



# Why is my PATGuard 2 program repeatedly asking for the Unlock Key?

There are 2 possible reasons for this:

1 - This is a user rights issue on the PC. If the same Unlock Key is being accepted by the program then the user logged into the PC does not have the necessary user rights to the PC registry. Your IT department will be able to assist with this.

2 - Your PC is running Windows Vista or Windows 7 and the User Account Control feature is switched on.

Turning off Microsoft's User Account Control (UAC)

User Account Control is a security feature of Microsoft, enabled by default, please refer to Microsoft to understand the functionality and potential security risks of disabling the User Access Control feature BEFORE doing so. Please note that disabling this feature should be done at your own discretion and Seaward will not be held liable for anything resulting from disabling this feature.

To turn off User Account Control:

VISTA:

- Select Start
- Open the Control Panel
- Select User Accounts
- Select User Accounts again on the next screen

- Select “Turn User Account Control on or off”
- You may be prompted to allow this selection
- Uncheck the checkbox for “Use User Account Control (UAC) to help protect your computer”
- Select OK
- This requires a PC restart in order to take effect

#### WINDOWS 7:

- Select Start
- Open the Control Panel
- Select User Accounts and Family Safety
- Select User Accounts again on the next screen
- Select “Change User Account Control settings”
- You may be prompted to allow this selection
- Move the selection bar to the lowest setting “Never notify”
- Select OK
- This requires a PC restart in order to take effect

To re-enable UAC simply follow the instructions above and, for Vista, Check the checkbox for “Use User Account Control (UAC) to help protect your computer”. Or for Windows 7, move the selection bar back to the previous setting.

If you require more help, please contact us at <https://www.seaward.com/gb/enquire/>.