



Date: December 22, 2004

Known Problem: Local Administrator Privilege Required to Run HexaLock Protected Programs

Affected operating systems:

Microsoft Windows 2000, Microsoft Windows XP.

Problem description:

The HexaLock CD copy protection system requires direct access to CD-ROM drives in order to authenticate copy protected discs. Windows 2000 and Windows XP operating systems prevent applications from accessing storage devices directly if a user that does not have a local administrator privilege attempts to run them. This limitation prevents HexaLock protected CD's from completing the disc authentication procedure. In that case, the program execution is stopped and the following message is displayed: "You must be a local administrator to run this program".

Resolution:

There are two ways to resolve this problem. The first one is to grant a local administrator privilege to the user that tried to run the protected program. The second method is designed for cases where permanently granting local administrator privilege is not desired. For these cases, HexaLock has developed a Utility that enables protected applications to run without requiring local administrator privileges. This Utility needs to be run only once with a local administrator privilege enabled. Use the following instructions:

1. Download the Remove Rights Utility from <http://www.hexalock.com>
2. Login to your windows OS using an account with a local administrator privilege.
3. The Utility is compressed in a .zip archive. Extract the .zip file and run the Remove Rights Utility on the affected computer. The Utility will display a black window for a few seconds and then terminate.
4. Restart this computer. You can now run HexaLock protected programs without local administrator privilege on this computer.