

Windows Host

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Resolving Login Errors | Windows 11

"401: You have no rights to access this. Please Login"

If you see this (401) error, please try logging in again using your email and password. If you still encounter this error, your computer's system time is probably set incorrectly.

Follow these instructions to set your time:

Windows 11

1. Navigate to Settings > Time & language > Date & time.
 1. You can quickly access this by right clicking on the clock in the bottom right of your taskbar and selecting 'Adjust date and time'.
 2. Underneath the 'Additional settings' section, click on 'Sync now'



Optional (*Recommended*)

1. If not already checked, turn on the toggles for 'Set time zone automatically' and 'Set time automatically' near the top of the window



Powering your Windows Surface Tablet

Use the Windows charger to power

Please ensure that the power is connected to a wall AC power source. If the power on the tablet is low Windows will halt processes which includes services (including the Simple RFID Print Client) which will make the printer offline.



The charger uses a magnet to connect.



An LED indicator on the side of the charger will light up when connected.



LED Indicator

The Surface tablets have just 1 USB port which is used to connect the printer, therefore the USB cannot be used to power the tablet.

Installing AnyDesk

Install AnyDesk

Installing AnyDesk and setting a password to allow unattended access allows Simple RFID to help guide you through the printer set-up process as well as troubleshoot issues.

- Install the software.
 - <https://anydesk.com/en/downloads>

Switching out of S mode in Windows

Windows 11 in S mode is designed for security and performance, exclusively running apps from the Microsoft Store. If you want to install an app that isn't available in the Microsoft Store, you'll need to switch out of S mode.

Windows 11 in S mode is only available in the Windows 11 Home edition. If you have the Pro, Enterprise, or Education editions of Windows 10 in S mode, Windows Update will not offer Windows 11 because S mode is not available in those editions of Windows 11. Therefore, if you have the Pro, Enterprise or Education editions of Windows 10 in S mode, you'll need to switch out of S mode to upgrade to Windows 11.

Switching out of S mode is one-way. If you make the switch, you won't be able to go back to Windows 10 or Windows 11 in S mode. There's no charge to switch out of S mode.

1. On your PC running Windows 11 in S mode, open **Settings > System > Activation**.
2. In the **Switch to Windows 11 Pro** section, select **Go to the Store**. (If you also see an "Upgrade your edition of Windows" section, be careful not to click the "Go to the Store" link that appears there.)
3. On the **Switch out of S mode** (or similar) page that appears in the Microsoft Store, select the **Get** button. After you see a confirmation message on the page, you'll be able to install apps from outside of the Microsoft Store.

[Open Microsoft Store](#)