



SOFTWARE INSTALLATION PRELIMINARY INFO



SHORT GUIDE

Dear User,

Here is some preliminary information needed for correct installation and license request generation.

For further support, please contact support@altecsoftware.com.

ALTEC SRL

PRELIMINARY NOTES

Please read carefully the following smart tips to install and run ALTEC selection software on your computer. Installation errors, in fact, can lead to difficulties in license generating process.

It is important to distinguish between two different types of users:

- 1) **NON-DOMAIN** users;
- 2) **DOMAIN** users.

Both types of user must install the software with administrator rights active, so as to allow the correct register keys writing. This means that when starting your computer you have to enter administrative credentials, yours if you are or those of someone else who is administrator.

Once run the computer, make sure that Antivirus / Firewall / Mailware or similar products are temporarily disabled, since they can prevent WAN operations, writing / reading processes or access to Microsoft cloud services.

In addition, DOMAIN USERS must apply to software installation folders and subfolders “**Everyone**” rights to guarantee writing/reading abilities and full control. To do this just right click on the software installation folders (main first and subfolders then), select “properties”, then choose “security” and choose the option everyone or full control.

NB

It is fundamental to keep these administrative rights active for the whole installation phase, from setup file run (1), license request and activation (2), first software run (3).

During license request and activation, 3 popup appears, indicating that request email has been sent, where the request file is located (to keep in mind if manual activation is required) and license expired message. They all need to be checked and confirmed, before proceeding with activation.

Here a list of products that are in conflict with the application. It is highly recommended to disable or remove them from setup to first run as mentioned above.

- **HP Client Security Manager**
- **McAfee Total Protection**
- **Norton Internet Security (NSS.exe)**
- **Norton Ghost**
- **Mouse Logitech**
- **Sweetim (SweetPacks)**
- **Guardian software**
- **Yandex Disk**
- **F-Secure Antivirus**
- **Antivirus AVG Business**