

## Canopy GUI requires extra setup steps when user's home path contains non-ASCII characters



Jonathan March

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*(updated October 3, 2013)*

Does your user name (hence your home directory path) contain a non-ASCII (i.e. non-English) letter?

If so, the simplest workaround is to log in as a user with an ASCII user name, and then do a normal installation. Note that if you do this, then you will only be able to use Canopy when you are logged in as that user.

Otherwise, you must take several extra steps during installation and setup.

### 1) On Windows, you must "Install for all users", which requires administrative access.

If the installer offers you the option to "Install for all users" after you accept the license, then select it, complete the installation normally, and skip to step (2) below.

Otherwise, you must cancel the installation, then follow these preliminary steps exactly (even if you are already an administrator):

- Type "cmd" in the Start Menu's search box.
- Right-click on the "cmd" program which appears at the top of the start menu and select "Run as Administrator".
- If you are not already an administrator, enter the password for an administrative user when asked.
- A command prompt (DOS-like) window will open. At the command prompt, type:

```
msiexec /i c:\<path-to-canopy-installer-file>.msi
```

and press the Enter key.

The installer will start, and you should now be able to select the "Install for all users" option when offered it after you accept the license.

### 2) On Windows, OS X, and Linux, during your first startup, you must specify a different path for your Canopy environment.

The first time that you start Canopy, you will be asked to specify a directory for your Canopy Environment. The path to this directory must contain only ASCII characters and must be one that you are authorized to write to. On Windows, we suggest "C:\Program Files\Canopy" (administrative rights required). On Mac OS X, we suggest "/Applications/Canopy". If you have difficulty with these, you may want to get help from a geek friend to locate or create a suitable directory on your computer.

(Background information: even if you change the directory of the base Canopy Python installation to a directory which is not on your home path, the Canopy GUI itself, and the User Python virtual environment, are installed by default into the home path. [More details about these virtual environments here.](#))

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## Comments



Jose Eduardo  
Castanho

Great help!, But warning this trick before the setup could have saved me a lot of time.

February 22, 2014 21:36



Jonathan March  
Enthought

@Jose thanks for the feedback -- we will try to do better with this!

February 22, 2014 22:09

