

# Technical Note - TN1011w

## “Component Transfer Error” on Windows XP Home Edition

### Scope

This technical note applies to all V3.0, V3.1, V3.1.3 and V4.0 Music Ace products (Music Ace, Music Ace 2, Music Ace Starter, Music Ace Deluxe and Music Ace Maestro) running on Windows XP Home Edition.

### Overview

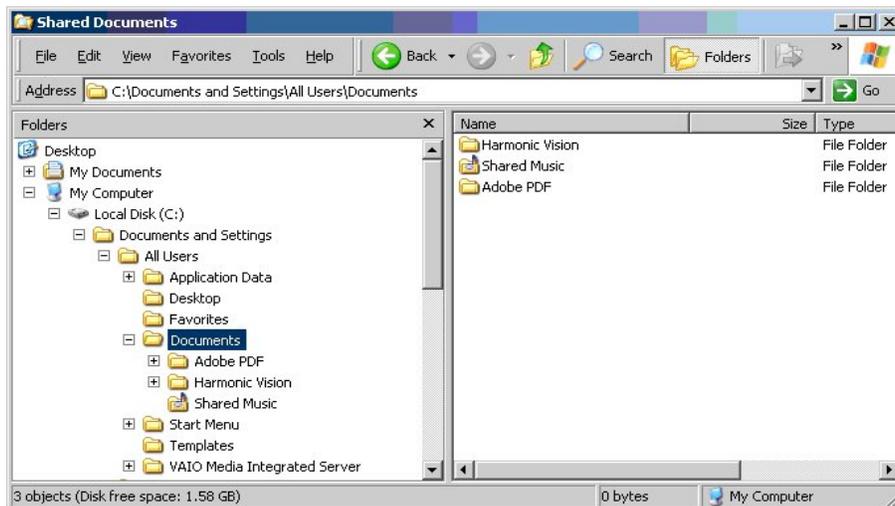
When attempting to install a Music Ace product on Windows XP Home Edition, you may receive an error message similar to one below.

```
"Component Transfer Error"  
Component: Program Files  
File Group: Application Files  
File: C:\Documents and Settings\All users\Documents\Harmonic  
Vision\  
Access denied
```

This error occurs because of incorrect file permissions on the ‘C:\Documents and Settings\All Users\Documents’ directory. Follow the procedure below to modify the permissions on this directory.

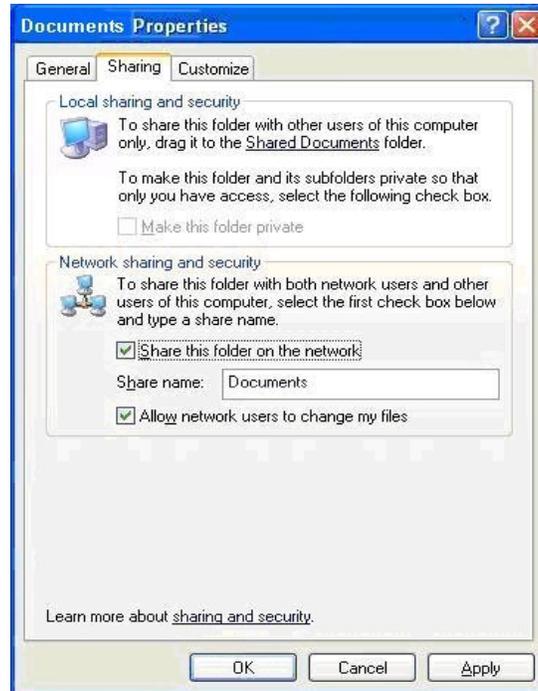
### Procedure

1. Using Windows Explorer browse to the directory ‘C:\Documents and Settings\All Users\Documents’. (You can start Windows Explorer by double-clicking the “My Computer” shortcut on your desktop and then click on the “Folders” button at the top of the screen).



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2. Right-click the “Documents” folder and then click **Sharing and Security**. The Sharing tab of the Properties dialog box for the folder opens.



3. Click the **Share this folder on the network** check box. This makes the folder visible on the network.
4. Click the **Allow network users to change my files** check box.
5. Click Apply and then OK.
6. You should now be able to successfully install your Music Ace product.