REPUTE FAQ

This FAQ explains how you can fix a problem when running Repute 2.5, such as:

An error occurred when saving the licence file 'C:\ProgramData\Geocentrix\Repute\2.5\Repute2.lic
or
Cannot create file 'C:\ProgramData\Geocentrix\Repute\2.5\MRU.ini". Access is denied.

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 (if this fails, follow the additional steps below)
5. Re-run the Repute 2.5 Setup program

If you are unable to delete the folder in Step 4 above, try the following:

1. Log on to your computer with Administrator privileges
2. Navigate to C:\ProgramData\Geocentrix\Repute
3. Right-click on the 2.5 folder and select Properties
4. Select the Security tab and click Advanced
5. If the Owner is not set to SYSTEM:
    5.1. Click Change
    5.2. Click Advanced and then click Find Now
    5.3. Scroll down the Search results, select SYSTEM, and click OK (twice)
    5.4. Tick the box 'Replace owner on subcontainers and objects'
    5.5. Tick the box 'Replace all child object permission entries with inheritable permission entries from this object'
    5.6. Check that the Permission entry for SYSTEM shows Access as 'Full control' (if not, follow the instructions below to fix this) and click OK (twice)
    5.7. Attempt to delete the file, as explained in the previous instructions (Steps 1-5)

If SYSTEM does not have 'Full control' in Step 5.6 above, follow these steps:

1. Select SYSTEM in the Permission entries box and click Add
2. Click Select a principal
3. Click Advanced and then click Find Now
4. Scroll down the Search results, select SYSTEM, and click OK (twice)
5. Tick the checkbox Full control and click OK
6. When back in the Advanced Setting box, continue with Step 6 above

If you need further help, please contact Geocentrix Technical Support (email address below).