

Unable to Control Shared Desktop with LinQ™ Software and the Windows Vista™ Operating System



Applies to: LinQ™ software 1.2 and the Windows Vista™ operating system

Issue

You're unable to control your shared desktop from the SMART interactive product.

Cause

LinQ software doesn't detect elevated mode in the Windows Vista operating system. When you install software or access system settings, the Windows Vista operating system enters elevated mode. When you're in elevated mode, you're unable to control your shared desktop on the interactive product.

Solution

Look for a *User Account* or *User Account Control* dialog box on the laptop, and then close it.

NOTE: *User Account* and *User Account Control* dialog boxes don't appear on the interactive product when you share your desktop. They only appear on your laptop.

You can continue working on your shared desktop on the interactive product after you close the dialog boxes.

Background

In the Windows Vista operating system, *User Account* dialog boxes appear when you install or remove software, and *User Account* dialog boxes appear when you access system settings. These dialog boxes appear when you're in elevated mode. When you close these dialog boxes, you exit elevated mode, and you can continue working at your shared desktop on the interactive product.

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