

Technical Advisory Bulletin (TAB)

Bulletin #: TBMELCO04A

February 27, 2015

Product: MELCO DesignShop

Implementation: ☐ Urgent ☐ Mandatory ☒ As Required ☐ Info Only

Reference: N/A

Subject: DesignShop and Mapped Drives on Windows 8

SITUATION:

There might be instances where a user is unable to see mapped drives in Windows 8, which results in DesignShop (and Melco OS and BRAVO OS) being unable to access mapped drives. This appears to be an issue related to the Windows UAC (User Access Control) and C++ applications, where a user who has local administrator rights is unable to see a mapped drive:

<http://support.microsoft.com/kb/937624>

On versions of Windows prior to Windows 8, such as Vista or Windows 7, it seems to be less of an issue because worst case the mapped drives will appear in the file open dialog, but they will initially show up as disconnected (with a red X) and can be accessed simply by providing credentials.

However on Windows 8, due to differences in how UAC works, drives will not appear in the file open dialog at all unless the shares were created in an elevated command prompt or script.

SOLUTION:

Create the mapped drives using an elevated (admin) command prompt, and they will be available in DesignShop:

net use Z: [\\server\myshare](#)

There may be other options, but these are the two most obvious that I am seeing, aside from eliminating the requirement that we run as Admin which I doubt we want to tackle right now.

RECOMMENDED ACTION:

See under "SOLUTION" above.