



## Tools Advisory: Configuration of Windows XTAG service on non-English language installations

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## INTRODUCTION

The XMOS XTC Tools (versions 15.1.4 and 15.2.1) provide a Windows Service which is installed on the Windows PC by the XTC Tools click-through installer.

This service is listed using the Windows `services.exe` tool as XMOSXTAG3-15.1.4 or XMOSXTAG3-15.2.1. It is started when the computer starts and runs continuously. The “Status” is reported as “Running”.

On certain non-English-language Windows installations this service fails to start. The “Status” is reported as “Stopped”.

This Advisory shows how to work around the failure to start the service by amending some configuration aspects of your Windows system.

## INSTRUCTIONS

There are two options available which are described in detail in the following sections:

1. Create a new group and add members to it based on those in an existing group
2. Rename an existing group

The first option is more complex than the second and may require detailed knowledge about the setup of your machine within your organization. However it does not change the configuration of existing groups.

The second option will modify existing group configuration and should be used with additional caution.

**NOTE: You will need local administrator rights to implement either option.**

In the instructions below, items in “*quoted italics*” may be spelt in your local language equivalent. Items in **bold courier** should be entered exactly as shown.

### OPTION 1 - CREATE A NEW GROUP

A new group will be created called **Users**. Members will be assigned to this group based on the content of an existing group.

1. Run the Microsoft Management Console `mmc.exe` as an administrator from the Windows Start menu, by clicking on the Start icon and typing **mmc.exe**
2. Select the “File” menu item and select “Add/Remove Snap-In ...”
3. Select “Local Users and Groups”
4. Press the “Add >” button
5. Press the “Finish” button in the new dialog
6. Press the “OK” button

7. In the left hand column expand the new “*Local Users and Groups*” entry and select “*Groups*”
8. Double-click on “*Users*” group and leave this dialog open
9. Right-click in the central column and click “*New Group ...*”
10. Enter **Users** into the “*Group name*” edit box
11. Enter **Users-XMOS** into the “*Description*” edit box
12. Click the “*Add ...*” button
13. In the “*Select Users*” dialog press the “*Advanced ...*” button
14. In the new “*Select Users*” dialog press the “*Find Now*” button
15. From the list of members now listed, add each member listed in the “*Users*” dialog which was opened in step 1 to the new group **Users**
16. Close the Microsoft Management Console. Press “*No*” when asked whether to “*Save the console settings*”.
17. Restart the PC (or use the Microsoft Services tool) to start the XmosXtag3Service

The XTAG may be used with the XTC Tools 15.1.4 or XTC Tools 15.2.1.

## OPTION 2 – RENAME AN EXISTING GROUP

You will be renaming the local language equivalent of the “*Users*” group, to a new group called **Users**.

1. Run the Microsoft Management Console `mmc.exe` as an administrator from the Windows Start menu, by clicking on the Start icon and typing `mmc.exe`
2. Select the “*File*” menu item and select “*Add/Remove Snap-In ...*”
3. Select “*Local Users and Groups*”
4. Press the “*Add >*” button
5. Press the “*Finish*” button in the new dialog
6. Press the “*OK*” button
7. In the left hand column expand the new “*Local Users and Groups*” entry and select “*Groups*”
8. In the middle column, right-click on the “*Users*”. Note “*Users*” will not be spelt in English. It will have an equivalent name in your local language
9. Click “*Rename*”
10. Change the name to **Users**
11. Close the Microsoft Management Console. Press “*No*” when asked whether to “*Save the console settings*”
12. Restart the PC (or use the Microsoft Services tool) to start the XmosXtag3Service

The XTAG may be used with the XTC Tools 15.1.4 or XTC Tools 15.2.1.

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