

Issues with the DRM folder in Windows 7 & Vista

1. Open 'Computer' located on the desktop
2. Click on 'Organise' and select 'Folder and search options'
3. Click on 'View'
4. Uncheck the Hide protected operating system files (Recommended) box.
5. Click OK.

Next, locate the DRM folder on the hard disk drive:

1. Open 'Computer'
2. Open the C: drive (Local Disk C)
3. Open the 'Program Data' folder.
4. Open the 'Microsoft' folder
Ignore the "DRM" folder in here: This one is not the problematic folder.
5. Open the 'Windows' folder
6. Double click on the DRM folder
7. Delete the files in this folder

DO NOT DELETE OR RENAME THE DRM FOLDER