How to fix problems installing Repute 2.0.22

This FAQ explain how you can fix a problem that occurs on some computers when installing Repute 2.0 Update 22, such as:

"The installer has insufficient privileges to modify the file .../Repute2.log"
or
"Error reading from file ...\Repute2.log. Verify that the file exists and that you can access it"

1. Open Windows' File Explorer
2. Navigate to C:\ProgramData\Geocentrix
3. Right-click on the Repute folder and select Delete
4. If prompted, confirm you have permission to delete the folder
5. If this fails, follow the additional steps belowRe-run the Repute 2 Setup program (for Update 22)

If you are unable to delete the folder in Step 2 above, follow these additional steps:

6. Log on to your computer with Administrator privileges
7. Navigate to C:\ProgramData\Geocentrix\Repute\2.0
8. Right-click on the 2.0 folder and select Properties
9. Select the Security tab and click Advanced
10. If the Owner is not set to Administrators:
    a. Click Change
    b. Click Advanced and then click Find Now
    c. Scroll down the Search results, select Administrators, and click OK
    d. Click OK again
    e. Tick the box 'Replace owner on subcontainers and objects'
    f. Tick the box 'Replace all child object permission entries with inheritable permission entries from this object'
    g. Check that the Permission entry for Administrators shows Access as 'Full control' (if not, follow the instructions below to fix this) and click OK
11. Click OK to close the Properties box
12. Attempt to delete the file, as explained in Steps 1-5 above

If Administrators do not have'Full control' in Step g above, follow these additional steps:

13. Select Administrators in the Permission entries box and click Add
14. Click Select a principal
15. Click Advanced and then click Find Now
16. Scroll down the Search results, select Administrators, and click OK
17. Click OK again
18. Tick the checkbox Full control and click OK
19. When back in the Advanced Setting box, continue with Step 11 above

20. If you need further help, please contact Geocentrix Technical Support via:

support@geocentrix.co.uk

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