

Getting a warning message 'You do not have the correct administrator privileges' when attempting to license a SPSS Statistics product on Mac OS.

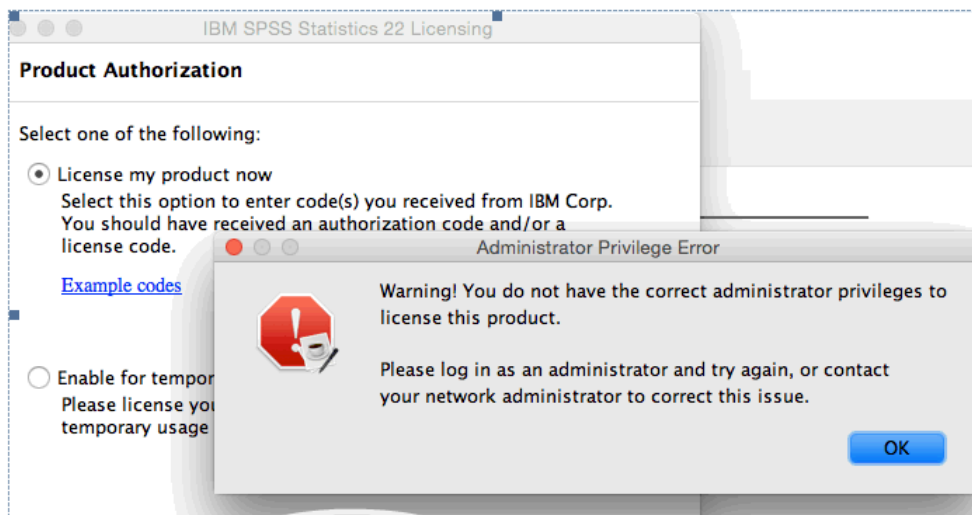
Troubleshooting

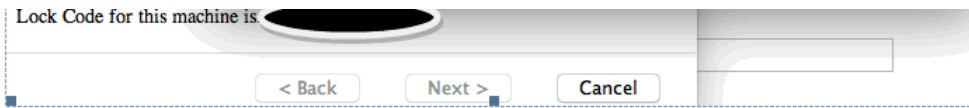
Problem

You have successfully installed an IBM SPSS Statistics product on a Mac computer. When you start the License Authorization Wizard (LAW) to enter the authorization code for licensing. You receive the following message: "Warning! You do not have the correct administrator privileges to license this product. Log in as administrator and try again, or contact your network administrator to correct this issue. " Once this message is displayed the only option available is "OK" to click on and you cannot enter your authorization code.

Resolving The Problem

Below is a picture of the warning:





If you encounter this message please copy and paste the following into a browser and follow the instructions.

<http://blogs.cuit.columbia.edu/ikr2107/spss-administrator-privilege-error/>

If the above does not work then please perform the following procedure:

1. If open, close the IBM SPSS Statistics product.
2. If open, close the License Authorization Wizard.
3. Open Finder.
4. Select the 'Go' menu.
5. Select the 'Utilities' menu.
6. Open the 'Terminal' program.
7. Type (copy/paste) the following command:

```
cd /Applications/IBM/SPSS/Statistics/
```

8. Press Enter/Return.
9. Perform the procedure corresponding to the Statistics product version as described below:

Statistics Release 20

1. Type (copy/paste) the following command:

```
sudo chown -R root:admin 20
```
2. Press Enter/Return.
3. Close Terminal.
4. Launch the License Authorization Wizard.
5. The warning message should no longer appear.
6. License your IBM SPSS Statistics product.

Statistics Release 21

1. Type (copy/paste) the following command:

```
sudo chown -R root:admin 21
```
2. Press Enter/Return.
3. Close Terminal.
4. Launch the License Authorization Wizard.
5. The warning message should no longer appear.
6. License your IBM SPSS Statistics product.

Statistics Release 22

1. Type (copy/paste) the following command:

```
sudo chown -R root:admin 22
```

2. Press Enter/Return.
3. Close Terminal.
4. Launch the License Authorization Wizard.
5. The warning message should no longer appear.
6. License your IBM SPSS Statistics product.

Statistics Release 23

1. Type (copy/paste) the following command:

```
sudo chown -R root:admin 23
```

2. Press Enter/Return.
3. Close Terminal.
4. Launch the License Authorization Wizard.
5. The warning message should no longer appear.
6. License your IBM SPSS Statistics product.

Statistics Release 24

1. Type (copy/paste) the following command:

```
sudo chown -R root:admin 24
```

2. Press Enter/Return.
3. Close Terminal.
4. Launch the License Authorization Wizard.
5. The warning message should no longer appear.
6. License your IBM SPSS Statistics product.

Statistics Release 25

1. Type (copy/paste) the following command:

```
sudo chown -R root:admin 25
```

2. Press Enter/Return.
3. Close Terminal.
4. Launch the License Authorization Wizard.
5. The warning message should no longer appear.
6. License your IBM SPSS Statistics product.

To confirm the changes have been made

- (1) In the Terminal window change directory to below path (example for release 22)

cd /Applications/IBM/SPSS/Statistics/22/SPSSStatistics.app/Contents

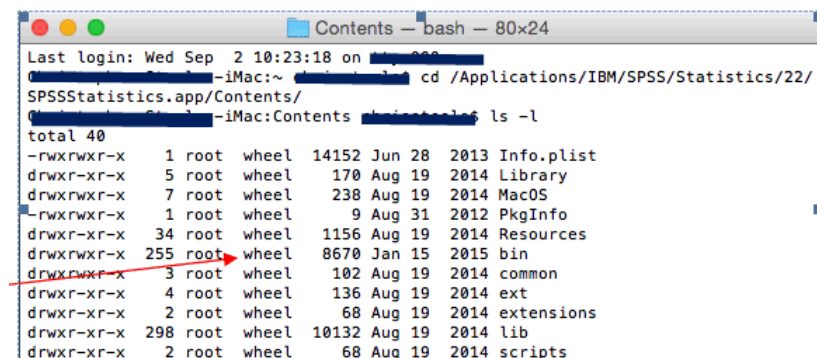
then, type the following:

ls -l

(2) Press Enter/Return.

If you see some or all of subfolders shows a group ownership other than 'admin' (as displayed in Picture1), the procedure did not succeed. You will need to have your Mac IT support contact IBM SPSS Support for further assistance.

Picture1:

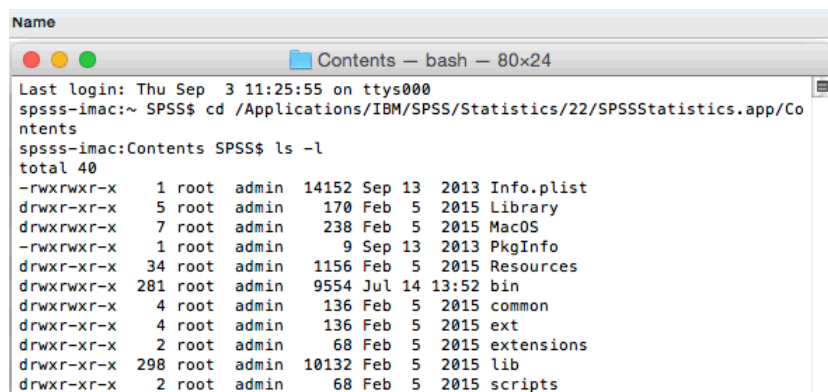


```

Last login: Wed Sep  2 10:23:18 on ttys000
spsss-imac:~ spsss$ cd /Applications/IBM/SPSS/Statistics/22/
SPSSStatistics.app/Contents/
spsss-imac:Contents spsss$ ls -l
total 40
-rwxrwxr-x  1 root  wheel  14152 Jun 28  2013 Info.plist
drwxr-xr-x  5 root  wheel   170 Aug 19  2014 Library
drwxrwxr-x  7 root  wheel   238 Aug 19  2014 MacOS
-rwxrwxr-x  1 root  wheel    9 Aug 31  2012 PkgInfo
drwxr-xr-x 34 root  wheel  1156 Aug 19  2014 Resources
drwxrwxr-x 255 root  wheel  8670 Jan 15  2015 bin
drwxrwxr-x  3 root  wheel   102 Aug 19  2014 common
drwxr-xr-x  4 root  wheel   136 Aug 19  2014 ext
drwxr-xr-x  2 root  wheel    68 Aug 19  2014 extensions
drwxr-xr-x 298 root  wheel 10132 Aug 19  2014 lib
drwxr-xr-x  2 root  wheel    68 Aug 19  2014 scripts
  
```

Picture 2:

If you see some or all of subfolders shows a group ownership of 'admin' (as displayed in Picture2), the procedure was successful.



```

Name
Contents - bash - 80x24
Last login: Thu Sep  3 11:25:55 on ttys000
spsss-imac:~ SPSS$ cd /Applications/IBM/SPSS/Statistics/22/SPSSStatistics.app/Co
ntents
spsss-imac:Contents SPSS$ ls -l
total 40
-rwxrwxr-x  1 root  admin  14152 Sep 13  2013 Info.plist
drwxr-xr-x  5 root  admin   170 Feb  5  2015 Library
drwxrwxr-x  7 root  admin   238 Feb  5  2015 MacOS
-rwxrwxr-x  1 root  admin    9 Sep 13  2013 PkgInfo
drwxr-xr-x 34 root  admin  1156 Feb  5  2015 Resources
drwxrwxr-x 281 root  admin  9554 Jul 14 13:52 bin
drwxrwxr-x  4 root  admin   136 Feb  5  2015 common
drwxr-xr-x  4 root  admin   136 Feb  5  2015 ext
drwxr-xr-x  2 root  admin    68 Feb  5  2015 extensions
drwxr-xr-x 298 root  admin 10132 Feb  5  2015 lib
drwxr-xr-x  2 root  admin    68 Feb  5  2015 scripts
  
```

This behavior is also reported on the following product correction report (APAR):

<https://www.ibm.com/support/entdocview.wss?uid=swg1PI41134>

An IBM ID is required to access this material.

If needed, an IBM ID may be created at https://ibm.biz/ibm_web_id

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Document information

More support for: [SPSS Statistics](#)

Component: Not Applicable

Software version: Not Applicable

Operating system(s): OS X

Reference #: 1966637

Modified date: 03 August 2018