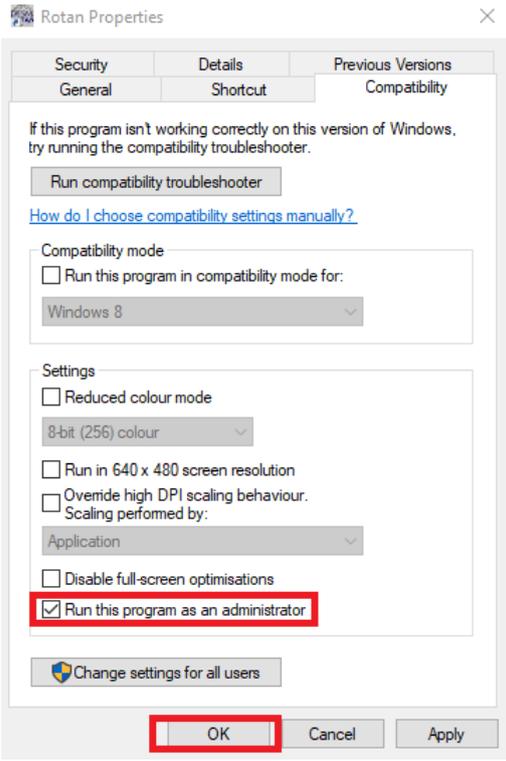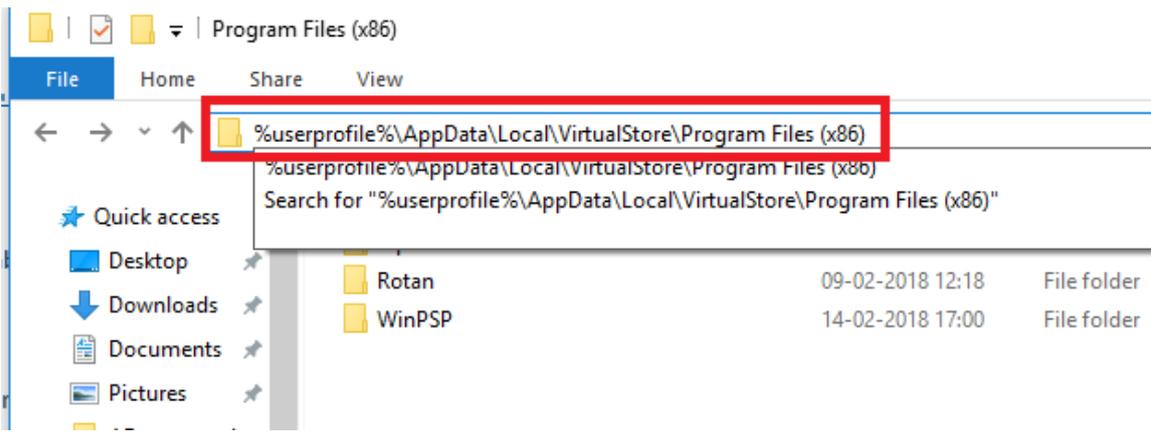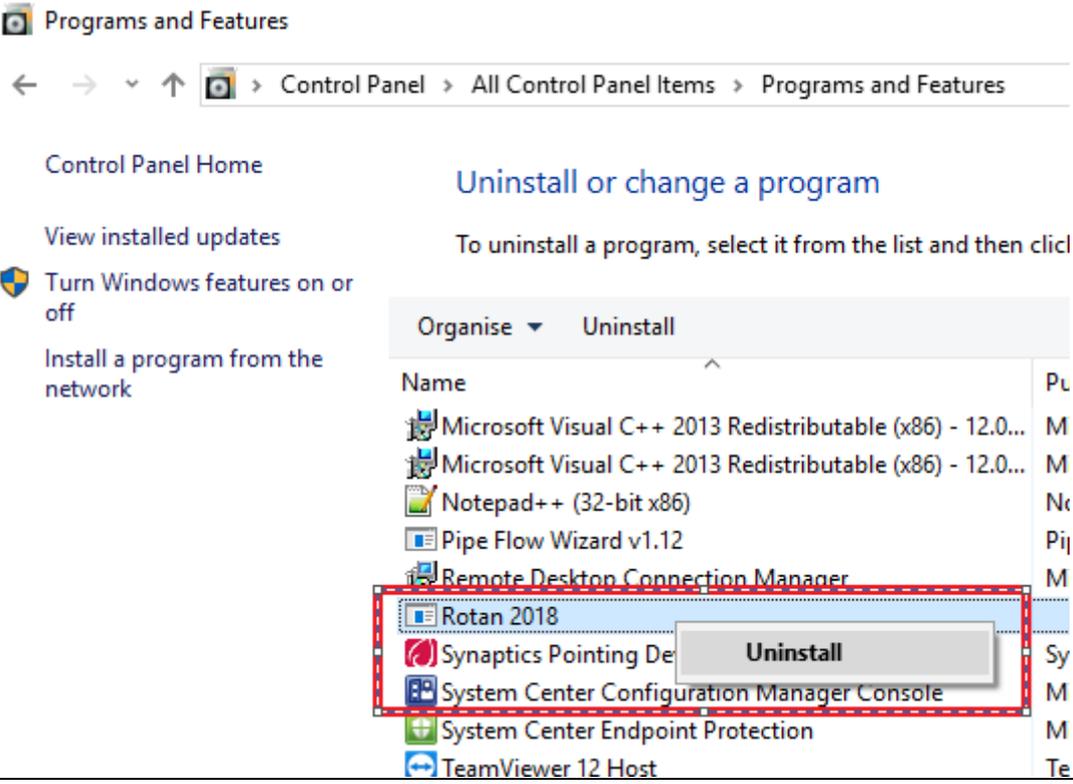## Rotan and WinPSP problem solving

If you have any problems running Rotan and WinPSP selection programs, please try the following 3 solutions one at the time.

Activity	Comment or Screen dump
Solution 1: Run the selection program as administrator. Right click the shortcut for the selection program and select Properties. Go to the Compatibility tab. Select "Run this program as an administrator" and press ok. Run the program.	Rotan Properties ☓ Security / Details / Previous Versions General / Shortcut / **Compatibility** If this program isn't working correctly on this version of Windows, try running the compatibility troubleshooter. [Run compatibility troubleshooter] How do I choose compatibility settings manually? Compatibility mode ☐ Run this program in compatibility mode for: Windows 8 Settings ☐ Reduced colour mode 8-bit (256) colour ☐ Run in 640 x 480 screen resolution ☐ Override high DPI scaling behaviour. Scaling performed by: Application ☐ Disable full-screen optimisations ☑ **Run this program as an administrator** 🛡 Change settings for all users [**OK**] [Cancel] [Apply]
Solution 2: Remove old files from Virtual store. Copy the following into windows explorer address bar:"%userprofile%\AppData\Local\VirtualStore\Program Files (x86)" Press Enter	Program Files (x86) File / Home / Share / View ← → ∨ ↑	**%userprofile%\AppData\Local\VirtualStore\Program Files (x86)** %userprofile%\AppData\Local\VirtualStore\Program Files (x86) Search for "%userprofile%\AppData\Local\VirtualStore\Program Files (x86)" ★ Quick access 🖥 Desktop ⬇ Downloads 📄 Documents 🖼 Pictures 📁 Rotan — 09-02-2018 12:18 — File folder 📁 WinPSP — 14-02-2018 17:00 — File folder

Delete any folders called Rotan and WinPSP Run the program.	
Solution 3: Uninstall / Reinstall the program. Go to control panel and Program and Features. uninstall Rotan or WinPSP Download the newest version from our website. https://www.desmi.com/selection-programs.aspx Reinstall the program. Run the program.	

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