Access denied errors when launching NCR Counterpoint.

Summary:

Access denied errors when launching NCR Counterpoint.

Cause:

This error has been reported to NCR Counterpoint Support as a permissions related issue.

Solution:

When Counterpoint or any related software is installed, permissions problems can occur if the software is installed by a non-administrative user, or in current operating systems such as Windows 7, Windows 8, Windows Server 2008 R2, and Windows Server 2012 unless the installer is ’run as administrator’.

If permissions problems are suspected, right click the NCR Counterpoint icon and ’run as administrator’. If the error or message previously observed does not occur, the issue can likely be resolved by reinstalling the software making sure to ’run as administrator’ when running setup.exe, clientsetup.exe, etc.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=805