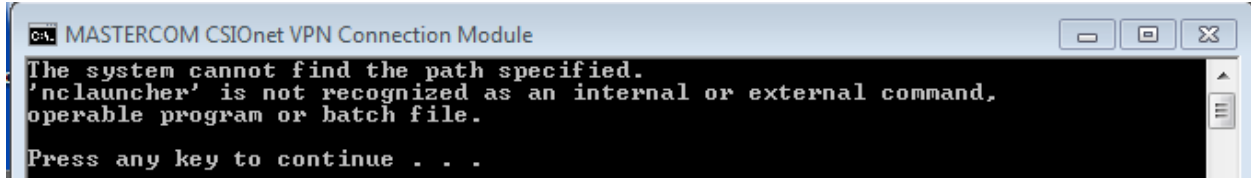


## 'Nclauncher' is not recognized Error

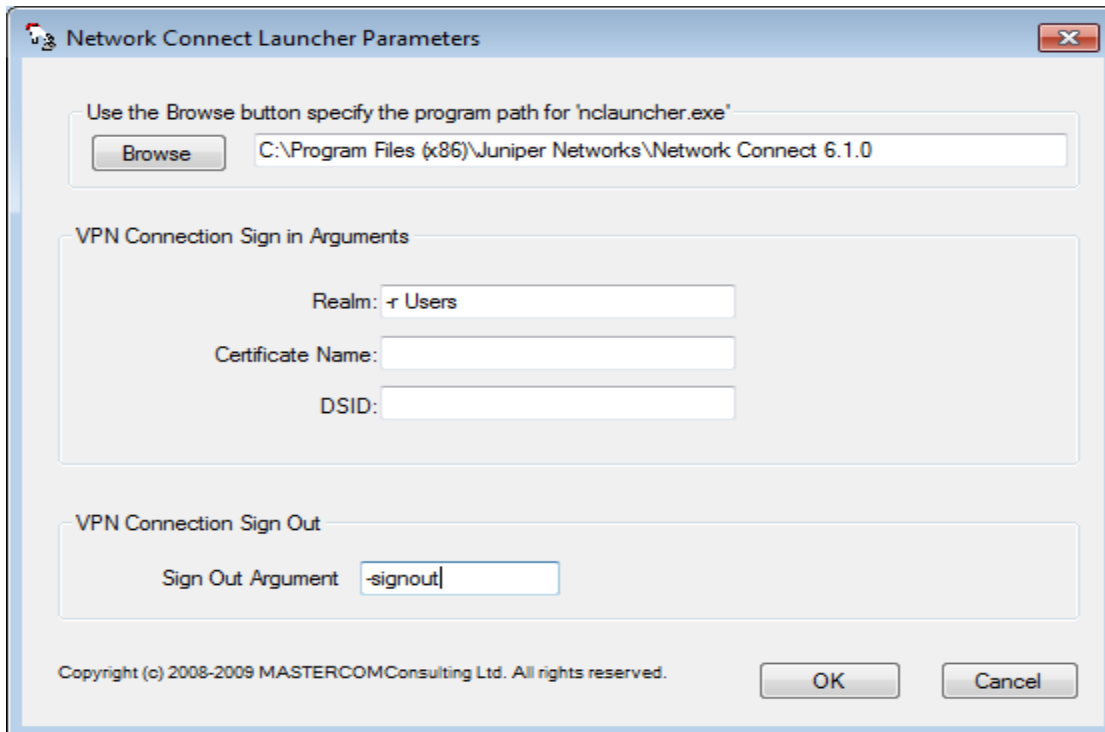
If you get the error "The system cannot find the path specified." 'nclauncher' is not recognized ... , as shown below,



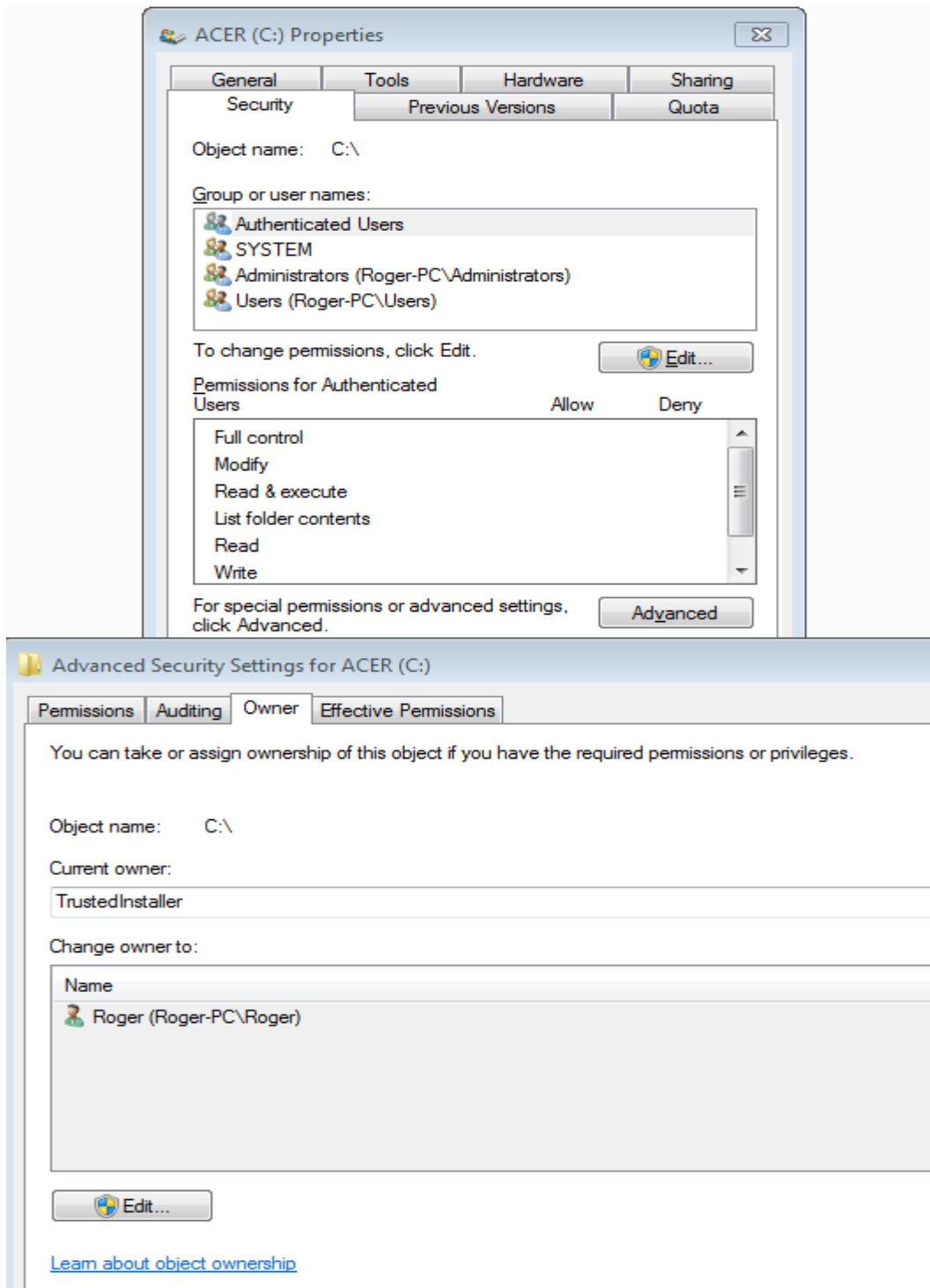
This causes for this problem can be:

- 1) the Windows 7 operating system is installed on a drive other than the C drive.
- 2) the Windows 7 is a 64 bit operating system and the "Juniper Networks" folder is installed in the **C:\Program Files (x86)** folder.
- 3) on Windows 7 you do not have access to the **C:\Program Files** and **C:\Program Files (x86)** folders.

For 1) and 2) select **Start, All Programs, BrokerEDIPC E-Mail-EDI Engine .NET program folder, Settings – CSIONet** program-item and on the **General** tab select the **Parameter Settings** button and browse to the correct path e.g. "**C:\Program Files (x86)\Juniper Networks\Network Connect 6.1.0**" as shown below.



For 3) you must take ownership of drive C: by right-clicking the C drive and selecting **Properties**, as shown below.



To find the path where the Juniper programs are installed in the “Juniper Networks” program group select the “Network Connect 6.1.0” program-item and the “NC Troubleshooting” program-item.

