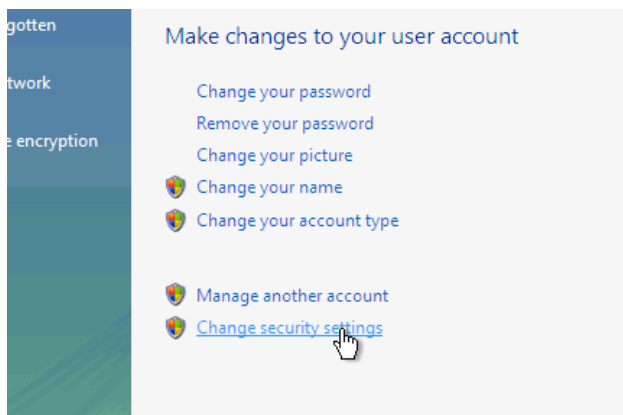
B. Disabling UAC for a single user account:

A similar method as the previous one, but these steps will disable UAC for a single user account.

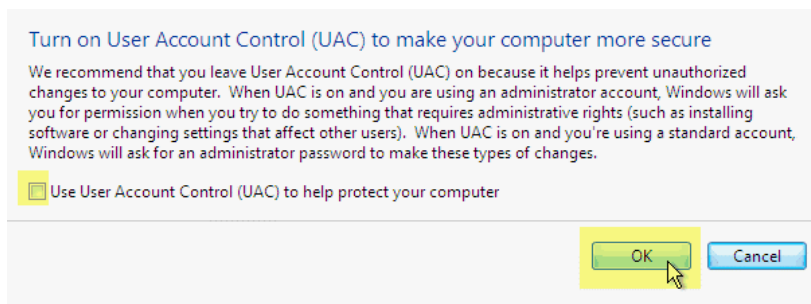
1. Click **Start** and then open **Control Panel**.
2. In the Control Panel, click **User Accounts and Family Safety**.
3. Click on **Add or remove user account** option.



4. Click to select any user account.
5. Click **Go to the main User Account page**.
6. Click **Change security settings** under “Make changes to your user account” section.



7. Clear the tick or check mark on the box beside the **Use User Account Control (UAC) to help protect your computer** option.



8. Click **OK**.
9. When prompted, restart the computer.
10. To enable the UAC, simply tick or select the checkbox again.

Additional Note: While it is possible to turn UAC back on AFTER you have installed and registered InfoManager3, you will receive periodic security/error prompts from Vista when opening various forms within InfoManager. While this does NOT appear to affect functionality of InfoManager3, it is at the very least...annoying.

Our recommendation is to simply leave UAC turned off and continue to utilize a firewall, anti-virus, and anti-spyware programs to keep your computer safe.

- InfoManager Product Support Team
Customware Systems, Inc.