MTrax™ Support Bulletin – Running under Windows Vista®

If you experiencing problems running MTrax software under the new Windows Vista Operating system, please follow the steps below to ensure that MTrax runs properly.
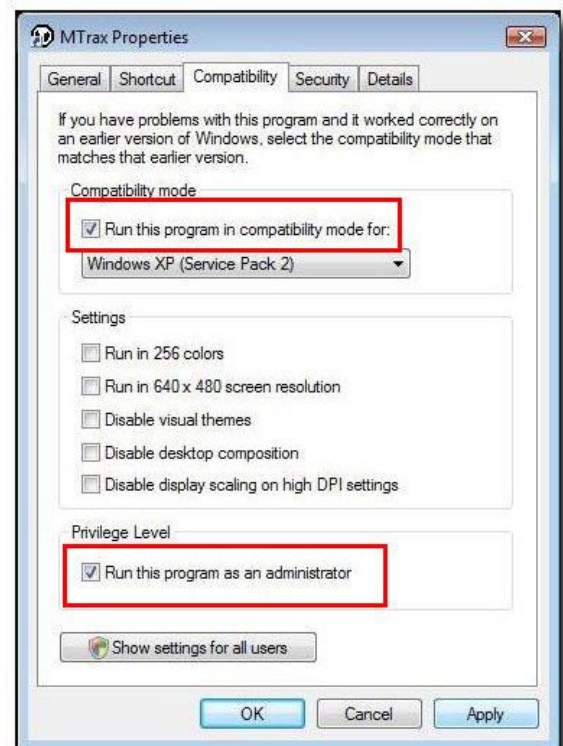
Summary:

Windows Vista offers new security enhancements that may affect a variety of software designed to run under Windows 2000 and XP. Some of these enhancements include user permissions to file saving, folder and registry operations.

Problems you may experience:

- Messages indicating that "access to <filename> is denied" when attempting to save a file.
- Other miscellaneous messages regarding file saving.

Solution:

1. Right-click on the MTrax icon on your desktop.

2. Click on 'Properties'

3. Click on 'Compatibility' tab

4. Click the checkbox for 'Run this program as an Administrator'

5. Click the checkbox for 'Run this program in compatibility mode' for your operating system

6. Click the 'Apply' button

7. Click the 'OK' Button

The actions listed above register MTrax as a trusted program with Windows Vista and you will now be able to run MTrax without problems.

If you need assistance with this procedure or are still experiencing problems, please call us at 800-783-2827 or 614-885-1169. You can also obtain support via email support@tdata.com