

NOTICE: If your computer is running Windows Vista or Windows 7, please read the important information below...

Our software runs flawlessly for the vast majority of our users. Some installed versions of Windows Vista, however, have restrictive 'permissions' settings that can unnecessarily interfere with the normal and ordinary database operations of many software applications. In a VERY small number of cases, this can happen with Windows 7 installations as well. This might result in error messages when you try to, for instance, modify or delete a database entry. If you experience such problems when using this (or any other software, for that matter), there are several solutions available to you:

1) When you want to run this software, <right-click> the software icon on your monitor and select 'Run as Administrator'. Why should you have to select 'Run as Administrator' when you are already logged on as an administrator? You'll have to ask Microsoft about that one...

2) This is a longer method, but it only has to be done once-- <right-click> the software icon on your monitor and select 'Properties'. In the 'Properties' window that appears, click the 'Compatibility' tab, then find and check 'Run this program as an administrator'. Then click the 'Apply' button at the bottom of the window, and then click the <OK> button. From then on, this software will ALWAYS be run as an administrator when you start it normally. (Note: Sadly, some pre-installed operating systems from major manufacturers come with pre-defaulted permission settings that are so restrictive that Windows won't even make this option available to you as a user.)

3) If you still have problems, try the following options:

* Disable your Windows' UAC (User Accounts Control). Search Windows' help system for more info.

* If you have anti-virus software running in the background, keep in mind that such software is sometimes a bit over-zealous in its attempt to 'protect you from yourself' and might be preventing our software from performing properly.

* Go back to the 'Compatibility' tab as described in (2) above and check the appropriate box to run this software in compatibility mode for Windows XP (Service Pack 3).

From the moment Vista was unleashed upon the public, legitimate software publishers have had to deal with the frustrations of Windows' UAC and other intrusive operating system 'features' that so often cause more harm than good. While Windows 7 is a huge improvement in many areas, it still retains the UAC and other poorly implemented 'safeguards'.

We at RAD Software work very hard so you can 'work easy' with your software-- neither you as a user or we as a software company should have to jump through hoops in order to run well-written software. We apologize for any possible error messages you might receive, and stand ready to help you with our software if necessary. If you have any questions or comments about these issues, you can contact us anytime at your convenience at contact@radsoftware.org.