



Knowledgebase > V7 Software > Software Installation Error 740: The requested operation requires elevation

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EFILive Support - 2020-07-13 - Comments (0) - V7 Software

Windows 7

Follow these steps to resolve this issue on Windows 7 systems.

Ensure Your User is an Administrator

1. Click on the **Start Menu** button.
2. Type **User Accounts** into the **Search** bar.
3. Select the **User Accounts** option under the **Control Panel** section.
4. Select the **Change your account type** option.
5. Ensure that **Administrator** is selected.
6. If necessary change from **Standard user** to **Administrator** and press the **Change Account Type** button.

Disable User Account Control (UAC)

1. Click on the **Start Menu** button.
2. Type **UAC** into the **Search** bar.
3. Select the **Change User Account Control settings** option under the **Control Panel** section.
4. Drag the slider do to the **Never notify** position.
5. Click the **OK** button.

Note: After making the above changes it is necessary to reboot your computer. Following the reboot it should be possible to now load the EFILive software.

Windows Vista

Follow these steps to resolve this issue on Windows Vista systems.

Ensure Your User is an Administrator

1. Click on the **Start Menu** button.
2. Select the **Control Panel** option.
3. Type **User Accounts** into the **Search** bar.
4. Select the **User Accounts** option.
5. Select the **Change your account type** option.
6. Ensure that **Administrator** is selected.
7. If necessary change from **Standard user** to **Administrator** and press the **Change**

Account Type button.

Disable User Account Control (UAC)

1. Click on the **Start Menu** button.
2. Select the **Control Panel** option.
3. Type **UAC** into the **Search** bar.
4. Select the **Turn User Account Control (UAC) on or off** option under the **User Accounts** section.
5. Uncheck the **Use User Account Control (UAC) to help protect your computer** checkbox.
6. Click the **OK** button.

Note: After making the above changes it is necessary to reboot your computer. Following the reboot it should be possible to now load the EFILive software.