

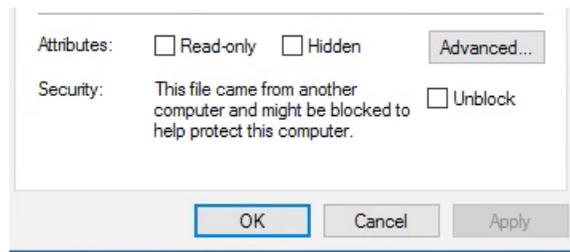
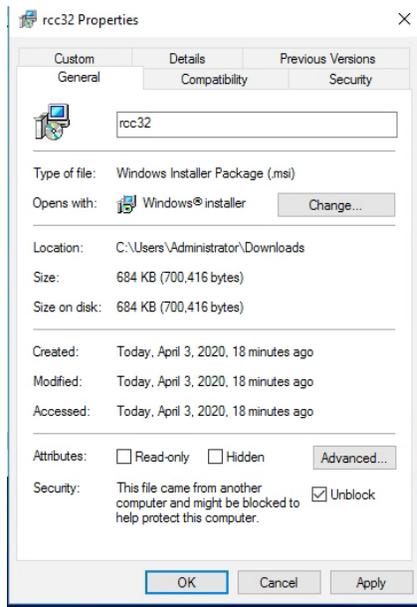
## Troubleshooting rcc.msi

### 1) Loading the .MSI with CMD

- a. Open CMD Prompt with Run or by finding it directly
- b. Change directories to get to the correct path. To change a directories for head to c: by typing:  
cd c:\
- c. Continue this action until you get the path of: c: \Users\Administrator\Downloads>
- d. Once you reach this directory enter 'start rcc.msi' (or 'start rcc32.msi if using the 32-bit program)

```
c:\>cd users
c:\Users>cd administrator
C:\Users\Administrator>cd downloads
c:\Users\Administrator\Downloads>start rcc.msi
Access is denied.
c:\Users\Administrator\Downloads>start rcc.msi
c:\Users\Administrator\Downloads>
```

- 2) File issues – Sometimes the file is Blocked depending on the security settings for that PC. Right click on the file to open it properties. The properties window will look something like this.



Uncheck the 'Unblock' box. Hit OK, then go back into properties and make sure it looks like the bottom picture.

