Nothing happens when opening program

SYMPTOMS: When opening the program nothing happens at all.

CAUSE: Permissions

Resolution: Right click on icon and click Properties. Select run as administrator in the compatibility tab.

If this does not work, you can Navigate to C:\program files. Right click on AGS or Pearson and click properties. Click on the security tab. Click Edit. (At this point, you may not be able to click on anything, and you will need to walk the customer through the rest of the process.) Give the Users and Trusted Installer groups full control. You can add the user and give them full control also. If they don`t see their username in there, have them click add and type it in.

Click Allow

Click OK

Click OK

If there is no security tab, they can click on tools > folder options > view > and uncheck simple file sharing at the bottom of the screen. Make sure this is checked after you`re done adding permissions.