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## "Windows cannot access the specified device, path, or file..."

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### COMPATIBILITY ISSUE

*"Windows cannot access the specified device, path, or file. You may not have appropriate permissions to access the item."*

This Windows error likely means that you are running an older version of Windows XP which VSee Messenger is not compatible with.

Please see <http://help.vsee.com/kb/articles/what-are-the-compatible-devices-os> for a complete list of devices and compatible operating systems.

Please email us at [help@vsee.com](mailto:help@vsee.com) for questions and assistance.