



## FATAL ERROR: COULD NOT FIND A PART OF THE PATH "C:USERS\...tmp.'" UPON LOGIN IN DATABASE

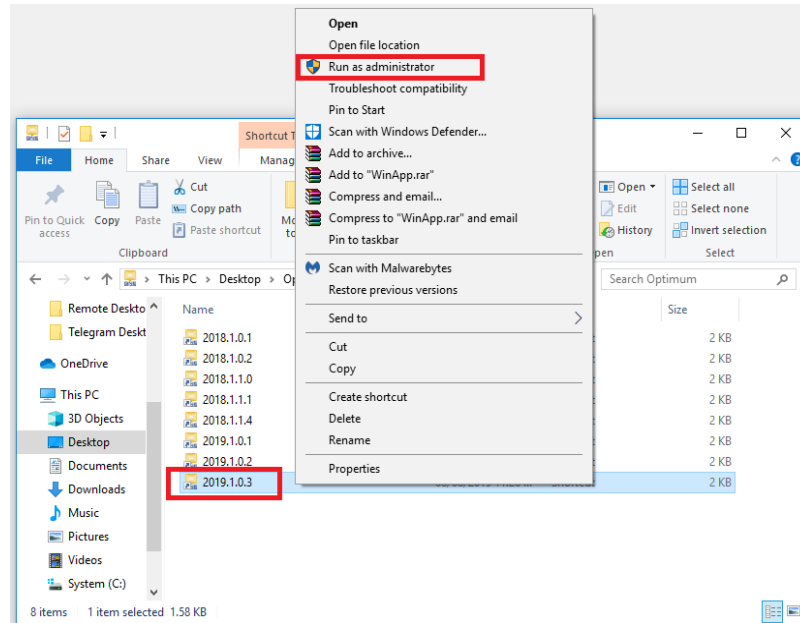
### Problem Scenario:

After installation, "Could not find the path 'C:\Users\...tmp '", Fatal error is prompted upon logging in to the system. Cannot update as well the Database.



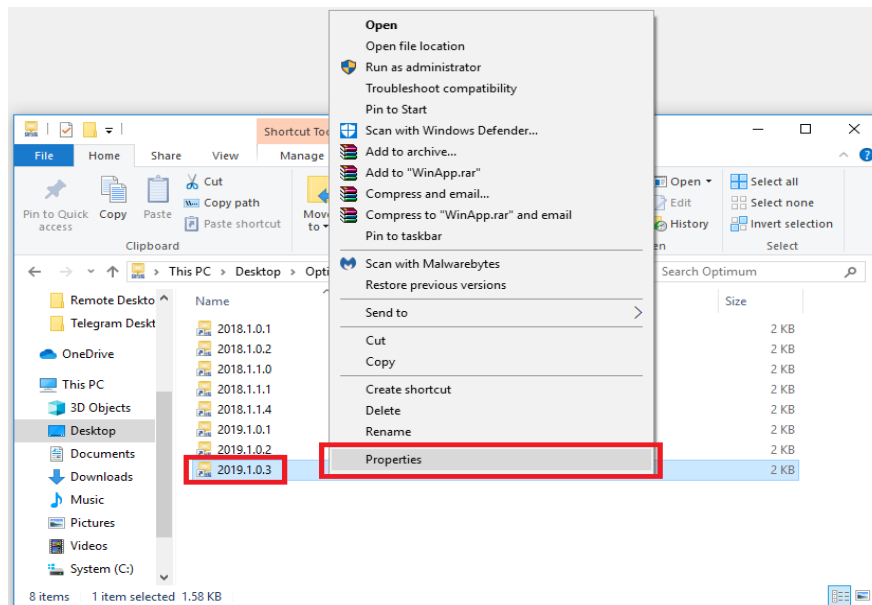
Resolution(s):

Solution 1. Is to Run as Administrator

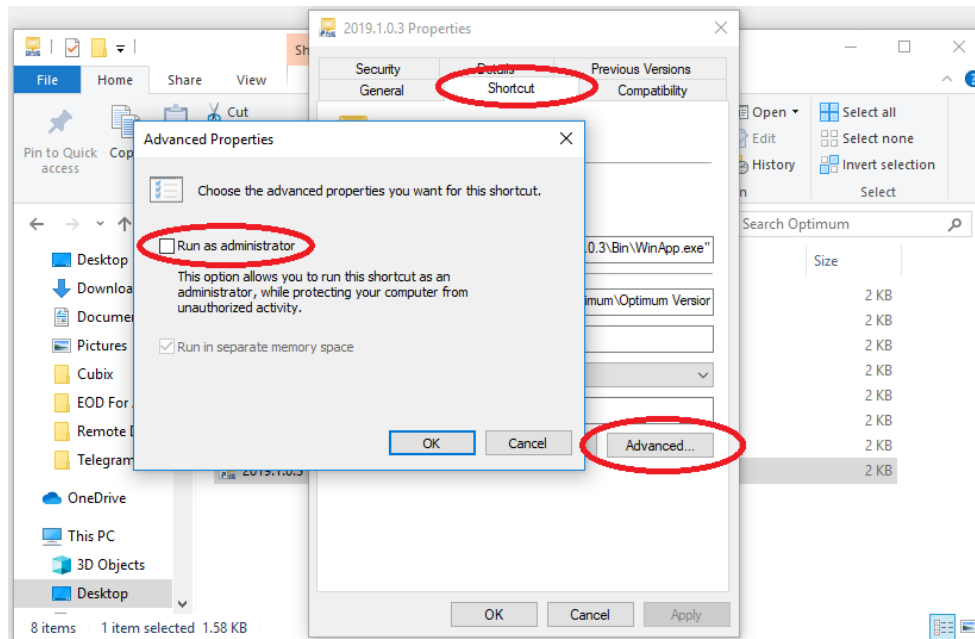


Solution 2. Set the properties of the shortcut icon to run the system as Administrator.

2-A. Right click on the shortcut icon and select **Properties**

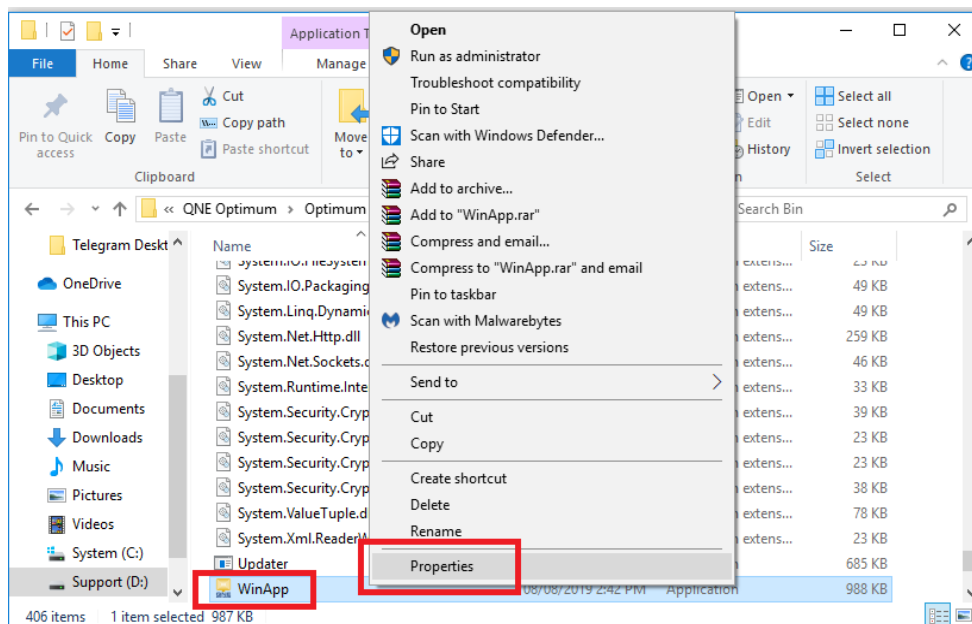


2-B. Select the **Shortcut** tab > **Advanced** > click on the check box to enable the **Run as Administrator** then click Ok and Apply.

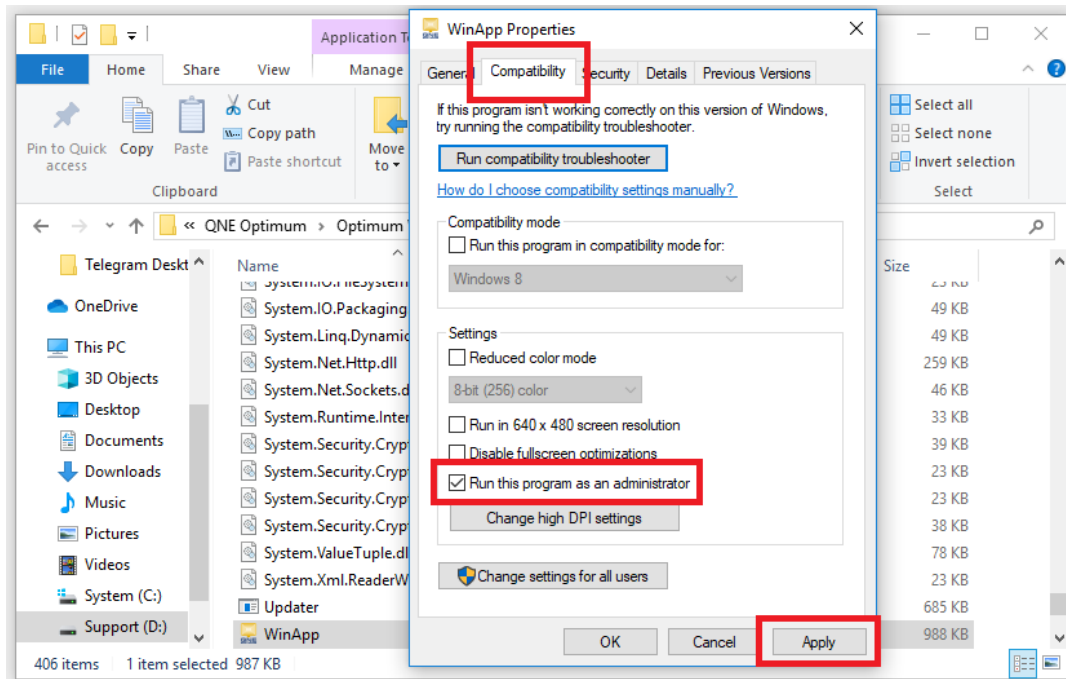


**Solution 3.** Set the properties of the WinApp.exe to run the system as Administrator.

3-A. Right click on the **WinApp.exe** then select **Properties**



3-B. On the **Compatibility** tab, click on the check box to enable the **Run as Administrator** then click **Apply**.

**NOTE:**

For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>