



Standard Users Unable to Open GV-Control Center V3.4.0.0 in Windows 7

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Applied to

GV-Control Center V3.4.0.0

Symptom

The GV-Control Center V3.4.0.0 only supports Administrator user account access. While logging in Windows 7 as a Standard user, you do not have administrator privileges on the computer, and as such you cannot be able to open the program with your GV-USB dongle. An error message “Can’t Find USB Protection Key” will be displayed when you start the GV-Control Center V3.4.0.0.

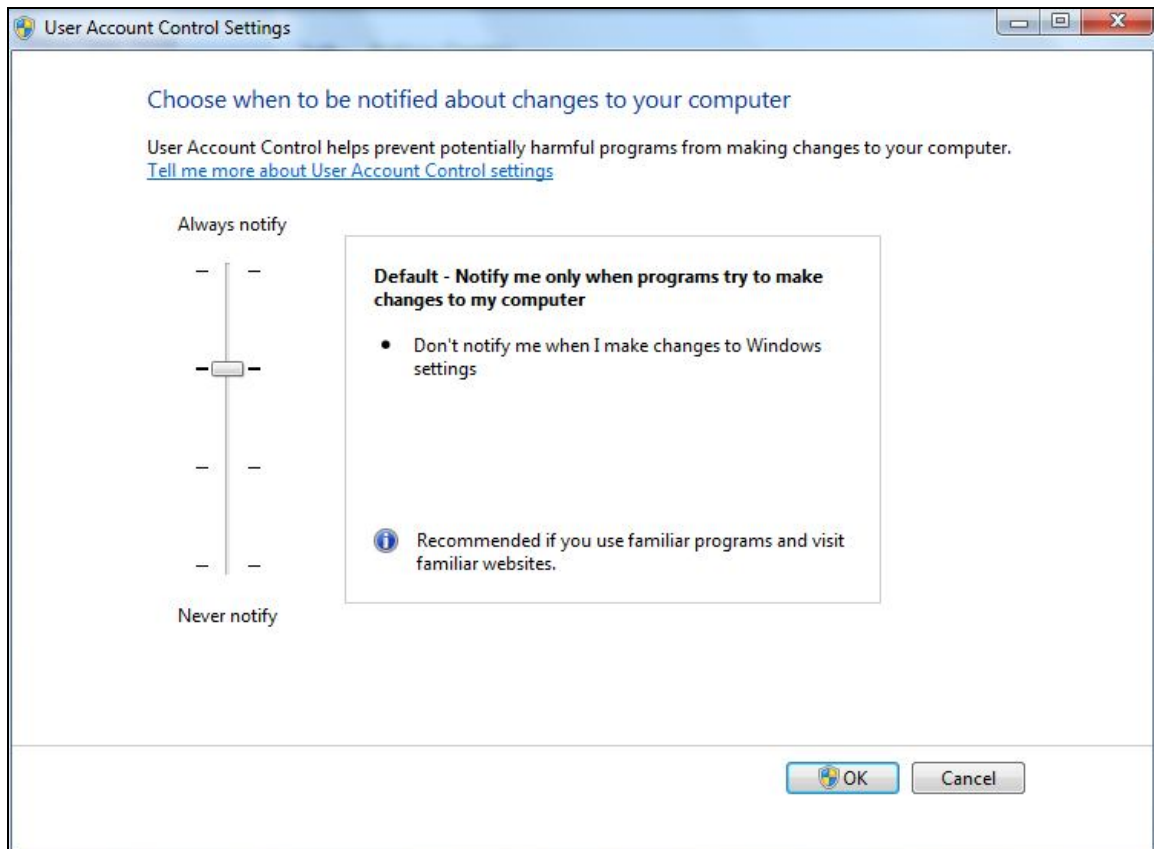
Solutions

If you still want to use the GV-Control Center V3.4.0.0 with a standard user account in your Windows 7 system, there are two solutions to resolve the above-mentioned issue.



Solution 1: Enabling UAC on Windows 7

1. Click Windows **Start** button, click **Control Panel**, and then click **System and Security**.
2. Click **Change User Account Control settings**. The User Account Control Settings dialog box appears.
3. Slide the vertical bar to **Default** and click **OK**.

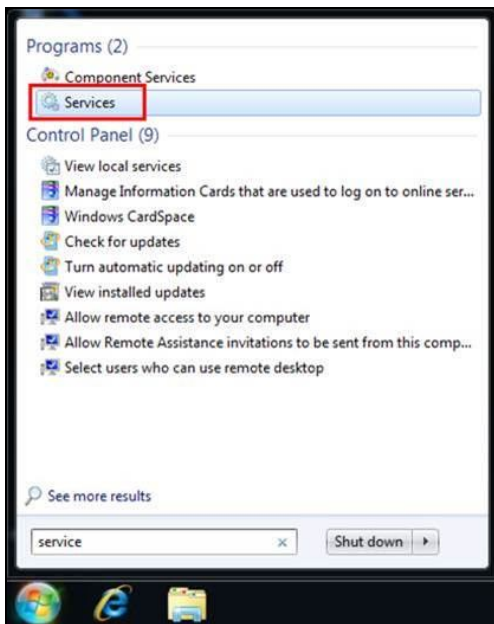


4. Restart your PC for the above setting to take effect.

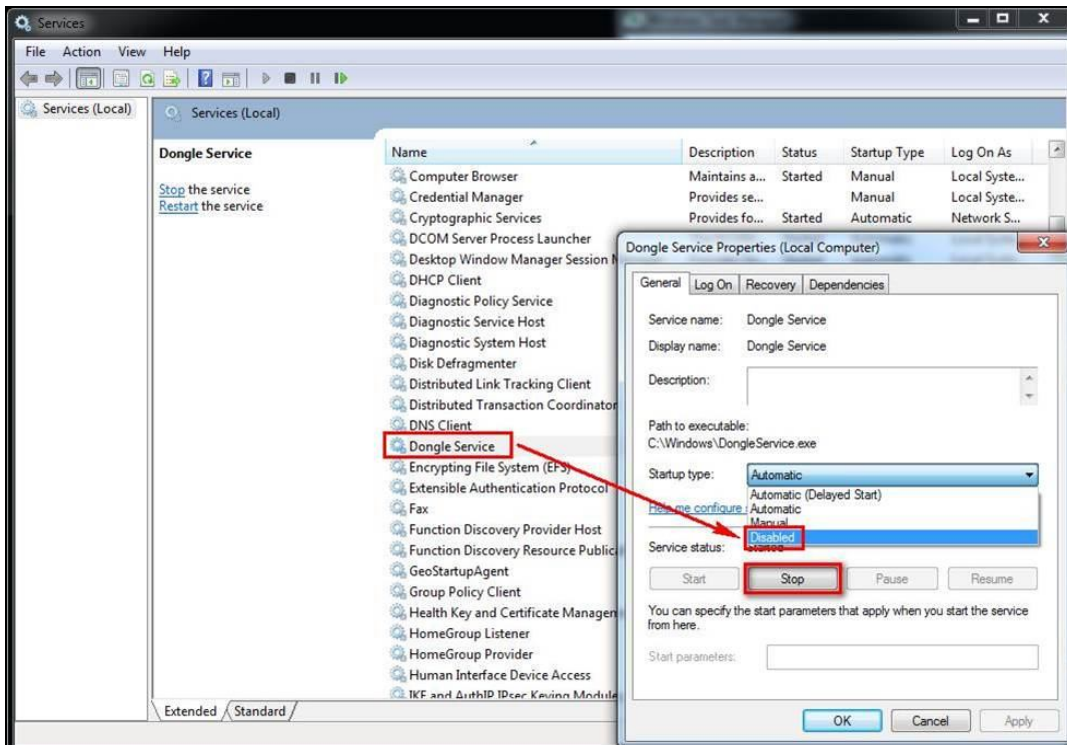


Solution 2: Disabling the Dongle Service

1. Click Windows **Start** button, type **services**, and then click **Services**.



2. Double-click **Dongle Service**. The Dongle Service Properties dialog box appears.
3. Click **Stop** to terminate the Dongle Service.



4. Select **Disabled** from the Startup type drop-down list.
5. Click **OK** to apply the setting.