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Due to the new security model implemented in Windows Vista also know as the User Account Control (UAC) you need to make sure you run Norden Lab Professional and Norden Lab Status in the highest privilidge level possible. Make sure you contact your administrator for help.

With UAC enabled it is NOT enough to be an Administrator account to install and run the software for the first time.

In order to properly install on Windows Vista 32bit and Vista 64bit the user should be an Administrator but in additions he needs to right click the installer and select "Run as administrator" and select "Allow" from the UAC control prompt.

Once the application is installed the Administrator needs to run at least once the application as a true admininstrator again by right clicking the executable (in this case either from the menu or from folder (the file LabBioStudio.exe) and select "Run as administrator" and select "Allow" from the UAC control prompt.

During the installation select a different default installation directory. Do not place the files into "C:\Program Files\..." but rather into "C:\Norden Logic\..." this will insure that the application behaves as in Windows 2000 and Windows XP. You will not need to follow the procedure outlined below.

However, if you install using the default settings you will need to follow the procedure below:

In order to start the above mentioned applications as Administator:

- Right click the application
- Select "Run as administrator" from the pop up menu

Failing to do the above will prevent the Services to interact with the correct copy of the database and not initiate the Bioscreen C drivers correctly.

Alternatively you can turn off the User Account Control (UAC) completely in the Accounts settings of Windows Vista. Please consult your administrator.