

LTpowerCAD II TM Tool Installation Trouble shooting

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Design Tool Development Team

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AHEAD OF WHAT'S POSSIBLE™

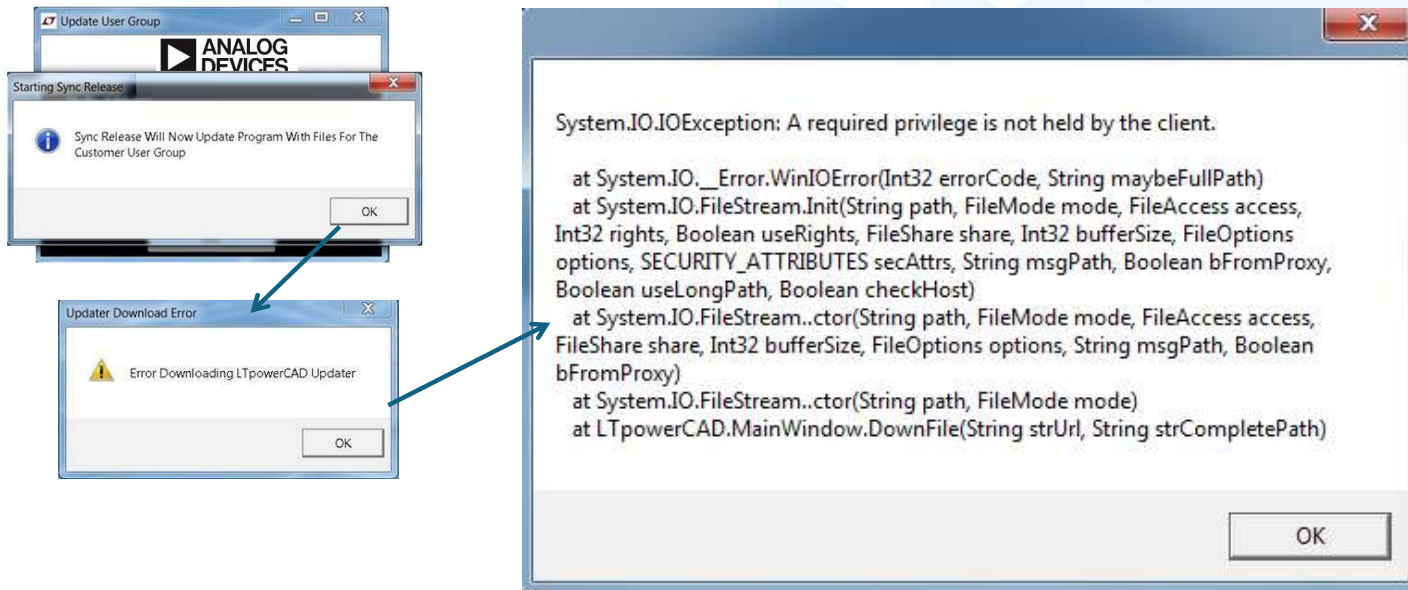
Sep. 2021

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Troubleshooting

Issue # 1 - Microsoft Security Settings Related

During 'Sync Release' MS security settings prevent access to LTpowerCAD's 'Updates' folder



Other symptoms may include automatic installation to a (lower security) directory than specified in the installation prompts (ie to C:\ instead of the default C:\Program Files (x86)\LTC\LTpowerCAD2)

Troubleshooting

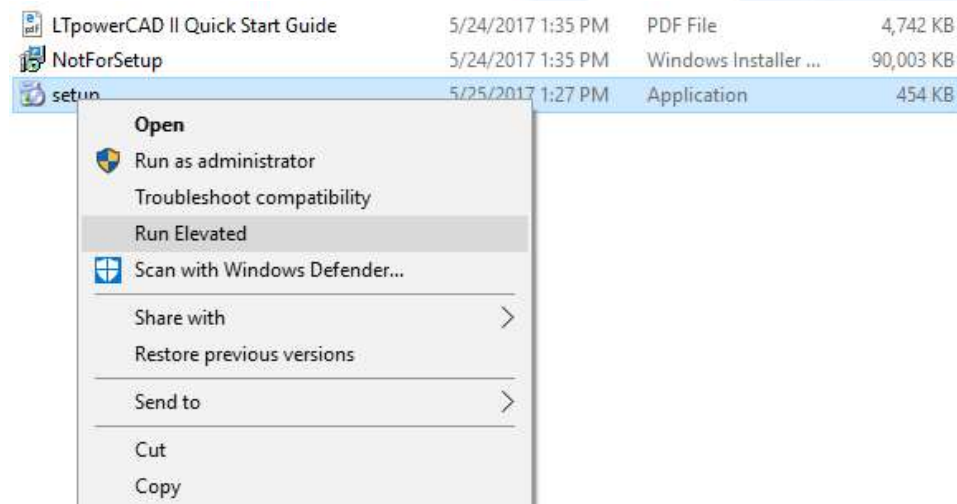
Solution (Option A)

Run LTpowerCAD Installation process using 'Run Elevated'

Step 1) Uninstall LTpowerCAD. Delete any LTpowerCAD2 folder (if any) left behind after uninstalling

Step 2) Install LTpowerCAD again, this time right click on '**setup.exe**' and select '**Run Elevated**'

Step 3) If login credentials are requested for your machine please enter them to complete the installation process



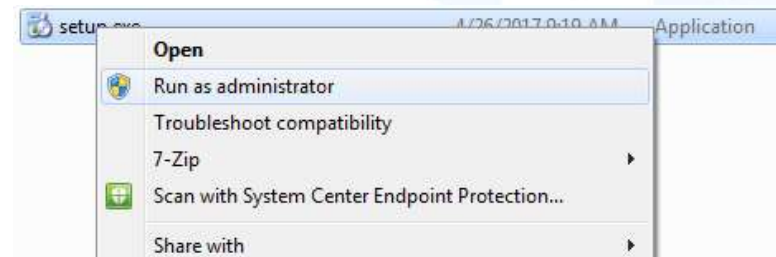
Troubleshooting

Solution (Option B)

Run LTpowerCAD Installation process as 'Administrator'

Step 1) Uninstall LTpowerCAD. Delete any LTpowerCAD2 folder (if any) left behind after uninstalling

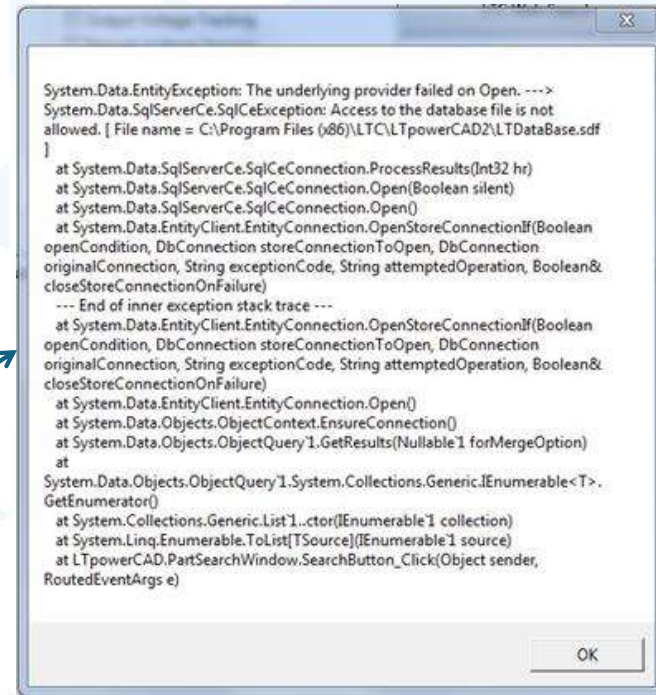
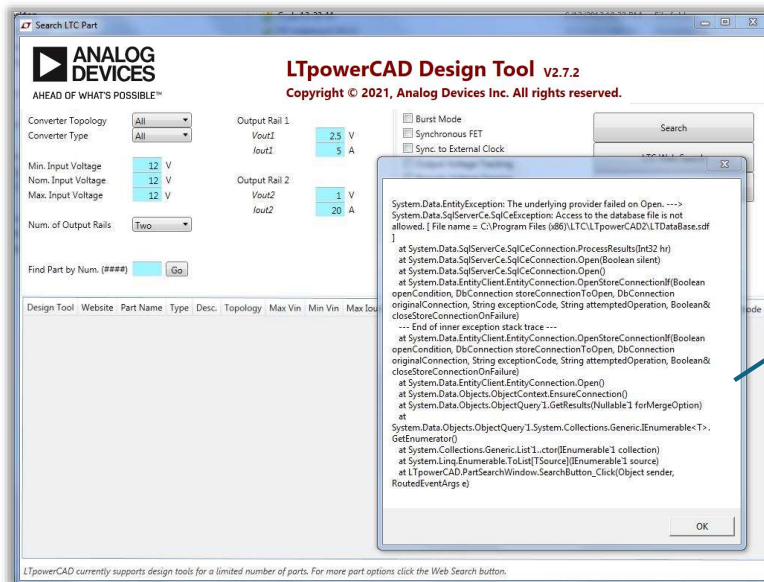
Step 2) Install LTpowerCAD again, this time right click on '**setup.exe**' and select '**Run as administrator**'



Troubleshooting

Issue # 2 Search Database Issue : Microsoft Security Settings Related

MS Security setting prevent access to database. Error when searching for a part.



*Note : The installer automatically sets up folder settings. If this error is still encountered please read through the following to resolve

Troubleshooting

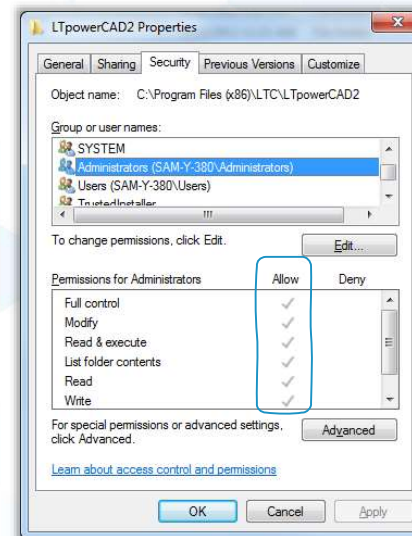
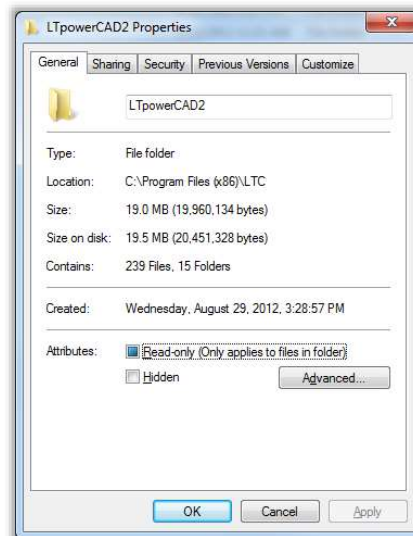
Solution

Run the program with '**Administrator**' account or modify folder security settings for permissions

Step 1) Go to LTC folder location *C:\Program Files (x86)\LTC*

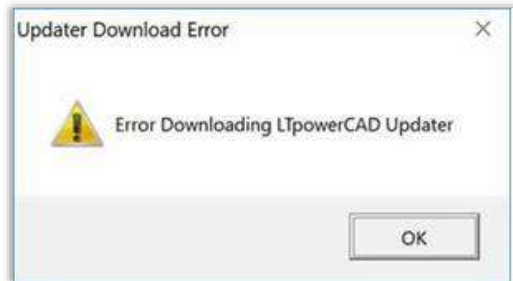
Step 2) Right-click on LtpowerCAD2 program folder → Properties

Step 3) Click on the **Security** tab. Click on your **Administrators** account and see that permissions should **Allow** for all options (except for Special permissions). The **SYSTEM** account should also have the same settings.



Troubleshooting

Issue # 3 - Error Sync Releasing : Install Related

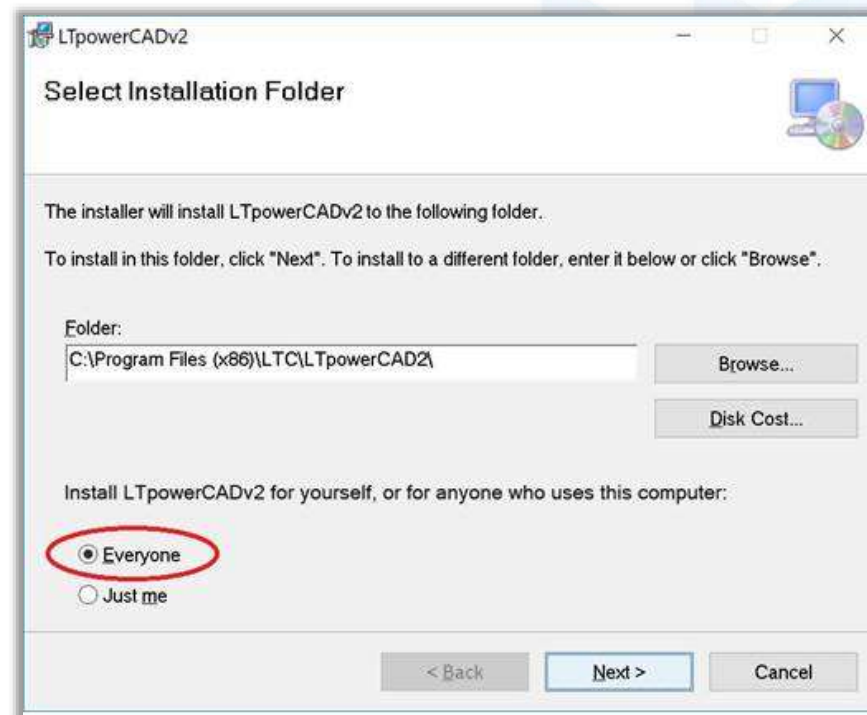


***Note :** The installer automatically sets up folder settings. If this error is still encountered please read through the following to resolve

Troubleshooting

Solution

Uninstall and Re-install LTpowerCAD. When installing → select to install for **'Everyone'**



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