<u>Sameday Express error immediately after updating to a new version</u>

You may get an error message and the program stops. It may occur immediately after installing a new version of the program.

Click on the button in the lower left of the screen (with two chevrons). This may mention Access Denied.

If the message mentions the Analysis size then this is a different issue which is dealt with in the Sameday Express Setup Guide.

The message with Access Denied is due to security in Windows and means that the program was previously installed under a particular user and that's not you!

Go into My Computer then Local Disk C: and the folder ProgramData (not Program Files) and you will find a directory called ZiPZAP Computers Limited.

Enter this directory and you will see a folder called SAMEDAY EXPRESS. Right-click on this and choose PROPERTIES.

Click on the SECURITY tab. Half way down you will see a button that says EDIT. Click this.

You will get a new screen with a list of users. Click on the ADD button.

Add a user called **Everyone**

Hit the CHECK button. It will be accepted. Click on Everyone in the table. Put a tick in Full Control at the bottom and hit the APPLY button.

Now OK and come out. You can now access the system as another user