



Frequently Asked Questions

Last Character Removed From Registration Information After Saving

Introduction

When registering a BSI product and clicking on the **OK** button, you find that your software remains in demonstration mode. When you return to the registration window, you find that the last character in some or all of the registration fields is missing the last character.

Solution

This is caused by running your BSI application in compatibility mode. To remedy this issue, you will need to adjust the properties of the application shortcuts, and the executable itself, as the compatibility mode options can be enabled from the shortcut and the executable icon.

NOTE: This document will use Simian as the example application, but these steps apply to other applications as well. Simply substitute the application name you are using when Simian is mentioned.

Application Shortcuts

Shortcuts are icons that link to the actual application executable to start the application. For Simian, they can be located on your desktop, in Windows' startup group (to start Simian automatically when Windows starts), the Windows Start menu, and anywhere else they are manually placed.

There are three potential locations for Windows Startup shortcuts, depending on your version of Windows. To access the Windows Startup shortcuts, you will need to open a File Explorer (known as Windows Explorer in older versions of Windows).

Windows Startup Folder (Windows 7 and earlier)

Go to the Start menu, open Programs, and then go to Startup. You will see an icon for Simian within this folder. Proceed to the section titled **Checking for Compatibility Mode** below to check if this shortcut is the source of your compatibility mode option.

Shell Startup (Windows 8 and above)

Right-click on the Windows Start Menu icon and choose Run. In the window that appears, type in “shell:startup”, as shown in figure 1, and click Enter. A Windows File Explorer window will appear with the shortcuts from the startup group for the currently logged in Windows user. Proceed to the section titled **Checking for Compatibility Mode** below to check if this shortcut is the source of your compatibility mode option.

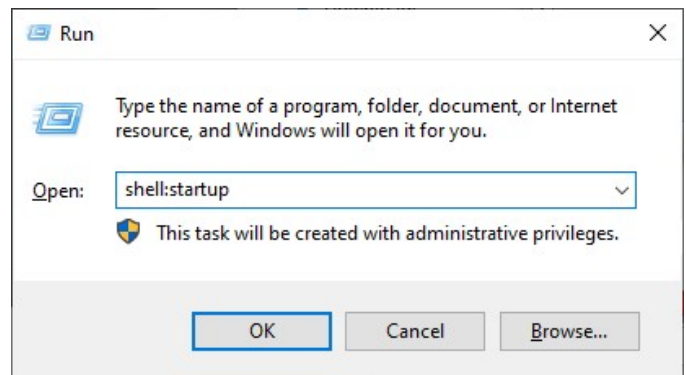


Figure 1: Entering “shell:startup” in to the Run window.

Shell Common Startup (Windows 8 and above)

Right-click on the Windows Start Menu icon and choose Run. In the window that appears, type in “shell:common startup”, as shown in figure 2, and click Enter. A Windows File Explorer window will appear with the shortcuts from the startup group for all users on the computer. Proceed to the section titled **Checking for Compatibility Mode** below to check if this shortcut is the source of your compatibility mode option.

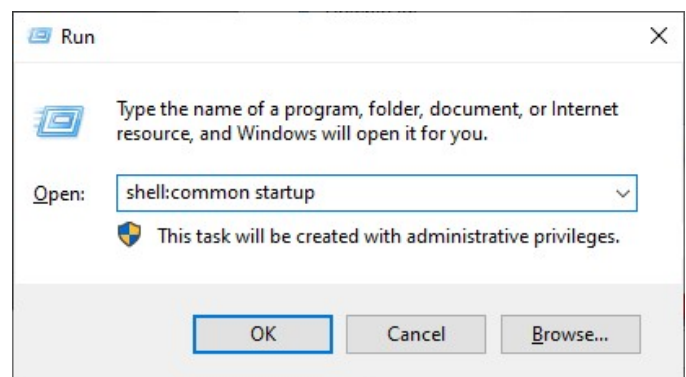


Figure 2: Entering “shell:common startup” in to the Run window.

Application Executable

To access the application executable, you will need to browse to the installation folder using Windows’ File Explorer. The application executable for Simian, **simian.exe**, is found in C:\BSI32\ (other BSI applications by default are found in this folder, or a sub-folder of C:\Program Files (x86)\Broadcast Software International). Once you have found the application executable, proceed to the section titled **Checking for Compatibility Mode** below to check if this shortcut is the source of your compatibility mode option.

Checking for Compatibility Mode

The compatibility mode options are accessed through the Properties pop-up dialog. **Right-click** on your shortcut or application icon, then choose **Properties** from the pop-up menu. On the window that appears, go to the **Compatibility**

tab. Make sure all options are disabled here, as shown in Figure 3, then click on the **Change settings for all users** button and ensure that all options are disabled here as well, as shown in Figure 4.

You will need to repeat these steps on all shortcuts and application icons for Simian.

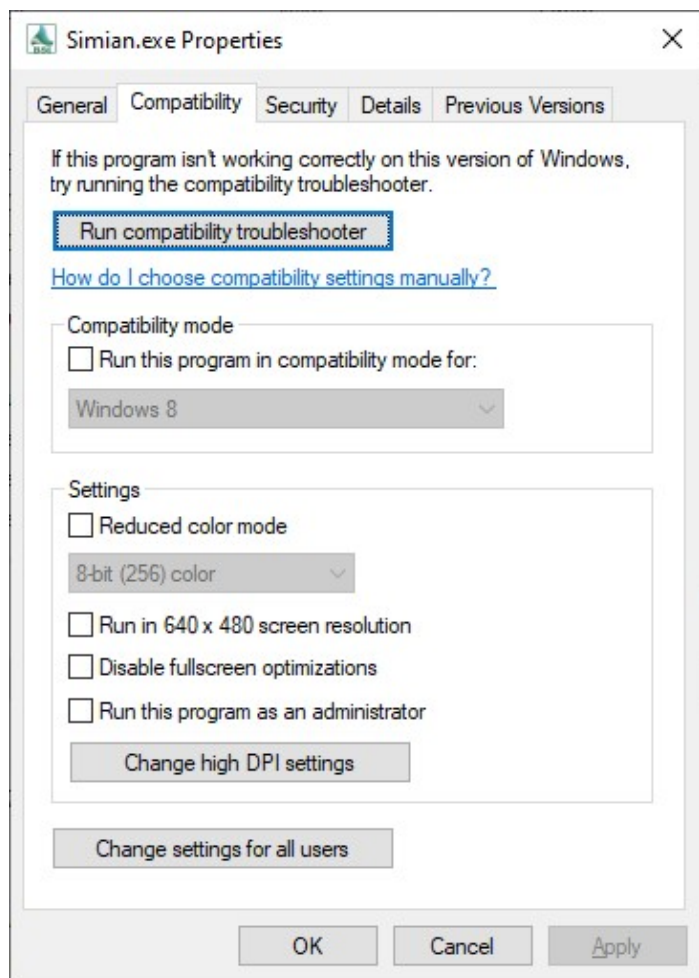


Figure 3: The Compatibility tab

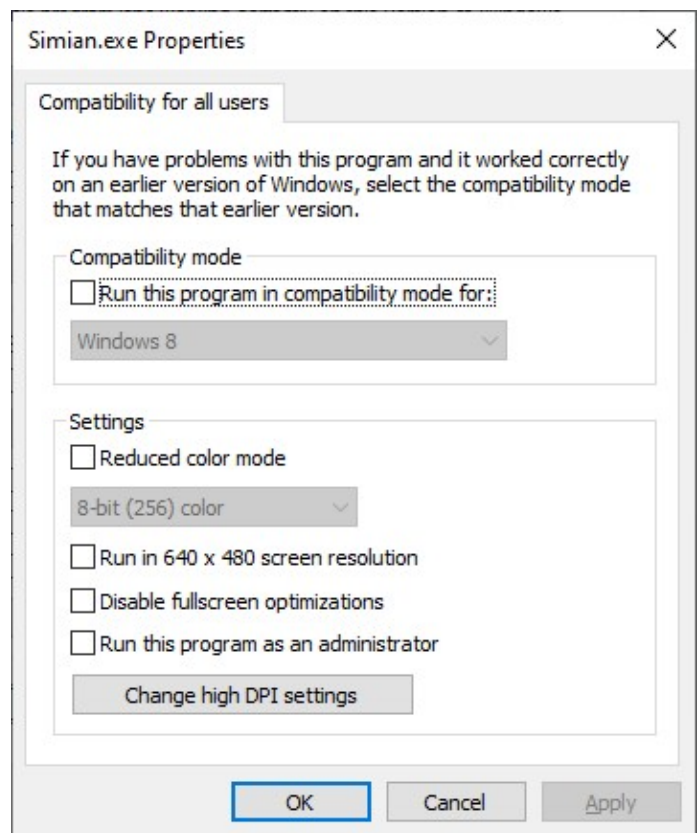


Figure 4: The Change settings for all users properties