



Broadcast
Software
International



Frequently Asked Questions

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Missing decks and changing settings

Search the C:\ drive for: SSkimmer Settings.xml

Is it found in a VirtualStore path like the following?

C:\Users\XXXX\AppData\Local\VirtualStore\Program Files (x86)\Broadcast Software International\SkimmerPlus\

The VirtualStore is a Windows UAC profile security setting usually engaged on 64-bit operating systems or restricted user accounts that put 32-bit application files in the VirtualStore folder as a blanket security measure. To disable the VirtualStore turn UAC off by setting it to "Never Notify" in the Windows Control Panel under User Accounts > Change User Account Control settings.

In rare instances where turning off UAC does not disable VirtualStore, the policy can be disabled instead:

- 1 - Open Windows Control Panel
- 2 - Open Administrative Tools
- 3 - Open Local Security Policy
- 4 - Select Local Policies
- 5 - Select Security Options
- 6 - Find the policy named "User Account Control: Virtualize file and registry..." (usually at the bottom of the list)
- 7 - Right click on that policy and choose Properties
- 8 - Change Local Security Setting to Disabled
- 9 - Click Apply and OK
- 10 - Restart the computer

If the Skimmer files in the VirtualStore are newer than the files the SkimmerPlus directory in the \Program Files (x86)\Broadcast Software International\SkimmerPlus\SkimmerPlus or \Program Files\Broadcast Software International\SkimmerPlus\ folder, make a backup of each and copy the newer files to the SkimmerPlus folder.

Help Topics:

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Please Wait!

Please wait... it will take a second!