

## Wireless Remote boxes disappear when IntelliRock is shutdown and restarted

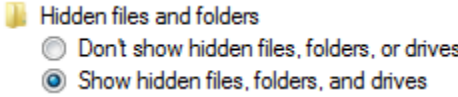
After you take time to add your remote Wireless boxes and loggers, when you shut down the Wireless Control panel or restart the IntelliRock software, all of the wireless remotes no longer appear in the Wireless control panel and you have to re-acquire them all over again.

Here is the procedure to retain the all of your wireless remote boxes on shutdown and startup of the IntelliRock software and Wireless Control panel.

Requires ADMIN privileges on the PC.

1. Open the Windows Explorer and navigate to this folder.  
C:\ProgramData\IntelliRock

Note: if the ProgramData folder is not visible, you have to change your folder options

- a. Open Windows Explorer
  - b. Click on **Organize** menu in the top tool bar and select **Folder and Search Options.**
  - c. Click on **View** tab
  - d. Click the Radio button called Show Hidden files, folders, and drives  

  - e. Click on **APPLY** and **OK**
2. Right-click on the IntelliRock folder and chose **Properties.**
  3. Click **EDIT** button.
  4. Highlight **USERS** and check on Apply **FULL CONTROL**
  5. Click **APPLY** and click **OK**
  6. Start IntelliRock software. Start the Wireless Control Panel.
  7. Acquire your remote wireless boxes.
  8. Shutdown the Wireless control panel and restart it. Your Remote boxes should be seen.