

# LanSend

## Frequently Asked Questions

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## Before Installing

### How can I download LanSend?

To download and install please visit our [Download page](#).

### Will it run on my operating system?

The latest version of supports the following Windows platforms: All .

## System Requirements

To install and run , your computer will need the following minimum requirements based on your operating system:

- Administrator privileges are required to install the software
- Super VGA 800 x 600 video adapter
- Internet access is required to register and receive product updates

### Can I install LanSend if I don't have administrative privileges?

No. To correctly install you must have administrative privileges.

## Registration

### What limitations are there in an unregistered version?

Well, there are no functional limitations for unregistered versions and you may use (during the evaluation period) as a fully registered program but only on one computer in the network. In addition, unregistered versions of display nag screens.

### What is the easiest way to order LanSend?

The easiest way to purchase is to buy pay via one of our payment options and download the software immediately.

After making your purchase you will receive an e-mail with a registration number which you will use to activate your copy of . Click [here](#) to be directed to the ordering page.

### Can I install LanSend on more than one computer?

For every installation on a separate machine an additional license is required.

## **I have lost my registration number. How do I get it?**

If you have lost your license code you may request a copy be sent to you.

Please fill out the [registration information request form](#).

## **Troubleshooting**

### **I have an error message "Access is denied" or "Getting session names (Error code: 5)"**

If you have any problems or receive an "access denied" error or "Error 5 getting session names" error while you trying to to send message with lansend, try the following steps to fix the problem with lansend:

1. Open the Registry Editor (regedit.exe).
2. In the left panel, locate and then click on the following registry key:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server
3. In the right panel, find the key AllowRemoteRPC and be sure the value of the key is 1. If the value is not 1, change it to 1.
4. Close Registry Editor and restart your computer.
5. Run LanSend.

### **What permission should I have to send a message to another user's session?**

To send a message to another user's session, you need to have the Message permission. For more information, see [Remote Desktop Services Permissions](#). To modify permissions on a session, use the Remote Desktop Services Configuration administrative tool.

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