# What to do when a User Account is unable to update the Program Files folder.

Beginning with Windows Vista, the Microsoft Windows operating system has included the option of employing a feature called User Account Control. This feature provides the ability to restrict unauthorized access to certain tasks that Microsoft has identified as being potentially hazardous to a computer's operating system and installed applications. The reason behind the introduction of the User Account Control feature was to reduce the possibility that a computer user would cause damage to the computer's operating system or configuration either by mistake or by the execution of malicious software. User Account Control is enabled by default when Windows is installed and when a user account is created.

Sometimes the User Account Control feature results in application programs being unable to perform desirable tasks. For example:

- Application software from Custom Data Centre has the ability to automatically search for and download newly released software updates. Once downloaded, the user is then given the opportunity to install these updates.
- Several of Custom Data Centre's software products provide the user with the ability to customize certain aspects of the user interface. Customizations such as Grid Layouts in Job Control or the rearrangement of Tiles and Groups in GAS MANager or Job Control are desirable actions that may be prevented by Windows.

Occasionally, the User Account Control feature results in the user not having sufficient security privileges in the application's Program Files folder to install the downloaded software updates.

There are 2 methods of dealing with this problem.

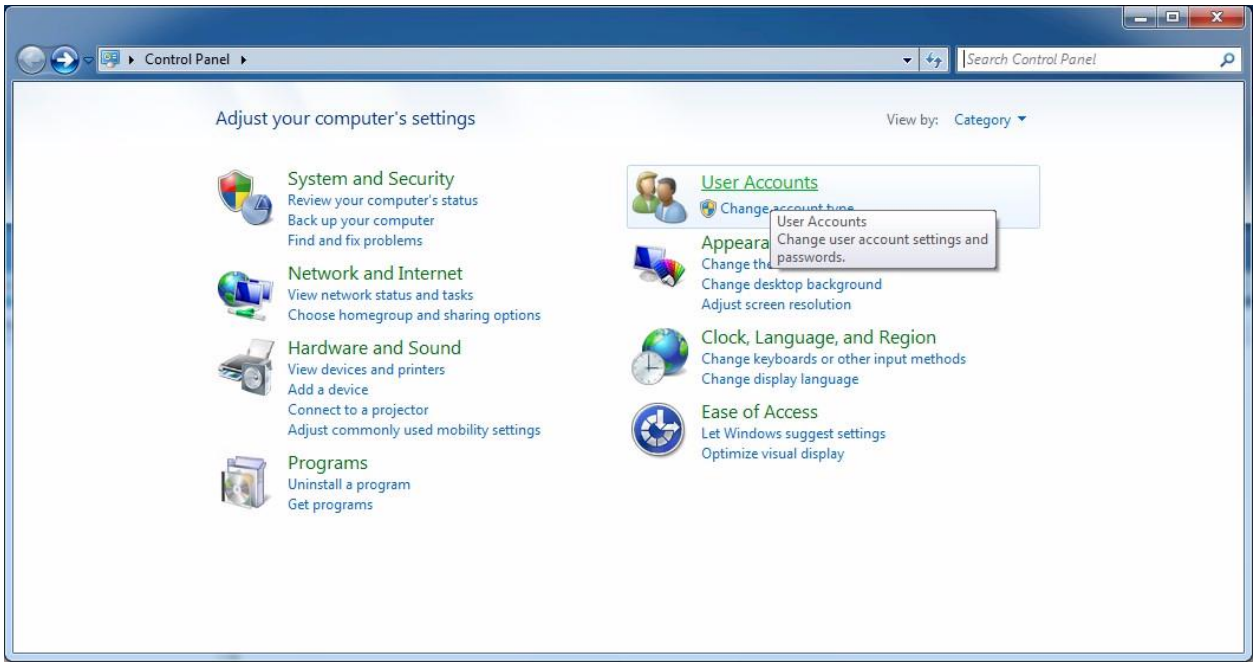
1. Disable the User Account Control setting for the affected User account.
   Doing so results in the user never being asked to provide Administrator Credentials or to give explicit approval before a configuration change is made to the computer or before new software is installed.
2. Give the User Account more security privileges to the affected application's Program Files folder.
   Doing so gives the User Account increased privileges only in those folders where additional security privileges have been granted. The User Account Control feature will continue to protect against all other configuration changes as expected.

Instructions for the use of each of these methods can be found below. Keep in mind that it is not necessary to implement both solutions.

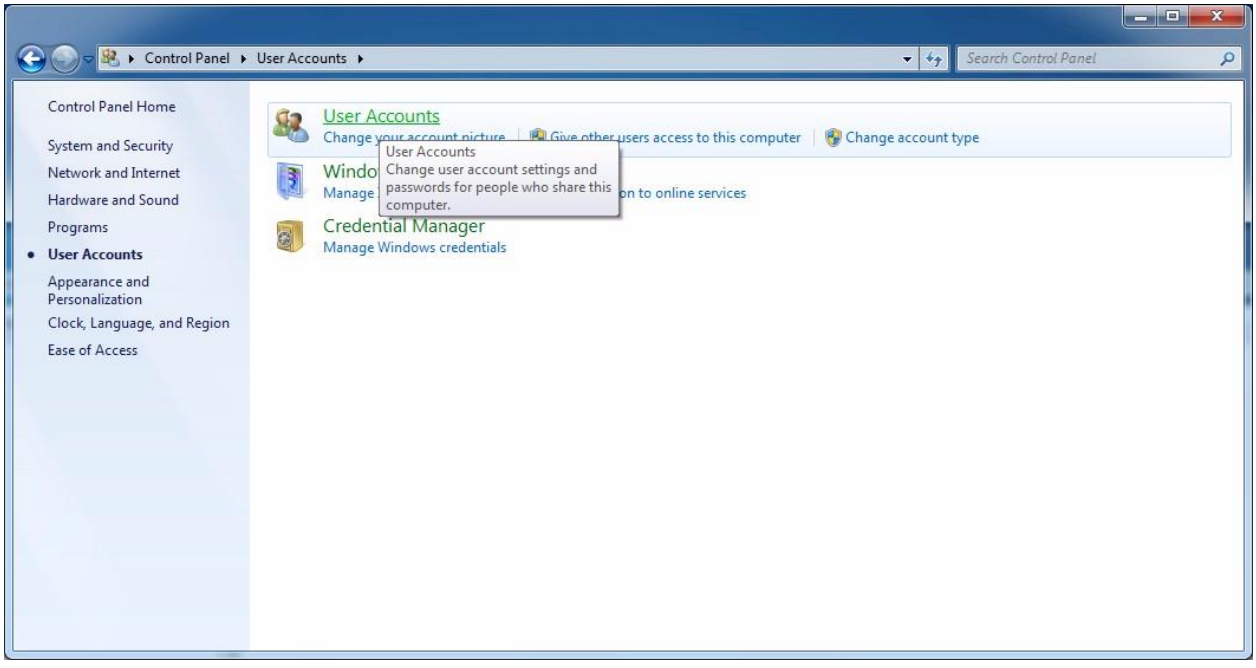
**Method 1: Disable the User Account Control setting for the affected User account.**

In the example that follows, the User Account Control feature will be disabled for a User Account. This will give the User Account the same capabilities as an Administrator Account without the requirement to give explicit consent when making configuration changes to the computer or when updating or installing application software.

Begin by opening the Windows **Control Panel**.

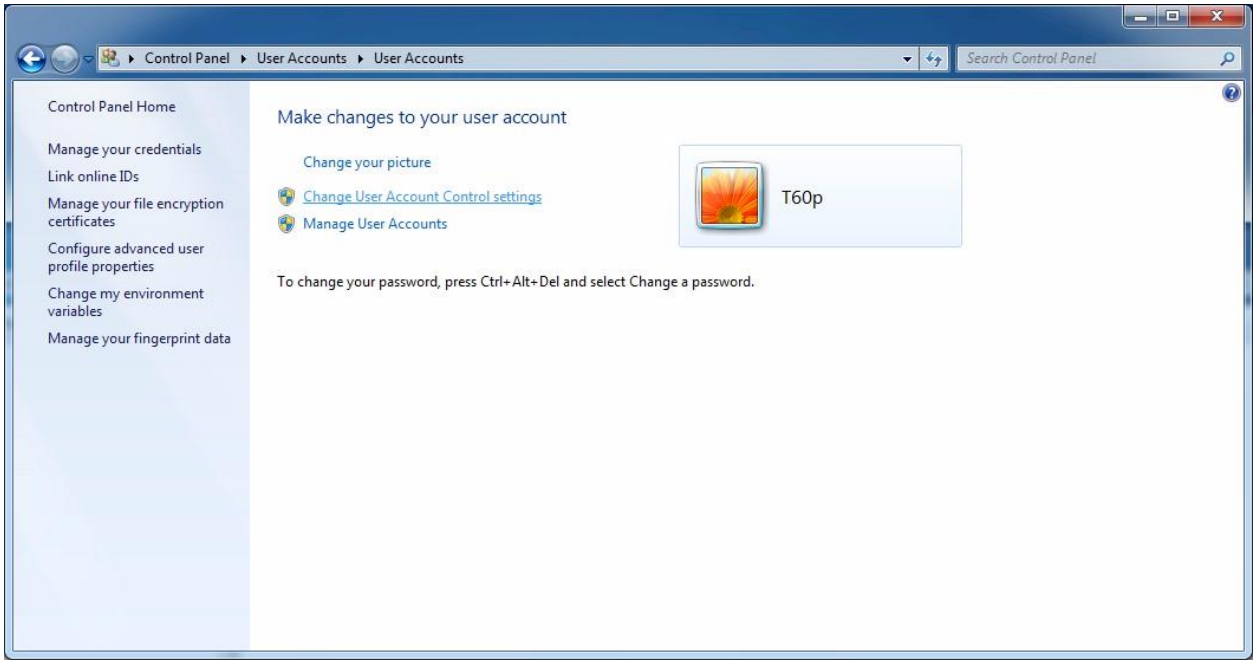



Click on **User Accounts** to open the User Accounts window.

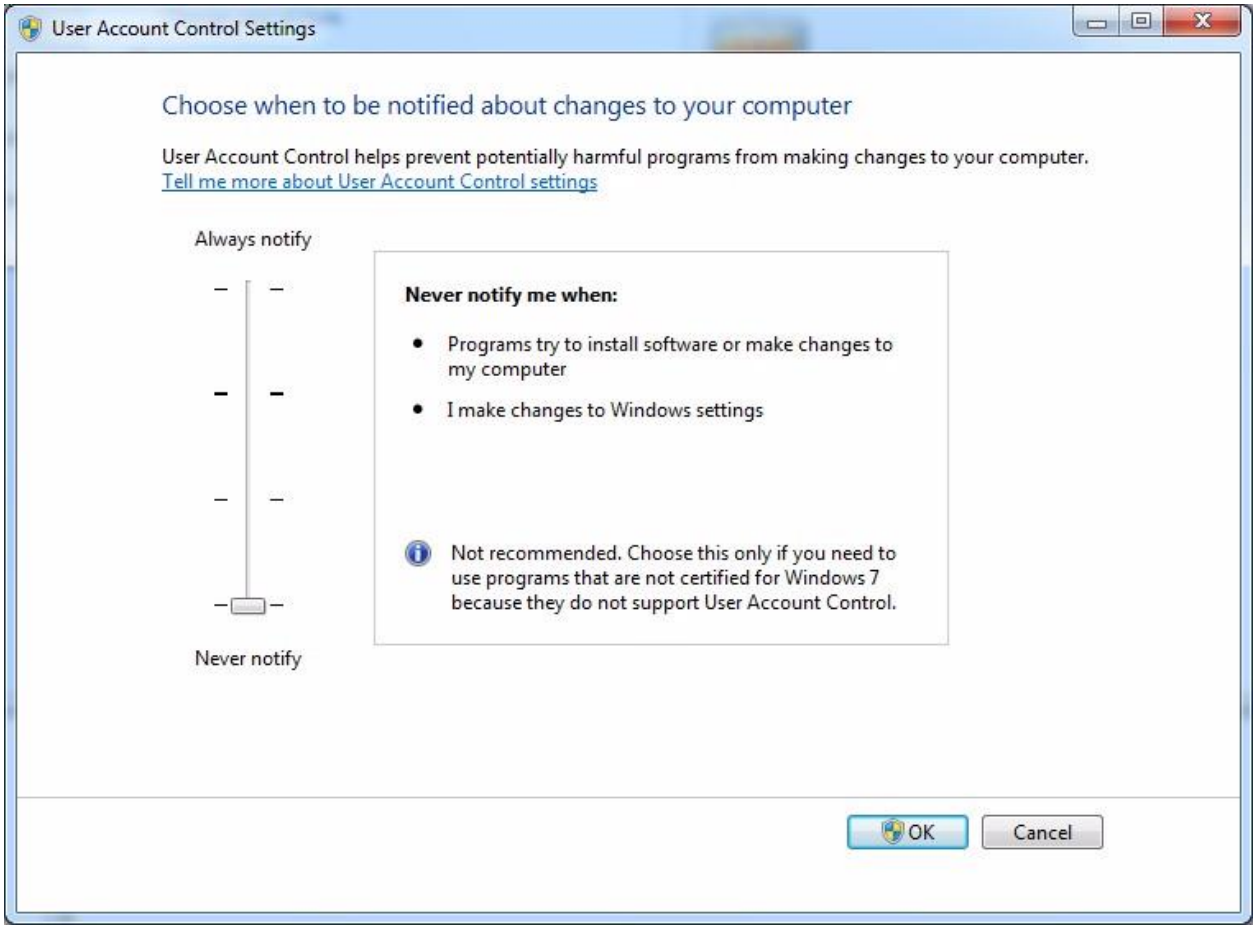



Click on **User Accounts** to open the window where changes can be made to the current User Account.

If there are multiple User Accounts on the computer, you may be required to select your User Account from the list of User Accounts.




Click on **Change User Account Control settings** to open the User Account Control Settings window.




Slide the control down to the **Never Notify** position and click the **OK** button.

If the slide control was already in the **Never Notify** position, you should abandon this method of dealing with the problem and apply method 2 instead.

If the slide control was not already in the **Never Notify** position, you will now be asked…

**Do you want to allow the following program to make changes to this computer.**
**Program name: UserAccountControlSettings**
**Verified Publisher: Microsoft Windows**

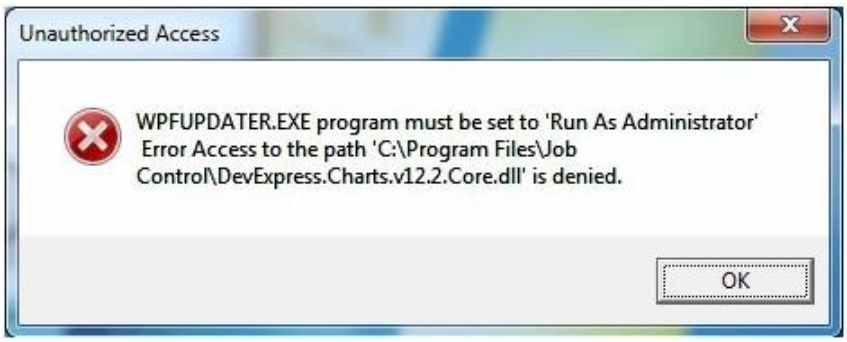
Click the **Yes** button to proceed with the configuration change.

In order for the configuration change to become effective, the computer must now be restarted. Once the computer has been restarted, the User Account will have sufficient privileges to update the contents of the application's program files folder.

**Method 2: Give the User account more security privileges to the application's Program Files folder.**

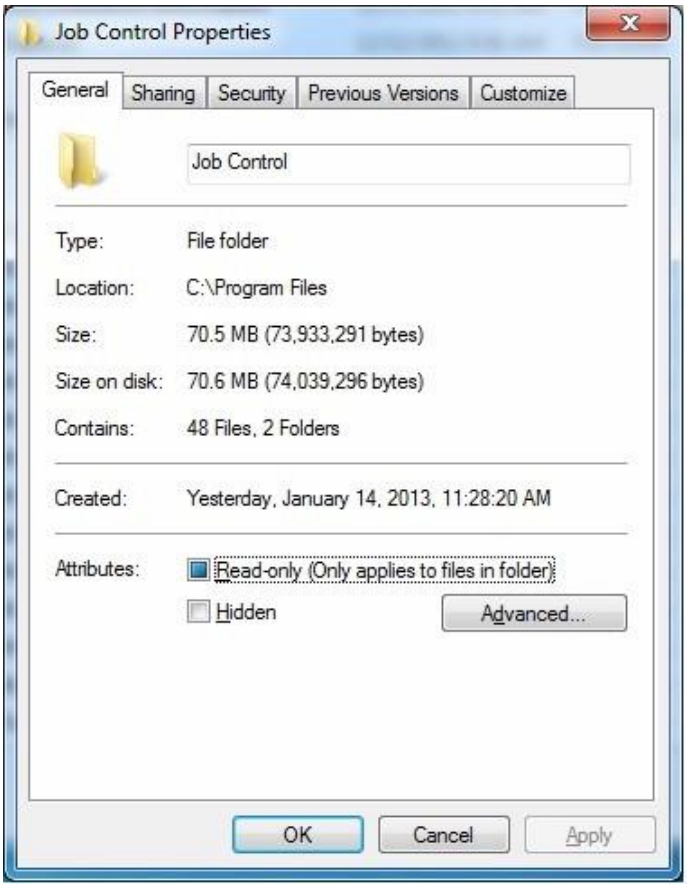
In the example that follows, a User Account will be given more security privileges in the folder that contains Custom Data Centre's application software called Job Control. The same procedure can be applied to any program files folder where additional security privileges are required.

As you can see from the following image, the automatic update feature for Job Control has been denied access to the Program Files folder because the User Account does not have sufficient security privileges.

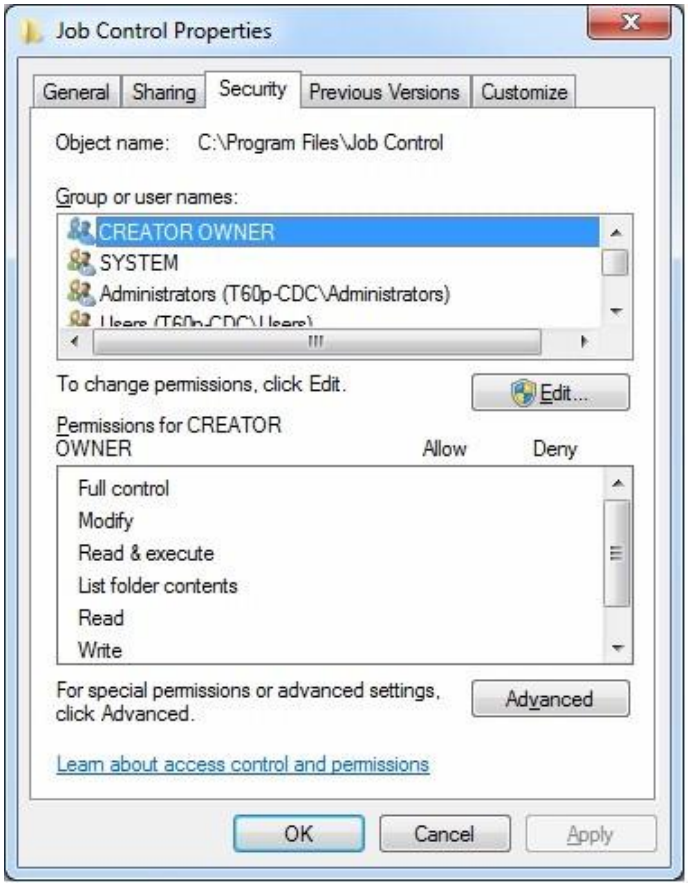



After clearing the error message and closing the application, open Windows Explorer and browse to the folder that contains the application's program files.

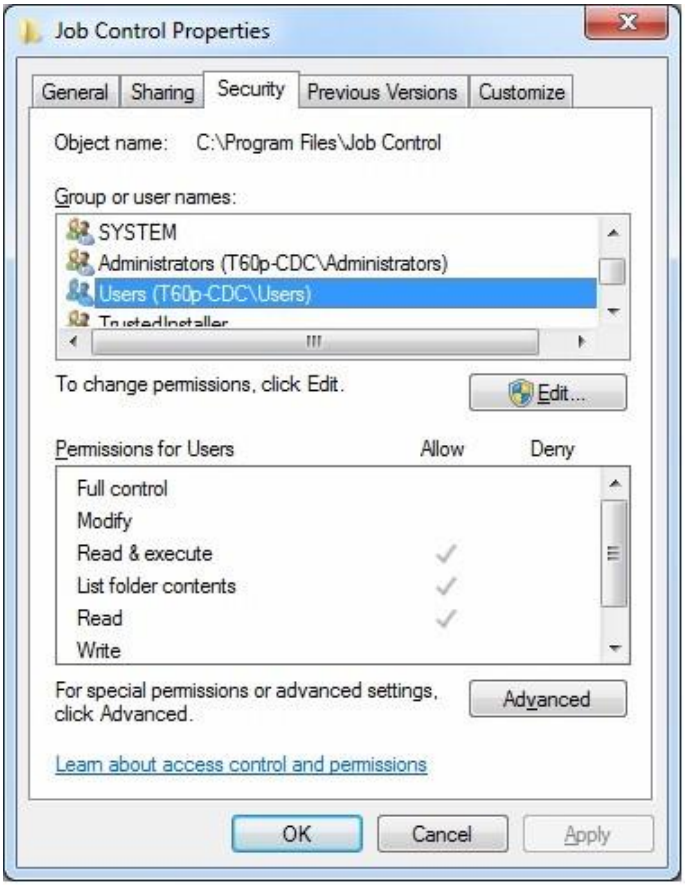
After locating the folder to be changed, right-click on the folder's name and choose **Properties** from the menu. A window like the following example should be displayed.




Click on the **Security** tab and the window should look like the example shown below.

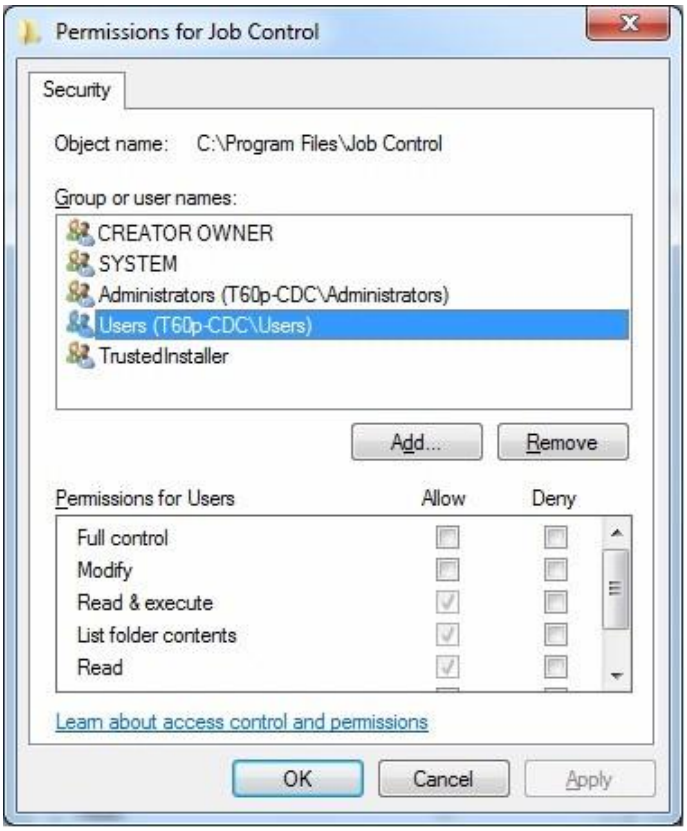



Click on the **Users** group to see the Security settings that are in effect for the User Account.

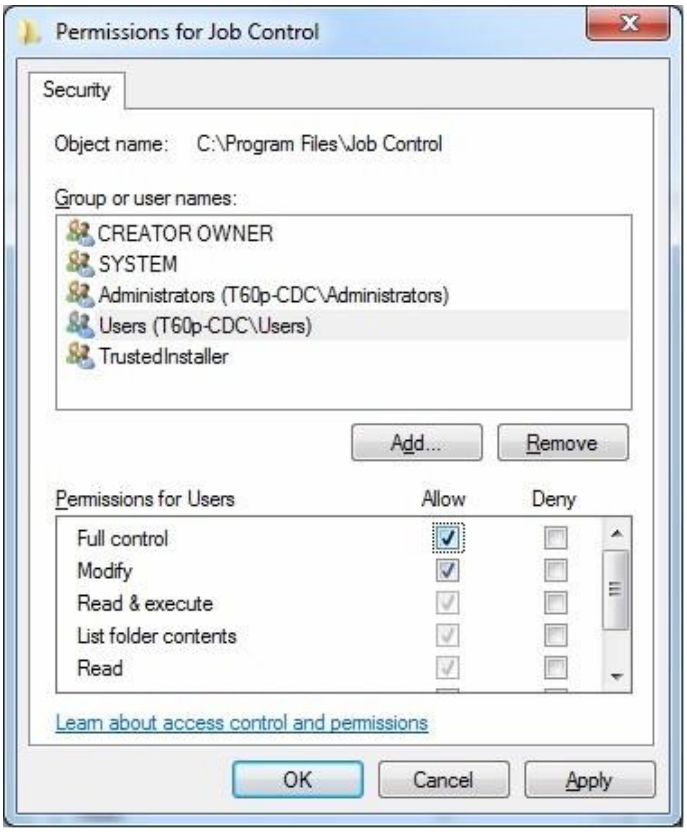



Notice that the User Account does not have permission to **Modify** or **Write** files in this folder.

Click the **Edit** button to open the Permissions window for this folder.

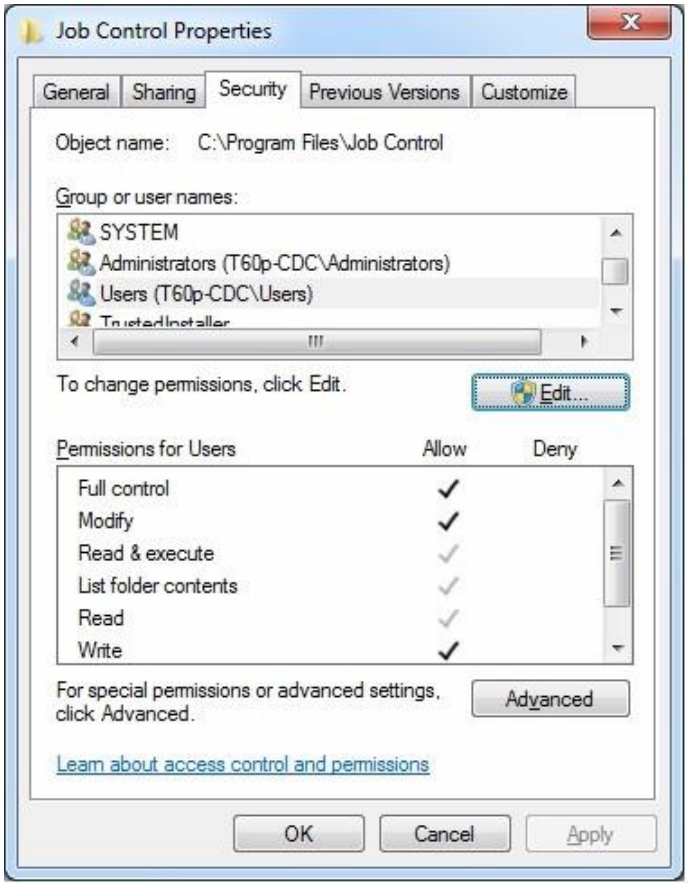


Clicking the checkbox next to the **Full Control** permission in the **Allow** column should cause the Permissions window to look like the example below.




Click the **OK** button to save the changes and close the Permissions window.

The Properties window should now contain the changed security permissions like the example below.




Click the **OK** button to close the Properties window.

The User Account now has sufficient privileges to update the contents of the application's program files folder.