

Adjutant Workshop Customer Support Tech Notes

Document Title: Error 58 – File already exists
Document Number: 055
Applies to: Campaign ToolBox all versions

SUMMARY

This Tech Note points to an on-line resource for fixing “Error 58 – File already exists”. Note that this is a problem with the **Windows operating system – not Campaign ToolBox**.

Campaign ToolBox includes error-trapping code so that you will not normally see error messages of this type. When the program sees an error, it either quietly handles it or lets you know about a data problem that needs to be fixed. For errors such as this one that occur outside of the program, there is no error-trapping code since the solution is also outside of the program.

PROCEDURE

- As always when dealing with an error such as this, the first step should be to simply reboot your system to see if that clears up the problem.
- Since Campaign ToolBox installs some Microsoft operating system files, and it is possible that one of those files has gotten corrupted, reinstalling Campaign ToolBox *might* correct the problem. However, since Microsoft updates will replace these files with later versions, and reinstalling the program will NOT overwrite a later version, reinstalling as a solution mainly applies to older operating systems.

The following web page describes the problem and offers a progressive series of steps to correct it:

<http://www.solvusoft.com/en/errors/runtime-errors/microsoft-corporation/windows-operating-system/error-58-file-already-exists/>

There may be other helpful web pages, but many are referring to unrelated problems. This one has been successfully used by Campaign ToolBox customers to correct this problem.

NOTES

Always have a current backup of your database file before working on your computer. To backup your Campaign ToolBox database file, go to the menu item Tools > Copy data files to folder and follow the instructions there.

This is a problem that occurs outside of Campaign ToolBox and is beyond our control. We cannot provide direct support for Windows operating system issues.

We cannot vouch for any recommendations or software tools on external web links, so use them at your own risk.

Consider hiring an IT professional to correct this problem if you are not comfortable doing so.