

## I have a problem installing the Resus PC Dashboard

Sometimes the group policy on the customer side prevents the software from being installed in the location we provide. In most cases, the issue is caused by insufficient access rights to the dashboard installation folder. In that case, the files need to be copied to a location that is accessible without administrator rights.

### Which steps need to be performed (by IT)?

1. First check whether “hidden folders” are visible in File Explorer. In Windows 11, you can do this via File Explorer > Options, where in the “Advanced settings” section you can enable the option “Show hidden files, folders, and drives” (this may already be enabled).
2. Delete the already installed files related to the dashboard. The installation location of the dashboard may differ per user, but an example location is:  
**C:\Users\[Gebruikersnaam]\AppData\Local\Apps\2.0\MN67QG54.QH1\R39E8DJP.XC4\resu..tion\_6c4f6046ebedb936\_0003.0001\_ae787c804dad041e**  
  
Everything up to and including **\2.0** should be identical. Delete the relevant folder(s) after **\2.0**
3. Reinstall the dashboard with administrator rights and copy the folders after **\2.0** to another local location. Afterwards, a new shortcut can be created from this new location.

### It still does not work after these steps...

Usually, the above steps solve the issue. If this is not the case, please contact us. We will schedule a Teams meeting so we can take a closer look together.