

## ERROR 380 AND OTHER ERRORS

These steps were tested and written for Windows 7 64bit ( that is the only version I have access to. )



A Debug file is created when you run or get an error

The File name is: VGHD-Flow-Debug.txt

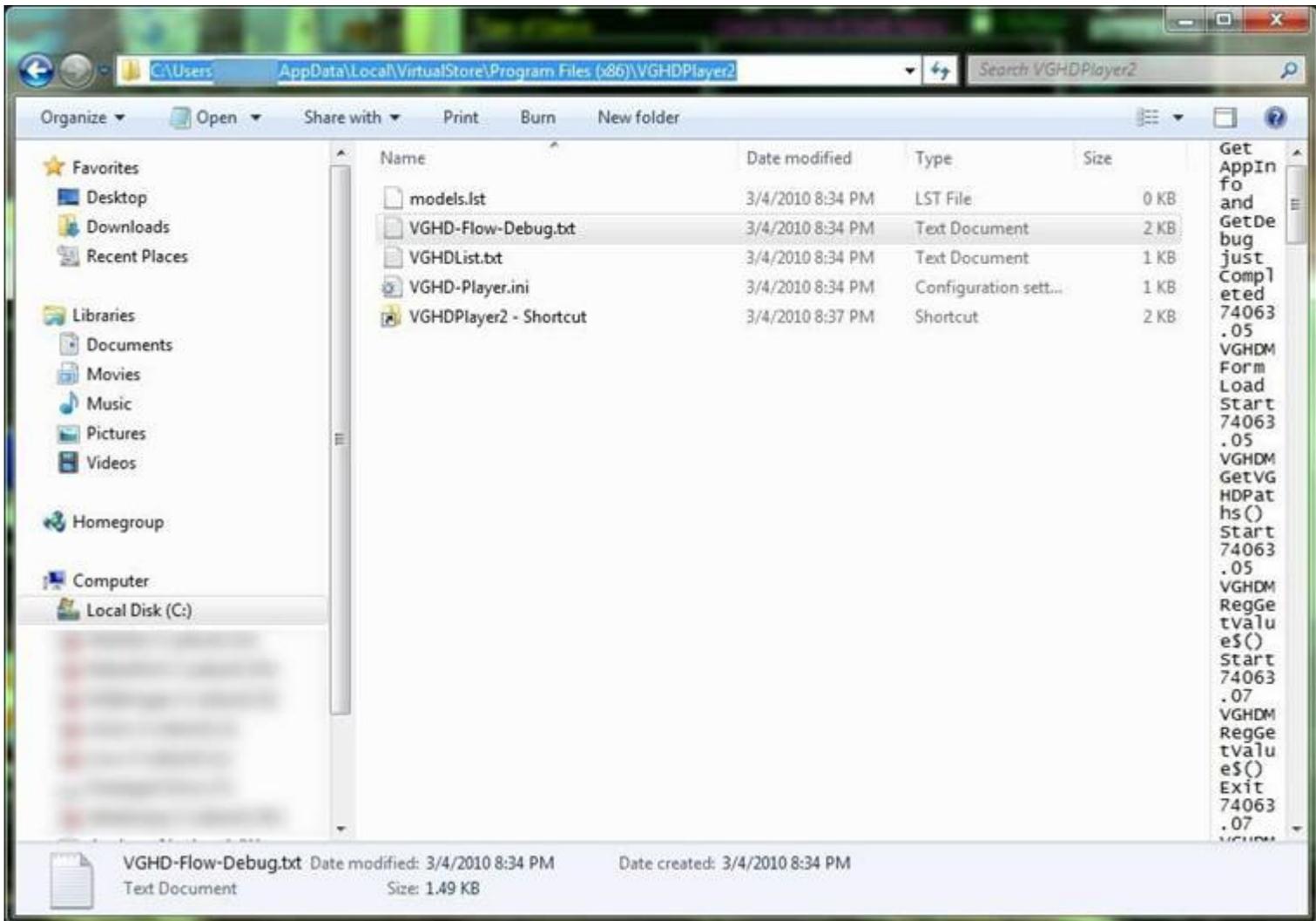
You may have to do a search ( include System and Hidden folders ) to find it...

It will either be in the Program Folder where the VGHD-Player2.exe file is installed, Or if the UAC is blocking access, It will be in the VirtualStore folder.

C:\Users\YOUR\_USER\_NAME\AppData\VirtualStore\Program Files (x86)\VGHDPlayer2\

In my Case, it is in the VirtualStore location.

Send a Copy of that file along in the e-mail to me.  
wyldanimal@hotmail.com



These errors seem to show up mostly in Vista and Windows 7 64 bit. But they could also show up in 32 bit as well. They have been tracked down to the way Vista and Windows 7 enforce the UAC - User Access Control to the registry and program folders.

There are two things that you can do to try and fix this.  
 Make sure you are logged in as the administrator.  
 Then take ownership of the folder where the VGHD-Player2.exe file is installed.

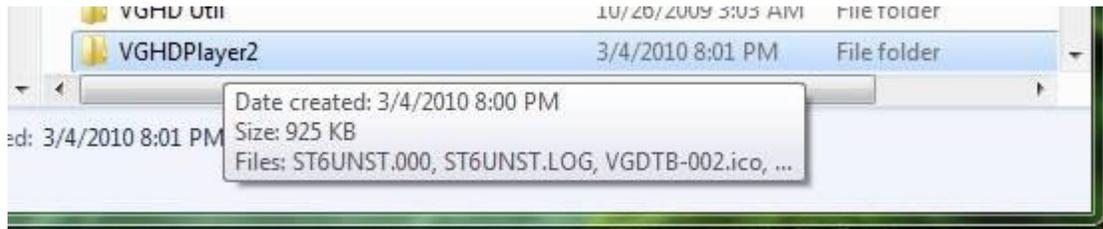
Then create a desktop shortcut to the VGHD-Player2.exe file.  
 Set advanced properties on the shortcut so that it is run as Administrator, and also it is Run in XP compatibility mode.

A third thing to check, but only if you know how to view and change registry settings.  
 Lastly – there could be an error in the paths saved in the registry by VGHD itself.  
 The Path to the Data folder and the Path to the Models Folder MUST END with a \ backward slash character.  
 All of the \ backward slashes should be Single – no \\ double slashes

These steps were tested and written for Windows 7 64bit ( that is the only version I have access to. )

How to Take Ownership of a Folder

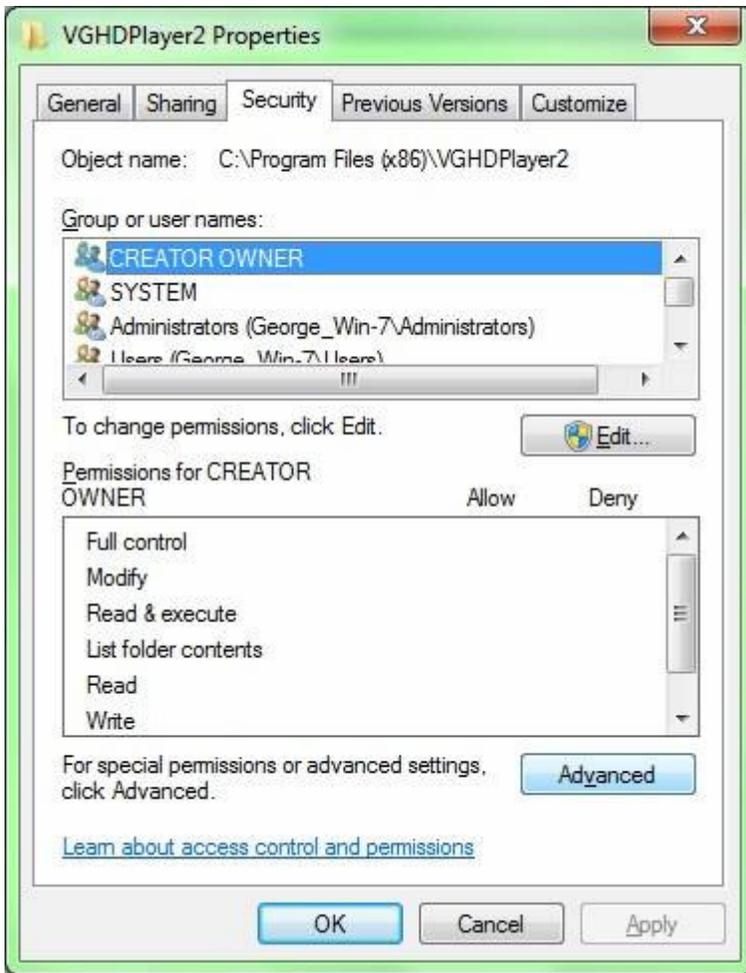
Use Windows Explorer to Browse to the Folder



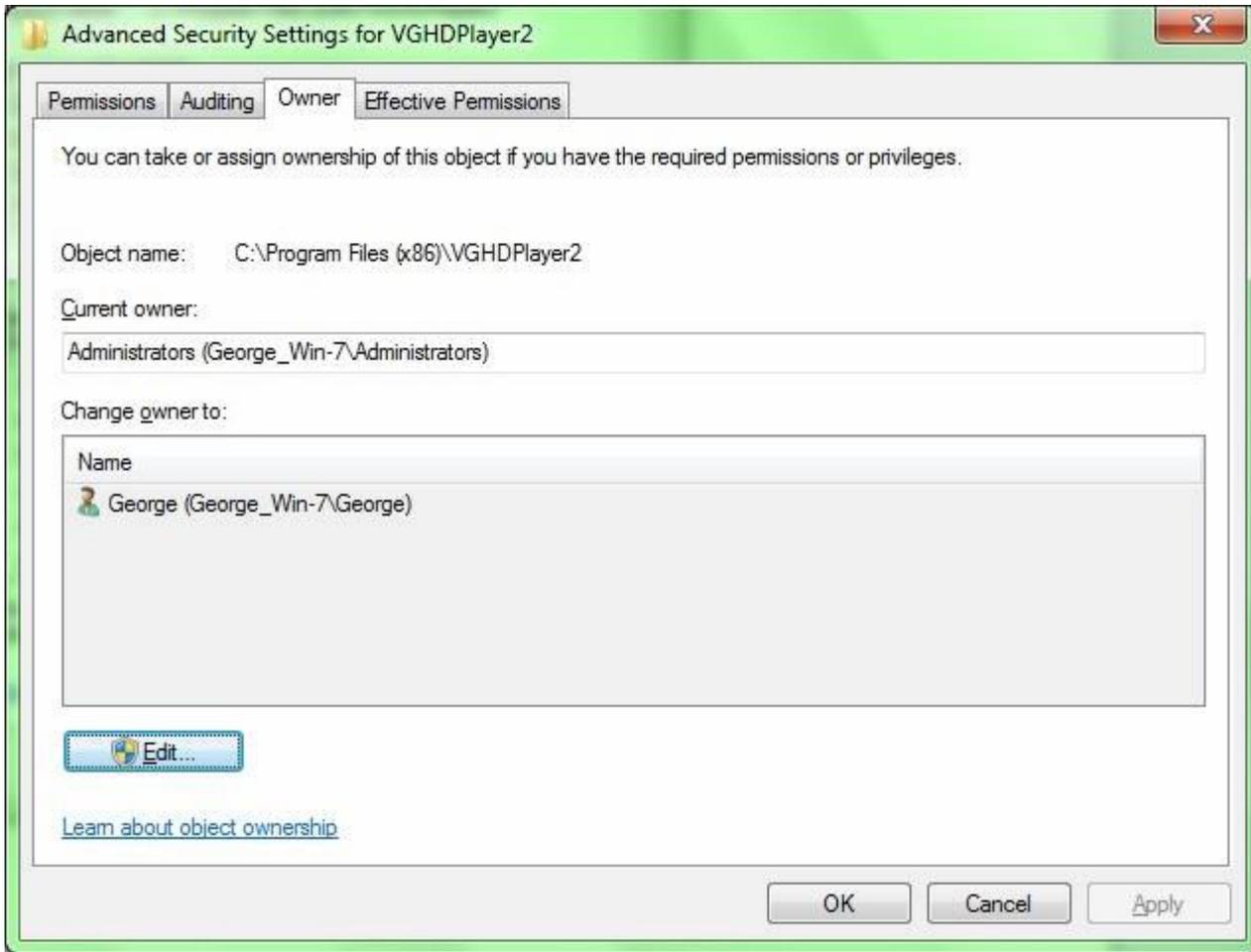
Right click on the folder name, then select properties



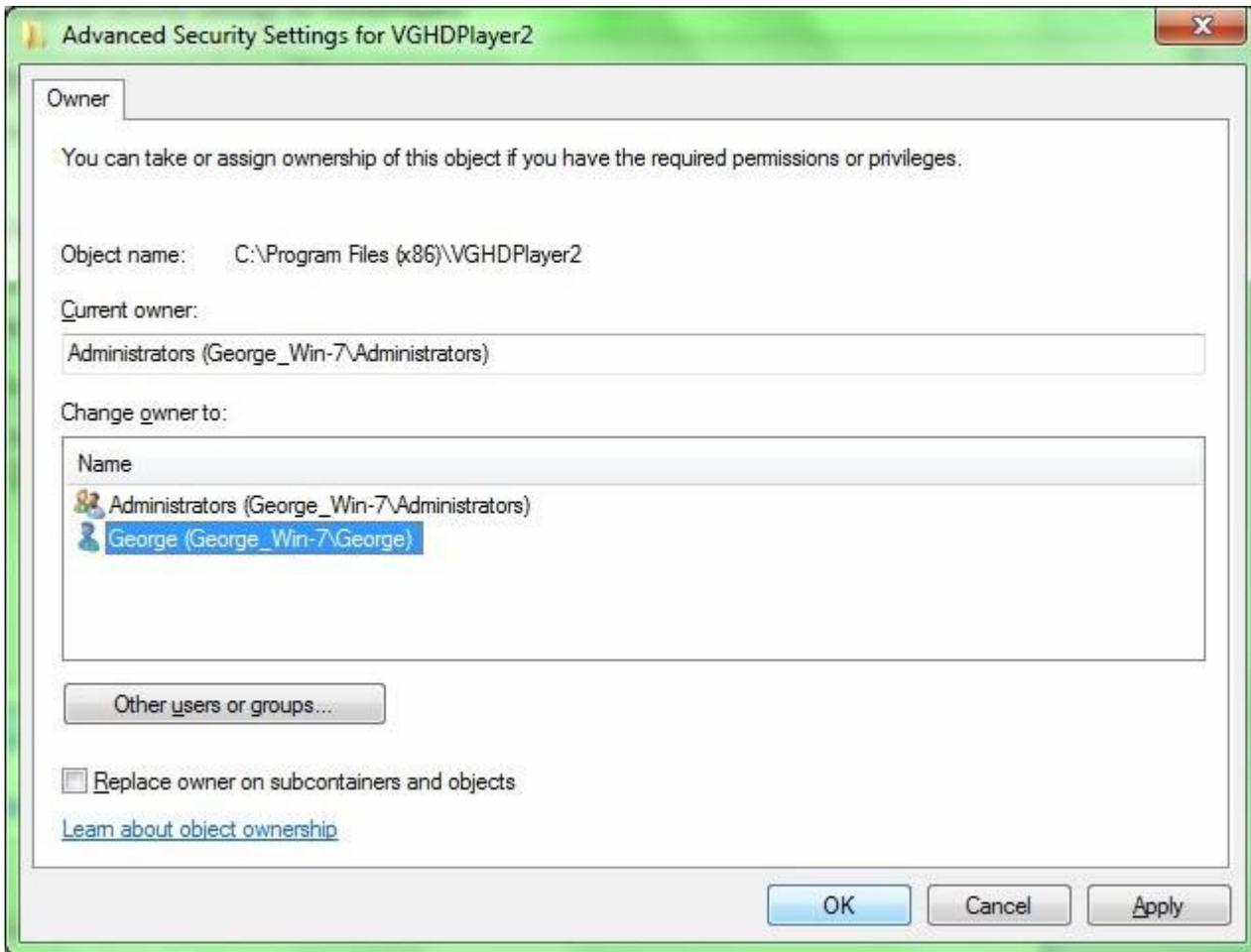
In the Properties Window Select the Security TAB  
Then click on the Advanced Button



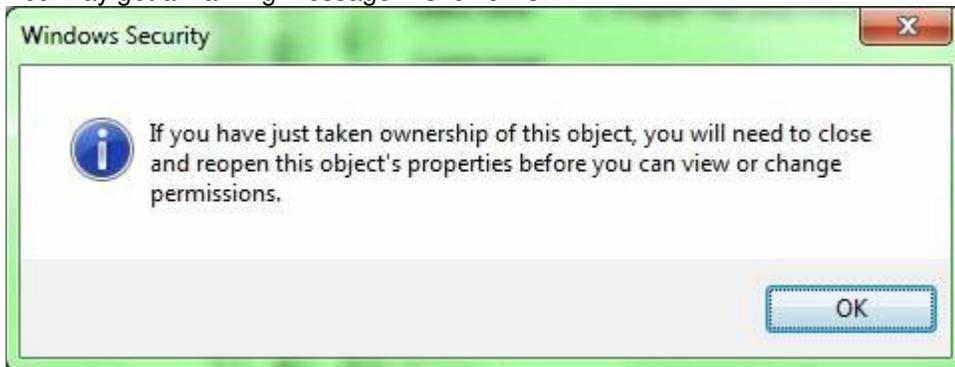
Now on the Owner TAB  
Click on EDIT to change the Ownership



In the edit owner Window,  
Select your user name,  
Then click on OK



You may get a warning message – Click on OK



I don't have a picture for this step.

Under the Permissions tab, make sure that your User name Has full control.

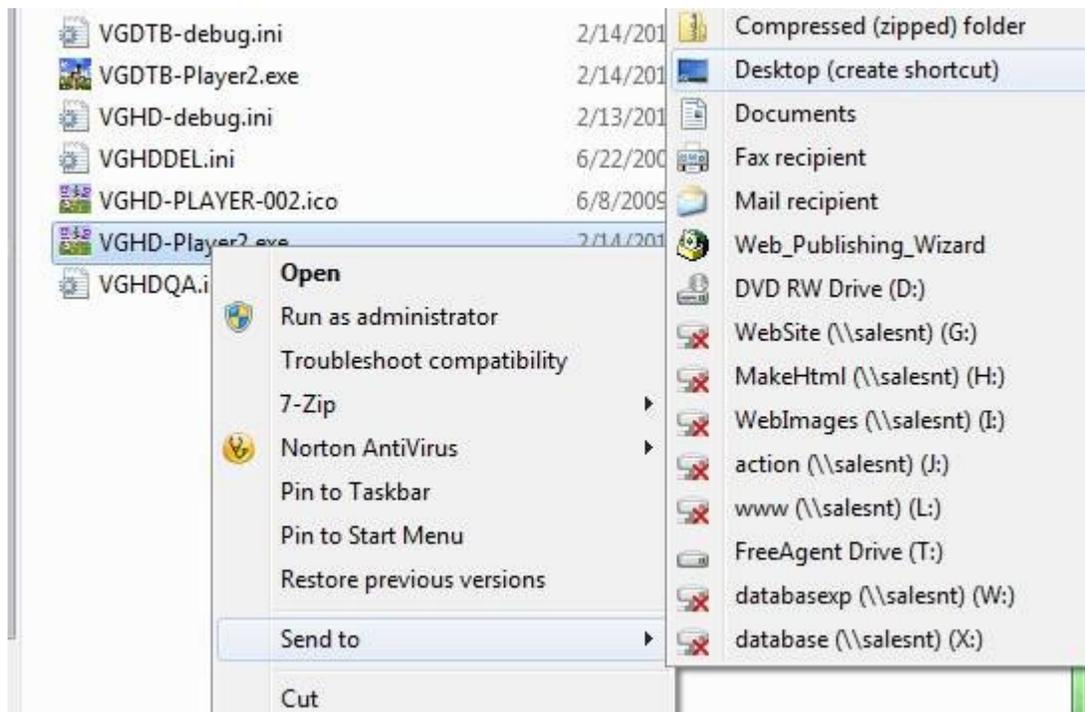
If not, give yourself full Control.

You will have to Close the Properties window, then right click the folder and select properties again.

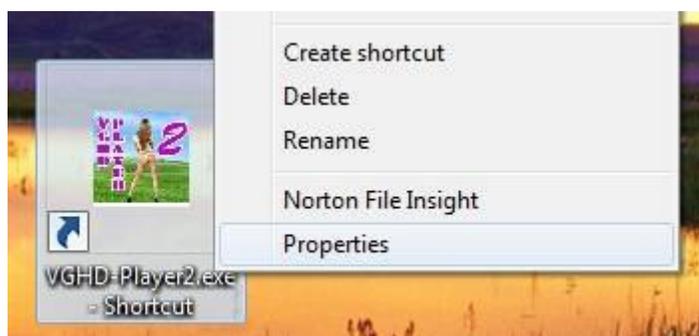
That concludes the ownership tutorial part.

Create a Desktop Shortcut and set the Advanced Properties.

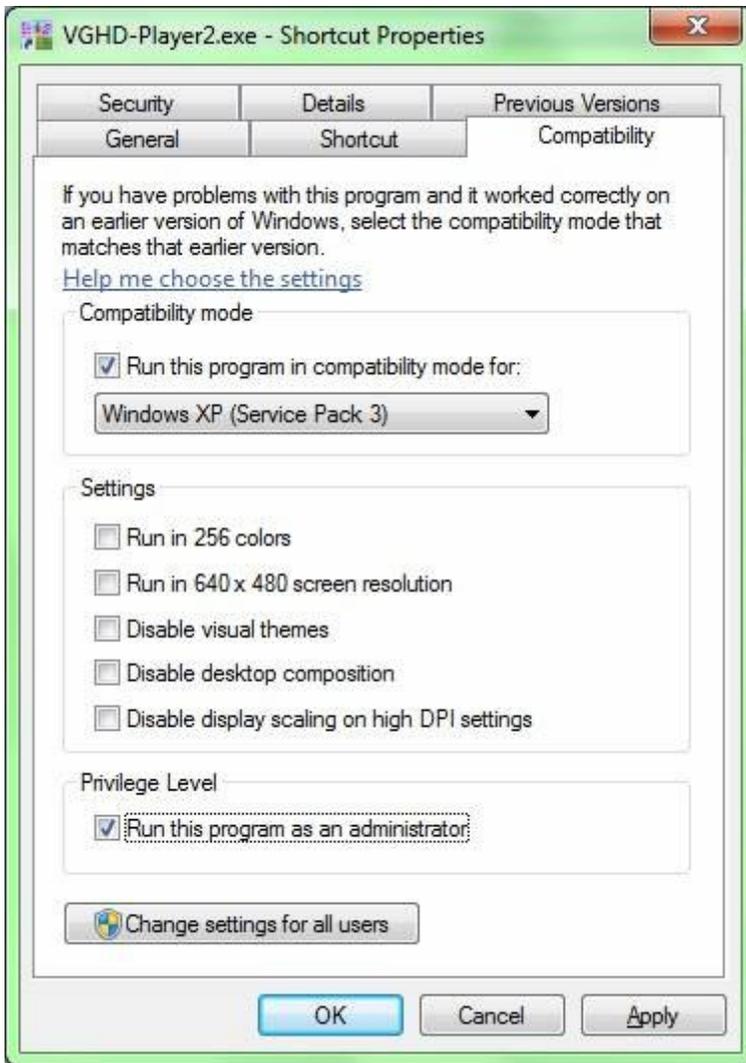
Open the Folder where the VGHD-Player2.exe file is installed.  
Right Click on the file  
Select Send to, then select Desktop (Shortcut).



There will now be a Desktop Icon  
Right Click on the icon  
Select Properties



In the Properties Window, click on the Compatibility TAB  
Check the Box for Compatibility mode and Select XP SP3  
Check the Box Run This program as an administrator  
Then Click on OK



Now when you Double click on the Shortcut icon, you may get a UAC popup  
Click on Yes..

(there is a link to change the UAC Notifications. You can disable this pop up, but I don't recommend doing that.)



If there isn't a registry Path error, all should be well and you should be able to run the PLAYER.

The New Player is Working !!!



### What to look for in the Registry

VGHD stores information that my player uses to read all of the cards and clips. The most important information is the PATHS to the Data and Models folders.

The location in the registry is;

HKEY\_CURRENT\_USER \ Software \ Totem \ System  
 ( I put spaces in it to make it easier to read )

If you Know how to use REGEDIT than you can check the PATH settings.

**Make Sure that they END with a single \ backward slash**

If there are any \\ double backward slashes, change them to single \ backward slashes.

That's all you can check in the registry

Here is a screen capture of my paths with the correct format...

