

Error Messages

I received an error while running Churchkeeper. What should I do?

- 1) From the Main Menu select System, select Support then click the Re-index Files (make sure you are the only user logged on). Click the REBUILD control. If the error still occurs:
- 2) Write down the error message, the program name and line number and call for technical support (800/673-5204).
- 3) Tell our representative or leave a message that you received an error and relate the information about the error. Please leave a call back number and account number (usually the church phone number, so we can access your account)

When I launch ChurchKeeper, I get a message, 'file access is denied'. What causes this and how can I correct it?

This message is a result of a users account not being given the correct permissions to access ChurchKeeper. Because ChurchKeeper writes data to the hard drive, it is important to give users read/write access to the data. To grant access, follow the directions below:

- 1) Close all applications and sign on your computer as the System Administrator.
- 2) Go into 'My Computer', and open your 'Local Disk (C:) or DropBox folder if you are running on the cloud.
- 3) Locate and single click the 'CHURKPR' folder. Right click and go to 'Sharing and Security'.
- 4) In the second box 'Network sharing and security', click on the check box 'Share this folder on the network'. Then click on 'allow network users to change my files'.
- 5) Click on the third box "Security", and make sure all users are given full permission ("Allow" checked on for all users). If the user is not there, click on the "Edit", and Click on Add. Add the user that is receiving the error message.
- 6) Restart your computer and log on as the user that received the message. Re-launch ChurchKeeper.