

EBis & Windows 7

General Connection, Security, or Startup Crashes

1. Turn off User Access Control (Start Menu > Control Panel > Action Center > “Change User Account Control Settings” and turn it off)
 2. Start EBis using the “Run as Administrator”. To do this, right-click on the icon that you start EBis from, select “Properties”, then go to “Compatibility” and select “Run this program as an administrator”.
 3. Make sure the folder that EBis runs in, most likely c:\Program Files\EBis 3 Client, has “FULL ACCESS” security privileges for the Windows user trying to access EBis.
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Sharing Issues

1. If user has problems sharing the EBis 3 & EBis Shared folders and accessing them from client machines, move them to the c:\Users\Public folder and re-share them (with Advanced Sharing > Everyone access). This should then be accessible from other computers, including Windows XP machines.
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Running EBis from a Windows 7 non-admin account

The following should allow EBis to startup without any dialog prompts if UAC is turned off and the user logged into Windows is a standard (non-administrative) account.

If UAC is turned on, the following will not remove the “User Access Control” dialog box that asks for an administrative password.

1. Log in to the computer with an Windows **Administrator** account.
2. Find the c:\Program Files\EBis 3 Client folder
This may be under c:\Program Files (x86)\EBis 3 Client if you are using 64-bit Windows.
3. Right-click on this folder, and go to Properties.
4. In the Security tab, click on “Edit...”.
5. In the “Group or user names” section, click on “Users”. Change the “Permissions for Users” to “Full Control”.
6. Then press the “Apply” and “OK” buttons.
7. Press the “OK” button again to close the “EBis 3.2 Client Properties”.
8. In the c:\Program Files\EBis 3 Client folder, right-click on the “AppLauncher” application file and select “Properties”.
9. Go the “Compatibility” tab and select the “Change settings for all users” button.
10. A “Compatibility for all users” tab should appear. In the “Privilege Level” tab, check the “Run this program as an administrator” box. Then press the “Apply” and “OK” buttons.
11. Close the “AppLauncher Properties” screen.

Windows 7 & Mapped Hard Drive Connection Issues

If you are experiencing issues with accessing data on a mapped hard drive after logging into Windows, please see the following KB article. This article says it is for Vista, but it also applies to Windows 7.

<http://support.microsoft.com/kb/937624>