**Account eye - KB00345**

*Impacted App/Service: Account eye*

*Title: Having issues on launching the Account Eye application*

*Short Description:* The Account Eye application may present issues to launch on certain Dell machines. If this is the situation, follow the steps below to resolve the issue.

*Resolution:*

1. From the bottom Windows Taskbar, select the Search function (magnifying glass icon).
2. Within the search pattern, type **regedit** and hit the Enter key.
3. Once the Registry Editor is launched, expand the sections to reach **Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Print**
4. At the right section of the screen, double click on the **AEyeDellCompatiblity**.
5. After the popup dialog appears, set the **Value data** field as **1**.
6. Close the Registry Editor tool.
7. Create an incident ticket assigned to the **Account Eye Support** group.
8. In the Description field, provide the user’s **System Name** (aka Machine Name) using the SysInfo tool.
9. Submit the incident ticket.