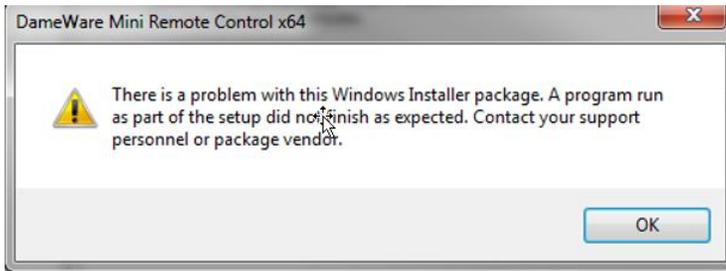
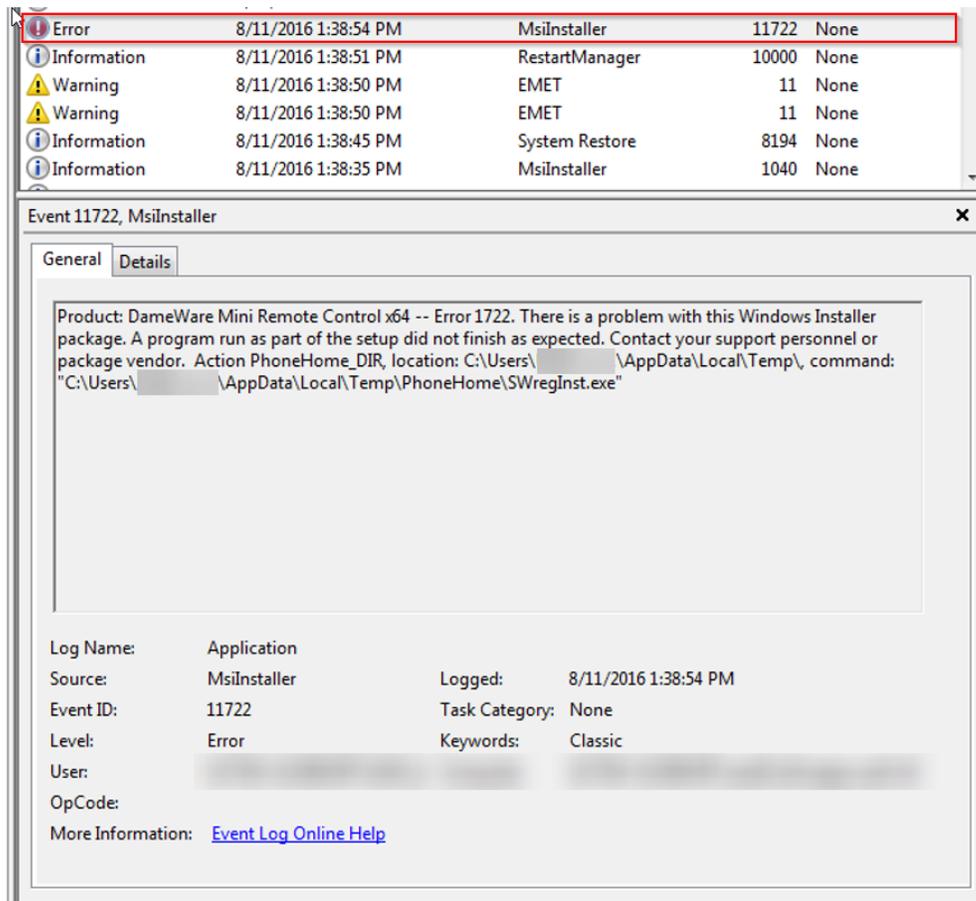


Issue:

In some situations, when installing DameWare you may get this installation error:



When you check the Windows Application event log, you will see this message:

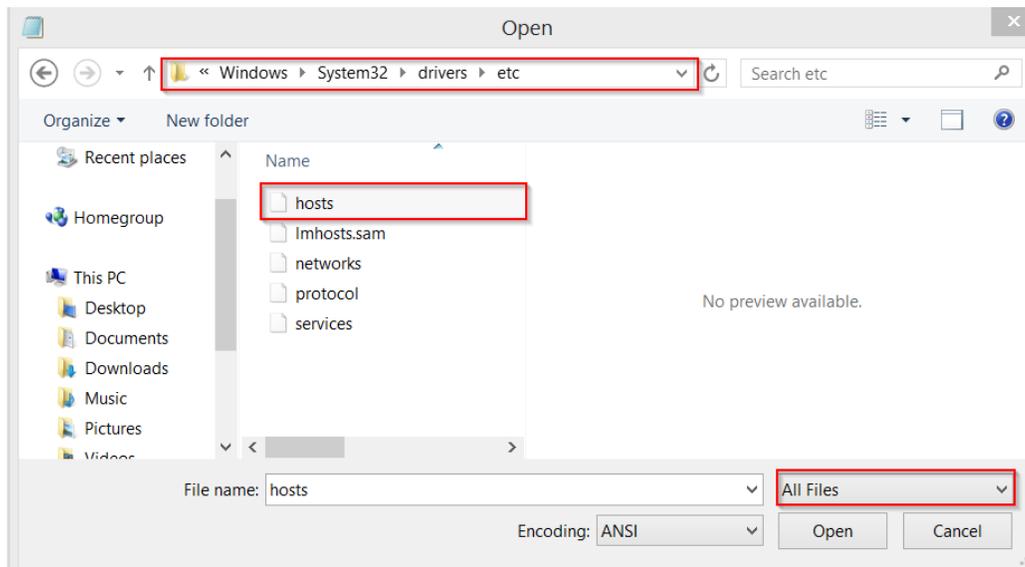


This seems to be caused by a GPO blocking access to the users' temp folder and that causes the installation to fail.

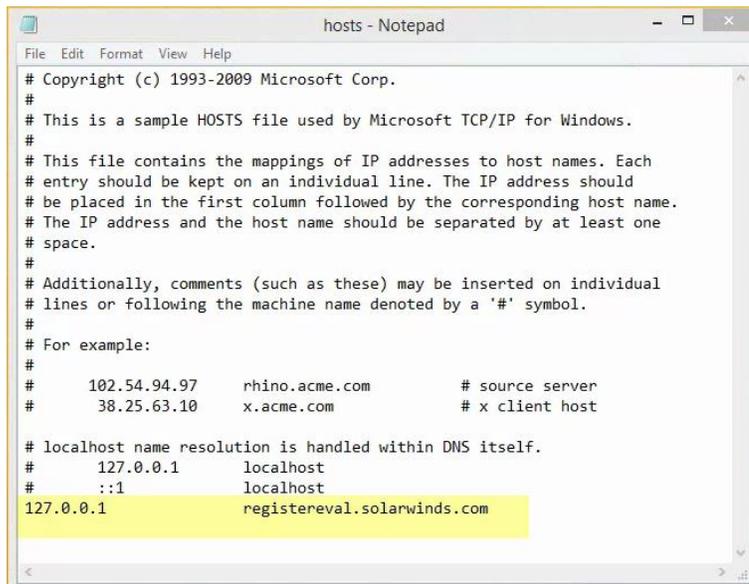
Resolution:

Edit the Host file:

- Open Notepad as an Administrator so you can edit and save the file
- Browse to C:\Windows\System32\drivers\etc
- Change the file type to 'All Files'
- Choose the 'hosts' file



- Add this line - 127.0.0.1 registereval.solarwinds.com

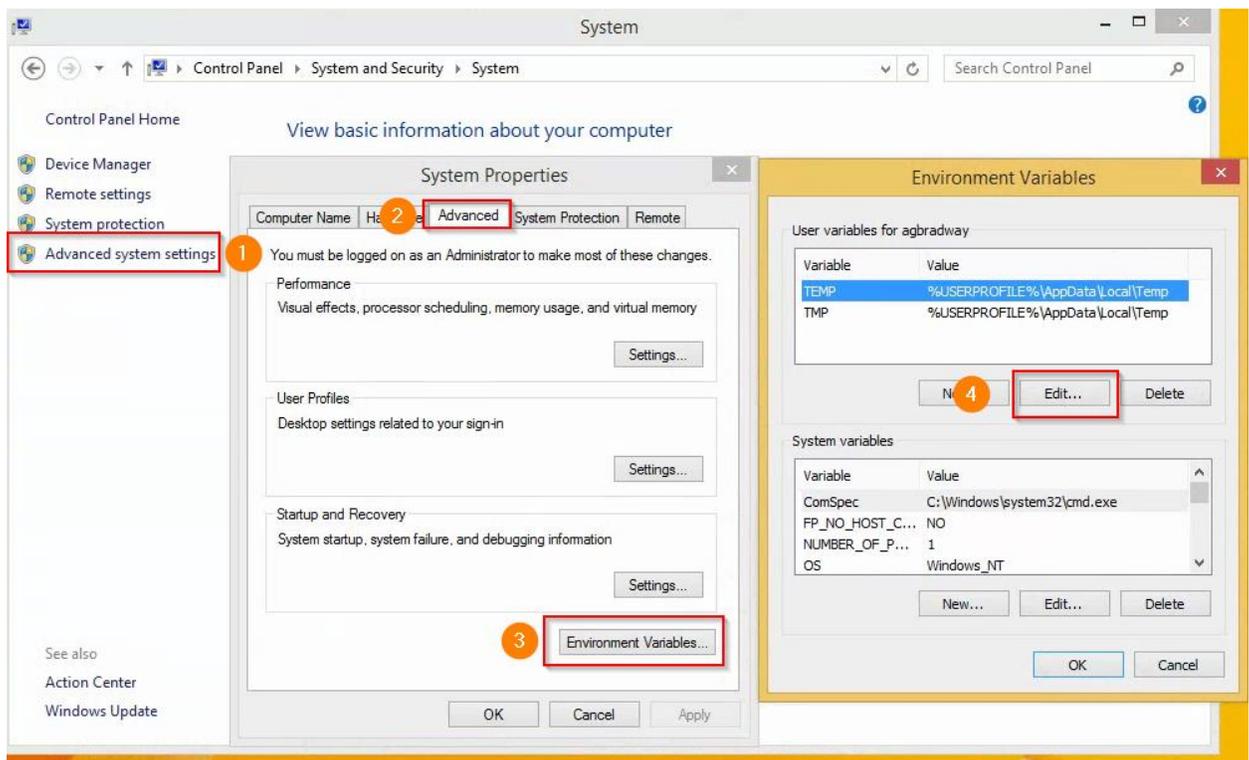


- Save the file

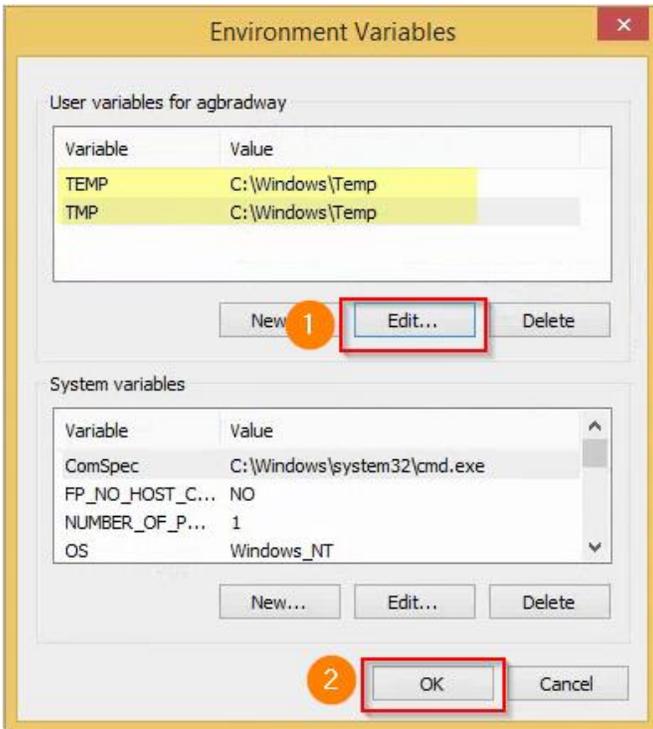
Edit the Environment Variables:

- Go to the Control Panel
- Go to System
- Click on the 'Advanced system settings'
- Go to the Advanced tab
- Click on the Environment Variables button
- In the Environment Variable window, change both the 'TEMP' and 'TMP' variables to **C:\Windows\Temp**

Note: I backed up the current values for each of these, because I would change them back after the installation is complete both of mine were currently set to '%USERPROFILE%\AppData\Local\Temp'



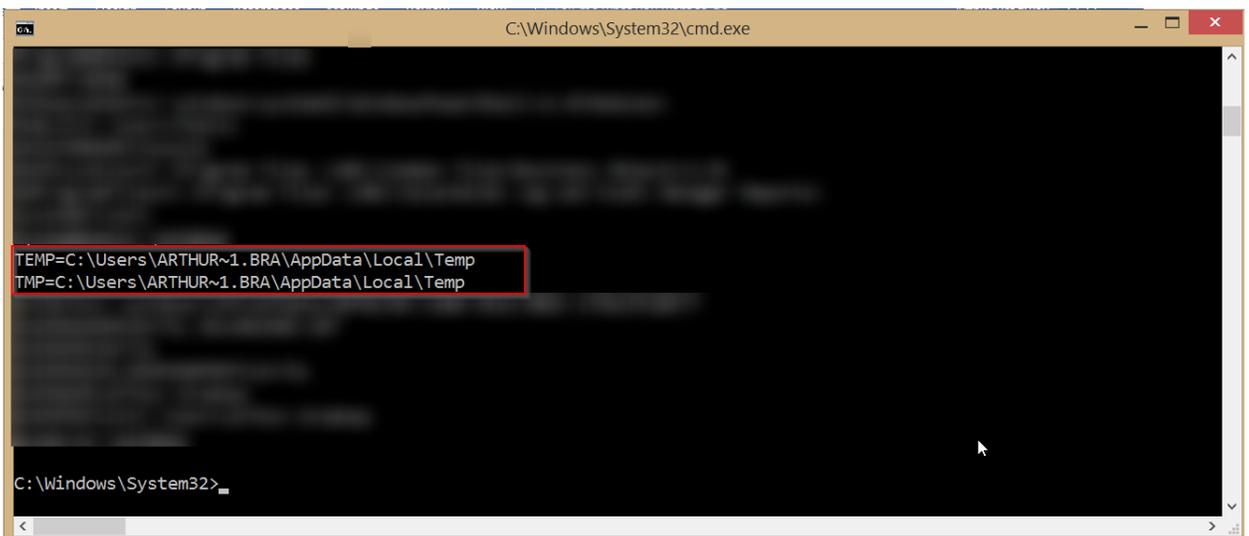
- Highlight TEMP and click Edit
 - Change the value to **C:\Windows\Temp**
- Highlight TMP and click Edit
 - Change the value to **C:\Windows\Temp**



- Click OK to close the Environment Variable window
- Click OK to close the System Properties window
- It may be necessary to restart the machine to make ensure the settings take effect

How to check the environment variables:

- Open a command prompt
- Type 'set'
- Look for the variable sections at the bottom of the output for TEMP and TMP



After the machine reboot:

- When you are logged back into the machine, right click on the DameWare installer and 'Run as Administrator'



Restore your Environment Variables:

Once DameWare is installed, you can restore the system variables to your previous settings

- Go to the Control Panel
- Go to System
- Click on the 'Advanced system settings'
- Go to the Advanced tab
- Click on the Environment Variables button
- In the Environment Variable window, change both the 'TEMP' and 'TMP' variables to their previous values
- Reboot the machine if necessary to restore the original settings