Opera user rights issues and CK Bespoke

It is important that both the Opera client and the CK client are installed with full local administrative user rights, failing to do so can result in a number of problems when running Opera. It is important to rectify any such user rights issues as they can have knock-on effects in other parts of the system and can sometimes slow general Opera system speed down

Symptoms

Permissions / user rights issue can manifest themselves in numerous ways including, but not limited to, the following:

1. A prompt to overwrite/create a new resource files when starting Opera.
2. User unable to create error logs in the event of a crash (Opera states it cannot write to file)
3. PDF printer driver related issues – printing to PDF freezes or printer not activated error message
4. An "error instantiating class" message upon logon or when backing up etc.

Solution

1. If they have CKS bespoke, uninstall the CKS Client Product Library
2. Uninstall the Opera Client
3. Locate the Client folders and delete. The usual locations are C:\Document and Settings\All Uses\Application Data\Pegasus for XP or C:\ProgramData\Pegasus for Windows Vista/7. Also, delete the client folder in C:\Program Files\Pegasus (or C:\Program Files (X86)\Pegasus).
4. Install the Opera Client by right clicking on the Setup.exe and choosing Run As… for Windows XP or Run as Administrator for Windows Vista / 7. If prompted for a username and password then enter the Administrator details if possible or if not available then enter the user details of a user that has FULL Administrator rights.
5. If they have CKS bespoke, Install the CKS Product Library Client by right clicking on the cksprods_client.exe file and choosing Run As… for Windows XP or Run as Administrator for Windows Vista / 7. If prompted for a username and password then enter the Administrator details if possible or if not available then enter the user details of a user that has FULL Administrator rights.
6. It is always good practice when installing/upgrading the main Opera Server install and the CKS Product Library main install to Run As Administrator

   If the above does not cure the problem then it may be necessary to relocate the foxuser.dbf resource file from the default location to a new path where the user does have full user rights

7. In the Opera client folder (usually c:\program files\pegasus\client vfp or similar) open the config.fpw file for editing in notepad
8. Look to see if there's a line beginning RESOURCE= and if so change the path to one locally where the user has full admin rights – this could be an existing folder like c:\temp but usually directing it to the Opera temp folder will suffice, for example

   Before: RESOURCE=C:\programdata\Pegasus\Client VFP\foxuser.dbf

   After: RESOURCE=C:\programdata\Pegasus\Client VFP\temp\foxuser.dbf

   If there is no RESOURCE= line present then add one in, RESOURCE=c:\programdata\Client VFP\temp\foxuser.bdf