



# DHSU CD Help

*As you are experiencing problems with your DHSU Software, this information aims to address some known issues with the software.*

## **DHSU Guide**

Contained within your DHSU CD is a setup guide and instruction manual that should help answer any questions you have when setting up your DHSU software. To access this guide please follow the following steps;

1. Insert the CD into your computer and find the Disc Drive in file explorer.
2. Double click on the disc entitled "DHSU" and find "DHSU" in the first list of files.
3. Double click on this file to open the guide in your web browser.
4. From here, you can access several menus including 'Overview', 'Install programme', and 'Setup Instructions'.

Skye recommends reading through the guide before and during installation to ensure you have a trouble free process.

## **Autorun Issues**

When the CD is inserted into the disc drive, the programme should start automatically. If you are running windows 10, you will need to click on the pop up "Select to choose what happens with this disc" in the bottom right hand corner. In the following pop up in the top right hand corner, select "Run autohtml.exe" from the list of choices. The disc should then run as expected.

If you do not get this pop up, you will need to go to File Explorer and find the Disc Drive with disc titled "DHSU" in the list on the left. Open this location and find the file titled "autohtml". Double clicking on this file will open the autorun feature. The disc should then run as expected.

## **Shortcut Issues**

There is a known issue with DHSU where the installation process fails to place a shortcut on the users desktop, this is believed to be down to compatibility issues with newer Microsoft operating systems. To place a shortcut on your desktop, please follow the following steps;

1. Open file Explorer and select your Windows drive (Usually (C:)).
2. Once in this drive, open the 'Users' file and navigate to your users file (This is the user that installed DHSU).
3. Within this file, locate the 'AppData' File. If you can not see this file, it is hidden. In order to see this file, you will need to show hidden items. In Windows 10, select the 'View' tab at the top of the window and tick the 'Hidden Items' box.
4. Once in the 'AppData' file, navigate to the 'Roaming' file. Within this file, open the 'Microsoft' folder.
5. In this file, go to 'Windows' and then to 'Start Menu'.
6. Open the 'Programs' folder and select the 'Skye' folder, here you will see the shortcut for the DHSU software.
7. Right click on this file and choose the 'Send to' option. In the following menu click 'Desktop (Create Shortcut)'.
8. Check your Desktop to ensure the shortcut is present and opens the software.