

Sometimes, due to a change in how permissions are handled between versions of windows, the following error may occur when PinPointer is started for the first time:



Figure 1: PinPointer error number 339 notification

This applies primarily to Windows Vista and Windows 7, but can also be an issue on Windows XP when the user has limited permissions.

Correcting this error is relatively simple: PinPointer requires a certain set of permissions the first time it is run, so it will have to be 'run as administrator' initially. This will only have to be done once, the first time PinPointer is run. After that, PinPointer can be started by double clicking the desktop icon.

The steps involved are as follows:

1. Go to the desktop and right-click on the PinPointer startup icon. A menu will appear looking like the one in the diagram below. You will need to select the 'Run as administrator' option.

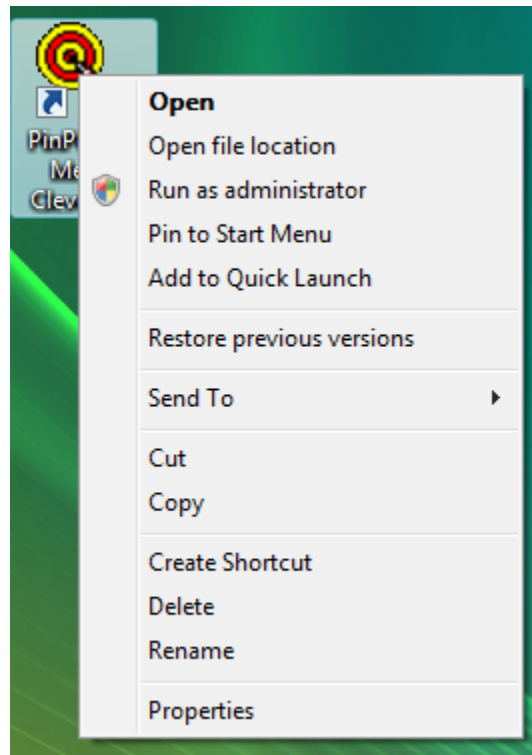


Figure 2: Options menu for startup icon in Windows Vista

2. When you start a program using 'Run as administrator' you may get a pop-up notification from windows that looks like the image below. When this occurs for PinPointer, choose the 'Allow' option.

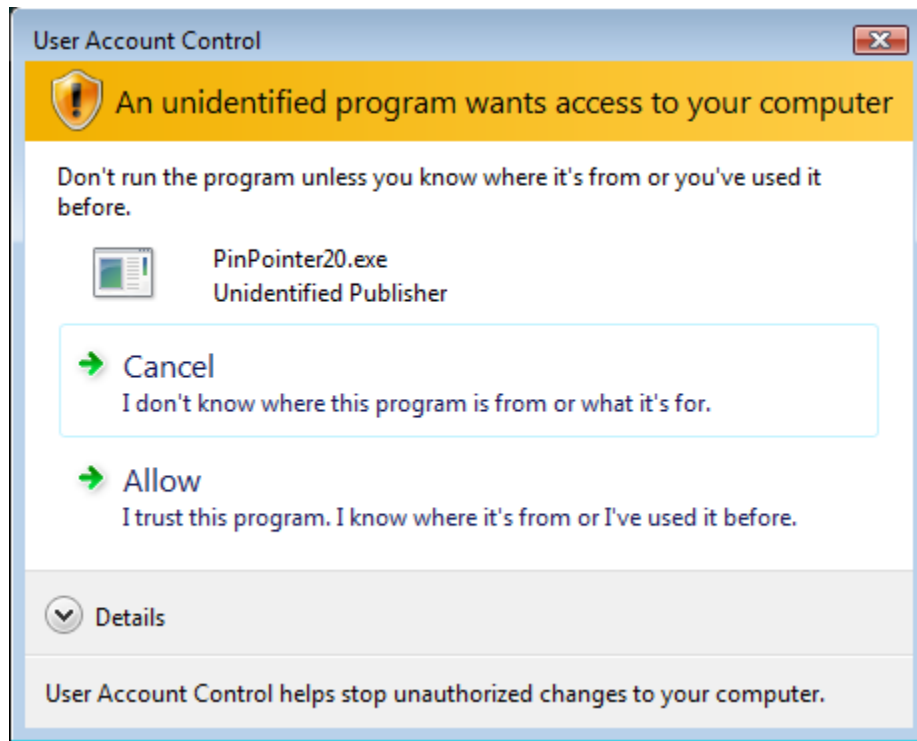


Figure 3: User Account Control dialog in Windows Vista

3. After the program has been given the permissions it requires PinPointer will finish loading and will start for the first time.



Figure 4: PinPointer loading screen

4. From this point forward, PinPointer can be started by double-clicking the start icon, just like any other program.