

# Installation Issues with Secure Admin with the following Operating System

-Recommend to use version 4.1.20.1

**Windows 8.1**

**Windows Server 2008 R2**

**Windows Server 2012 R2**

**\*Windows 10**

\*Windows 10 is not supported O/S with Secure Admin

**The following Operating  
systems all use Net Framework  
4.5.2 by Default**

**Windows 8.1**

**Windows Server2008 R2**

**Windows Server2012 R2**

**\*Windows 10**

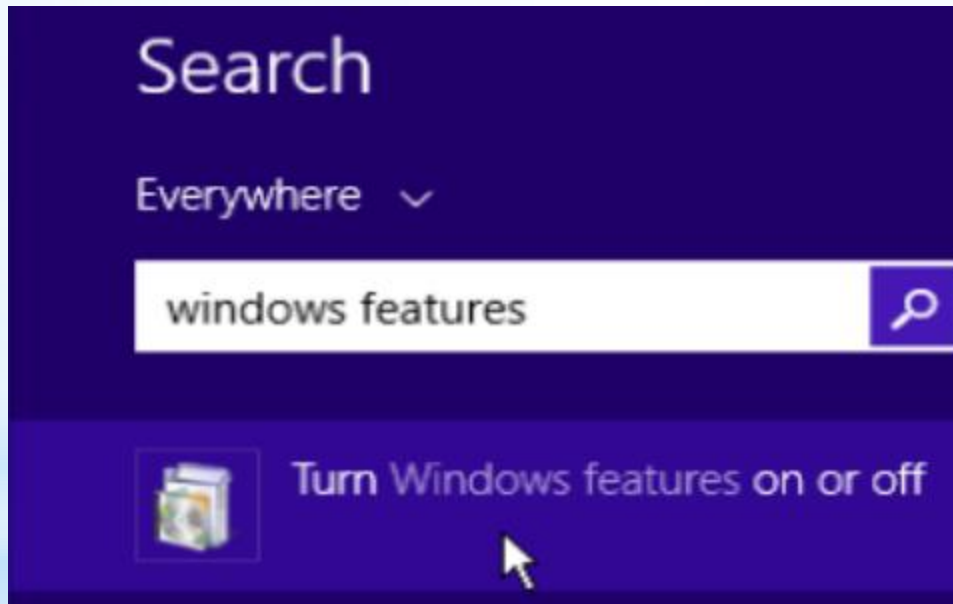
# **Secure Admin requires Net Framework of 3.5**

**Solution?**

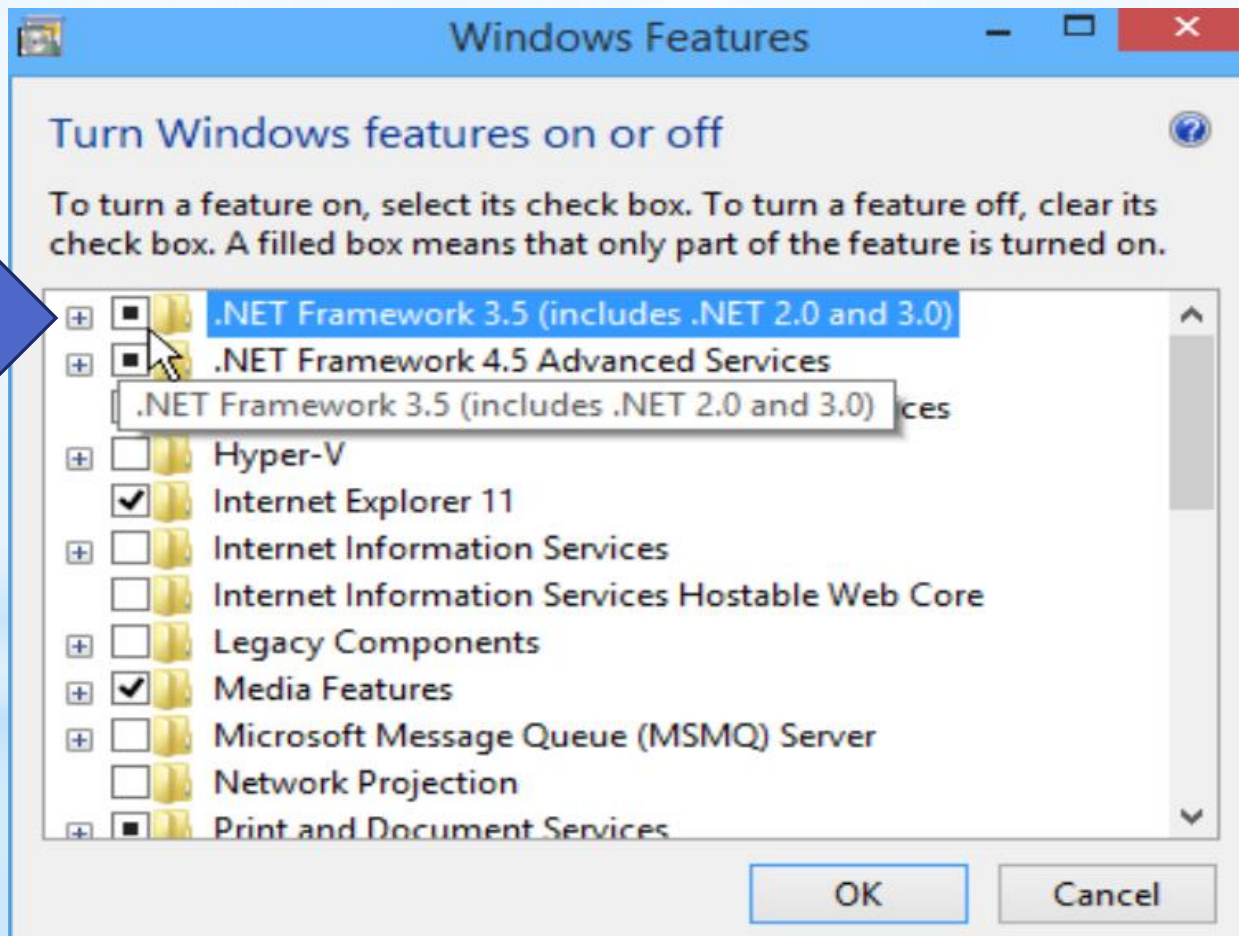
**Enable .Net Framework of 3.5**

# From the Search window type: Windows Features

\* This is only an example and might be different between Operating Systems



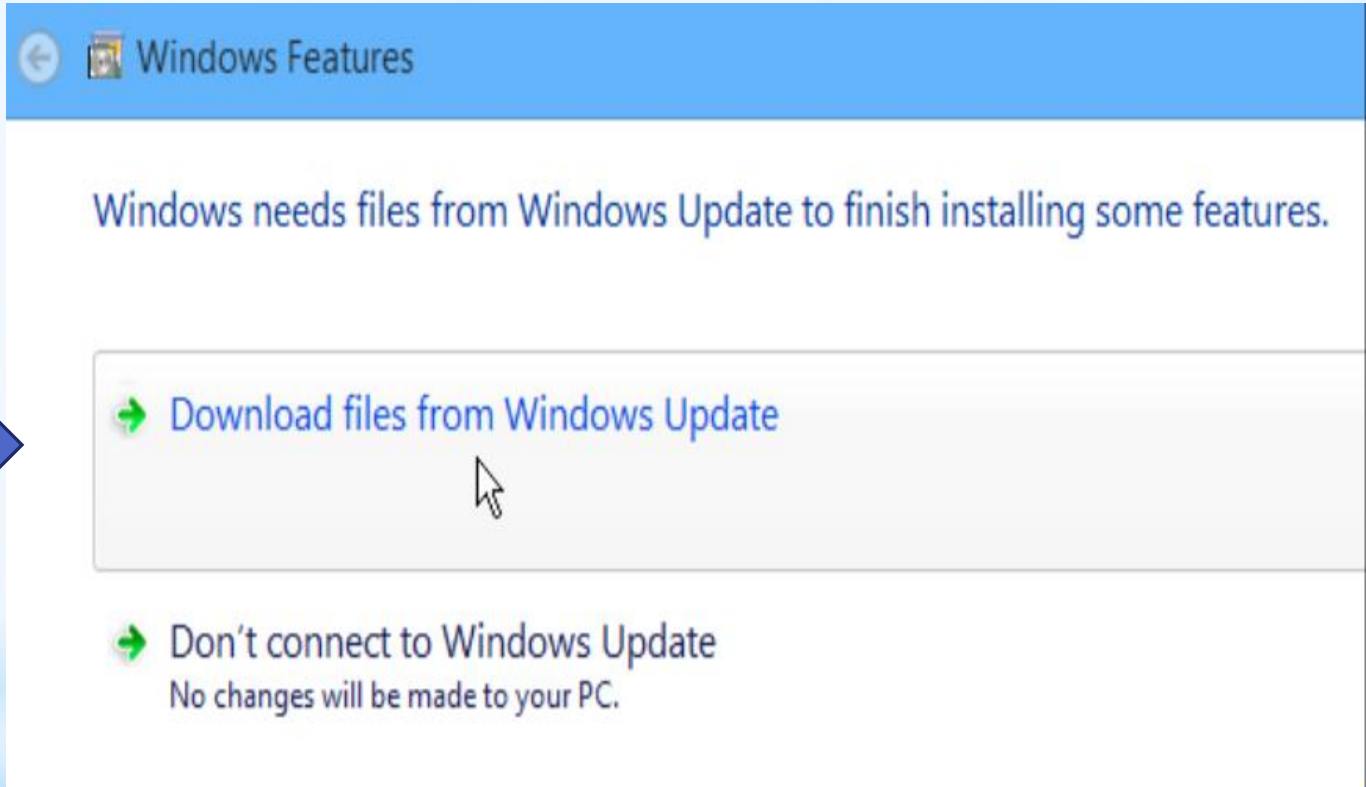
# Tick the box next to .NET Framework 3.5 (includes .NET 2.0 and 3.0)



**Wait while .Net Framework is installed on your system- it only takes a few seconds.**

**Immediately afterwards, you will be prompted to download updates for it**

# Windows Update



The screenshot shows the Windows Features control panel window. At the top, there is a blue header bar with a back arrow icon and the text "Windows Features". Below the header, a message states: "Windows needs files from Windows Update to finish installing some features." There are two options listed below the message, each with a green right-pointing arrow icon. The first option is "Download files from Windows Update", which is highlighted with a light gray background and has a mouse cursor hovering over it. The second option is "Don't connect to Windows Update", with the subtext "No changes will be made to your PC." A large blue arrow on the left side of the image points towards the "Download files from Windows Update" option.

← Windows Features

Windows needs files from Windows Update to finish installing some features.

- Download files from Windows Update
- Don't connect to Windows Update  
No changes will be made to your PC.

# \*Windows 10

Windows 10 is not an Officially supported Operating system with Secure Admin.

However it might be possible to install Secure Admin with the previous instructions, use version 4.1.20.1.



# Website

- Please visit our website, [service.morphotrak.com](http://service.morphotrak.com) for software, firmware, videos and PDF's.