



## Configuring your Protocol for Use within a Restrictive Network.

Out of the box, the Protocol Colony Counter works with no trouble, but in cases where customers attach them to a network that has access permissions pushed via group policy or from setting local permissions, some customers will have created an environment where the Protocol Software cannot run properly.

The easiest way to remedy permissions issues is to grant all Protocol users, local administrator privileges. This will take care of most of the issues.

In cases where administrator privileges cannot be granted, modification to permissions in the registry will be required for the software to run. All permission changes are for entries that our software installs so there is no access given to any parts of the computer that would cause a security concern.

If your company uses a user database to access the Protocol Software, you will need to change permissions on two files within the 'system32' folder within your Windows folder. This is only for users that use a separate login to access the Protocol Software.

(Instructions for this is in Item #10)

Instructions: (Ensure Protocol software is not running when you perform this change)

1. Click the Start button, then choose Run.
2. Type 'regedit' into the box and hit Enter
3. You will see the registry editor appear with an explorer type setting (folders on the left, the content of the folders on the right)
4. Click the plus (+) sign next to the folders to browse to these locations:

- a. //HKEY\_LOCAL\_MACHINE/Software/Synbiosis
- b. // HKEY\_LOCAL\_MACHINE/Software/Synoptics
- c. //HKEY\_CURRENT\_USER/Software/Synbiosis
5. Right click on each of these folders and select 'Permissions'
6. Click the Add button and type in 'everyone'. (you can also choose a specific group that has been created to include all Protocol users)
7. Once you click ok, the group should be shown in the list of groups.
8. Click on the group, and check the box next to 'Full Control' this should check the remaining boxes below.
9. Click 'Apply' and OK.
10. To configure access to the User Database, locate the files:
  - a. Protocol.sys and Protocol.log (These files are within the System32 folder in your Windows directory.
  - b. Right click on each of the files and configure permissions using items 5-9 (above)
11. Launch Protocol software with a restricted user to test the permission settings.

If you have any trouble with this technical document, please take note of any error messages and ensure that you have followed these instructions carefully. If you are unable to resolve the issue, technical support is available for all customers with a valid service contract and/or within the warranty period.