


PEARL REQUIREMENTS WORKSTATION

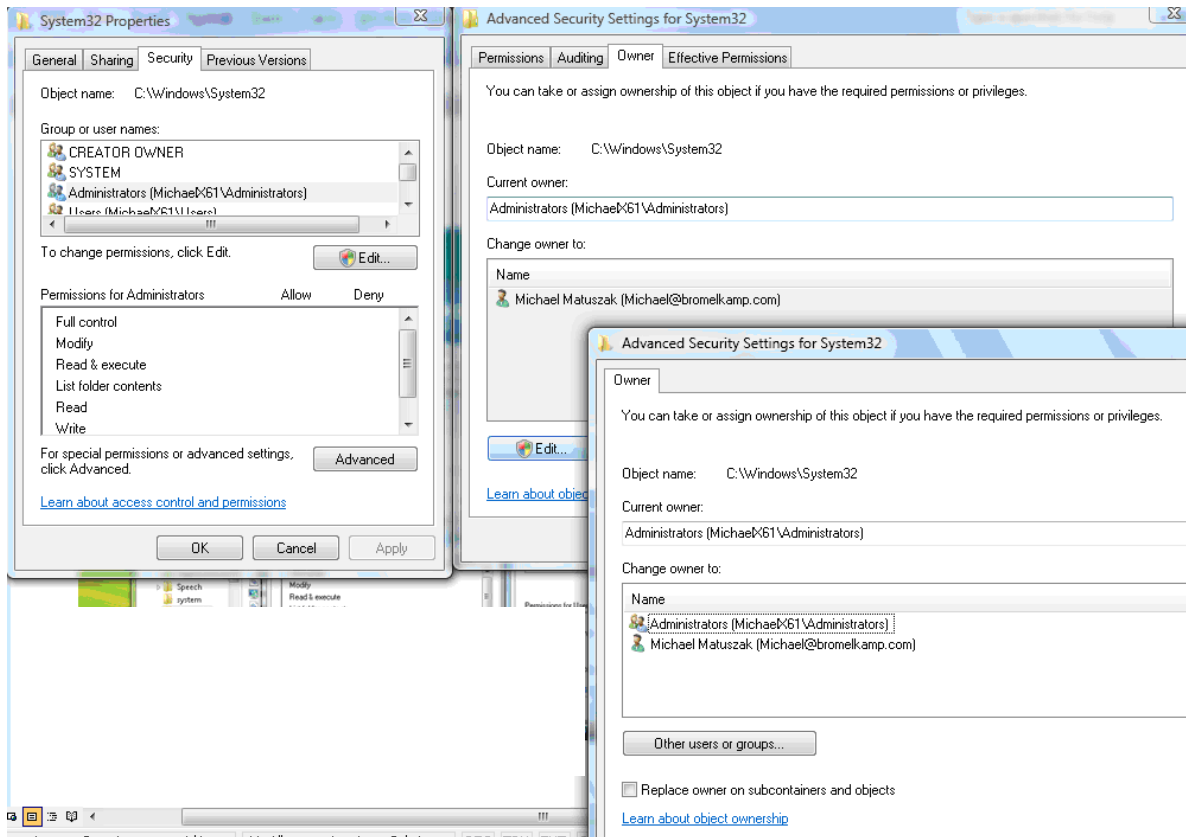


ADVANCED TROUBLESHOOTING


PEARL IS NOT ABLE TO COPY FILES TO THE SYSTEM AND HELP FOLDERS

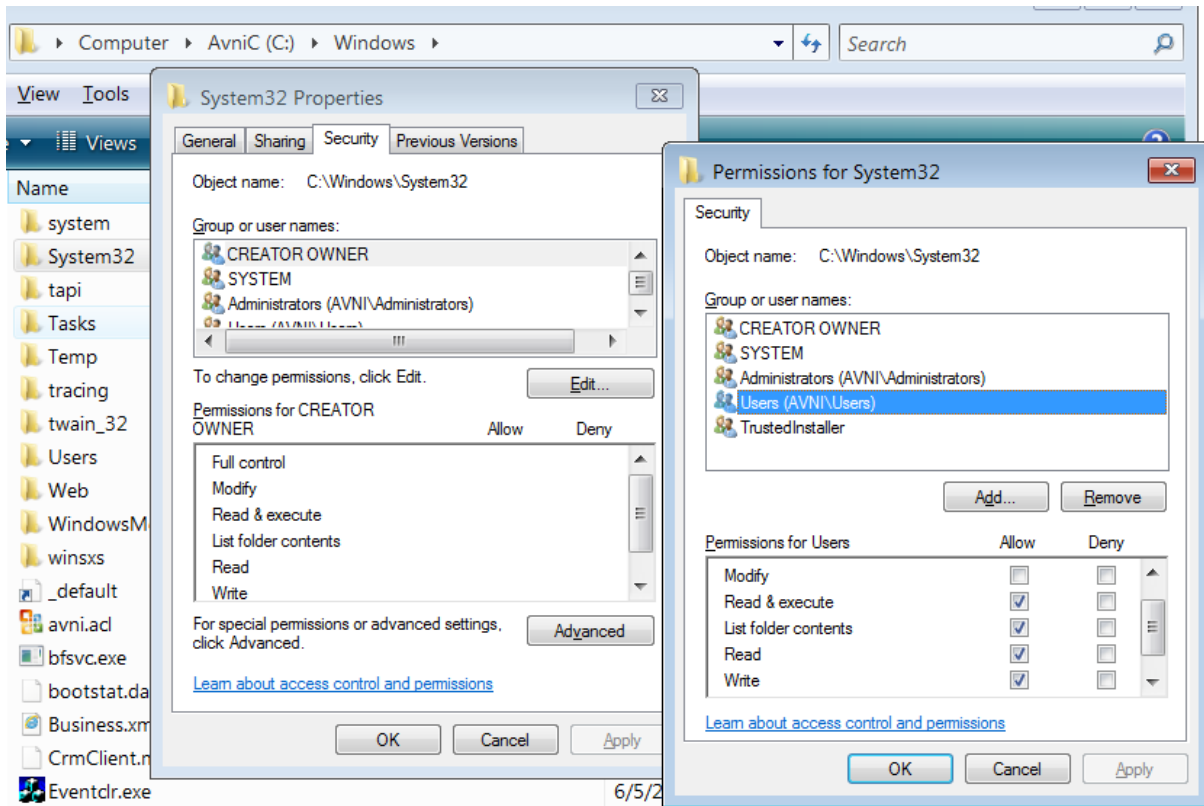
MAKE THE ADMINISTRATORS GROUP THE OWNER OF THE SYSTEM AND HELP FOLDERS

1. Click the **Start** button  and Search for "**C:\Windows**"
2. Right-click on **System32** and select **Properties**.
3. In **System32 Properties**, click on the **Security** tab.
4. On the **Security** tab, click the **Advanced** button.
5. In **Advanced Security Settings** for System32, click on the **Owner** tab.
6. **Current owner** should be **Administrators**. If not, Change owner to Administrators and click **Apply**.
If Administrators is not on the Change owner to list, click **Edit** and click on **Other Users** or **Groups** to add it to the list.
7. When you have assigned the **Administrators** group as the owner, close **all dialog boxes** for System32.
8. Repeat these steps for **C:\Windows\Help** (and, for 64-bit systems, **C:\Windows\SysWOW64**) as well.

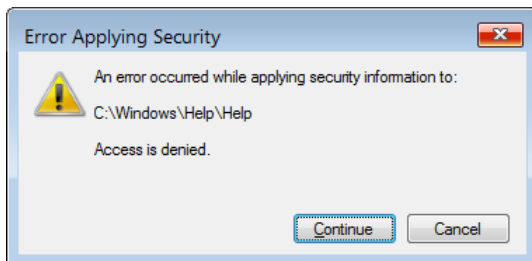


CHANGE PERMISSIONS FOR THE SYSTEM FOLDER(S) AND HELP FOLDER

1. Click the **Start** button  and Search for "**C:\Windows**"
2. Right-click on **System32** and select **Properties**.
3. In **System32 Properties**, click on the **Security** tab.
4. On the **Security** tab, click the **Edit** button.
5. In **Permissions for System32**, select the **Users** group and be sure **Read & execute, List folder contents, Read and Write** are all checked (you may need to scroll down to see Write). Click **Apply** and then click **OK**.



6. Windows may display a Windows Security warning. Click **Yes**.
Windows may display Error Applying Security messages for subfolders. At this point you can click **Cancel**.



7. Repeat these steps for **C:\Windows\Help** as well.

PEARL WEB SERVICE IMPORT OR PEARL GUIDESTAR CHARITY CHECK ARE NOT WORKING

APPLY PEARL 5.03 UPDATE

Apply the Pearl 5.03 Update or higher.

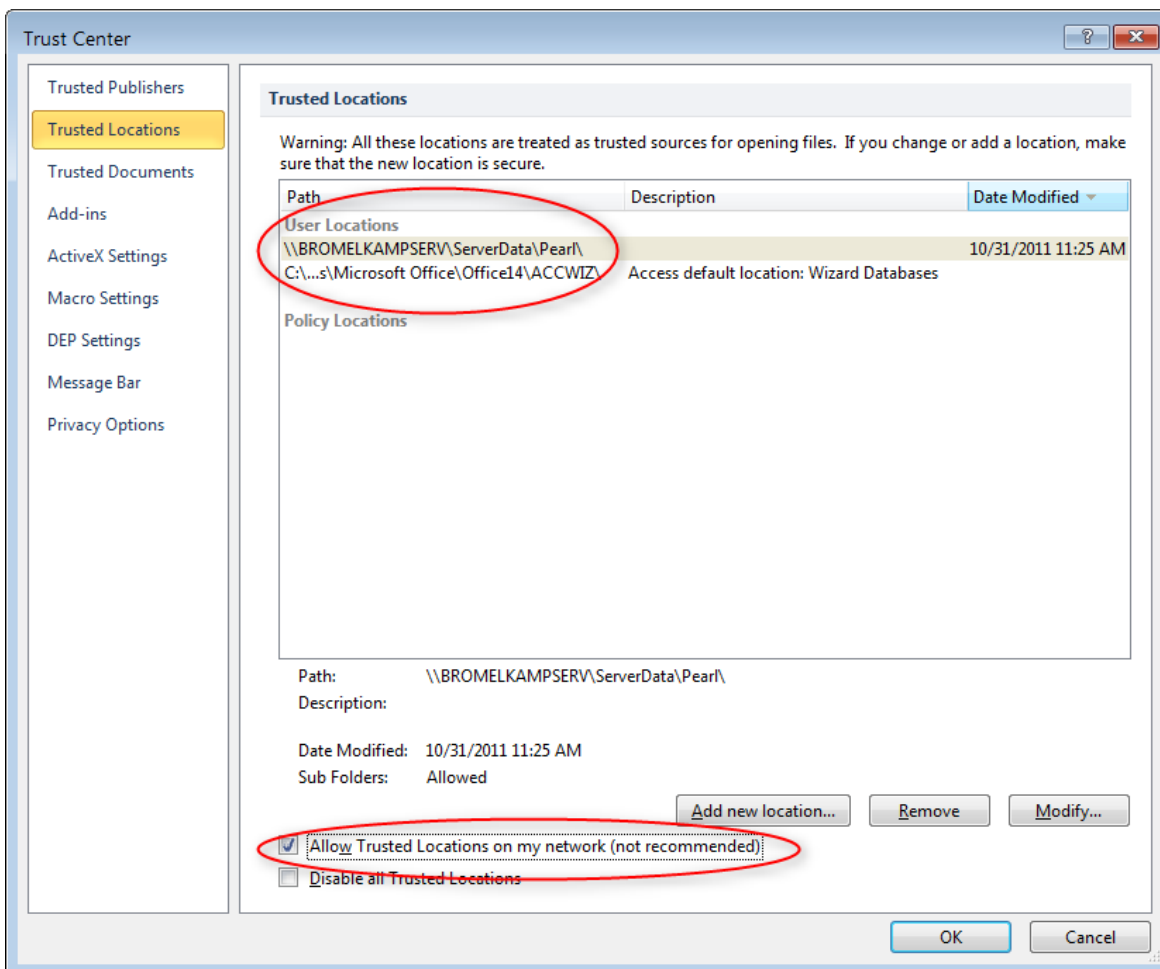
WINDOWS VISTA USERS ARE UNABLE TO ADD A NETWORK PRINTER

You may find that you are unable to add a network printer in Windows Vista. Instead, create a local printer using a Local Port with the name \\machine\printshare. For example, in our office, this was \\hpserver\OKIC7350.

ENABLE ALL MACROS DOES NOT MEET SECURITY REQUIREMENTS

ENABLE MACROS FOR TRUSTED LOCATIONS ONLY

For more security in other Access databases, you may wish to set **Macro Settings** to **Disable all macros with notification**. Then, in the Trusted Locations tab, add the Pearl folder as a trusted location. If Pearl is on a network server, be sure to check **Allow Trusted Locations on my network**.



When you add a new location, be sure to check **Subfolders of this location are also trusted**.

