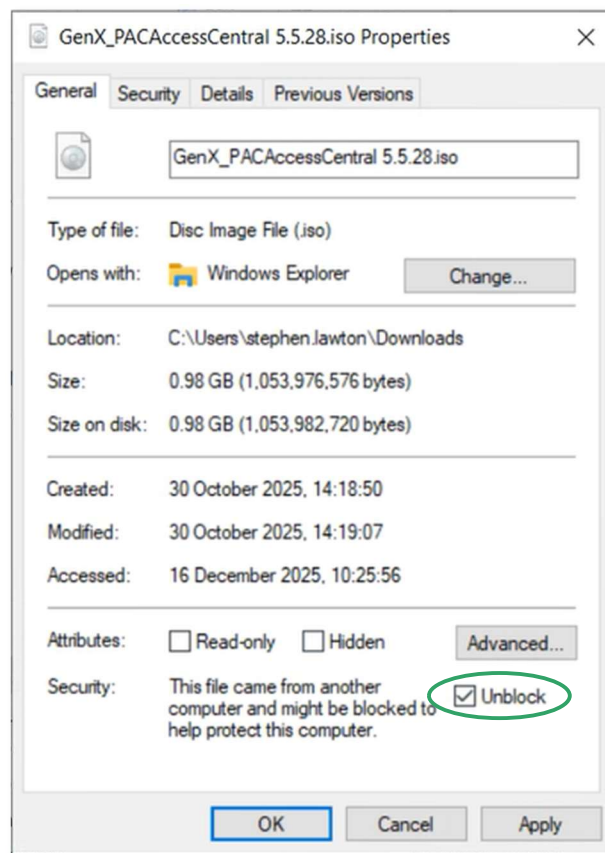


Win 11 prevents successful install of PAC software

There is a known issue when Access Central™ is installed on a new version of Windows 11 or with PCs that have been recently upgraded to Windows 11, depending on the image applied. In some cases, PAC Access Central v5.5.x may not be installed correctly, or the installation will not begin and does not display an error.

Please follow these steps:

1. Right-mouse click on the ISO version and select **Properties**.
Example shows *GenX_PACAccessCentral 5.5.28.iso*



2. Check the **Unblock** option (ringed) and click **OK** to continue.
3. Run the install file of PAC Access Central.

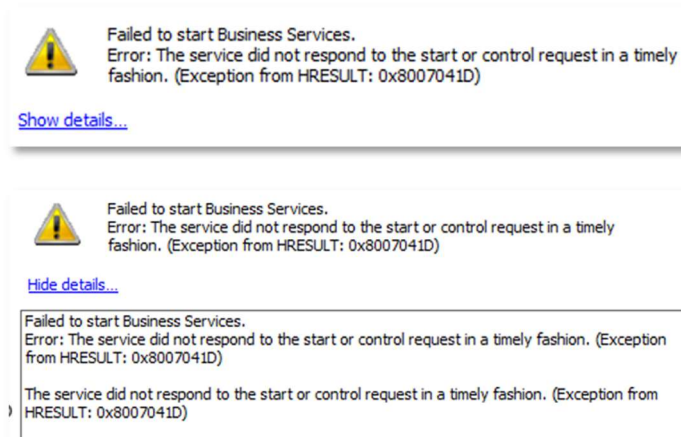
Document continues on next page...

If there are still installation issues with Access Central, please consider the following:

1. In the Windows search bar enter **Turn Windows features on or off** and select the app.
2. Ensure the option for **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** is checked.
3. Click **OK** and follow the on-screen instructions.
4. If the option is already active, click **OK**.
5. In the Windows search bar enter **Windows Security** and select the app.
6. Select **App & browser control**.
7. Select **Smart App Control settings**.
8. If the option is either **ON** or set to **Evaluation**, switch it off.
9. Return to the **App & Browser control**.
10. Select **Reputation-based protection settings**.
11. Disable **Check apps and files**.
12. Reboot the PC.
13. Run the Access Central installation package under the Administrator account.

Reinstallation of a failed Windows 11 install

If the error below has occurred please follow the additional steps below:



1. In the Windows search bar enter **Control Panel** and open the app.
2. Select **Programs > Uninstall a program**.
3. Uninstall the following items in the listed order
 - i. PAC Access Central
 - ii. Uninstall SQL Server 2017 (64-Bit)
 - iii. Uninstall SQL Server 2017 Setup
 - iv. Uninstall Crystal reports
4. Reboot the PC.
5. Follow the installation steps at the start of the document.