

Applications Note

Insight on Color

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Windows Login Versus EasyMatch QC Login

Use of Windows 2000 and Windows XP is common these days and, in fact, HunterLab's EasyMatch QC software runs exclusively on Windows 2000 and XP platforms, leaving Windows 95 and 98 in the past. Windows 2000 and XP provide increased security and flexibility beyond earlier Windows versions, but they can also make installing and using your HunterLab software a little more complicated. The extensive administrative tools and user privilege options built into Windows must now be considered when setting up your computer to run EasyMatch QC.

What do I need to know before installing my software?

Note: If you will be installing EasyMatch QC-ER, the EasyMatch QC-ER Pre-Installation Wizard available with versions 3.70 and higher will determine all you need to know before installing the software. Refer to your Validation and Compliance Notebook for instructions on using this wizard.

1. **The version of Windows you are using.** This can most easily be determined by opening Windows Explorer or My Computer and selecting **About Windows** from the **Help** menu. The screen that appears will let you know exactly what version of Windows is installed. If you are running Windows XP, 2000, or NT 4.0 or higher, the items in the rest of this *Applications Note* will concern you.



2. **If user accounts and login are being used in Windows.** You will know that user accounts are being used for this installation of Windows if you see a screen similar to the following where you are

required to enter a user name and password before you can use the computer. If you never see this screen, user accounts are most likely not being used. If you are unsure, ask your supervisor or system administrator. If you or someone else is required to log into Windows before using the computer, the items in the rest of this *Applications Note* will concern you.



3. **What kind of user account you will be using to install the software.** A Windows account in the “Administrators” group is required to install EasyMatch QC. You can determine whether your account is part of this group by clicking **Start, Settings** (in Windows 2000 only), then **Control Panel**. If you are running Windows XP, click “Switch to Classic View” in the upper left corner of the screen that appears. If “Switch to Category View” is shown, do NOT click. On the right side of the screen, double-click **User Accounts (Users and Passwords** in Windows 2000). All the user accounts configured for this computer will be shown.



Note: If you receive a message similar to the one shown below, then you can conclude that your account does not have sufficient privileges to install the software. You will need to log in to Windows using an account in the “Administrators” group before you can install EasyMatch QC.



In the User Name column of the User Accounts/Users and Passwords screen, locate the name of the account you are currently using. There may be multiple accounts with the same name, as there are in the example. Look at their entries in the Domain column to pick the right one. Choose the user name with the domain that matches the one on the “Log On to Windows” screen like the one shown in #2, above. If the “Log on to” box is not shown on that screen when you log in, return to the Log On to Windows screen and click the **Options** button so that the “Log on to” box is shown.

Once you have located your account on the User Accounts/Users and Passwords screen, note the entry in the Group column. If “Administrators” is shown, you may install using this account. If “Users,” “Guests,” or any other group is shown, you will need to log in using one of the accounts listed as “Administrators” before you can install EasyMatch QC.

How do I set up user accounts in EasyMatch QC?

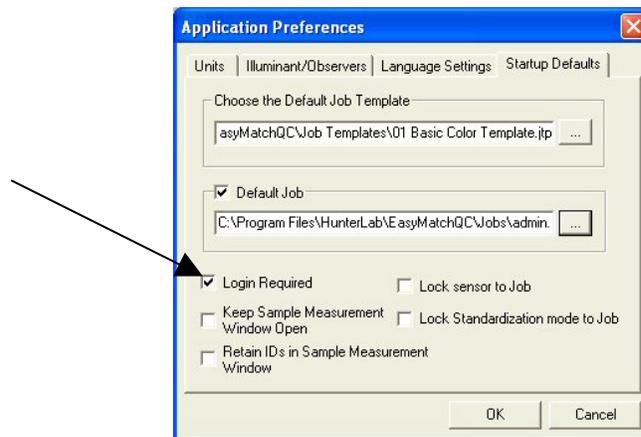
First, let’s clarify your intention. If you would like your operators to log into EasyMatch QC so that you know who made what measurements and/or to restrict access to certain EasyMatch QC functions, such as deleting measurements or changing the language setting, you will want to set up user accounts using the EasyMatch QC User Manager, as described below.

If you wish to have your operators log into a certain computer or network only in order to limit their access to designated programs and folders, and are not concerned with limiting their access to EasyMatch QC functions, you need only establish *Windows* accounts and logins. Contact your company’s system administrator for help doing so.

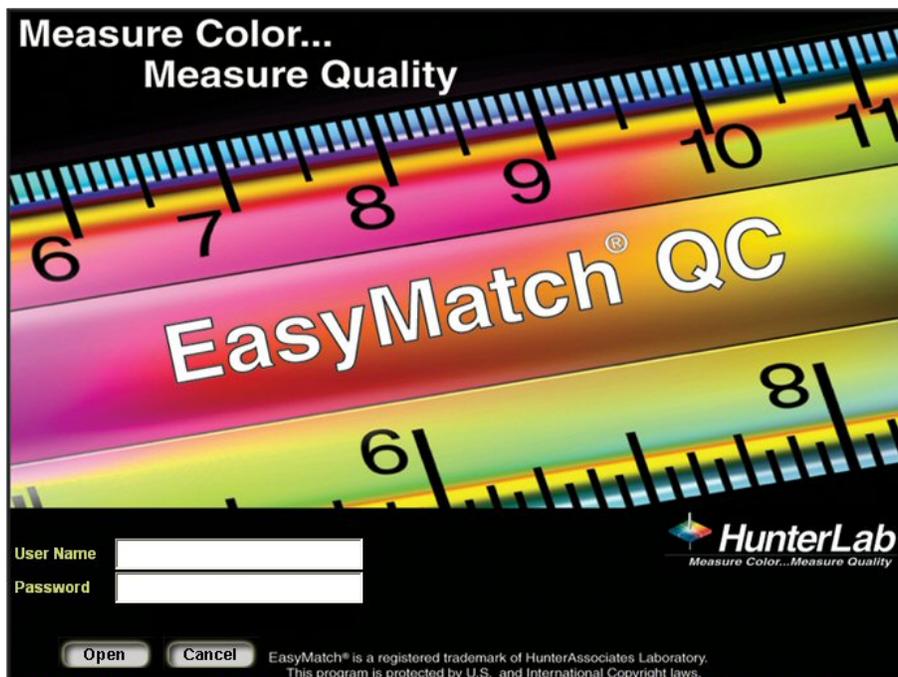
Setting Up EasyMatch QC User Accounts

Note: In EasyMatch QC-ER, the log in feature is always on and Windows users and groups are also used for logging into EasyMatch QC-ER. Privileges to EasyMatch QC functions are set the same way as described below. Refer to your Validation and Compliance Notebook for details specific to EasyMatch QC-ER.

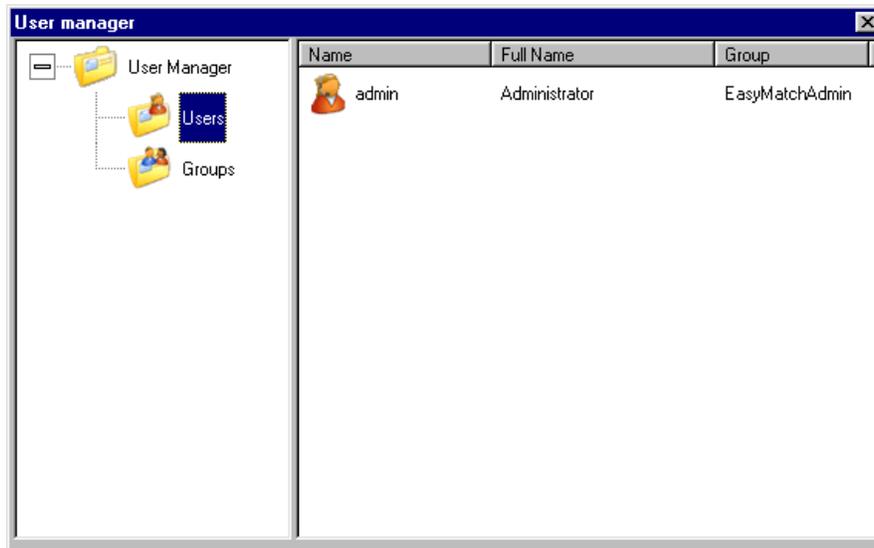
First, turn the log-in feature on by going to the **Options** menu and selecting **Application Preferences** and then the **Start-up Defaults** tab. Check Login Required.



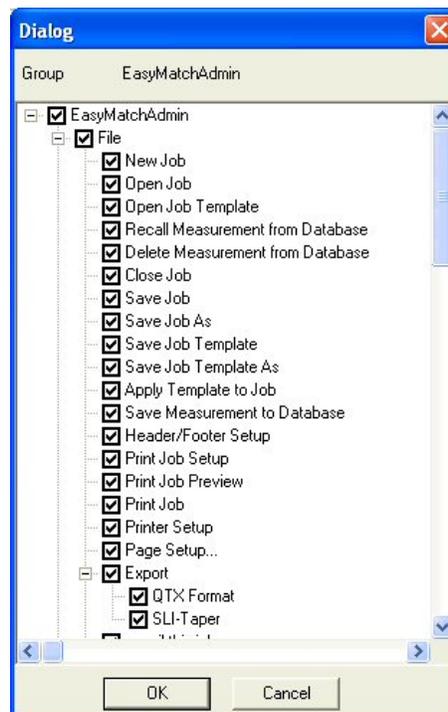
Then, exit EasyMatch QC and open it again. This time, you will be prompted to enter a User Name and Password. You may use the default user name “admin” and password “hunterlab” to enter the software this first time with all functions available.



Go to the **Options** menu and choose **System Configuration**, then **User Manager**. Right-click on **Users** on the left side of the User manager screen to create new users for the software. Right-click on **Groups** on the left side of the User manager screen to create new groups for the software and to assign users to those groups. (More information is given in the Options Menu chapter of your User’s Manual).



Once all EasyMatch QC users and groups are created, set the software privileges for each group (and thus the users within those groups) by right-clicking on the group on the right side of the User manager screen and selecting **Edit Privileges** from the menu that appears. Check the box next to each software command that should be allowed to this group, and clear the box for each command that should be prohibited. Each menu function may be allowed or disallowed individually, as well as right-mouse menu commands, which can be selected or deselected under the RightMouseOptions area.



Once these privileges are set and a particular user logs into EasyMatch QC, commands that are allowed will be available as usual, and commands that are not allowed are “grayed out.” If you find that a particular software command is not available to you and EasyMatch QC log-ins are turned on, you should investigate whether your EasyMatch QC administrator has denied you access to this command.

I'm having a problem in EasyMatch QC. Could it be due to Windows user accounts and settings?

Quite possibly. The following error messages are known to be caused by problems with Windows accounts and settings (as opposed to HunterLab software logins or EasyMatch QC bugs):

- **“An error occurred during the move data process”** (appearing during installation of EasyMatch QC). This message indicates that one or more files are not registering in the Windows registry during the installation process. This occurs when you are attempting to install the software while logged into Windows using an account that is not part of the “Administrators” group. You must cancel the installation and log into Windows using an administrator account, then perform the installation. See #3 under “What do I need to know before installing my software?”
- **“Login failed”** (for EasyMatch QC-ER and a non-administrator account that you know is valid). This message may appear when you are logging in using a network account that is not a member of the Administrators group of the local machine. This is due to stringent Windows security settings, which may be adjusted to allow non-administrator operation of the HunterLab software. Open the Windows Control Panel, choose **Administrative Tools**, and then **Local Security Policy** to obtain the Local Security Settings screen. For the “Access this computer from the network” setting at the top, add the users group (or the group to which your EasyMatch QC-ER operators belong) to the list of groups allowed.
- **“Operation must use updateable query.”** This indicates a problem with writing to the EasyMatch QC database, probably that the Windows user does not have full read/modify/write privileges to the database file or the folder where it is housed. A member of the Windows “Administrators” group may grant this user the required privileges by locating the folder using Windows Explorer (by default, the folder where EasyMatch QC jobs are stored is C:\Program Files\HunterLab\EasyMatchQC [or EasyMatchQC-ER Client] \Jobs), right-clicking on it, and choosing **Sharing and Security (Properties in Windows 2000)**. On the **Security** tab, locate the appropriate user and “Allow” all available read, write, and modify privileges.

If an administrator is not immediately available to assign the required Windows privileges, you may temporarily eliminate appearance of this error message by selecting the **Options** menu, **System Configuration**, then **Data Storage**, and unchecking “AutoSave Measurement.” Also avoid using the **File/Save Measurement to Database** command. Note that no measurements can be saved to the database for this user until the proper Windows privileges are assigned.

- **“Runtime Error!”** (appearing when trying to open EasyMatch QC). Only those users who log into Windows using an account in the “Administrators” group are able to write to the Windows registry. In EasyMatch QC versions lower than 3.50, writing to the registry was required in order to run the software. If you have users in the Windows “Users” group that must run EasyMatch QC, you should upgrade your software to version 3.50 or higher. Contact HunterLab Order Processing at (703) 471-6870 to order catalog number EZMQC-UPX.
- **“Foldername is not accessible. Access is denied.”** (appearing when trying to save a job or link to a database). This indicates that the Windows user does not have full read/modify/write privileges to the folder mentioned as part of the error message (*foldername*). A member of the Windows “Administrators” group may grant this user the required privileges by locating the folder using Windows Explorer (by default, the folder where EasyMatch QC jobs and databases are stored is C:\Program Files\HunterLab\EasyMatchQC [or EasyMatchQC-ER Client] \Jobs), right-clicking on

it, and choosing **Sharing and Security (Properties** in Windows 2000). On the **Security** tab, locate the appropriate user and “Allow” all available read, write, and modify privileges.

- **A sensor is installed, but once EasyMatch QC is exited and reopened, the sensor is gone.** This may indicate that the Windows user does not have full read/modify/write privileges to the folder where the sensor data is stored. A member of the Windows “Administrators” group may grant this user the required privileges by locating the folder using Windows Explorer (by default, the folder where sensor information is stored is C:\Program Files\HunterLab\EasyMatchQC [or EasyMatchQC-ER Client] \Sensors), right-clicking on it, and choosing **Sharing and Security (Properties** in Windows 2000). On the **Security** tab, locate the appropriate user and “Allow” all available read, write, and modify privileges.
- **A scale factor is adjusted using Options/Adjust Scale Factors, but once EasyMatch QC is exited and reopened, the change is gone.** Only those users who log into Windows using an account in the “Administrators” group are able to write to the Windows registry. In EasyMatch QC versions lower than 3.70, writing to the registry was required in order to adjust the scale factors. If you have users in the Windows “Users” group that must adjust scale factors, you should upgrade your software to version 3.70 or higher. Contact HunterLab Order Processing at (703) 471-6870 to order catalog number EZMQC-UPX.

*Note: If the **Sensor/Standardize, Measurements/Read Standard, and Measurements/Read Sample** commands are unavailable (“grayed out”), you may have purchased a “Management” configuration of the software that allows data manipulation and viewing in a “management” capacity, but does not allow communication with a sensor. This is NOT a problem due to Windows user accounts and settings. Consult your original purchase order or HunterLab invoice if you are not sure what software configuration you purchased.*

For Additional Information Contact:

Technical Services Department
Hunter Associates Laboratory, Inc.
11491 Sunset Hills Road
Reston, Virginia 20190
Telephone: 703-471-6870
FAX: 703-471-4237
www.hunterlab.com