TECHNICAL NOTE

Installing VidyoDesktop™ on Windows 8

Document Version 1.0-A

www.vidyo.com
1.866.99.VIDYO

Installing VidyoDesktop on Windows 8

In Windows 8, Microsoft changed some of the user permissions in an effort to tighten account security. Because of this, a small number of Vidyo users may receive the following message when attempting to install VidyoDesktop:
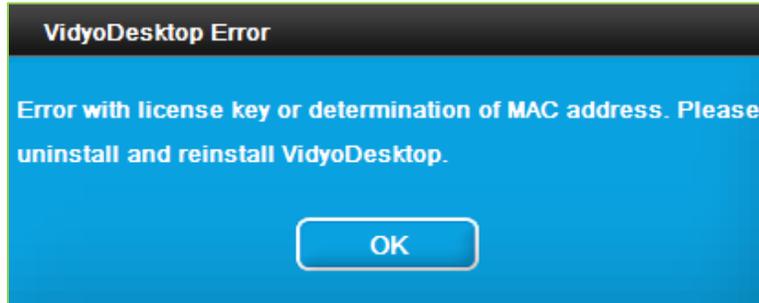

Vidyo is working to resolve this issue in future versions of VidyoDesktop. In the meantime, Vidyo has identified a workaround to overcome this issue. If you receive the error message shown above, simply follow the steps in the remainder of this document to successfully complete your VidyoDesktop installation.

Note: You must have administrator rights to perform the following steps.

To complete the VidyoDesktop installation on Windows 8:

1. Right-click the VidyoDesktop icon in the system tray and select **Quit**.
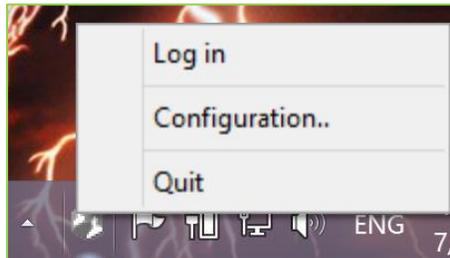
2. Click the Windows **Search** button (located at the top right corner of the Windows desktop).

3. Search for "vidyo".
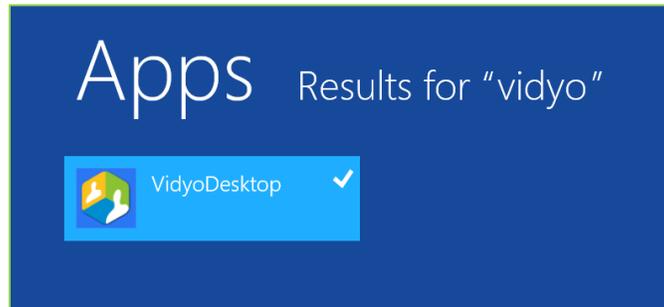
4. Right-click **VidyoDesktop** in the search results and select **Run as administrator** from the menu options.
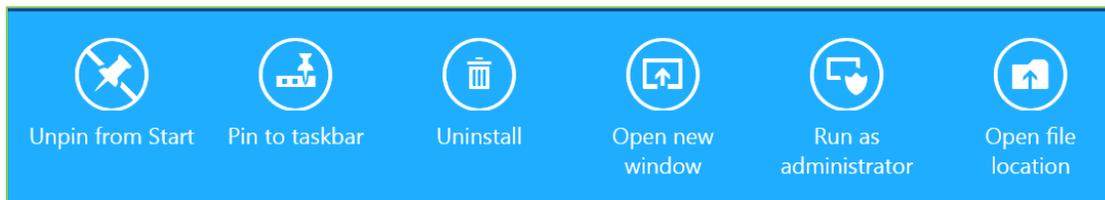
5. When the User Account Control pop-up appears, click **Yes**.

    Note: Depending on your system setup, you may be asked to enter administrator credentials.
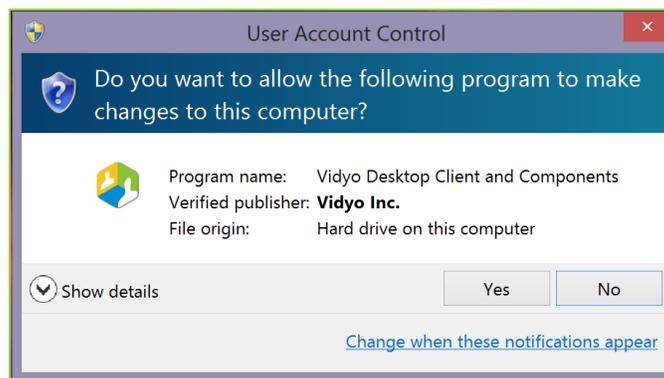
6. Open a browser and log back into the VidyoPortal™, or if you are using a guest link, click the link again and join the conference.