Adjutant Software Customer Support
Tech Notes

Document Title: Fixing Error 75 – Path/file access error
Document Number: 051
Applies to: Campaign ToolBox

SUMMARY

This Tech Note describes how to keep from getting "Error 75 – Path/file access error."

Error 75 is caused when the program tries to access and make a change to a file, but the program does not have permission by the operating system to make that change. The program is saying, "I need to change this file" and the operating system is saying, "No, you can't."

There are two main things that can cause this: the "Read Only" setting and "Permissions" settings. There may be other causes, but they are always a matter of the operating system not allowing Campaign ToolBox to do something. There is nothing that Campaign ToolBox can do in a case like this – the operating system is in control and that is what needs to be changed. This is more common with Windows 7 and up than with previous versions.

PROCEDURE

Read Only setting – Start Windows Explorer or whatever program you use to work with files. Browse to your Campaign ToolBox program folder. It will be named CTBFL, CTBKY, or CTBPA depending on what state version you are using. The folder will be under your C: drive, then under your Program Files folder. Depending on how your system is set up, it could also be under a different folder. If you can't find it right away, use Search to locate the CTBxx folder (CTBFL, CTBKY, CTBPA).

Right-click on the folder and select Properties. If the "Read-only" box is checked (as shown here), then uncheck it. Click Apply and OK to save it.
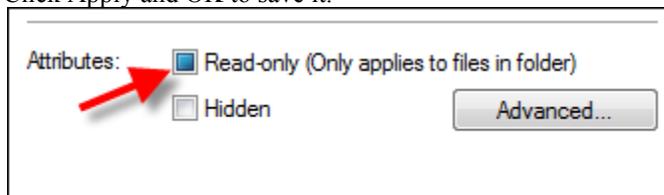
Permissions – While you are on the Properties form, click on the Security tab. Make sure that you have permissions set to <u>Full Control</u>. Since systems are set up in different ways, you may need to get with your System Administrator or whoever set up your system to get this changed.

Run as Administrator – You may need to change your settings so that you can run the program as an administrator. To do this, go to the icon that you normally click on to start the program. Right-click on it and click on "Run as administrator" if it is not already selected. On network systems, this will probably have to be set by a network administrator, so you may need to have that person make the change.

NOTE: Some people have found that after going through these steps, it gets "reversed" by Windows. If this happens, please refer to the following Microsoft article: http://support.microsoft.com/en-us/kb/326549
This is a Windows operating system issue, so we cannot provide support beyond referring you to the Microsoft instructions. If you do not feel comfortable doing this change, you may need assistance from an IT professional.