

# TS-1058: Error Loading Call Accounting on Windows 7, Needs Administrator Rights

Comm One LLC - Technical Support Documentation

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11:24 AM

*The information in this article applies to:*

LITE, JR and PRO

## QUESTION:

Why am I getting an error 1303 when trying to load Call Accounting, and a message that I need to be an Administrator in order to finish the installation?

## ANSWER:

In order to load the Call Accounting Software you need to either be logged in as a Local Administrator on that computer, or have Administrator Rights. If you don't, you will not be able to complete the installation process. If you get this error, close the installation process, re-login as administrator, and restart the installation process.

## WINDOWS 7:

In Windows 7 you can also right click on the SETUP.EXE and select RUN AS ADMINISTRATOR.

## See Also:

[TS-1052: How do I set up a shared drive to start Comm One from a remote computer?](#)

[TS-1076: How much training is included with software purchase?](#)

[TS-1058: Error loading Call Accounting on Windows 7, Needs Administrator rights.](#)

[TS-1070: How do I move the Call Accounting to Another Computer?](#)

## Comm One Technical Support

12723 Whisper Creek Cove

Draper, UT 84020

801-523-9797

support@commone.com

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