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Realtime text lost after end session

KVRN Kiran · Friday, December 12th, 2014

Problem: After End Session is done in Courtroom Server, users connected to Enterprise Server is getting a blank transcript while opening transcript

Reason: This is an issue due to Windows User Access Control (UAC) settings. When Enterprise Server is run as normal process, Windows does not allow Enterprise Server to write anything to the installation folder of Enterprise Server, rather creates files in user's profile folder.

Resolution: Always run Enterprise Server as administrator. To do this, right click on Enterprise Server icon and choose Run as Administrator.

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