Sales and Support 1639 West 2nd Avenue, Unit #330 Vancouver, BC Canada V6J 1H3 P: 604-732-0142 F: 604-737-0162



Manufacturing 1060 East Pole Road Everson, WA USA 98247 P: 360-738-9835 F: 360-647-7724

Solving DM-2 Access Denied Errors within FanTestic

In order for FanTestic to discover the DM2 gauges connected to your PC, you must be running Windows under an account with administrative privileges, and have a shortcut customized to run in Administrative mode. The steps below will guide you through how to create a shortcut on your desktop to FanTestic that allows the program to run with elevated privileges.

In co FanT	Building Air Leakage Test In compliance with CAN/CGSB-149.10-2002 - Imperial Units FanTestic Lite, Version # 5.2.106, CGSB (Imperial Units), Licensed to .					
G Find Gauges	Retrot	c 2000 Ser#	Gauge			
fo (hide details)	Fans last ca	Gauge(s) are off or could not connect. 1) Check that gauges are turned on. 2) Try unplugging and re-plugging USB cable. 3) Click refresh button. [[0,?] GetDeviceCount Error Openning Device 0("\\?\usb#vid_048&pid_000c#6&cfbable&0&4#{5354fa28-6d14-4e35-a1f5-75 b54e6030f") Error=5 "Access is denied."]	b Vol Total envelope Floor			
		Ok	Elev			
de details)	Start	ime 13:49 🔇 Get Time Pressurization set				

Step 1 - Update to latest version of FanTestic

- a) Uninstall Current Version
 - a. Go to Control Panel | Add Remove Programs
 - b. Select 'FanTestic' and click 'Uninstall/Change'
- b) Install latest version of FanTestic
 - a. <u>http://www.retrotec.com/software/fantestic/publish.html</u>

Step 2 - Create a 'Run as Admin' shortcut on your desktop from within FanTestic

a) Open FanTestic



2014-07-17

b) Go to Settings | Advanced - view or change program parameters

a. Go to the Applications tab | press the Create Shortcut button.

This will create a shortcut on your desktop called (FanTestic-ADMIN).

Manced Options			×
Basics Settings Application			A
	Create detailed log?	Yes 🔘 No	
Test file save path			
C:\Users\laurenl\Documents\R	etrotec		
dm2dll.dll version in use:		Check Version	
Application installation path	C:\Users\laurenl\AppData\Local\A	pps\2.0\EPDRGBV4.0YA\3M4F	
Create Admin short cut to work ar	ound Access Denied Error with DM2s	Create Shortcut	
		OK Cancel	
			-

c) Close FanTestic by going to File | Exit.

Step 3 – Modify shortcut to run application with administrative privileges.

 a) From your desktop, right-click on the new 'FanTestic – ADMIN' shortcut and click on the option called "Properties".





www.retrotec.com

b) In the window that opens, Select "Compatibility" tab.

airflow systems since 1980

DevFanTestic - ADMIN Properties			
Security	Details	Previous Versions	
General	Shortcut	Compatibility	
If you have problem an earlier version of matches that earlier <u>Help me choose t</u>	s with this program an Windows, select the version. the settings	d it worked correctly or compatibility mode that	n
Run this prog	gram in compatibility m	ode for:	
Windows XP (S	ervice Pack 3)	-	
Settings	olors		
🕅 Run in 640 x	480 screen resolution		
Disable visua	al themes		
Disable desk	top composition		
Disable displ	ay scaling on high DP	settings	
Privilege Level			
Bun this proc	nam as an administrati	· _	
in that the prog	, and a contraction		
	(N		
Change setting	as for all users		
	ОК	Cancel App	ly

- c) Check 'Run this program as administrator', click 'Apply'
- d) Go to the Shortcut tab and click on 'Advanced' to open the "Advanced Properties"

dialog.

Security	Details	Previous Versions	
General	Shortcut	Compatibility	
🏶 Fa	n Testic - ADMIN		Advanced Properties
Target type:	Application		Chaose the advanced properties you want for this shortcut
Target location:	fanttion_b32e62d5f1fe	1afc_0005.0005_da5948e	
Target: >_0005.0005_da5948ee54a0282b\FanTestic.exe			Due as administrator
Start in:			This option allows you to run this shortcut as an administrator, while protecting your computer from
Shortcut key:	None		unauthorized activity. ✓ Run in separate memory space
Run:	Normal window	•	
Comment:	FanTestic - ADMIN		
Open File Lo	Change Ico	n Advanced	
And the second sec			OK Cancel



e) Check 'Run as administrator', and click 'OK' on the Advanced Properties window,

f) Click 'Apply' on the Properties window, and then click 'OK' on the Properties window

www.retrotec.com

Step 4 - Run FanTestic with administrative privileges using the new shortcut

Open FanTestic by double-clicking on the new FanTestic – ADMIN shortcut.

airflow systems since 1980

You will see (ADMIN) in the title bar if you are now running under Admin mode.

You can now use this new icon to launch FanTestic anytime with Administrative privileges.