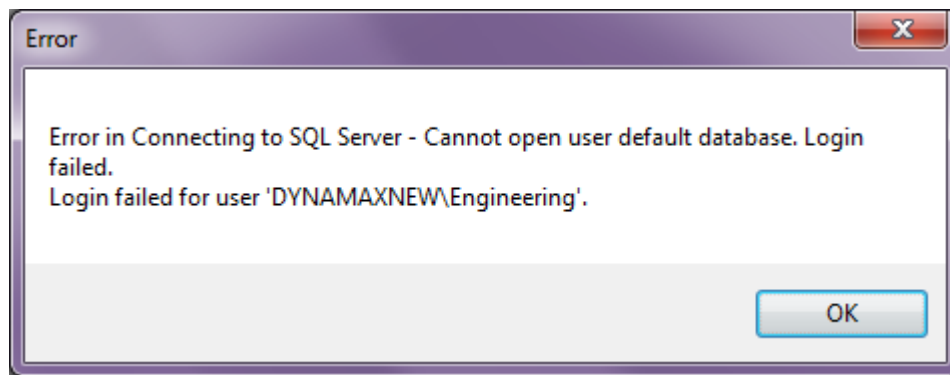


SAPIP QUICK START GUIDE

DIRECT-DASH TROUBLESHOOTING

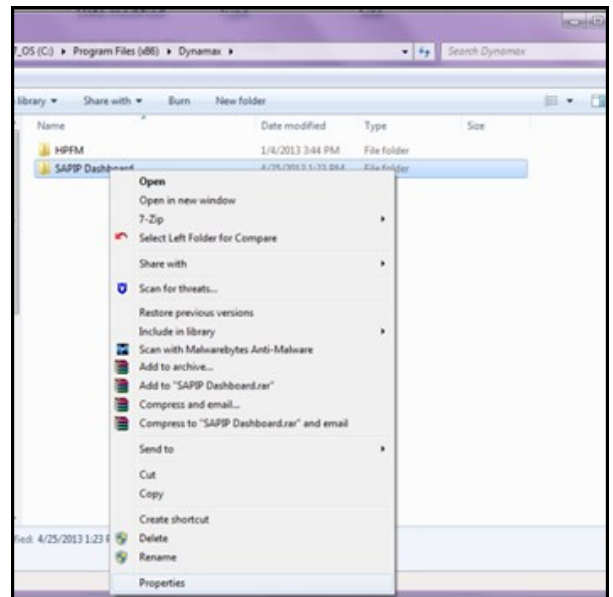
Issue #1:

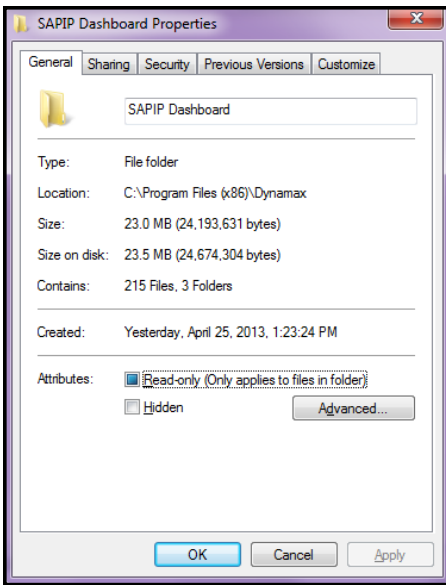
When executing DIRECT-DASH program after initial installation, following error message appears, see below.



FIX: This issue commonly appears on computers in a business or institutional network environment with user access restrictions. IT professionals with administrator access may be needed to help users to resolve the issue. Follow the steps below.

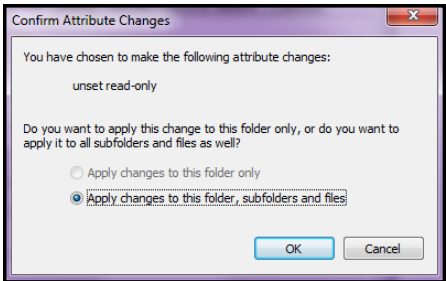
Step 1: Locate “SAPIP Dashboard” folder at C:\Program Files (x86)\Dynamax directory. Right click on the folder and select “Properties”.



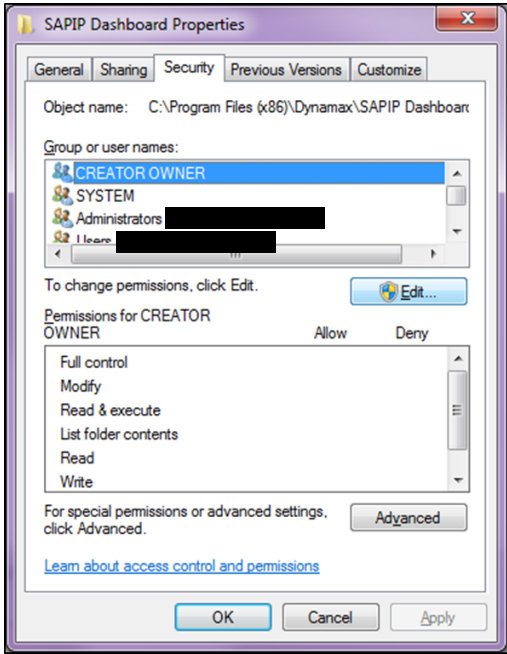


Step 2: Uncheck “Read-only” box, then click “Apply” button. A new window will pop out, click “OK” to continue. Click “OK” on Properties window to finish.

Right click on the same folder, and select “Properties”. If “Read-only” box is unchecked, users have fixed the issue and can proceed to operate the program. If not, continue to “Step 3”.



STOP & EXIT if “Read-only” box is unchecked.
CONTINUE if “Red-only” box is still checked.

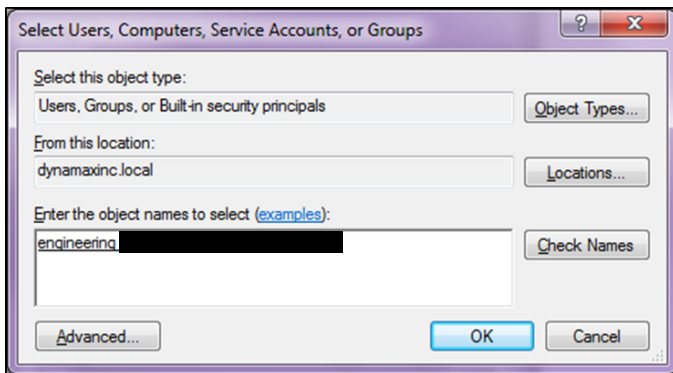
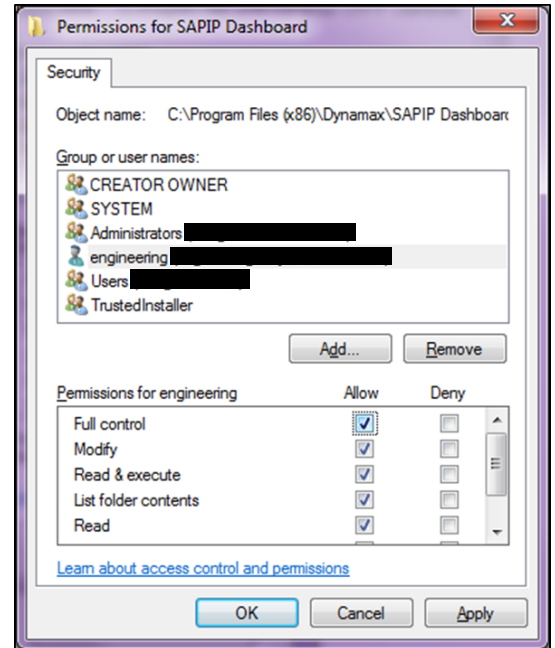


Step 3: Navigate to “Security” Tab, click “Edit” button.

Step 4: Under “Group or user names”, search for user’s log in ID.

If user ID is found, highlight this ID. In “Permissions for XXX” field, verify this user has “Full control”. If not, check “Allow” box next to “Full control” and click “Apply” to save the changes. Click “OK” to finish. Skip to “Step 6” when done.

If user ID is not found, click “Add” button to add this user to the list.



Step 5: With the help of IT professionals, find and add user ID to the Group List. Repeat “Step 4” to verify and update this user with full control.

Step 6: Repeat “Step 2” to remove “Read-only” setting and verify the changes. If the changes are permanent, user is ready to operate SAPIP Interface program.

Issue #1 is resolved