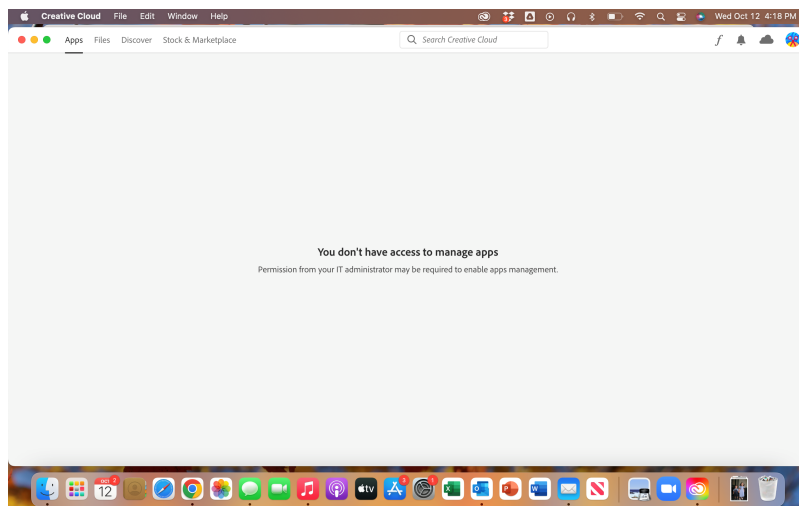


FAQ - Logitheque

Logiciels	Date expiration de la licence
Adobe DC	28 septembre 2025
Amos	1 juillet 2024
Atlas.ti	1 avril 2024
JMP	31 mai 2024
Modeler	1 juillet 2024
Nvivo	31 décembre 2023
QDAMiner	31 mai 2024
SAS	1 juillet 2024
SPSS	1 juillet 2024

Problème : Erreur de connexion au compte

You don't have access to manage apps; Permission from your IT administrator may be required to enable apps management.



Solution :

To enable the Apps Tab:

1. Sign out and close or end all Adobe applications and processes running in the background
2. Navigate to the following location:
 - a. Windows: C:\Program Files (x86)\Common Files\Adobe\OOBE\Configs\
 - b. Mac: "/Library/Application Support/Adobe/OOBE/Configs/
 - i. Locate the serviceconfig.xml file
 - ii. Drag it to the desktop (it will need ADMIN permission)
 - iii. Open the file in Notepad (Windows) or TextEdit (Mac)
 - c. In serviceconfig.exe file, change the value of AppsPanel from false to true
 - d. Save & Close the serviceconfig.xml file
 - e. Relocate the same file to the original folder that is on the desktop and drag it back to the folder location (will need ADMIN permission)
3. Restart machine and launch and sign into Adobe CC which will show all the applications again

Problème: Erreur 6041

Le code d'erreur 6041 se produit quand on essaye de lancer la correction à partir de Word.

Solution :

1. Désinstaller les Connectix associés à tous les navigateurs internet et à Word
2. Aller sur l'espace druide, et télécharger les Connectix
3. Fermer toutes les applications
4. Installer les Connectix à nouveau
5. Si le problème persiste, aller sur la console Antidote et supprimer l'utilisateur.
6. Patienter quelques minutes, envoyer lui une nouvelle invitation pour Antidote Web.

Problème : macOS erreur d'accès au disque

NVivo needs permission to access data on your computer before it can run and giving full access does not resolve the issue, the following solution is proven to work for many researchers.

Solution :

1. In TextEdit (or any text editor), create a blank text file named CloudTabs.db and place it temporarily in a folder such as Desktop. Make sure the file does not have an *RTF* label.
 - **What is CloudTabs.db?**db file is used to sync between devices using iCloud. NVivo uses the file to check the permissions of accessing the disk by reading the file. If NVivo can access the file, that means the app has the permission and it will not prompt for full disk access.
 - **Having trouble creating the blank CloudTabs.db file?** We created the file for anyone to download: [CloudTabs.db](#)
1. *Make sure NVivo is closed and make sure Full Disk Access permissions in System Preferences > Security and Privacy > Privacy tab is removed for NVivo.*
2. *Restart the computer and then add Full Disk Access permissions again for NVivo. Do not launch NVivo.*
3. *Open Finder.*
4. *Go to the Desktop (or wherever you created it) and copy CloudTabs.db.*
5. *Open another Finder window and click on Go from the Finder menu option.*
6. *Press the Option key on the keyboard. The Library option should now show under the Go menu.*
7. *Click on Library.*
8. *Navigate to the Safari folder then paste CloudTabs.db in the Safari folder.*
9. *Close Finder and launch NVivo.*