1. **DISABLE SYMANTEC ENDPOINT PROTECTION**
   - There is a yellow shield icon at the bottom right-hand of the screen
   - **RIGHT CLICK** this yellow icon and click on “Disable Symantec Endpoint Protection”

2. **DISABLE WINDOWS FIREWALL**
   - Click **START >> SETTINGS >> CONTROL PANEL >> WINDOWS FIREWALL** >> **Switch firewall to OFF**
   - There should be a red shield with an X in it on the bottom right hand of the laptop (this is normal)
3. **INSERT CD & RUN SETUP.EXE**

   - On the desktop go to **MY COMPUTER >> RIGHT CLICK the PAL II (D:) >> OPEN >> Run Setup.exe**

   ![Setup Dialogue Box](image)

   *If it does not work the first time press **CTRL+ALT+DEL**, find and end the setup process and try again*

   - Once the setup is open, **CLICK ON REPAIR >> NEXT >>** and wait for the setup to finish
4. CLICK ON PAL-II USER’S GUIDE DESKTOP ICON AND OPEN

5. BE HAPPY IT WORKS!