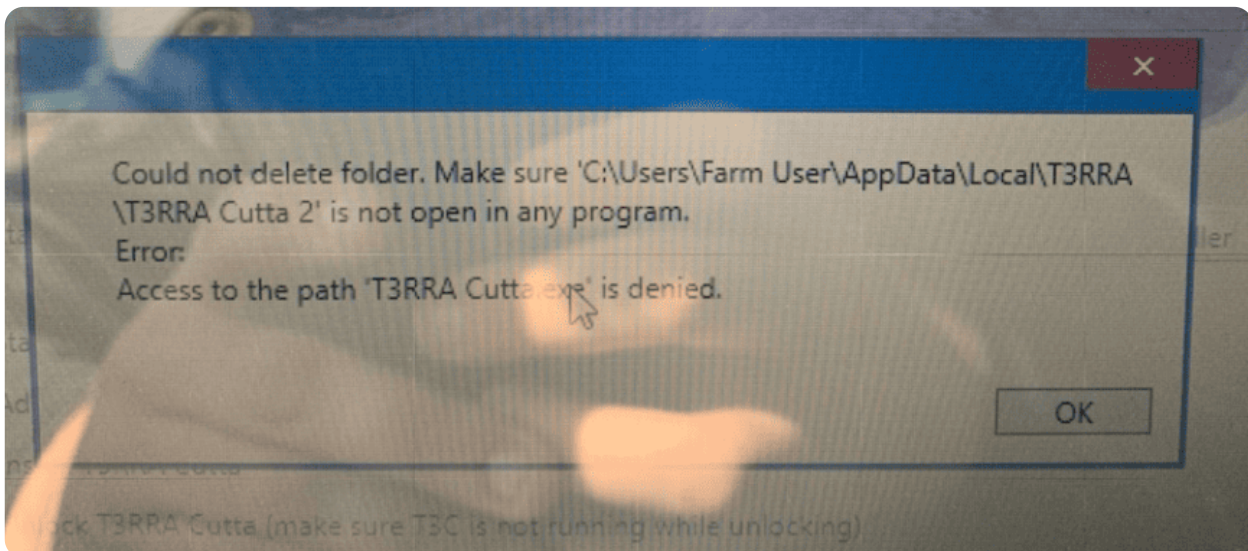


Unable to install T3RRA software.

Symptoms:

“Access denied” type errors occur when attempting to install T3RRA software. The installation fails, or the software disappears from the computer shortly after installation.



Causes:

1. **Antivirus software on the tablet prevents installation, or quarantines the installed files shortly after installation.**
2. **Company IT staff have locked down the tablet such that software cannot be installed.**

Solutions:

1. **Disable your antivirus software or ‘whitelist’ T3RRA files with an exclusion. Consult your antivirus software**

documentation for information on how to do this. In some situations you may have to uninstall the antivirus software. It can normally be reinstalled afterwards.

- 2. Consult your company IT staff.**
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